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:
     o Lot number
     o Expiry date
     o Number of doses
     o 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.