



Ontario Health

West

A new process and ordering system to consistently address urgent requests for Personal Protective Equipment (PPE) across the West Region has been launched.

Supply chain partners in the Erie St. Clair, South West, Waterloo Wellington, and Hamilton Niagara Haldimand Brant geographic areas have come together to develop a centralized warehouse and distribution system to effectively receive and distribute PPE supplies across the West Region. This is based on a hub and spoke model, and a virtual warehouse.

The virtual warehouse platform is a unique and innovative first in Ontario that centralizes data from multiple systems and provides a more truthful and transparent picture of the regional supply system. This helps the supply chain partners better track current PPE supplies and daily usage with near real-time information.

Built around this virtual warehouse is a physical warehouse and distribution system that ensures we are ready to receive and send PPE supplies to providers across the West Region in a timely, consistent manner based on allocation directives and best practices. This system involves a centralized warehouse in London, funneling supplies to several hubs in each geographic area.

With this system in place, an online order form has been developed for all urgent PPE requests for acute and non-acute providers. The order form can be found [here](#). From there, select your area and click on the “Urgent Pandemic Supply Form” button to complete and submit your request.

Please note the **updated** escalation process for PPE supplies below, and begin using this process immediately. Please do not reach out to the previously listed email addresses as they will not be monitored:

1. **PPE Stewardship** - All providers should continue to practice PPE stewardship following your internal PPE policies. We all must ensure we are using PPE in alignment with clinical guidelines, and develop strategies to reduce the unnecessary use of PPE. For current evidence-informed best practices, refer to the Public Health Ontario's [‘Updated IPAC Recommendations for Use of Personal Protective Equipment for Care of Individuals with Suspect or Confirmed COVID-19’](#)
2. **Source Locally** - All providers must continue to try and source supplies and equipment through their normal channels and partner amongst each other to secure supplies.
3. **Urgent Circumstances** – Providers should escalate to the area hub closest to them by completing the [urgent pandemic supply form](#). When completing the form, please have the following information available: number of days of PPE on hand, number of patient/resident-facing staff requiring PPE, number of non-patient/resident-facing staff requiring PPE.

4. **Provincial Escalation** - Should the area hub be unable to secure the items locally, the order will be escalated to the Ministry's Emergency Operations Centre (MEOC) in accordance with Ministry directives.

For providers with an existing relationship with a supply chain organization, please continue to order non-urgent supplies through your usual process.

Ontario Health West Region is committed to addressing the need for valuable PPE across the region and will keep all stakeholders updated on important information, new developments, or changes to this process.

Thank you for your continued dedication to patients and families, and willingness to work together on innovative solutions during this unprecedented time.