

February 12th, 2021

IMPORTANT INFORMATION FOR: CLBC Direct Funded Home Sharing Providers and Service Providers Providing Residential Services

Hello, we are writing to you regarding the temporary Personal Protective Equipment (PPE) program that CLBC announced to you on Wednesday, February 10th, 2021. (Click [here](#) to read the announcement)

It has been brought to our attention that the majority of PPE orders placed on the [COVID-19 Supply Hub website](#) are not using the instructions outlined in the [step by step guide](#) that was included in our message to you.

Please remember to follow the process outlined in the guide as this will ensure your PPE orders are free to you. Skipping any step in this process could result in your organization being billed.

Another important item to address is to please make sure that your PPE purchases do not exceed 0.15% of the annualized contract value of your residential contracts only for Fiscal Year 2020/2021. If this amount is less than \$100, the limit will be set at \$100. Service providers who contract directly with home sharing providers should consider your home sharing providers PPE needs when placing your order.

We have a list of Frequently Asked Questions (FAQ) posted on our website that you may find helpful. We will be posting updated FAQ's as needed so please continue to check. Click [here](#) to view the FAQ. If you have further questions after reading the [FAQ](#), please contact your CLBC liaison analyst.

We have included the step by step guide in this message. (See below). Thank you again for your continued support.



John Stinson
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Community Living British Columbia



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Vice President
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Ordering Through the COVID-19 Supply Hub A Step by Step Guide

**Please note: The Supply Hub website is not supported by Internet Explorer. Please use Chrome, Firefox, or Safari to submit an order.*

COVID-19 Supply Hub website link: www.gov.bc.ca/supplyhub

In order **to ensure that you are not charged for your order** through the COVID-19 Supply Hub website, please follow the instructions below:

- 1) Under the “**Available supplies**” section of the COVID-19 Supply Hub landing page, click the “**Request PPE supplies**” button, this will take you to the COVID-19 Supply Hub order request page.

In the COVID-19 Supply Hub order request page:

- 2) Under Organization Name, enter **CLBC** before your legal organization name or your full legal name as displayed on your CLBC contracts.
- 3) Under Organization Street, enter your shipping address.
- 4) Under Sector, select **Social Services** from the drop-down menu
- 5) Under Subsector, select **Community Living BC** from the drop-down menu
- 6) Answer **Yes** to the question: Are you an existing client with the BC Product Distribution Centre or Distribution Centre Victoria?
- 7) Enter **274393** under PDC or DCV Account Number
- 8) Ensure all fields with asterisks are completed

COVID-19 Supply Hub landing page “Available supplies” section:

Available supplies

This list will be updated as supply levels change. Supplies of the following items are, or will soon be, available:

- Bleach
- Gloves
- Gowns
- Face shields
- Disinfectant cleaner
- Industrial cleaner
- Hand sanitizer
- Masks
- Wipes

View the full [PPE product catalogue \(PDF, 1.2MB\)](#).

Request PPE supplies

COVID-19 Supply Hub order request page:

* Organization Name	<input type="text" value="CLBC Service Provider Name"/>
* Organization Street	<input type="text" value="Street"/>
* Organization City	<input type="text" value="City"/>
Organization State/Province	British Columbia
* Organization Postal Code	<input type="text" value="Postal Code"/>
* Organization Country	Canada

Are you an existing client with the BC Product Distribution Centre (PDC) or Distribution Centre Victoria (DCV)?

Yes No

* Requestor First Name	<input type="text"/>
* Requestor Last Name	<input type="text"/>
* Email	<input type="text"/>
* Phone Number	<input type="text"/>
* Sector	<input type="text" value="Social Services"/>
* Subsector	<input type="text" value="Community Living BC"/>

PDC or DCV Account Number