

**PANDEMIC PPE TRANSITIONAL SUPPORT (PPTS)  
FREQUENTLY ASKED QUESTIONS**

Last Updated: August 4, 2020

## Purpose

This document presents Frequently Asked Questions about Pandemic PPE Transitional Support (PPTS) to support regional supply chain leads and in scope providers.

## Frequently Asked Questions

### Overview

**Q1: What is the purpose of the Pandemic PPE Transitional Support (PPTS)?**

A1: As we move towards gradually re-opening the economy, the province recognizes that some healthcare sectors require support securing PPE. Many community-based providers face challenges that include new sourcing complexities, inaccessible pricing, and lack of administrative resourcing required to support supply chain functionality. Organizations that did not have established PPE supply chains prior to the pandemic or whose supply chains failed have been particularly disadvantaged.

To address these challenges, the province has changed its policy to provide transitional support for healthcare providers / organizations to safely ramp-up or re-open their services. This temporary policy will continue to be reassessed by government on an ongoing basis.

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**Q2: What has changed from the PPE response already in place?**

A2: Two things have changed:

- We have temporarily broadened the eligibility list for access to PPE – see Q9 below.
- We have temporarily removed the requirement that certain providers source their own PPE first on the commercial market, before accessing the provincial pandemic stockpile.

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**Q3: What is the same as the PPE response already in place?**

A3: In all other ways, the PPTS is no different from the PPE response already in place:

- Conservation and appropriate use of limited PPE supply remains critically important, and a range of conservation strategies and hazard controls (e.g., engineering controls, administrative control actions) should also be implemented where possible. Prospective recipients of PPE from the province’s pandemic supply must ensure their practices are in line with the PPE guidance available on conservation and appropriate use, as developed by the Chief Medical Officer of Health.
- Recipients of PPE from the province’s pandemic supply are still expected to report on their PPE inventory, as directed by Minister’s Order for the health sector. Accurate and timely reporting into the **CSE Survey** (virtual inventory) provides the province with the information it needs to administer this transitional support.

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**Q4: What do I need to do to access PPE through this transitional support?**

A4: This transitional support is not mandatory, it is opt-in. Instructions for how to access the transitional support are included below.

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**Q5: What is the cost to me?**

A5: PPE allocated under this transitional support will be distributed at no-cost to providers at the point of access (same conditions for PPE allocated from the provincial supply to-date). Note that this policy is temporary, subject to change in the future.

Questions related to PPE not-allocated through this transitional support (i.e., purchased by your association/organization) will continue to be addressed via your existing funding relationship-holders within the Ministry of Health.

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**Q6 What is the purpose of reporting to the CSE survey twice a week and completing a Remedy form for PPTS?**

A6 We appreciate the time commitment required to complete various forms/surveys but we are confident the effort will help us support sectors more accurately. In regards to the **CSE survey**, it is part of the Ministers Order and Direction to provide information respecting to critical supplies and equipment. The information provided through the CSE survey will help measure demand within the regions and procure supplies responsibly. Unfortunately, without this information we would

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not be in a good position to support our partners. The purpose of the **Remedy Form** is to field requests by HSP's whose needs are not completely being met and require support through the PPTS.

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**Q7: Who will implement the PPTS?**

A7: Regional Supply Chain leads will be accountable for operationalizing this policy change. We appreciate that stakeholders may not be aware of their Regional Supply Chain leads. For your convenience, please refer to Q24 which outlines each Regional Lead and contact information.

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**Q8: Do I need to complete a waiver form?**

A8: Waiver forms are only required when receiving donated, aged or expired product.

## Eligibility

**Q9: Which providers are no longer expected to source PPE on the commercial market before accessing PPE from the provincial stockpile?**

A9: This temporary policy change is meant to support providers / organizations that have faced challenges sourcing PPE. It is not meant for those currently engaged with reliable PPE suppliers. It is not meant for those currently engaged with reliable PPE suppliers or virtual care providers. Providers who are not eligible for this transitional support remain eligible to access the provincial stockpile, but are required to source PPE through their regular supply chain before requesting supplies from the province.

