There are two distinct processes to follow in the event of a temperature excursion depending on when and where the incident occurs.

SCENARIO 1: Temperature excursion occurs while vaccine is in the custody of the manufacturer, en route to a primary delivery site

When vaccine arrives at a primary site, the temperature monitor provided by the manufacturer is stopped and a report is generated to indicate the temperatures experienced by the vaccine during transit. If this report indicates a break in the cold chain, the following process should be implemented:

1. Quarantine affected vaccine.

2. Receiving site notifies IBCOC_Operations@phsa.ca as soon as possible. If after hours, call 1-250-686-6061, providing as much of the following information as possible:
   - Date of incident
   - Location of incident
   - Number of doses affected

3. Immunize BC Operations Centre notifies the National Operations Centre immediately.

4. Receiving site contacts manufacturer directly:
   - If the incident is outside the hours of: 04:30 -14:30 PST, Monday-Friday - email the manufacturer instead of calling
   - Copy in the National Operations Centre: PHAC.vaccine.NOC-CNO.vaccin.ASPC@canada.ca

5. Once the incident is resolved please submit a report to IBCOC_Operations@phsa.ca with the following information:
   - Date of incident
   - Location of incident
   - Number of doses affected
   - Number of doses wasted
   - Impact on provincial program (e.g. clinic closed early, clinic cancelled)
   - Manufacturer recommendations

6. Upon receipt of this report, the Immunize BC Operations Centre will be responsible to report the incident to the National Operations Centre.

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1 Primary site: a site which receives vaccine directly from the manufacturer (i.e. Health Authority site, BCCDC Vaccine Distribution Centre, Pharmacy Distribution Centre)
SCENARIO 2: Temperature excursion occurs while vaccine is in the custody of the health authority or community vaccine provider\(^1\)

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

2. Site notifies IBCOC_Operations@phsa.ca as soon as possible. Call 1-250-686-6061, if after hours and assistance is required to initiate a cold chain consultation.

3. Cold chain consultation process initiated\(^2\)

   Cold chain incident form completed
   (for cold chain incident form and instructions, see the Vaccine Management webpage)

   Are the vaccines still useable?

   ![Flowchart]

   - Remove vaccine from quarantine
   - Label with a red dot and date as being first exposure OR use a number if more than one exposure has occurred.
   - Maintain a history of exposure for any affected vaccines.
   - Use affected vaccines first.

   - Return vaccines to the BCCDC Vaccine Distribution Centre using standard processes for vaccine returns.
   - Ensure wastage is recorded as per provincial procedure (e.g. Panorama).
   - Do not maintain cold chain.

4. Once the incident is resolved please submit a report to IBCOC_Operations@phsa.ca with the following information:
   - Date of incident
   - Location of incident
   - Situation surrounding incident
     - Excursion temperature(s) and duration(s)
     - Lot number, expiry
     - Detail description of event
   - Recommendations

5. Upon receipt of this report, the Immunize BC Operations Centre will be responsible to report the incident to the National Operations Centre.

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\(^1\) Health authority or community vaccine provider: vaccine is in the custody of the health authority or community vaccine provider (e.g. health authority storage site, immunization clinic setting, pharmacy, physician office, FNHA).

\(^2\) Cold chain process consultation: report incident to local public health unit for determination of vaccine use; consultation with BCCDC Pharmacy may occur.
## List of Amendments

<table>
<thead>
<tr>
<th>Date</th>
<th>Section</th>
<th>Description</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 28, 2021</td>
<td>Full document</td>
<td>Processes refined to align more closely with standard provincial procedures.</td>
<td>Multiple</td>
</tr>
<tr>
<td>April 29, 2021</td>
<td>Manufacturer Contact Information</td>
<td>Janssen guidance added.</td>
<td>Keren Massey</td>
</tr>
<tr>
<td>April 29, 2021</td>
<td>Scenario 2</td>
<td>Guidance added to confirm requirement to report any vaccine wastage as per provincial procedures in addition to reporting to IBCOC.</td>
<td>Keren Massey</td>
</tr>
<tr>
<td>July 21, 2021</td>
<td>Scenario 2, Step 2</td>
<td>Guidance updated to reflect that a phone call is only necessary if assistance is required after hours.</td>
<td>Keren Massey</td>
</tr>
<tr>
<td>Mar 24, 2023</td>
<td>Scenario 1, Step 5 Scenario 2, Step 4</td>
<td>Guidance updated to remove 24 requirement to report CCI</td>
<td>Calvin Kaila</td>
</tr>
</tbody>
</table>