

## Exton, Adam (HC/SC)

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**From:** Faustin, Isabelle (PHAC/ASPC)  
**Sent:** 2020-04-03 2:15 PM  
**To:** Nowers, Kathryn (HC/SC)  
**Cc:** Johnstone, Marnie (PHAC/ASPC); Mead, Jobina (PHAC/ASPC)  
**Subject:** RE: follow-up donations questions

Hi Kathryn,

PHAC will include an automatic reply acknowledging receipt of the email but will also follow-up with all donation offers to guide them in order to ensure the product is triaged, assessed and out to the P/Ts as quickly and efficiently as possible.

In regards the point of contact, PHAC is in discussions to leverage the PSPC buy/sell website with a “button” link and a form that will guide the donor to provide the information required to properly triage and process the request.

Thanks,  
Isabelle

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**From:** Nowers, Kathryn (HC/SC)  
**Sent:** 2020-04-03 11:18 AM  
**To:** Faustin, Isabelle (PHAC/ASPC)  
**Cc:** Johnstone, Marnie (PHAC/ASPC) ; Mead, Jobina (PHAC/ASPC)  
**Subject:** RE: follow-up donations questions

Thanks !

So because I will be asked – will there be a bounce back acknowledging the receipt of the email and what are we hoping will be response times?

And assume this confirms that PHAC is the first point of contact for donations and not PSPC? I think we need to have something up on the web – maybe link off the buyandsell ?

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**From:** Faustin, Isabelle (PHAC/ASPC) <[isabelle.faustin@canada.ca](mailto:isabelle.faustin@canada.ca)>  
**Sent:** 2020-04-03 10:58 AM  
**To:** Nowers, Kathryn (HC/SC) <[kathryn.nowers@canada.ca](mailto:kathryn.nowers@canada.ca)>  
**Cc:** Johnstone, Marnie (PHAC/ASPC) <[marnie.johnstone@canada.ca](mailto:marnie.johnstone@canada.ca)>; Mead, Jobina (PHAC/ASPC) <[jobina.mead@canada.ca](mailto:jobina.mead@canada.ca)>  
**Subject:** RE: follow-up donations questions

Hi Kathryn,

Here's the newly created generic address for donations: [phac.hpoc.ppedonations-eppdons.cops.aspc@canada.ca](mailto:phac.hpoc.ppedonations-eppdons.cops.aspc@canada.ca)

Isabelle

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**From:** Faustin, Isabelle (PHAC/ASPC)

**Sent:** 2020-04-03 10:43 AM

**To:** Nowers, Kathryn (HC/SC) <[kathryn.nowers@canada.ca](mailto:kathryn.nowers@canada.ca)>

**Cc:** Johnstone, Marnie (PHAC/ASPC) <[marnie.johnstone@canada.ca](mailto:marnie.johnstone@canada.ca)>; Mead, Jobina (PHAC/ASPC) <[jobina.mead@canada.ca](mailto:jobina.mead@canada.ca)>

**Subject:** follow-up donations questions

Hi Kathryn,

Here you go –

PHAC is creating a new generic email for donations but in the interim this one should be used: [phac.hpocppestrategy-strategieppcops.aspc@canada.ca](mailto:phac.hpocppestrategy-strategieppcops.aspc@canada.ca)

Thanks,  
Isabelle