

Guidelines for Receiving Donations to Staff from the Community

Donations from our community play a significant role in supporting our people during COVID-19. In addition to donations that directly support the delivery of patient care, HHS will seek to accept donations that:

- Show community support for health care workers
- Provide items intended to assist our workforce to pause, reset and nourish (food, drink, other items)

HHS will not accept donations for patients or families.

Reviewing Donations

The WeCare Team (wecare@hhsc.ca) will liaise with those offering donations to ensure that they are safe as follows:

- Confirm business is licensed to sell food and overseen by Public Health, confirming via the Public Health website if deemed necessary
- Non-food donations will not be accepted unless identified as a desired object by teams and reviewed with IPAC, HSW and other stakeholders to confirm safety
- Confirm food items are individually wrapped and request serving items (cutlery, cups, etc.) in sealed packaging
- Ensure food is transported in a manner that protects it from adulteration or contamination and is held at food safe temperatures during transport
- Ensure non-food items are new

Receiving Donations

The WeCare team will identify receiving units/departments and communicate with donors and receiving areas to facilitate a seamless process. Including adding expected deliveries to the Visitor/Patient List each day so screeners are aware.

Delivery will take place at the main entrance of each hospital location (Main Entrance Visitor Screening Area). Hours of operation (8 am-8 pm Monday-Friday and 10 am-8 pm Saturday & Sunday). Efforts will be made to focus deliveries at non-peak screening times.

Exceptions:

UCC-screener is on duty and can receive donations from 9 am-9 pm 7 days/week.
UCC screener will receive a daily list of donations expected at their site by 9 am.

Main Entrance Visitor Screening Area

Donors will be asked to enter the front doors, sanitize hands and identify themselves to the screeners.

Screener will direct donor to leave donation and will notify receiving department to retrieve site based cart (or bring own unit cart) and come to main entrance to collect donation.

Receiving Unit/Department

- Wipe cart before receiving donation and wipe exterior of food/drink containers. Return cart to designated site location (if applicable) within 30 minutes of using cart.
- Ensure an appropriate area has been identified using [Designated Refreshment Area checklist](#) and notify team of location of refreshments when the food/drink arrives.
- Ensure appropriate actions are taken to prevent the spread of infection with any food/drink donations:
 - Avoid congregation of staff to eat
 - Food/drink should be kept in a manner consistent with HHS' [Safe Practices with Food and Drink](#) policy, placed in an area's [Designated Refreshment Area](#).
 - Ensure the area the food/drink donations are stored is clean and that surfaces are disinfected.
 - Ensure hand sanitizer is provided and that individuals disinfect their hands before retrieving food or drink.
 - Ensure plates, cups, napkins and cutlery can be easily accessed.
 - **Do not serve** any loose food (e.g. chips, popcorn, Timbits, unwrapped candy) that require individuals to reach into a container to retrieve the item (i.e., no common bowls or common sharing). Loose food must be dispensed in a manner that ensures no contamination of remaining food (i.e., use of fork or tongs).
 - Items should be individually wrapped, or a serving utensil must be provided
 - Open items must be covered when not being accessed
 - Refrigerate or discard perishable food once it has been sitting at room temperature for 2 hours