

Instructions to Long Term Care Homes on Accessing One-Time Pandemic PPE Supply

The Ontario Government will provide access to all long-term care homes with an up to eight-week one-time supply of personal protective equipment (PPE), so they are prepared to manage outbreaks. This supply is currently available for homes to order.

Long-term care homes may request up to the following volumes of supply:

For all products other than N95s

- Up to 8 weeks of supply for the following products: face shields, gowns (L2), surgical masks (L2), sanitizer
- Up to 2 weeks of supply for gloves
- Up to 3 weeks of supply for wipes

For N95s

- N95s are available to meet your requirements for aerosol generating medical procedures (AGMPs) and obligations under Directive 5 ([linked here](#)).
- Supply available includes 3M 8210s and reusable elastomeric respirators; other NIOSH approved models may be provided subject to availability.
- Homes may request product for which their staff are fit tested or may request supply to conduct fit testing. Long-term care homes will be responsible for conducting fit testing for employees.
- Instructions are outlined below regarding what information must be provided in the PPE intake form in order to access N95 supply
- Please note that all requests for N95s will be escalated to the Ministry of Health (MOH) and will be prioritized using a risk-based ethical approach that considers the criticality of the service provided, risk and magnitude of exposure to the worker, and the vulnerability of the population served.

Volumes provided are subject to change if the supply position of the province shifts. Allocation volumes are at the discretion of the regions for regular PPE and with the MOH for N95s; homes in outbreak will be prioritized.

Please note that long-term care homes that have recently received a proactive allocation from their region will only receive additional supply up to the thresholds listed above. For example, if a long-term care home recently received a four-week supply of face shields, they can expect to receive an additional four weeks of supply.

Instructions on Requesting Supply

Long-term care homes can request their supply through the PPE request form that are typically used for requests for critical PPE: **HMMS portal for West Region** long-term care homes and **Remedy for Central, North, Toronto, and East Region** long-term care homes. The process is outlined below:

1. Complete the request form on behalf of your site (<https://ehealthontario.on.ca/en/health-care-professionals/digital-health-services>). Requests should be issued for single sites only (i.e., requests will be accepted individually for each long-term care home, rather than groups of homes)

- a. Note that certain mandatory fields may not be applicable to this program. For example, this checkbox must be selected in Remedy to proceed to Step 2.

By selecting this box, your organization confirms it still has a supply shortage of under 7 days of stock despite following Steps 1-3 and requires PPE from the pandemic stockpile to continue providing services.

The statement is not relevant to the request for the support program but should be selected in order to proceed. Please complete the intake form to the best of your ability and irrelevant fields will be disregarded as requests are reviewed and processed.

2. Please include “Request for LTC Stabilization PPE Program” within the open text field “Special Instructions” at the bottom of *Contact Details* on the Remedy form. This will help to differentiate the request from an emergency escalation request.

Special Instructions:

Long-term care homes in the West Region may capture this in the “Additional Comments” open text field.

Please provide any additional comments

3. As part of the support program, only the following types of PPE can be requested:
 - a. Face Shields
 - b. Gowns (L2)
 - c. Surgical Masks (L2)
 - d. Hand Sanitizer
 - e. Gloves
 - f. Disinfectant Wipes
 - g. N95s

Please indicate the quantity of supply that you would like to request for each product type, adhering to the supply guidance outlined in this document.

Quantity (Amount in Eaches):

(As the quantity provided in a box/case may vary by supplier, please provide your total request in Eaches)

4. We encourage long-term care homes to use reusable gowns where feasible. If your organization has capacity to take on reusable gowns (e.g. has access to appropriate laundry services), please request reusable gowns on the intake page.

Item Type: Description:

Does your organization have capacity to take on reusable gowns (e.g. laundry)?

Yes No

In the question below, please indicate whether you launder gowns internally or work with an external commercial laundry service partner. Upon receipt, please note that the gowns should be laundered once before initial use.

Item Type: Description:

Does your organization have capacity to take on reusable gowns (e.g. laundry)?

Yes No

How are you planning on laundering these reusable gowns? *

Internally, with on-site laundry capabilities

Externally, at an off-site commercial laundry service partner

If external, please indicate the laundry provider you work with.

