



Region of Waterloo
PUBLIC HEALTH AND
PARAMEDIC SERVICES

Health Care Provider Cold Chain Incident Reporting Process

A cold chain incident is defined by the Ministry of Health and Long Term Care (MOHLTC) as an incident when a vaccine is exposed to a temperature below 2°C or above 8°C for any period of time.

****DO NOT USE VACCINE if MIN, MAX OR CURRENT temperatures outside of 2°– 8°C****

- 1) Place the vaccine into a bag, mark “do not use”.
- 2) If the **current** temperature is **outside** of 2°– 8°C:
 - Move vaccine to a cooler with ice packs and thermometer, or another fridge and ensure temperatures are within 2°– 8°C.

If the **current** fridge temperature is **within** 2° – 8°C but the **min or max** is **outside** of 2° – 8°C:

 - Leave vaccine in the refrigerator and ensure current temperature stays within 2°– 8°C.
- 3) Document temperatures and time in your logbook, clear thermometer.
- 4) Complete the MOHLTC Vaccine Cold Chain Incident Exposure/Wastage Report. [Refer to Immunization Section of the Health Care Provider area of our website for form.](#)
 - Include Premises Information, Incident Description, and Vaccine Inventory.
 - Ensure Vaccine inventory includes:
 - Lot number
 - Expiry date
 - Number of doses
 - Indicate if the vaccine has been previously exposed.
- 5) Fax a copy of the Vaccine Cold Chain Incident Exposure/Wastage Report and temperature log that includes incident and at least two weeks of temperatures to Public Health at 519-885-7260.
- 6) Public Health will contact you regarding the cold chain incident within 24 hours.
- 7) If advised by Public Health, to return vaccines involved in cold chain failure:
 - Bag vaccines and label with the following: **COLD CHAIN FAILURE, your holding point code (HPC)** (found on your fridge), and **name of your facility**.
 - **Include a completed Biological Returns form with every return.**
 - Call the Medical Courier at 519-745-9601 to pick up the vaccine for return or, give it to them at the next vaccine delivery.
- 8) Monitor fridge temperatures for **seven** days, and then fax those temperatures to Public Health at 519-885-7260.