Specifically, the following community health sectors are eligible:

- Primary Care Providers – broadened scope to include all providers, not just those serving vulnerable populations, and including Midwifery Practices
- Community-based Physician Specialists (e.g., ophthalmology, cardiology, pain clinics, respirology, neurology, endoscopy, etc.)
- Indigenous Communities and Indigenous Providers
- Community Health Service Providers including:
  - Consumption and Treatment Services
  - Hospice Care

- Community Mental Health and Addictions Agencies, including residential programs
- Community Support Service Agencies
- Non-Municipal Seniors and supportive housing providers
- Homes for Special Care
- Independent Health Facilities

The following providers are not eligible for the PPTS but may continue to access supplies from the provincial stockpile to address pandemic needs that cannot meet through their regular supply chain, and may continue to make emergency requests as necessary:

- Hospitals
- Long Term Care
- Retirement Homes
- Home Care SPOs
- Ambulance/EMS/First Responders
- Municipally funded or administered services
- Community Labs/specimen Collection Centres
- Community Pharmacies

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**Q10: I work in a team environment including pharmacists, student learners, specialists, and non-clinical staff. Who can I source PPE for through this transitional support?**

A10: This transitional support will extend to anyone working under the same roof, including all patient-facing clinical and non-clinical staff and learners in a practice / organization.

All providers / organizations are expected to ensure their practices comply with the PPE guidance available on conservation and appropriate use, as developed by the Chief Medical Officer of Health, and that other tools within the Hierarchy of Controls (such as barriers, or social distancing) are in place as possible.

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**Q11: I work at a Community Health Centre (CHC). Can I source PPE for dental clinics and Consumption and Treatment Services (CTS) that are part of our CHC program?**

A11: Yes, dental services that are offered as part of a CHC program are in scope. CTS is also in-scope, whether administered through a CHC or otherwise.

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**Q12: Is this supply intended to support patients who require PPE to receive services?**

A12: The transitional support is designed for providers / organizations only. Patients are expected to bring their own PPE.

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**Q13: Is this supply intended to support volunteers, visitors or caregivers of patients who require PPE to receive services?**

A13: The transitional support is designed for providers / organizations only. Volunteers, caregivers and visitors are expected to bring their own PPE.

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**Q14: I currently have a reliable source of PPE that is fully meeting my needs. Can I still access PPE through this transitional support?**

A14: If you currently have a reliable source of PPE that is meeting your needs you should continue to use your current arrangement and not access this transitional supply of PPE. The purpose of the PPTS is to support health service providers during this period of transition, whose needs are not being met through the commercial market.

### Accessing the Transitional Support

**Q15: How do I access transitional support from the pandemic stockpile?**

A15: Eligible providers can request PPE through the existing regional supply channels, as described below.

**Organizations that fall within the North, Toronto, Central, and East regions** can submit a request through [Remedy](#), Ontario Health's PPE request platform. Please refer to the accompanying How-To document for instructions on completing the request form.

**Organizations that fall within the West region** submit their requests through their [regional request process](#).

Once your request is submitted, the allocation will be delivered either to a central depot or directly to your location.

For your convenience, we have provided a map of the regions for providers that may not know which regions they belong to [here](#)

**Please note:** Each request submitted must have all required fields completed. Any forms that are incomplete will not be fulfilled and will delay shipments. We encourage each requester to carefully read over the aforementioned How-To document for instructions.

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**Q16 How much supply will be provided to me? How is this determined?**

A16: Through the request form mentioned above, you will be asked to input details (i.e., number of patient-facing clinical and non-clinical staff in the practice / organization, number of clients / patients the practice / organization services).

From this, a standard provincial formula will be applied to determine quantities of each item to be included in the allocation. Regions will communicate the duration of supply they will provide as they prepare to fulfil the request.