How are you planning on laundering these reusable gowns? *

Internally, with on-site laundry capabilities

Externally, at an off-site commercial laundry service partner

If you are planning to launder the gowns externally, please select the name of your commercial laundry provider

Ecotex

Hospital Linen Services (HLS)

K-Bro

London Hospital Linen Service (LHLS)

Mohawk Medbuy Corporation (MMC)

Other (Please Enter):

Long-term care homes in the West Region may indicate the same information in the “Additional Comments” open text field.

Please provide any additional comments

5. If you are requesting N95s, you **must** respond to the following questions. If this information is not provided, your N95 request cannot be fulfilled:
 - a. Have your staff been fit tested to the mask you are requesting?
 - b. Reason for your request (Fit testing/ Regular supply)
 - c. Total number of staff who require an N95 respirator*
 - d. Identify all other NIOSH approved respirators that your staff have been fit tested to and the number of staff that have been fit tested to each model

* This is defined as a Health Care Worker or Regulated Health Professional who delivers care to suspected, probable or confirmed COVID patients. Per IPAC guidelines, homes should cohort patients with suspected, probable or confirmed COVID-19, assign

designated teams of health care providers, and batch patient encounters to help conserve the use of PPE.

Have your staff been fit tested to the mask you are requesting? Yes No

What is the reason for your request? Fit testing Regular supply

Please indicate the total number of staff who require an N95 respirator (This is defined as a Health Care Worker or Regulated Health Professional who delivers care to suspected, probable or confirmed COVID patients. Per IPAC guidelines, homes should cohort patients with suspected, probable or confirmed COVID-19, assign designated teams of health care providers, and batch patient encounters to help conserve the use of PPE.)

- Please identify whether staff have been fit tested to any of the following NIOSH approved respirators and the number of staff that have been fit tested to each model:
- Elastomeric Respirators
 - N95 8210
 - Sanical Benehal MS8225
 - Halyard Fluidshield 46727
 - 3M 8200
 - 3Q RIZSQ1005b
 - Other NIOSH Approved Respirator
6. The Ontario Health regions will review incoming requests and assess for reasonableness based on guidance from their clinical regional governance table. The review process varies slightly by region. The MOH will provide N95s using an ethical approach that considers the criticality of the service provided, risk and magnitude of exposure to the worker, and the vulnerability of the population served. Homes may expect regions to follow-up on requests for clarification.
 7. Non-N95 PPE will either be shipped to long-term care homes or may require pick-up from a depot. Orders may take 5-10 days to ship, however delays may be expected depending on volumes. Shipments to homes currently in outbreak will be prioritized. Please note - requests for N95s will be assessed by the MOH based on available supply and priority of need for homes. If approved for N95s, shipments will go directly to the home.

Frequently Asked Questions

Overview

Q1: What is the purpose of the Pandemic PPE Support for Long-Term Care?

A1: The Ontario Government will provide access to all long-term care homes with an up to eight-week one-time supply of personal protective equipment (PPE), subject to availability, so they are prepared to manage outbreaks. This supply is now available for long-term care homes to access. Supply will vary by product category according to product supply constraints.

Q2: What are the expectations of the participating long-term care homes?

A2: Providers must meet the following conditions in order to receive PPE from the pandemic supply

1. **Conservation and Appropriate Use:** Although the availability of certain PPE has become more stable, adherence to best practices for PPE conservation and appropriate use remain critically important to our collective response to COVID-19. PPE is only the last line of defense against COVID-19, and a range of conservation strategies (e.g., engineering, and 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 at http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/2019_guidance.aspx

Health care workers caring for cohorted patients with suspected or confirmed COVID-19 should be following extended-use recommendations as appropriate for their setting. Consider the following key principles:

- Cohort patients with suspected or confirmed COVID-19, assign designated teams of health care providers, and batch your patient encounters to help conserve the use of PPE
 - Extend the use of PPE for as long as possible, but once wet, damaged, soiled, or removed (e.g., to eat or drink), or after exiting the patient care area, PPE should be changed
2. **Reporting into the Virtual Inventory:** Recipients of PPE from the province's pandemic supply are expected to report into the critical supplies and equipment (CSE) virtual inventory, as directed by Minister's Order for the health sector. Submission of information into the Ontario CSE inventory tool includes both inventory levels and consumption forecasts, to inform what organizations will use. Accurate and timely reporting into the virtual inventory provides the province with the information it needs to support its pandemic response, and it is required for providers to access PPE from the provincial pandemic stockpile.

