

Lockington, Elliott (SPAC/PSPC)

From: Alice Olesya C <P [REDACTED]>
Sent: March 26, 2020 5:49 PM
To: Parmar, Dovejot (SPAC/PSPC)
Subject: Expediting PPE & médical supply to Canada

Hi Dove,

I've been working on the following initiative in a strictly non-profit capacity and having continuous issues (and stalling) with deliveries of PPE/med equipment, and extremely slow response from the government (and the responses I did receive have not been constructive thus far).

I've been able to secure over 100,000 N95 masks and more can become readily available, should I request my supplier to secure them immediately, but timing is extremely sensitive due to global demand for the very same products, from the very same facilities. My suppliers in China have been very efficient, locked in highest quality brand-name products with all the required documentation and certifications, and I am unsure as to why various politicians I connected with are stalling so much. Instead of focusing on the scope required, they're asking me if I've spoken to the other jurisdictions yet and what they're saying. I am mainly trying to find the fastest way to ship these supplies by air because currently, UPS is the most reliable company to use for Canada, but they are overwhelmed and there are huge delays on shipments.

I've been contacted by Bayshore Health (who supply all LHIN centres with PPE) and arranged their first order of 50,000 surgical masks expected to be shipped before end of this week; also by Michael Garron Hospital Foundation's president Mitze Mourinho, who, like many others, is facing a shortage of PPE. Various teams are contacting me from hospitals in Ottawa, GTA, and Vancouver, and I keep seeing hospitals organizing public donation drives, hoping the public can supply enough PPE. I've also been contacted by Dr. Melissa Yuan-Innes, who initiated the petition asking the government to prioritize PPE for healthcare staff. She shared a shocking story with me from her colleague in an Ottawa ER, where hospital staff was advised to reuse masks and use T-shirts to fashion additional protection as they're out of N95's, when treating patients. As you know, essential and healthcare front line workers have been getting sick more lately.

1) I would like to ensure the orders I am procuring are going straight to the hospitals/facilities dealing with potential COVID outbreaks and do not get delayed by federal customs/CBSA. Additionally, that their processing is expedited and their customs fees waived (if possible) as this is a strictly non-profit endeavour conducted by me. I connected with Parliamentary Secretary, MP Yvan Baker and Minister Bill Blair however, haven't heard anything from their offices yet or, from CBSA. Private freight companies confirmed for me that customs fees can be easily waived for this particular initiative, so I am unsure why I'm not getting an answer from the ministry on this.

2) I've discussed the solution for engaging and utilizing all available commercial airlines to assist with direct China-Canada cargo deliveries of medical equipment and essential supplies, rather than relying solely on UPS.

On a provincial level, I proposed a draft supply chain process plan, wherein the centralized Ontario Procurement team continue coordinating purchasing and delivery logistics by working closely with

airline and shipping companies. MPP Kinga Surma confirmed that she is taking this to ON Procurement team, should federal government support this.

On the federal level, MP Baker is taking this proposal to the Minister of Transport, MP Marc Garneau, to engage airlines and discuss other options as well. They've recommended this should also be done in coordination with the provinces and are extremely interested in seeing this solution implemented. I haven't heard back yet.

My suppliers (and those of others) escalated the following issue, which can only be dealt with at federal level: *"Currently 2-3 day deliveries are next to impossible via UPS/DHL. Too many flights were cancelled and not enough planes are available to ship products, so shipments are slower than usual. UPS is currently the only best and safest way for shipping medical supplies, because it's a direct flight, China-Canada. Every DHL flight passes US territory, because DHL have transfer hub in Cincinnati, OH. So there is a risk that the supplies will continue being expropriated by US customs. Some of our orders were intercepted by the German government, when they were supposed to go to Switzerland and Italy..."*

To add to the above, I've also been told that a large shipment ordered by another private company headed to Canada was intercepted and redirected to Europe.

4) Lastly, due to Chinese Government's control of at least 80% production on medical supplies (hence the delays or shortages), I'd like to ensure our orders do not get withheld in airports in China. However, we can certainly continue making smaller orders but increase frequency of deliveries by air in this way (this issue was flagged to Global Affairs as well).

On Monday, I also spoke with Catherine Y. M. Hsu, the Director General of Taipei Economic and Cultural Office in Toronto, and she expressed that the Government of Taiwan is very interested in assisting on this, and will cooperate directly with Ontario and Toronto's Public Health or MGCS. They have many interested suppliers.

Please do not hesitate to connect with me directly.

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Many thanks,

Alice (O.) Chornenka

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