

Covid-19 Vaccine Management: Onboarding Package for LTCH/RHs

Last Updated: June 14th, 2021

Onboarding Package - Table of Contents

The contents of this onboarding package are intended to support homes as they complete their readiness assessment to receive and administer vaccines. This Ministry developed package will guide sites through the completion of all elements included in the readiness checklist. The contents of this package will continue to be refined as new information becomes available.

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- Communications Protocols
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Program Planning and Governance

Overview

- Key accountability should be delineated between the PHU and the home (or other community, health or hospital partners where relevant)
- Appropriate lead-time should be given for all onboarding and readiness activities to be completed
- Process for ordering of vaccine from PHU should be clearly understood
- A key vaccine lead who is a registered health professional should be identified, and this person should also be the home's COVax point person

Key Contacts

- Site Planning, Onboarding and Readiness – [PHU CONTACT TO BE ADDED]

Readiness Requirements

- ✓ Partnership and Accountability structure is established with local Public Health Unit and other health and community partners as applicable
- ✓ Key contact from PHU and vaccine lead at home identified, with a regular cadence for communication established to raise any concerns or issues
- ✓ Memoranda of Understanding (MOUs) signed between PHU and home where necessary to ensure accountability for:
 - ✓ Vaccine storage and handling
 - ✓ Vaccine administration
 - ✓ Inventory management
 - ✓ COVax data entry within 24 hours
 - ✓ COVax use
- ✓ Process and timeframe for documenting opportunities for improvement in place, i.e., continuous quality improvement, with opportunities for homes to check-in with PHUs

Supporting Sources

- Public Health Playbook for the COVID-19 Vaccination Program (see Toolkit)
- MOU Template (see Toolkit)
- [Ethical Framework for COVID-19 Vaccine Distribution](#)
- [Guidance for Prioritizing HCWs for COVID-19 Vaccination](#)
- [Guidance for Prioritization of Phase 2 Populations](#)

Communications Protocols

Overview

- When available and as appropriate, the PHU and Ministry of Health Communications team will provide marketing assets to help support outreach activities
- The PHU, Ministry of Health, and Ministry of Long-Term Care/Ministry for Seniors and Accessibility will work with homes to put in place the following communications and issues protocol:
 - Home to redirect media questions of a provincial nature to the Ministry of Health's media line e.g. decisions on prioritization, decisions on allocations.
 - Homes to respond to media questions regarding local operations .
 - Homes requested to provide a heads-up on media questions they receive to MoH and MLTC/MSAA as applicable, to flag emerging issues and to share news releases in advance of issuing them
- Homes should identify a strategy to deal with vaccine hesitancy
 - Homes can leverage the MLTC developed [vaccine promotion toolkit](#)

Key Contacts

PHU Comms Contact: – [PHU CONTACT TO BE ADDED]

Ministry of Health Media Line: Media.MOH@ontario.ca 416-314-6197

Ministry of Long Term Care Media Line: mltc.media@ontario.ca

Ministry of Seniors and Accessibility Media Line:

Readiness Requirements

- ✓ Communication contact (s) identified to work with PHU Communications Team (supported by MoH Communications Team where necessary)
- ✓ Communication plan for site are in place regarding:
 - ✓ Outreach to residents or their substitute decision makers, family, essential caregivers (ECGs), and staff to ensure awareness of vaccine availability Consider developing targeted communications tactics such as materials on vaccine safety, why it is important to get the vaccine, what to do after getting a vaccine
 - The LTC COVID-19 Vaccine Promotion Toolkit (available in 12 languages) can be used off-the-shelf or consulted as a basis for in-house materials.
- ✓ Communications protocol in place

Supporting Sources

[COVID-19 Vaccines for Ontario](#)

[Getting a COVID-19 Vaccine in Ontario](#)

Clinic Planning, Logistics and Oversight

Overview

- The home is responsible for ensuring that appropriate planning is done to account for all necessary logistics to minimize disruptions during vaccine administration
- The PHU and province will provide guidance and resources to support this planning
- It is critical to identify a clear HHR plan, including key roles and responsibilities for vaccine handling and administration and COVax data entry
- Vaccine supply will come packaged 1:1 with ancillary supplies (alcohol pads, gauze, bandages, 25G x 1inch and 23G x 1 ¼ inch needles, 3mL syringe, 5mL syringe) – 1mL syringes to be provided when supply is available
- For any issues related to adverse events (including anaphylaxis) or vaccine supply issues, the appropriate provincial reporting mechanisms to PHO must be followed. For adverse events following immunization (AEFIs) following immunization, this should be reported as per standard practice using the AEFI reporting form, including enhanced reporting for anaphylaxis events. In unusual circumstances such as clusters of AEFIs from one lot, this should also be reported to the Ministry of Health Emergency Operations Center and Implementation Branch
- Where necessary, homes should ensure that staff have appropriate training and available medical supplies to manage AEFIs

