

Los Angeles County Department of Public Health  
Personal Protective Equipment (PPE)  
FAQs (FREQUENTLY ASKED QUESTIONS)

To organizations and agencies interested in requesting personal protective equipment, please see the following common questions and answers:

**How do we request PPE?**

PPE can be requested by completing the PPE Survey Request Form via the following link:

<https://www.surveymonkey.com/r/XRRJPGN>

Please note: Shipments are sent out on a weekly basis and can take up to 2 weeks from the time of your request to arrive at your location. Once your request is processed, you will receive an email from us with additional information and an estimated delivery date.

**What types of PPE are available?**

While our inventory fluctuates and available items are subject to change, we usually have the following items available: gloves, gowns, masks, disinfectant wipes, safety goggles, and hand sanitizer. Please note that we only have adult-sized PPE; we do not carry child-sized PPE items.

**Are PPE items still usable and reliable if the expiration date on the box has passed?**

Most items can be safely used past the date on the box, as the FDA has extended expiration dates for most PPE brands.

**What criteria does our organization need to meet to receive PPE?**

Your organization must serve lower income communities and individuals who have experienced hardships due to COVID-19. We do not send PPE to organizations or clinics that have other governmental resources for requesting PPE resources.

**Who can we give these PPE to?**

Ideal uses for the PPE include handing them out to community members, patients, clients, and visitors to facilities. If it is a congregate-type care facility, these items can be used by visitors or residents with in and out privileges and facility staff.

**How much PPE can we request?**

The survey will include guidance on the minimum number of PPE items that can be ordered. The minimum changes according to the brands we have in inventory and how they are packaged. If there is any issue with supplying the amount that you entered, we will contact you.

**Can additional PPE be requested?**

Yes, you are welcome to complete the survey again to request additional PPE items. Please keep in mind that this is an as-needed basis, but we ask that your organization only complete the survey once a week to avoid duplicated shipments. The survey will remain open for as long as there is inventory.

**How will the requested PPE be delivered?**

Deliveries are Monday through Friday between 8am-5pm. PPE cannot be delivered to someone's home nor to a P.O. Box. Typically, PPE items are delivered via UPS; however, depending upon the quantity of PPE, a non-UPS delivery truck may deliver the PPE. The delivery truck staff will not unpack or breakdown any pallets of PPE that are delivered.

**What if we need PPE because of an active outbreak?**

At the end of the survey, there is a comments section where you can state if there is an active outbreak onsite and we will do our best to rush the order.

**What if we need PPE because we have an upcoming event?**

**If you have an upcoming event, please make sure to submit your request for PPE at least three weeks in advance.** We are not able to rush these requests nor guarantee that the PPE will arrive on time due to UPS or other carrier delays.

**If our facility is not open on the date of delivery, can the PPE be delivered on another day?**

We are unable to specify an exact date of delivery by the UPS carrier. If no one is at the location to accept the delivery, the carrier will either leave the shipment by the door of your facility or leave a note to pick up the PPE at a designated UPS location. If PPE items are not picked up, they will be sent back to our warehouse.

**Can a tracking number be provided for the delivery of the PPE?**

No tracking number is provided ahead of time. If there is an issue with your delivery of PPE and you have not received PPE within the time frame we specified, please contact us at [DPHPPECOORDINATOR@PH.LACOUNTY.GOV](mailto:DPHPPECOORDINATOR@PH.LACOUNTY.GOV).

**Whom do I contact with additional questions?**

Send any additional questions to: [DPHPPECOORDINATOR@PH.LACOUNTY.GOV](mailto:DPHPPECOORDINATOR@PH.LACOUNTY.GOV)