

## Communiqué

**DATE:** October 3, 2019  
**TO:** Windsor Regional Hospital Staff  
**RE:** Spare Printer Toner Replacement Process Change

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As part of the recent Ricoh printer refresh project, please be advised effective October 7, 2019 there will be a new process for obtaining spare printer toners. Staff will no longer be able to access toner from supply rooms.

Each printer should have two toners at all times; one in the device and a spare one. When a printer reaches toner replacement, an **'ADD TONER'** message will display on the printer screen advising the toner cartridge needs to be replaced. Once the spare toner cartridge has been placed in the machine, the device will communicate electronically to Ricoh to advise that a new toner is needed. A new toner will automatically be ordered, shipped and delivered to the department within one week. **It is the responsibility of each department to ensure they have two toners at all times; one in the machine and one spare.**

In the event that a spare toner is needed and not available in the unit/area, a call may be placed to TransForm at x7771 during business hours (8:00 a.m. to 4:00 pm.) who will assist in getting a spare toner to the unit. The printer name labeled on the printer must be provided. After hours, calls may be placed via the on-call line and TransForm will work with the hospital's security team to provide access to the toner supply rooms located at the Met campus (Room ME-1627 across from the Mail Room in the Admin Hallway) and the Ouellette campus (Room 1.523 in the 1 North hallway). You will be required to provide your name and department information to security in order for them to provide you with a toner.

The new process will be rolled out at both campuses. Thank you in advance for your assistance and cooperation. If you have any questions or concerns, please contact Cynthia Lane at [Cynthia.lane@transformssso.ca](mailto:Cynthia.lane@transformssso.ca).