

Delivery Day

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, screens, straight stems, straws, bowl pipes, mouthpieces, and foil (excluding needles/syringes, biohazard containers, and condoms).

Preparing for the Delivery

Ensure the core NSP team is aware and ready to receive the supplies. **This could include:**

- reception/front desk
- staff responsible for counting inventory/boxes as it comes off the truck, inspecting for damaged boxes, and ensuring what was ordered has been received
- staff who assist in physically moving supplies to and/or in the storage room and sorting supplies going to community agencies

It's possible your complete order may arrive in more than one shipment and by different delivery companies.

Have Both the Packing Slip and the OHRDP Approved Submitted Order Form on Hand

When the delivery arrives, ensure the approved order form is on hand. A packing slip will come with the arriving stock. Count all boxes coming off the truck and check them against the approved order form to ensure the packing slip also accounts for all the supplies ordered. If the **packing slip is different from the original order**, make a note so OHRDP can be contacted about inventory/order discrepancies. If the packing slip and approved order form are the same but you are **missing boxes**, **ask the truck driver to check the truck for missed stock that might still be on it.**

Responsibilities on Delivery Day

The Driver's responsibilities on Delivery Day include:

- Arrive as expected
- Bring supplies into the building (or loading dock, depending on the site)
- Ensure delivery is signed for by staff
- Depending on the arrangement made with the core NSP, the driver will remove the plastic and take the skids. Some sites will keep the plastic wrapped around supplies as well as the skids as per the agreement

Core NSP responsibilities on Delivery Day include:

- Ensure staff are aware of the incoming delivery
- Be prepared and ready to meet the truck with a copy of the approved order form
- Count delivery inventory/boxes, checking it against the expected order and the packing slip
- If there are visibly damaged boxes, it's essential to inform the driver while they are still on-site for insurance reporting reasons
- Be sure to unpack all of the boxes as some may contain mixed content

Damaged or Defective Supplies

Substantial Damage Through Transport

If the delivery arrives with substantial damage to supplies, it's important staff know they can refuse the delivery of those specific boxes. If the damage is discovered after having received the supplies, OHRDP requests photos be taken of the damaged stock. Next, contact our office immediately to arrange a new delivery.

OHRDP needs to be notified **within two days** of refusing or receiving damaged supplies to ensure you have access to the supplies you need. **Complete the Damaged Product Report Form and submit it to OHRDP with photos (if possible).**

*Complete the Damaged Product Report Form located on the OHRDP NSP Portal, or in the back of the "Guidelines for the Management of Harm Reduction Supplies: Key Roles and Responsibilities of Ontario Harm Reduction Distribution Program and Ontario's Core Needle Exchange/Syringe Programs" document.

Supplies Not Ordered

If the core NSP has received supplies that weren't ordered, they are responsible to contact OHRDP about the shipping error within two business days for OHRDP to arrange a pick-up and return of the supplies. Contact us through the OHRDP Order Desk email: orders@ohrdp.ca and include an image of the packing slip. **It is important to note that a product can only be returned if the box has not been opened.**

Record Lot Numbers and Expiry Dates

With all new supplies, it's important to:

- a) Keep a record of lot numbers for each supply
- b) Keep a record of expiry dates for supplies
- c) Adjust your inventory count to include supplies that have been received
- d) Maintain the "First In, First Out" method of storage

Record lot numbers: If there's a recall on any supply, this will help to quickly locate supplies that may need to be removed from NSP distribution.

Record expiry dates: Having a record of when supplies are expiring helps ensure programs are distributing the oldest supplies first. The goal is always to ensure supplies do not expire before being used, keeping waste from occurring.

Adjust your inventory count to include supplies that have been received: Ensuring new supplies are immediately logged into inventory is a good practice. Adjust inventory records for supplies going out to community agencies or to community members. The most accurate records for Inventory Management are real-time record keeping (as supplies come in and go out).

First In, First Out Method of Storage: Receiving new supplies is an opportunity to move your older supplies to the front and add your newest supplies to the back. Constantly doing this when you receive new supplies will ensure your oldest supplies are used up first and there is minimal opportunity for supplies to expire on NSP shelves.

Delivery Day Checklist

- Ensure the NSP team is ready to meet the delivery truck and receive the supplies
- Have OHRDP approved order form on hand
- Get the packing slip from the delivery
- Count the delivery inventory and check it against the expected order and the packing slip
- Did everything come off the truck that was supposed to?
- Are there any visibly damaged boxes? If you spot any, inform the driver. If they're extremely damaged, you can refuse to take them
- Record lot numbers and expiry dates
- Put aside inventory being redistributed to community agencies, and record them as going out

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

Ontario Harm Reduction Distribution Program

115 Barrack Street, Suite 200

Kingston, Ontario K7K 1G2

Order Desk: orders@ohrdp.ca Other Inquiries: info@ohrdp.ca

1-866-316-2217