



Cold Chain Incident (CCI) Instructions for Sites

A staff member at your facility has noticed a fridge temperature (current or historical) below +2.0°C or above +8.0°C. What are your next steps?

1. Report the CCI to the Durham Region Health Department **immediately** by **calling 905-668-4113, extension 3063**.
2. Complete the Health Department's [Vaccine Cold Chain Inventory Worksheet](#).
3. Fax completed **Vaccine Cold Chain Inventory Worksheet and temperature logs** to 905-666-6214 with the **fridge number** on each page.
 - For sites that pick-up vaccine from the North office, fax to 905-982-0840.
4. Place all exposed vaccine in brown bag(s) and:
 - a. Label each bag with "DO NOT USE" and the fridge number.
 - b. **Maintain exposed vaccine within +2.0 to +8.0 Celsius range and continue to record temperatures twice daily**. The vaccine may be deemed useable after investigation.
 - c. If the contingency plan is activated, two separate temperature logs must be documented during the cold chain break: one for the contingency vaccine storage and one for the affected fridge (label logs accordingly).
5. The Health Department nurse will investigate the usability of exposed vaccine. After the investigation is completed, the nurse will provide direction for all exposed vaccines (i.e., usable/spoiled). **Do not use exposed vaccine until you have received investigation results.**

Reporting cold chain incidents is an important step in ensuring safe and effective vaccines are being administered to our community. This helps protect the especially vulnerable populations in our community.

*Available via durham.ca/hcp; under "Reporting" section.
If you require this information in an accessible format, contact 1-800-841-2729.