

# Pandemic Emergency Management – Challenge & Tested Solution

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## Challenge:

- Supply chain issues

## Solution:

- Partnerships
  1. When PCR testing became difficult to get, Ottawa Rotary Home developed a partnership with Kids Come First (a version of OHT, not formalized). They conduct the PCR testing for CHEO. Kids Come First recognized the need of the DS community and opened PCR testing site to all DS staff and congregate care employees.
    - With a letter those employees can go to the testing site during working hours to get a PCR test.
  2. Ottawa Rotary Home ran vaccine and rapid antigen test clinics. Because of this, they became trusted partners of the Ottawa PHU. They were able to leverage that relationship to acquire RATs and PCR tests for their teams.
    - There was an identified need for more RAT, so Ottawa Rotary Home went under PSP initially and secured hundreds of RATs. They provided them to other Agencies that were reaching staff crises.
  3. Because the Ministry portal is experiencing supply chain issues, a partner agency in Ottawa is bulk ordering N95s and RATs privately and using money from the Covid Relief Fund to cover the costs.

## Steps to Implement:

It comes down to working collaboratively and creatively to support each other during this crisis.

## Results

- How effective was this?
  - o Regional collaboration has proven to be very effective
- Was this efficient? Was it quick to implement?
  - o Some of the solutions were quicker than others to implement. Some were done immediately to address crisis concerns.

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Person Consulted: Gina St.Amour, ED, The Ottawa Rotary Home

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- Would you recommend this to other agencies?
  - Yes, working with other Agencies to share resources is how we have managed to help the people we support by ensuring no Agency sinks.

## Additional Considerations:

- Keeping resources focused on where there needed, not on supply management.
- Operating as a regional hub and helping other Agencies is the focus of the Ottawa Rotary Home. Doing so required another agency to focus on the supply chain management, so that their personnel were not diverted away from their primary roles.
- The Ottawa DSN has a distribution list. Should one Agency need help with supplies they can put it out to the group.
  - o This has helped identify need within the region

## Lessons learned:

- Region specific requirements should be considered.
  - o Bilingual capacity in the Eastern region is currently slowing information dissemination to the Francophone Agencies.

## Further contact Person:

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