

Cold Weather Checklist

Delivery Vehicles:

- Bags of ice melt for each delivery vehicle
- Full tank of gas for each delivery vehicle
- Windshield ice scraper and spray de-icer for each delivery vehicle
- Portable snow shovel for each delivery vehicle
- Portable cellphone charger with cord for each delivery vehicle
- Flashlights with fresh batteries for the store and your delivery vehicles
- AAA or roadside assistance membership for delivery drivers

Store Operations:

- Pails of ice melt (Buy extra – it doesn't have an expiration date.)
- Sturdy shovels and/or snow scrapers (Do not wait for a maintenance crew to clean the entrance to your store.)
- Flashlights with fresh batteries for the store and your delivery vehicles
- Portable electric heater near drive-thru window (interior)
- Inclement weather policy. If your store has to close due to snow, how will you inform employees, patients, doctor offices, and vendors? Consider in-store signage, IVR, phone messages, social media, website, etc.

Marketing:

- Exterior signage and/or banners. Message idea: "Stay warm, we deliver."
- Small ad in local newspapers and church bulletins: "[Pharmacy name] delivers to your home."

Important:

At times, a driver may make a delivery and find a patient in distress, typically in an older patient's home. Pharmacy delivery drivers at times can be the only human contact a home-bound person may have. What should your driver do if they find someone with no heat, a frozen or burst pipe, or is unable to shop for food? Conduct staff training on how drivers should report these situations and how to offer temporary fixes (such as protein bars and bottled water for patients, pet food for their animals, etc.).