**West Michigan Shared Hospital Laundry does not operate on the following holidays:**

\*Memorial Day \*Independence Day \*Labor Day \*Thanksgiving

\*Christmas \*New Year’s Day

* In the event one of these holidays falls on a Sunday, WMSHL observes the holiday on the Monday following the holiday.
* There are no linen deliveries, or soil pick up, on these holidays.

**HOLIDAY ORDERING INSTRUCTIONS:**

**MEMBER CLINICS:**

* For holidays that fall on your delivery date, your delivery/pickup will be re-routed to the first business day before or after the holiday. Example: Memorial Day-your delivery will be made the Friday before or Tuesday after the holiday.
* *If you are able to cancel your delivery for the week of the holiday, contact WMSHL two weeks before the Holiday.*

**BULK MEMBERS (Hospitals, Offsite, Long-Term Care):**

* To assist with the delivery missed due to a holiday, members shall follow these steps:

1. The week prior to the holiday, gradually alter your “ON HAND COUNTS” each day. This will allow you to build up stock to get through a missed delivery on the holiday.

*Example: If your SHELF LEVEL for flat sheets is 500, and you have 400, enter 200 for your on-hand count.*

**Shelf On-hand Count Required**

Flat Sheets 500 (enter) 200 300 *(200 additional shipped to build up for the holiday)*

1. If a holiday falls on a day that you would normally place an order online:

* You must place the order by 11:00AM, **TWO** business days prior to the holiday
* MAKE SURE TO USE THE SAME DATE YOU NORMALLY WOULD:

*Examples for a holiday falling on a Monday:*

* If you normally place your order on Mondays using a Monday date (9:00AM or 11:00AM deadlines) - you must place the order by 11:00AM on the Thursday prior to the holiday using Monday’s date.
* If you normally place your order on Mondays using a Tuesday date (3:00pm deadline)

– you must place the order by 11:00AM on the Thursday prior to the holiday using Tuesday’s date.

1. In the event an order is not received by the order deadline, the member will receive ½ (50%) of the stated Par Level for all linen items.
2. Any cancellation, addition, or change to an order after the given deadline will result in a late adjustment fee (SEE FEE SCHEDULE).
3. Placing Orders in Advance:
   1. If necessary in the event of a planned absence, members may place an order(s) up to six days in advance.
   2. If the order exceeds six days in advance, members shall call the Linen Coordinator, and request that an order be generated.