Q3: What is the cost to me?

A3: PPE allocated under this program will be distributed at no-cost to long-term care homes (same conditions for PPE allocated from the provincial supply to-date). Note that this policy is temporary and may be subject to change in the future.

Q4: How does this program impact the current emergency allocation approach?

A4: This program does not impact the existing process by which long-term care homes can issue emergency requests for critical PPE from the provincial pandemic stockpile, for which they have less than seven days of supply. Long-term care homes may continue to make requests for PPE through the appropriate OH regional online intake form at <https://ehealthontario.on.ca/en/health-care-professionals/digital-health-services>. Attached with this communication is a refreshed version of a document that has previously been shared, **PPE Guidance for LTC and RH sectors**, which may be helpful for reference. Information on this one-time supply is not included in this document.

Accessing the PPE Supply

Q5: How do I access PPE supply?

A5 Eligible long-term care homes can request PPE through the existing regional supply channels, as described below.

Long-term care homes that fall within the North, Central, Toronto and East regions can submit a request through [Ontario Health's PPE request platform](#).

Long-term care homes that fall within the West region submit their requests through their [regional request process](#).

We have provided a map of the regions for long-term care homes that may not know which regions they belong to [here](#).

Please note that the PPE request forms indicate that PPE should only be requested if the organization requesting has less than 7 days of supply. This directive may be ignored for this program (with exception of N95's) and should be selected in order to move forward. Current on-hand supply does not impact eligibility to access this program.

Q6: How should I complete mandatory fields that are not applicable to this program?

A6: Certain fields in the request forms are mandatory to complete but are not applicable to this program (e.g., "Timeline Required" in Remedy). Each mandatory field should be completed so that requests may be submitted and fields that are not applicable to this program will be disregarded as requests are reviewed and processed.

Q7: How much supply will be provided to me and of which products? How is this determined?

A7: Long-term care homes may request the following volumes of supply:

- Up to 8 weeks of supply for the following products: face shields, gowns (L2), surgical masks (L2), sanitizer
- Up to 2 weeks of supply for gloves
- Up to 3 weeks of supply for wipes
- N95s are available to meet your requirements for aerosol generating medical procedures and obligations under Directive 5 ([linked here](#)). Supply available

includes 3M 8210s and reusable elastomeric respirators; other models may be provided subject to availability. Homes may request product that they are fit tested to or may request supply to conduct fit testing. Long-term care homes will be responsible for conducting fit testing for employees.

The Ontario Health regions will review incoming requests and assess for reasonableness based on guidance from their clinical regional governance table.

The MOH will provide N95s using a risk-based, ethical approach that considers the criticality of the service provided, risk and magnitude of exposure to the worker, and the vulnerability of the population served. The review process varies slightly by region. Homes may expect follow-up on requests for clarification.

Note that Directive 5, which directs provision of N95 respirators to health care workers and regulated health professionals, has been amended ([linked here](#)). A Q&A document is available for further detail ([linked here](#)).

Supply is subject to change if the supply position of the province shifts. Allocation volumes are at the discretion of the regions.

Please note that long-term care homes that have recently received a proactive allocation from their region will only receive additional supply up to the thresholds listed above. For example, if a long-term care home recently received a four-week supply of face shields, they can expect to receive an additional four weeks of supply.

Q8: What are reusable elastomeric respirators?

A8: 3M™ Half Facepiece Reusable Respirator 7500 Series is a plastic and silicone respirator. When properly fitted and used with approved 3M™ cartridges and filters, this respirator helps provide respiratory protection at concentrations up to 10 times the Permissible Exposure Limit (PEL).



Considerations for Use:

- Product is bulkier than a disposable N95s and can impede line of site, impacting patient care
- The exhalation valve on the mask is not filtered and does not offer source control if the wearer is infected – therefore the exhalation valve must be covered with a surgical mask in order to protect residents and other staff in the event a staff member may be COVID Positive – this guidance is approved by Ontario Health
- Implementation support and clinician education may be required to support clinicians with managing appropriate cleaning and disinfection procedures, or replacement of filters. The filters are reusable and should last at least 6 months to 1 year and should only be replaced when breathing becomes difficult. Do not throw out the filter

Q9: What fit testing services are available?