Key Contacts

- Site Planning, Onboarding and Readiness – [PHU CONTACT TO BE ADDED]

Readiness Requirements

- ✓ Infection prevention and control (IPAC) measures in place
- ✓ HHR plan has been established for vaccine administration and data collection
- ✓ Plan in place to avoid/minimize wastage of extra doses
- ✓ Staff are trained on correct vaccine administration including consent process, screening, and post-vaccination recovery in place, per Ministry of Health guidelines
- ✓ Resident/staff/employee/ECG movement protocols in place and tested/dry runs complete, including management of AEFIs
- ✓ Sufficient immunization supplies and PPE are available from PHU, including relevant supplies to manage AEFIs
- ✓ Paper consent and screening forms available for clients who decline consent to data collection
- ✓ Process to store paper consent forms established, and ownership/accountability of forms determined in line with institutional protocols for managing PHI
- ✓ Process in place to monitor for adverse events following immunization such as allergic reactions and reporting of events to local public health unit (per standard practice), and AEFI reporting forms reviewed
- ✓ Protocol in place for tracking vaccination administration coverage where appropriate

Supporting Sources

- All relevant MOH information and [planning resources](#)
- Public Health Playbook for the COVID-19 Vaccination Program (see Toolkit)
- [COVID-19 Checklist V3.0](#) - outlines a clinic operation planning checklist to support your planning
- [AEFI](#) and [Anaphylaxis](#) Reporting Forms

Vaccine Receiving, Storage and Handling

Overview

The PHU will provide support and training for sites receiving, storing and handling the vaccine. The receiving site will be responsible for ensuring all vaccine storage and handling protocols are followed, including:

Cold Chain Management

- PHU to ensure that on-site fridges meet all necessary requirements
- Home to ensure annual inspection and maintenance are completed
- Home to identify back-up plan in place to maintain vaccine temperatures during a power outage or fridge failure

Handling

- Evaluate prior to removing vaccines from temperature control
- Follow Ministry and PHU protocols for proper vaccine handling (i.e. reconstitution for Pfizer vaccine)

Inventory Management

- Inventory transfers must be received under each home's vaccine event
- Homes will need to follow PHU processes for inventory management and reconciliation at end of day

Readiness Requirements

- ✓ Staff are trained on storage and handling of vaccine
- ✓ Staff are trained on preparation of vaccine for administration
- ✓ Process in place for ongoing inventory management of vaccine and ancillary supplies, with point person(s) identified
 - ✓ PHU specific end-of-day reconciliation processes reviewed
- ✓ Designated vaccine/VAS shipment receiver and back-up receiver identified to intake vaccine upon arrival at the home
- ✓ Protocols for excursions/wastage reviewed per Ministry of Health Storage and Handling Guidelines, and local PHU process for documentation and management reviewed
- ✓ Backup protocols established in event of freezer/fridge breakdown

Supporting Sources

- [Vaccine Storage & Handling Guidelines](#)
- [Pfizer](#), [Moderna](#), and [AZ](#) administration guidelines, which include guidance on vaccine preparation

Key Contacts

- PHU Logistics Contact – [PHU CONTACT TO BE ADDED]

IT, Data and Reporting

Overview - IT

Vaccination data must be entered into the **COVax_{ON}** system in a timely manner. PHUs are responsible for facilitating COVax training for each home and providing the relevant resources for COVax use. For urgent support needs, the Ministry COVax Support Line can be contacted. Weekly Ministry trainings can be leveraged, and PHUs can provide these schedules to COVax users at homes.

It is imperative that COVax data be entered correctly and within 24 hours of vaccination. COVax continues to be the one source of truth in regards to Covid-19 vaccination in Ontario. COVax users should ensure that best practices are followed and that each individual who receives a vaccine should be registered and checked-into COVax first. This is particularly important for second doses to ensure that the correct vaccine is being given at the right interval. Lastly, it is important to ensure that data is entered correctly, accurately, and as fulsomely as possible. Of particular importance is the Reason for Imms field, and ensuring that staff and essential caregivers are captured and associated with the correct home.

COVax CANNOT be used to look up staff member vaccination status, or the status of other members of the public. If homes are interested in tracking staff vaccination coverage, they should develop local processes to manage this.

Please note in the first week of each month, the Ministry of Health will deactivate all COVax user accounts that have been inactive for 30 days. In order to restore accounts, you will need to contact your PHU to submit a request to reinstate your account. Individual level requests will not be accepted.

