

	Name of Activity: Procedure for Receiving COVID-19 Vaccines, Diluent, and Dry Ice from the National Operations Centre	
	Role Performing Activity: Saskatchewan Health Authority, Athabasca Health Authority, Northern Intertribal Health Authority, First Nations and Inuit Health Branch Staff Ministry of Health	
<h1>WORK STANDARD</h1>	Location: COVID-19 Immunization Manual	Department: Population Health Branch
	Document Owner: Vaccine Management Team	Region/Organization where this Work Standard originated: Ministry of Health Population Health Branch
	Date Prepared: 2021-01-13	Last Revision: 2022-10-21

Work Standard Summary: This procedure supports timely communication on vaccine deliveries within the province as well as meets reporting standards required by the National Operations Centre (NOC)¹.

Essential Tasks:	
1.	<p>Receiving COVID-19 Vaccine</p> <p><u>Vaccine Deliveries from Pfizer/BioNTech</u></p> <p>The designated point of use contact will receive emails from Pfizer regarding their vaccine shipment when the order is created, when the order is shipped, and when the order is delivered. An exception email will be sent if there is a change in Estimated Time of Arrival (ETA).</p> <p>Follow the Ministry of Health’s cold chain management work standard: Vaccine Storage & Handling and Cold Chain Break Procedures for Pfizer and Moderna.</p> <p>Follow the Pfizer Shipping and Handling Guidelines, to unpack the thermal shipper upon receipt of vaccine delivery. This includes:</p> <ul style="list-style-type: none"> • Data logger must be removed from the thermal shipper and stopped by pressing and holding the stop button for five seconds. Temperature records of the shipment will be provided within 1-3 hours of pushing the STOP button of the device. • Do not use the vaccines until the product status email is received releasing the product for use even if the data logger is blinking green (indicating no temperature excursion). If an automated release notification is not received within three hours of delivery, contact Pfizer Customer Service at 1-833-829-2684 or CanadaCSVaccine@pfizer.com. <p>Follow required Occupational Health and Safety dry ice storage and handling procedures, including proper Personal Protective Equipment (PPE) use and dry ice disposal. Pfizer has dry ice Safety Data Sheets and other dry ice safe handling resources on their website: https://www.cvdvaccine.ca/resources.</p> <p>Follow the Pfizer Shipping and Handling Guidelines, to return the real-time temperature monitor (i.e. data logger) and thermal shipping container.</p> <p><u>COVID-19 Vaccine Deliveries from the Federal Warehouse (Innomar)</u></p> <p>Follow the Ministry of Health’s cold chain management work standards found on the COVID-19 Immunization Manual website.</p> <p>FedEx will send a product release confirmation email indicating whether proper temperature was maintained during shipment.</p>

¹The National Operations Centre (NOC) provides COVID-19 vaccine logistics support and is part of the Public Health Agency of Canada
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Essential Tasks:

Shipment to some sites will also include a TempTale data logger when FedEx knows there can be an issue transmitting information from the GPS device. For these sites, please note there is a two-step process:

1. The TempTale data logger reading must be downloaded **with every shipment** to confirm there was no temperature excursion. Instructions to download the TempTale will be provided inside the shipping container.
2. The site must also wait to receive the email confirmation from FedEx before releasing the product.

Follow the shipping container return process as indicated in the received instructions. A shipping label will be provided to return the shipping container when it cannot be immediately provided to the courier upon delivery.

All COVID-19 Vaccines Received

Confirm the number of doses received matches the number of doses ordered.

Track the doses received as per the [COVID-19 Vaccine Inventory Tracking and Reporting](#) work standard found in the COVID-19 Immunization

Manual: <https://www.ehealthsask.ca/services/Manuals/Pages/COVID-19.aspx>.

NOTE: All sites must receive the doses into the inventory system (e.g. Panorama) at the time of delivery.

If an error occurs upon delivery from the federal level, sites should notify the Ministry of Health (MoH) Public Health Nursing Consultants: Loretta.Vanhaarlem@health.gov.sk.ca; Lorissa.Jones@health.gov.sk.ca; Morag.Granger@health.gov.sk.ca

MoH will forward delivery issues related to vaccine and/or diluent receipt to NOC.

3. **Receiving Diluent**

Follow site process for storage of diluent at room temperature.

If an error occurs upon delivery from the federal level, sites should notify the Ministry of Health (MoH) Public Health Nursing Consultants: Loretta.Vanhaarlem@health.gov.sk.ca; Lorissa.Jones@health.gov.sk.ca; Morag.Granger@health.gov.sk.ca

MoH will forward delivery issues related to vaccine and/or diluent receipt to NOC.

4. **Receiving Dry Ice**

Follow organizational/local Occupational Health and Safety dry ice storage and handling procedures, including the use of proper PPE.

Follow the [Pfizer Dry Ice Replenishment Instructions](#) when using dry ice for temporary vaccine storage in thermal shipper.