A9: For those that have not fit tested to the products available from the Pandemic Stockpile – masks for the purposes of fit-testing will be provided (note these may be expired masks), and then subsequent to fit testing additional orders may be placed.

Long-term care homes are responsible for fit testing of their employees. If required, a list of providers of fit testing services is included in Appendix: Fit Test Providers. Should additional supports for fit test services become available, these will be communicated further.

As the provincial stock may continually vary subject to supply and demand – it is highly encouraged that long-term care homes identify individuals to become designated fit-testers and participate in train the trainer education, which is delivered by Public Services Health & Safety Association (PSHSA) - <https://www.pshsa.ca/courses/training-the-fit-tester-for-respiratory-protection-distance-learning-training-program>. Trainees must have access to a fit testing kit to conduct the training and to deliver fit testing on site.

Q10: Do I need to wait until my stock is depleted prior to submitting my request?

A10: No, you do not need to wait until your stock is depleted prior to submitting a request. Current on-hand supply does not impact eligibility to access this one-time program.

Distribution

Q11: How long will it take for the allocation to arrive?

A11: The Regions aim to fulfil requests within 5-10 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.

Q12: Will I receive my full allocation at once, or in separate batches?

A12: Our goal is to provide the full allocation at once. However, circumstances outside our control may necessitate multiple batches.

Eligibility

Q13: Who the provincial supply is intended for?

A13: The supply of provincially provided pandemic PPE is intended to be used by homes for residents and people who provide direct care and support to residents.

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

A14: If you currently have a reliable source of PPE that is meeting your needs, you should continue to use your current arrangement and may also request this supply which can be used as a back stop in the instance that shortages arise. Long-term care homes will be responsible for PPE storage.

Regular PPE Supply

Q15: How can I increase my regular PPE supply on an ongoing basis?

A15:

To support business-owners, workers and the economic recovery of the province, the Ontario government has launched a website to provide businesses with information on personal protective equipment (PPE) suppliers.

The [Workplace PPE Supplier Directory](#) is home to an up-to-date list of Ontario companies and business associations that are ready to supply PPE. To safely reopen and continue operations, businesses can use the website to identify suppliers of PPE to help ensure the safety of their staff and customers. This aligns with the government's efforts to ensure the health and safety of Ontarians, while also supporting our economy.

Q16: What additional resources and training are available?

A16: Per a memo released on September 28, 2020, the Ministry of Long-Term Care has been working with the Ministry of Health and Public Health Ontario to update and package a number of educational resources geared specifically toward the needs of the Long-Term Care sector and to support preparedness for a potential second wave of COVID-19. Long-Term Care operators are strongly encouraged to make personnel aware of these resources and ensure they complete those that are most relevant to their specific role and level of knowledge as soon as possible. Please see the table below for a summary of the modules/resources available.

You may also wish to consider accessing additional training opportunities for your personnel, particularly those who are at a more advanced level in their current knowledge and with responsibility for infection prevention and control program, which are available through IPAC Canada, Centennial College and other recognized institutions.

Group	Resources included/Topics
Non-clinical personnel https://www.publichealthontario.ca/en/education-and-events/online-learning/ipac-fundamentals	IPAC core competencies PPE Physical distancing Screening
Clinical Personnel https://www.publichealthontario.ca/en/education-and-events/online-learning/ipac-fundamentals	IPAC core competencies PPE Physical distancing Screening
Family members/caregivers https://www.publichealthontario.ca/en/education-and-events/online-learning/ipac-fundamentals	

Contacts

Q17: Who do I contact if I have questions?

A17: Please contact the Regional PPE Lead for your region with any questions.

Central Region:

Susan Gibb: OHCentralPPEinquiries@lhins.on.ca

East Region:

Paul McAuley: Paul.McAuley@3so.ca

North Region:

Matthew Saj: COVIDsuppliesNorth@tbh.net

Michael Giardetti: giardetm@tbh.net

Toronto Region:

Rob Burgess: Robert.Burgess@sunnybrook.ca

Nancy Kraetschmer: Nancy.Kraetschmer@tc.lhins.on.ca

West Region:

Toby O'Hara: HMMSCOV1D19@hmms.on.ca