

The Ordering Process

OHRDP coordinates the distribution of harm reduction supplies to 34 Public Health Regions in Ontario through a licensed Medical Supplies Distributor. The harm reduction supplies currently provided include: alcohol swabs, BZK wipes, filters, cookers, sterile water, tourniquets, vitamin C, baggies, push sticks, brass screens, straight stems, straws, bowl pipes, mouthpieces and foil (excluding needles/syringes, biohazard containers and condoms).

Community Agencies Send Order Requests to their core NSP

Community agencies send their harm reduction supply needs to their core Needle Syringe Program (NSP). The process by which each core NSP collects orders from their community agencies is determined locally in each region. OHRDP recommends that core NSP's **update the order form they provide to their community agencies whenever the OHRDP Order Form is updated**. With new supplies being added or changed, it is encouraged that community agencies have access to the full range of OHRDP harm reduction supplies and resources to help them meet the needs of their communities.

Core NSP Compiles Bulk Order

Once the core NSP has determined the combined total of harm reduction supplies needed for their region, they will make a bulk order using the OHRDP Order Form. As mentioned in the *Completing the OHRDP Order Form* page, it is important that the staff person completing the order form inputs their full name, as well as the full name of the NSP. If it is a new name that OHRDP does not recognize, we will contact that person to see if there is any information or support we can offer.

OHRDP Receives and Processes Order

When OHRDP receives orders from core NSPs, each one is reviewed by a staff person. If there is anything needing clarification, the staff person will contact the program before processing the order.

Areas of clarification may include:

- volumes requested not within the usual range of ordering for that area and/or if we suspect an error may have been made on the Order Form;
- special delivery requests to be confirmed;

- if the name on the order form is new to OHRDP.

Once the order is approved, OHRDP staff forwards the order to the Medical Supplies Distributor to fulfill the order and dispatch delivery to the ship-to address for the core NSP. OHRDP will send a confirmation email to the core program stating the order has been processed. This email informs the core NSP to expect the order within the next few business days – depending on geographic location (refer to the Guidelines for the Management of Harm Reduction Supplies).

Medical Supplies Distributor

OHRDP's Medical Supplies Distributor receives the approved orders from OHRDP and coordinates delivery of the supply order to the Core NSP.

OHRDP has no control over **transportation issues** that may delay a delivery such as: shortage of drivers, trucks that break down, inclement weather conditions, construction or regional areas with limited courier options. It is recommended that programs ensure they have a two-week safety inventory. Having a buffer of two-weeks' worth of inventory is important should any issues arise delaying your supply arrival. If the delivery is taking longer than expected, please contact OHRDP.

Delivery to core NSP

- Bulk order of supplies is received at the core NSP. Staff meet the delivery truck and verify the full and correct volumes ordered arrived - comparing the Packing Slip to the original OHRDP approved order, and physically counting the boxes.
- It is important to verify the order delivery while the driver is still on-site in case there is a discrepancy. If there is a shortage or there are damaged boxes, the individual receiving the order should let the driver know before they leave the site. There may be nothing the driver can do, but it is important **that the driver has been informed of issues while on-site for insurance purposes**.
- Once the core NSP has inspected the delivery and has added new supplies to their Inventory, they then prepare supplies for distribution to community agencies, recording what is being re-distributed.

Order Discrepancy or Damaged Supplies

Let OHRDP know as soon as possible if there is an issue with the delivery or if there are damaged supplies. For damaged supplies, a completed *Damaged Product Report Form* found in the *Guidelines for Management of Harm Reduction Supplies* must be submitted. Taking pictures and recording the supply lot number is very helpful to us.

Order Desk Memo

OHRDP sends an Order Desk Memo to core NSPs every month.

The closure memo provides key information for core NSPs and will include:

- announcement of new products or a change in products;
- specific supply information and other resources;
- an updated or new order form when a supply has been added;
- key information OHRDP needs to share with core NSPs and their community agencies;
- important dates (holidays and office closures).

Do not hesitate to contact OHRDP with any questions you might have about the ordering process.

Ontario Harm Reduction Distribution Program

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