

# VENDOR PARTNER NEWS

## HEALTH SHARED SERVICES SUPPLY CHAIN DEPARTMENT (SS-SCD) VISION:

an integrated supply chain model that ensures right products and services are available at the right place and the right time at the best price to support safe, efficient and effective health care

June 2022



## COVID-19 VACCINATION UPDATE

COVID-19 Vaccine Regulations under the *Health Protection and Promotion Act*, which came into effect in December 2021, will be suspended as of June 1, 2022. These regulations required our vendors to be fully vaccinated or have an approved medical exemption. Given the current epidemiology of the province, a decision has been made not to extend them at this time.

While the regulations and the mandatory vaccination policy have been suspended as of June 1, Public Health will continue to monitor the epidemiology of the province and, as with any public health measure, these may be reinstated at any time deemed necessary in the future for the protection of the people of the province.

Thank you to our vendor community for your cooperation during the pandemic and for helping us keep our facilities, patients, clients, and staff safe! We recommend you continue to follow the guidance from Public Health as we all continue to live with COVID-19.

## COMPLIMENTS AND COMPLAINTS HANDLING

One of the ways in which Vendor Management supports SS-SCD's vision (as stated in the left column), is by ensuring that concerns raised by stakeholders are treated seriously. If and when things go wrong, they can only be put right if we know about it. As such, we have developed a Compliments and Complaints Handling Guide so that our stakeholders are informed and have a clear understanding of our processes, roles and responsibilities, and the practical steps involved.

The guide also has a broader aim - to encourage all stakeholders to rethink old attitudes to complaints and to see them as an opportunity for improvement, not a threat. Our aim is to: reassure our stakeholders that we are committed to properly addressing and resolving problems, maintaining or improving relationships with our vendors, and improving our transparency and accountability.

Please visit our [webpage](#) to access our newly released Compliments and Complaints Handling Guide!

## Contact Us

### Vendor Management Team

[vendor.relations@centralhealth.nl.ca](mailto:vendor.relations@centralhealth.nl.ca)

[centralhealth.nl.ca/tenders](https://centralhealth.nl.ca/tenders)



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*“A smart manager will establish a culture of gratitude. Expand the appreciative attitude to suppliers, vendors, delivery people, and of course, customers.”*

~ Harvey Mackay

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