

WRHA Community Health Services Vaccine Adverse Storage Condition (ASC) Response Process

1. Garda Mobile Guard (afterhours) or site contact (daytime, regular weekdays) receives call from Bell MTS Monitoring Station that a vaccine fridge temperature is outside the acceptable 2-8° C.
2. Garda Mobile Guard or site contact will attend site where vaccine fridge is located to investigate.
3. Garda Mobile Guard to notify WRHA Manager on Call (afterhours) or site contact to notify Program Manager.
 - If daytime, regular weekdays, Program Manager to discuss with their respective managers and problem solve (i.e. pairing/quad community areas) as able.
4. If afterhours, Garda Mobile Guard to scan checkpoint for instructions to call WRHA Manager on Call (MOC) (204-479-1042) and Garda Field Manager (204-995-6038) to advise of alarm call.
5. **Once WRHA MOC is notified, they assume the lead for the response.** Please follow algorithm below while on the phone with Garda Mobile Guard.

Have Garda Mobile Guard (afterhours) or site contact to confirm that refrigerator door is properly closed and the refrigerator unit is correctly plugged into the electrical outlet

YES NO

Malfunctioning refrigerator,
Manitoba Hydro Outage
OR
Cause unknown:
Initiate Vaccine Rescue

- Garda Mobile Guard (after hours) or site contact to:
- Properly close the refrigerator door
 - Ensure refrigerator is plugged in and connected to power supply
 - Remain onsite and closely monitor temperature of fridge to ensure acceptable temperature is restored (restoration of temperature should occur between 20-30 minutes).
 - Update WRHA MOC (after hours) (204-479-1072) or Program Manger that temperature has been restored.
 - If situation not resolved initiate vaccine rescue.

WRHA MOC (after hours) or Program Manager initiates ASC Response / Vaccine Rescue:

1. Confirm with Garda Mobile Guard that the Vaccine Rescue instructions are attached to fridge.
2. Instruct Garda Mobile Guard to remain onsite and review documents that are attached to fridge while WRHA MOC makes their way to the site.
3. **WRHA Manager on Call or Program Manager to contact HSC Pharmacy to inform them we are initiating vaccine rescue protocol; confirm contact name, number and best entrance for the contact to greet Garda Mobile Guard or site contact.**
0800-2230 hours: contact Inpatient Pharmacy at 204-787-3035
2230-0800 hours: contact PICU Pharmacy at 204-787-7828
4. WRHA MOC and Garda Mobile Guard or site contact to prepare and pack vaccine for transport, see list of supplies, packing instructions, and cooler instructions once at designated site that are attached to fridge.
5. Garda Mobile Guard or site contact to transport all products to HSC Pharmacy.

WRHA MOC (after hours) needs to complete the Adverse Storage Condition Report located on fridge or [After Hours Adverse Storage Conditions Documentation- FILLABLE form](#)

1. Email it to the appropriate Manager of Facility and Support Services/contact (list found under section 2 Security Patrol and Facility Afterhours in [MOC Sharepoint](#))
2. Email to wrhacdcoordinators@wrha.mb.ca or fax to the CD Unit at 204-940-2690.

This needs to be submitted ASAP, latest by next business day.

WRHA Population and Public Health during regular weekdays to refer to [Appendix C](#) for documentation process.

If more than 1 site is impacted, WRHA MOC to please contact Admin on Call (after hours) (204-795-0496) or Program Manager (daytime, regular weekdays)