

Scheduling Tip Sheet

In order to keep your storage room stocked with the appropriate amount of inventory to meet community needs, a program needs to be organized. And part of being organized involves **scheduling both orders and deliveries**.

There are many ways to schedule orders and deliveries. **The method used at your NSP needs to reflect the realities of your program:**

- Do you have one staff overseeing harm reduction inventory or many?
- Do you do real-time recording using a computer, or pen and paper?

We encourage you and your team to review your practices. Can you reach operations described under ‘Great’? Keep a log or diary of your changes and growth. Do things run smoother than they did before? What you learn may surprise you and you can boast about your quality improvement initiative.

	Ordering	Delivery
Okay	<ul style="list-style-type: none"> • Community agencies submit an order to the core NSP by phone or email, whenever they want. • Core NSP must make time after each order submission to pack up harm reduction supplies. Staff may not be available at that time to package up the order. 	Unpredictable ordering results in various delivery dates and times. This means a community agency may not get supplies when they need them.
Better	<ul style="list-style-type: none"> • Certain days of the month are designated as order due dates for community agencies to submit their orders. This provides some regularity to the frequency and volume of the orders, which helps with planning. • If a community agency does not place an order one month, it may indicate that too much was ordered in the previous month(s). It’s a good idea for the core NSP to call and ask about what’s going on. If too much inventory is the issue, some of the supplies could be moved to another location to prevent the expiry of certain supplies. 	Certain days of the month are designated delivery days or as pick-up days , in cases where community agencies come to the core NSP to pick up their order.

<p>Great</p>	<ul style="list-style-type: none"> • This method takes some prep work to establish. But investing the time upfront may deliver and bring rewards in the end: more time to engage with community members. • In this case, the core NSP submits the order to the community agency indicating what supplies and in what quantity they will be sent. • Try to gather historical volumes from each community agency. Even six months' worth of ordering volumes can be a starting point. • Using this historical information, estimate the average volumes and use this as your new base for that community agency. Using the past six months, determine at what frequency the community agency was ordering: <ul style="list-style-type: none"> ○ every two weeks? ○ every month? ○ every other month? <p>Now that you have the past frequency and the average volumes, you can create a calendar to record when each community agency's order should be packaged and delivered.</p> <ul style="list-style-type: none"> • Using this method will provide you with valuable information. It can help you identify trends allowing you to check in with community agencies to confirm what you are seeing. 	<p>A calendar showing delivery dates to community programs is established, and everyone knows when orders can be expected every month.</p>
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