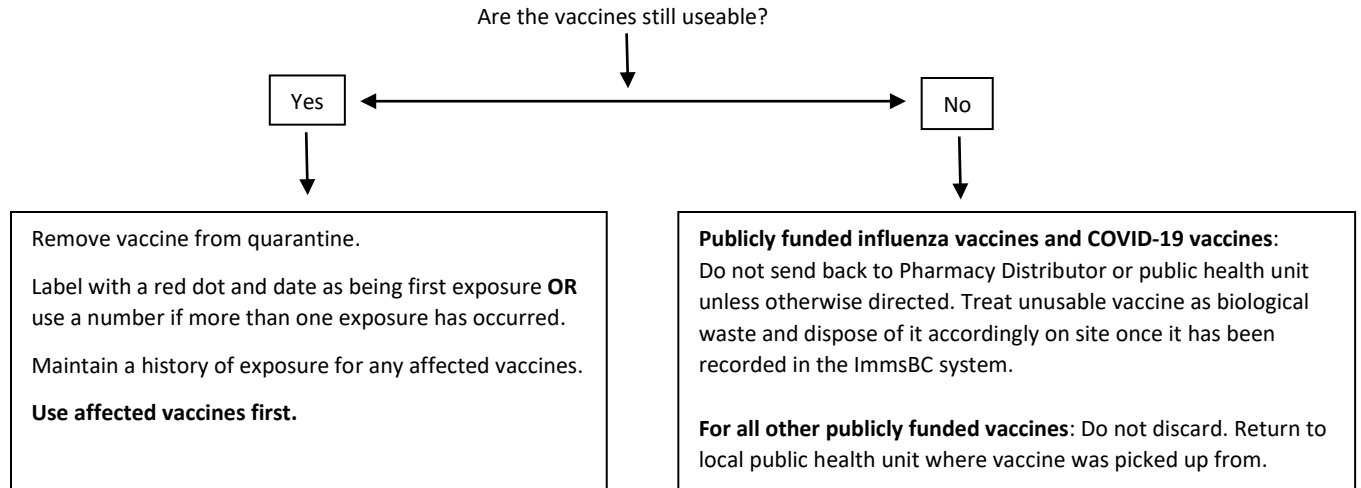


Reporting Cold Chain Incidents (CCIs)

A. If a temperature excursion occurs while publicly funded vaccines are in the pharmacy's possession:

1. Quarantine affected vaccines under refrigeration (or recommended storage temperature) and label as *"Do Not Use."*
2. Initiate cold chain consultation process:
 - a. Complete cold chain incident report form. For instructions and form, see the BCCDC [Vaccine Management](#) webpage.
 - i. Person who discovered the CCI is to ensure the correct details are reported on the CCI form and communicated.
 - b. Obtain supporting documentation of any previous CCIs from Pharmacy Distributor, if applicable.
 - i. Publicly funded vaccines shipped from Pharmacy Distributors (i.e., publicly funded influenza vaccines and COVID-19 vaccines) that have been affected in previous CCIs are marked or identified (e.g., red dotted) by Distributors.
3. Submit completed CCI report form, including supporting documentation of previous CCIs (if applicable), to the local public health unit for determination of vaccine usability.



4. Record inventory wasted in the [ImmsBC system](#), if applicable, or per Health Authority return policy.
 - a. Publicly funded vaccines that are entered in ImmsBC system (i.e., publicly funded influenza vaccines and COVID-19 vaccines), must have their inventory recorded in ImmsBC. For instructions, see [Recording Wastage and Adjusting Quantities](#).

B. If a temperature excursion occurs while vaccines are in transit from Pharmacy Distributor to pharmacy site, contact the Distributor to resolve the CCI.

C. If a temperature excursion occurs while vaccine is in transit from one pharmacy to another pharmacy, the pharmacy that was responsible for packing and transporting the vaccines submits the CCI form to the local health unit in their respective Health Authority to resolve the CCI.

Resources

- [BCCDC Vaccine Management – Cold chain management](#)
- [Cold chain incident form](#) and [instructions](#)
- [Flow Chart – CCI Reporting Process](#)