Readiness Requirements

- ✓ Roles confirmed for data collection, data entry into COVax, inventory management/reconciliation in COVax
- ✓ Training for COVax has been completed
 - ✓ Training modules completed should reflect type of user (i.e. those with vaccinator status only need to complete clinical flow training)
 - ✓ PHU should provide Ministry IT training schedule and resources
- ✓ **COVax_{ON}** application has been set up and tested
- ✓ List of COVax users submitted to MOH IT and user accounts confirmed
- ✓ COVaxON dry-run has been completed
- ✓ IT protocols and requirements in place as per Ministry of Health IT checklist guidance (Non-Clinic (LTCH, RH) Checklist)

Supporting Sources

- ✓ IT Clinical Readiness Checklist (Non-Clinic (LTCH, RH) Checklist) (see Toolkit)
- ✓ **COVax_{ON}** job aid- Simplified Vaccination Flow (see Toolkit)
- ✓ **COVax_{ON}** training schedule (updated weekly)- to be provided to PHU
- ✓ PHU specific COVax resources- to be provided to PHU

Key Contacts

PHU IT Lead: – [PHU CONTACT TO BE ADDED]

COVax Support Line –

Local Number: 416-327-3512

Toll-free Number: 1-866-272-2794

Email: COvaxonsupport@ontario.ca

Security

Overview

Homes should work with PHUs to ensure that vaccine storage locations are secure, and that plans are in place so that vaccine is not stored overnight. If vaccine is to be stored overnight for any reason, then an OPP check should be conducted to ensure that vaccine is stored securely.

Readiness Requirements

- ✓ Vaccine fridge/freezer located in secure room with limited access
- ✓ Consultation with local police jurisdiction to discuss security requirements (if vaccine is being held overnight)
- ✓ Review and implement security requirements by local police as needed (if vaccine is being held overnight)

Key Contacts

- Site Planning, Onboarding and Readiness – [PHU CONTACT TO BE ADDED]

Supporting Sources

- Use the Vaccine Clinic Security Guide (see Toolkit) to mitigate risks posed from vaccine transit from hospital to LTC facilities and storage at the subsequent facility

Clinical Education, Surveillance and Monitoring Guidance Materials

Health Care Provider & Patient Education

- The [COVID-19 Vaccine Approval Process and Safety](#) document establishes the process by which vaccines are approved in Canada and can be used to address concerns around vaccine safety
- An [overview and FAQ](#) document of the Pfizer and Moderna vaccine can be used to educate patients on the foundations of vaccinations and address common points of uncertainty
- The [COVID-19 Pfizer-BioNTech Vaccine Administration](#) document addresses clinical precautions, recommended patient groups, side effects and adverse events following immunization, as well as the storage, stability and disposal of the Pfizer vaccine
- The [COVID-19 Moderna Vaccine Administration](#) document outlines recommended patient groups, common side effects, point-of-care guidance, and storage, stability and disposal of the Moderna vaccine
- The [COVID-19 AstraZeneca Vaccine Administration](#) document addresses clinical precautions, recommended patient groups, side effects and adverse events following immunization, as well as the storage, stability and disposal of the Pfizer vaccine
- The [AstraZeneca/COVISHIELD COVID-19 Vaccine 2nd Dose Q&A](#) provides guidance on determining which vaccine is most appropriate for second dose if an individual received AZ for first dose
- To encourage Ontarians to be confident in the immunization process and better understand the prioritization framework, the Ministry of Health has released information on [vaccine availability and future rollout](#)
- [The Vaccine Dose Intervals](#) document provides an explanation as to why the province of Ontario has extended second doses to 16 weeks, and the [VCAG Recommendations on Exceptions to Extended Dose Intervals](#) explains who is eligible for shortened second doses based on certain health conditions
- The [COVID-19 Guidance for Individuals Vaccinated outside Ontario/Canada](#) provides guidance on completing the series for those who received first dose out-of-province or out-of-country

Patient Education

Pre and Post Vaccine Patient Information

- Answer key patient questions and address vaccine hesitancy using [the COVID-19 Vaccine Information Sheet](#)
- Provide vaccine recipients with instructions on how to prepare for their vaccine as well as aftercare instructions and guidance via the Ministry of Health [What You Need to Know About Your COVID-19 Vaccine Appointment](#) and [After Your COVID-19 Vaccine](#) Documents

Consent Forms

- [COVID-19 Vaccine Screening and Consent Form \(English\)](#)
- [COVID-19 Vaccine Screening Consent Form \(French\)](#)
- [COVID-19 HCP Script V2.0](#) - Outlines a script for health care providers to use before vaccination
- ✓ [COVID-19 Consent for Collection, Use and Disclosure of Sociodemographic Information](#)
- ✓ [Consent for those who received a first dose of AZ/COVISHIELD](#)

Clinical Surveillance and Monitoring

- Review information on [Adverse Events Following Immunization](#) (AEFI) reporting
- Review the [COVID-19 Vaccine: Allergy Form](#) from the Ministry of Health
- Review the [COVID-19 Vaccination Recommendations for Special Populations](#)