

Intake Process for Reporting COVID-19 Vaccine Cold Chain Incident for Community Vaccine Providers (including Long-Term Care, Community Health Services and Indigenous Partners)

1. Quarantine affected vaccine and label as “Do Not Use”

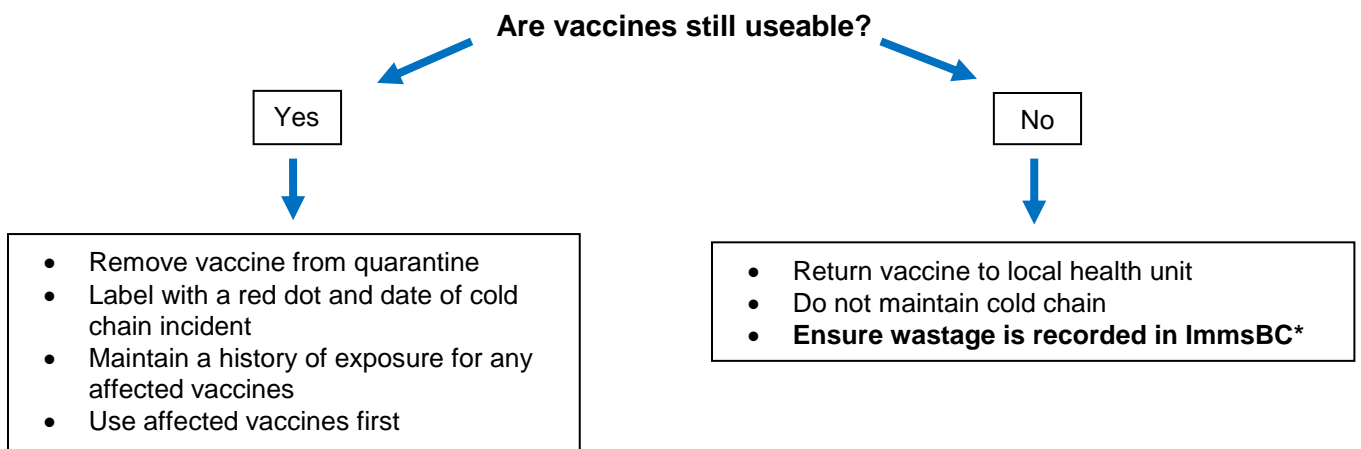
- Document current, minimum, maximum and room temperatures. Stop or reset device.
- Note: When vaccine is stored in a fridge or cooler, **0°C to +2°C** is considered refrigeration conditions, considering accuracy of the temperature monitoring device, it does **not** constitute a cold chain incident and does **not** need to be reported.
Cold chain excursion must be reported when minimum temperature is:
 - < +1°C when monitored with device with known accuracy of +/- 1°C
 - < +0.5°C when monitored with device with known accuracy of +/- 0.5°C
 - If device accuracy is not known, accuracy is considered to be +/- 1°C
- If vaccine has been exposed to a previous freeze-thaw cycle – **do not refreeze**. Quarantine in vaccine fridge at +2°C to +8°C. Freeze/thaw cycles must be tracked.

2. Initiate cold chain consultation process

- Complete [Cold Chain Incident Form](#) in full, include as much detail as possible (e.g. duration of exposure, fridge temperature when vaccine was found, visual inspection of vials if vaccine may have experienced a thaw-freeze cycle etc)
- Fax cold chain incident form and temperature logs to local [Public Health Unit](#)
 - Include name of site/facility and contact number and indicate ‘COVID-19 Vaccine Cold Chain Incident’ on cover page to flag as high priority
 - Health Unit will review Cold Chain Incident Form and forward to Island Health Biological Products Consultant (BPC)
 - BPC may need to contact site/facility with follow-up questions prior to providing a recommendation
 - Note: BPC is available Monday – Friday 08:30-16:30 (excluding statutory holidays)
 - BPC will usually provide direction within 1 business day, but may take longer if consultation with BCCDC Pharmacy or manufacturer is required

3. Once vaccine usability has been determined, BPC will communicate recommendation to site/facility and Health Unit:

- If urgent direction is required, BPC will phone submitting site and provide verbal instructions (e.g. vaccine is usable, vaccine is not usable) followed by written recommendation.



4. If vaccine is deemed not usable record wasted inventory in the ImmsBC system

- *Health Unit will complete this step if site is not using ImmsBC