In order to support the estimation of allocation quantities, please provide the following inputs as part of the request: 1. the number of patient-facing clinical staff and learners in the practice/organization, and 2. the number of non-clinical staff in the practice/organization, and 3. the number of Clients/Patients the practice/organization services.

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**Q17: Can I make multiple requests?**

A17: Organizations can make multiple requests if necessary (e.g., if they have used up their original allocation, or if they have limited storage space) while the PPTS is running. An end date for this transitional support has not been determined.

All organizations are expected to ensure their practices are in line with the PPE guidance available on conservation and appropriate use, as developed by the Chief Medical Officer of Health.

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**Q18: What PPE products can I request?**

A18: The PPE provided through the PPTS is the same PPE available through the regional escalation process, and subject to availability. Substitutions will be made as appropriate (e.g., sanitizing spray in the place of sanitizing wipes).

N95 masks will continue to be allocated as per CMOH guidelines. If your service requires N95s (due to the use of aerosol generating medical procedures), please complete a separate request as this will be treated as a critical escalation. Note, additional scrutiny and follow-up will be required to understand the rationale for the request.

Additional PPE may still be requested separately as a critical escalation through the Ministry Emergency Operations Centre (MEOC) using the same request form.

Non-medical PPE (i.e. cloth masks) are not included in this transitional support.

For more information on strategies for optimizing the supply of isolation gowns please refer to the following information [here](#)

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**Q19: Do I need to wait until my stock is depleted prior to submitting my request?**

A19: No, you do not need to wait until your stock is depleted prior to submitting a request.

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## Distribution

**Q20: How will I receive my allocation?**

A20: The current regional distribution model will be leveraged to distribute PPE from the existing regional stockpiles. For more information about your regions distribution model, please refer to your Regional Supply Chain Leads (Q26).

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**Q21: How long will it take for the allocation to arrive?**

A21: The Regions aim to fulfill requests within 10-12 business days, or slightly longer in the North region. Please be prepared for delays as we work to address all requests.

The emergency escalation process remains in place should you need PPE in the event of an urgent/emergency need.

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**Q22: My organization has locations across the province. Will everyone receive the same allocation of PPE through this transitional support?**

A22: Yes. The standard provincial allocation will be applied to primary care providers and specialists. Other community provider associations are assessed by the regions based on standardized information submitted in Remedy. All recipients of PPE from the province's pandemic supply are expected to report on their PPE inventory, as directed by Minister's Order for the health sector.

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**Q23: Will I receive my full allocation at once, or in separate batches?**

A23: Our goal is to provide the full allocation at once. However, circumstances outside our control may necessitate multiple batches.

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## Questions

**Q24: Who do I contact if I have questions?**

A24: Please contact the Regional PPE Lead for your region with any questions.

Region	Regional Supply Chain Leads
<b>Central Region</b>	Debbie Roberts: <a href="mailto:Debbie.Roberts@lhins.on.ca">Debbie.Roberts@lhins.on.ca</a> Susan Gibb: <a href="mailto:Susan.Gibb@lhins.on.ca">Susan.Gibb@lhins.on.ca</a>
<b>East Region</b>	Paul McAuley: <a href="mailto:Paul.McAuley@3so.ca">Paul.McAuley@3so.ca</a> Leslie Motz: <a href="mailto:lmotz@lh.ca">lmotz@lh.ca</a>
<b>North Region</b>	Matthew Saj: <a href="mailto:sajm@tbh.net">sajm@tbh.net</a> Michael Giardetti: <a href="mailto:giardetm@tbh.net">giardetm@tbh.net</a>
<b>Toronto Region</b>	Rob Burgess: <a href="mailto:Robert.Burgess@sunnybrook.ca">Robert.Burgess@sunnybrook.ca</a> Nancy Kraetschmer: <a href="mailto:Nancy.Kraetschmer@tc.lhins.on.ca">Nancy.Kraetschmer@tc.lhins.on.ca</a>
<b>West Region</b>	Toby O'Hara: <a href="mailto:hmmscovid19@hmms.on.ca">hmmscovid19@hmms.on.ca</a>