



# Renfrew County and District Health Unit

“Optimal Health for All in Renfrew County and District”

## COVID-19 Vaccine Ordering & Transportation Instructions

Vaccines are sensitive biological substances that can lose their potency. mRNA COVID-19 vaccines have stringent transportation and storage requirements. Failure to adhere to vaccine handling and cold chain requirements may reduce vaccine potency (resulting in a lack of protection against COVID-19) and/or increased local reactions at the site of the vaccine administration.

### All HCPs placing a Covid-19 vaccine order must:

- Use the appropriate attached form(s):  
[COVID-19 Vaccine Order Form 2021/2022](#)
  - All order forms must be completed in full and emailed to:  
[covid19vaccineorders@rcdhu.com](mailto:covid19vaccineorders@rcdhu.com)
1. All COVID-19 vaccine orders must be submitted via email no later than Thursday at 15:00 the week prior to pick up/delivery.
  2. Vaccine is available for pick up **every Thursday from 08:30 - 12:00; 13:00 - 15:30.**
  3. HCPs will provide RCDHU with the names of two designated staff for the purpose of vaccine security. These staff will show ID either in the form of work ID or personal ID upon arrival to RCDHU reception staff.
  4. Designated trained staff or community partners must arrive at RCDHU with a **preconditioned cooler at +2°C to +8°C** for COVID-19 vaccine transportation according to the [Vaccine Storage and Handling Guidelines](#).
  5. The cooler must also contain:
    - a. At least one preconditioned ice pack
    - b. A barrier of bubble wrap or corrugated cardboard (at least 1 inch) may be utilized as a barrier between ice packs and the container with the COVID-19 vaccines. This is to prevent direct contact between the vaccines and the cooling agent to ensure the vaccine does not freeze or deviate from appropriate cold chain.
    - c. A min/max thermometer
  6. The vaccine must be packed to cushion it and to protect it from agitation.



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7. The temperature must be monitored during transportation the following must be recorded on the [COVID-19 Vaccine Delivery Transportation Log](#):
  - a. Date;
  - b. Delivery location;
  - c. Cooler #;
  - d. Vaccine/ Diluent;
  - e. Lot #(s);
  - f. Doses dispensed;
  - g. Total number of vials;
  - h. Time and temperature at RCDHU departure;
  - i. Time and temperature upon arrival to the vaccine storage location;
  - j. Total transportation time.
8. COVID-19 vaccine must always remain in the care and control of a trained staff member or designated community partner.
9. Walk only with the insulated cooler. DO NOT RUN.
10. To reduce movement, secure the vaccine cooler within the vehicle during transportation to the vaccine storage site or clinic location.
11. **The total transportation time for each vial should be no longer than 12 hours.**
12. For additional information, health care providers should refer to: [COVID-19: Vaccine Storage and Handling Guidance – Pfizer-BioNTech and Moderna COVID-19 Vaccines](#) (Version 1.0 or as current) and vaccine product monographs ([Moderna COVID-19 Vaccine Product Monograph](#), [Pfizer-BioNTech Product Monograph](#))
  - **Note:** CHC or FHT, please complete the vaccine order under the CHC or FHT and not the individual HCP for processing purposes.
  - **Only fully completed** order forms will be processed.