



Welcome to the Community COVID-19 Vaccine Program

For a reminder on program operations, see the [Providing COVID-19 Vaccines In-Office Information for Health Care Providers](#) fact sheet.

For regular updates from Toronto Public Health, please subscribe to the [Communiqué e-Newsletter for Health Professionals](#). Consult the [Communiqué archive](#) for past editions.

Use the following Best Practices to order and administer COVID-19 vaccines efficiently:

1. Stay updated

- TPH COVID-19 Vaccine Allocation and Distribution communicates with health care partners directly by email to keep you informed of changes to COVID-19 vaccine products and guidance. Monitor your email regularly to ensure you do not miss important updates, notifications, and alerts from COVIDVaccineOrder@toronto.ca or LTCRVaccine@toronto.ca.

2. Place orders effectively

- Don't change your site's information when placing a COVID-19 vaccine order on www.COVIDVaccineOrder.ca. Despite the system allowing you to enter new information, if you alter anything for your site in the drop-down menu, your order will be rejected. If changes to your site's information are needed, contact us by email at COVIDVaccineOrder@toronto.ca or LTCRVaccine@toronto.ca.
- Be conservative when you place your orders and notify both Accuristix and TPH if you would like to change your order. Only refuse delivery on orders you have placed if you have cold chain-related concerns at your site that will prevent you from storing the vaccine properly. If you would like to refuse your order of COVID-19 vaccine supply upon delivery for any other reason, please accept the delivery, and contact us by email at COVIDVaccineOrder@toronto.ca or LTCRVaccine@toronto.ca. Refusing deliveries results in avoidable, non-reusable vaccine wastage.

3. Know how long you have to use your supply

- Check the packing slip that comes with your vaccine supply for the expiration date. Different product vials can have either manufacturer or expiration dates on the label, and Health Canada may authorize expiration date extensions. Always refer to the packing slip that comes with your order for the most accurate expiration date.



- Ensure that you use COVID-19 vaccines within their post-thaw viability time frame **OR** before the expiration date on the packing slip, whichever is sooner. To determine your vaccine's post-thaw viability date, refer to the following table:

Vaccine Product	Post-Thaw Viability (When Stored at 2-8°C)	Post-Puncture Viability	Vial Expiration Date (Supersedes all other expiries)
Pfizer-BioNTech (Purple cap and label border)	31 days	6 hours after dilution	Indicated on packing slip
Pfizer BioNTech (Grey cap and label border)	10 weeks	12 hours after first puncture	
Pfizer BioNTech (Orange cap and label border)	10 weeks	12 hours after dilution	
Moderna (Both adult and pediatric formulations)	30 days	24 hours after first puncture	

Tip! – Write, or put a sticker on vials with the post-thaw viability date on each of your vials so that it is clear when the vaccine can no longer be administered.

- Discard all COVID-19 vaccines that you cannot use within their post-thaw or post-puncture viability period and document them as wasted in COVaxON.
- Although the physical transfer of COVID-19 vaccines between sites/facilities is not recommended by Toronto Public Health (TPH) in accordance with the [Ontario Ministry of Health Vaccine Storage and Handling Guidelines](#), we know that the COVID-19 response is an exceptional situation. If you do decide you need to transfer vaccines to another site/facility, you are responsible for maintaining cold chain during transport, and the recipient is responsible for maintaining cold chain upon receipt. Notify TPH of the transfer by email at COVIDVaccineOrder@toronto.ca so that we can complete the transfer of inventory in COVaxON.

Questions?

For all program inquiries, please contact us at COVIDVaccineOrder@toronto.ca if you are a community health care provider, or LTCRVaccine@toronto.ca if you are a long-term care, retirement facility, or any other congregate setting.

For questions about orders and deliveries, contact Accuristix at csrtorontopublichealth@accuristix.com or by phone at 1-866-712-7250.