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**From:** CTDPHHealth\_Alert\_Network@ct.gov <noreply@everbridge.net>  
**Sent:** Friday, December 25, 2020 2:01 PM  
**To:**  
**Subject:** Important--Reminder to safeguard your vaccines during power outages

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DEPARTMENT OF PUBLIC HEALTH

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Reminder to safeguard your vaccines during power outages

Dear Connecticut COVID-19 Vaccine Providers,

When you enrolled in the CoVP Program, we shared information on safeguarding your vaccine from power outages, the need for an emergency back-up plan, and available resources to support you. Given the weather forecast for today, please review your back up safety plans and ensure your vaccine coordinator and back up will be notified immediately if power is lost at your facility and/or a storage unit goes outside of the acceptable temperature range.

Little stability information exists on COVID-19 vaccines, so it is likely that vaccine subject to temperature deviations will have to be administered within the acceptable timeframe described or else discarded. Should this occur, the manufacturer should be consulted immediately and the Department of Public Health notified.

Moderna Call Center

The Moderna Call Center is available from 8am to 8pm EST, Monday through Friday and can be reached at 1-866-MODERNA (1-866-663-3762). We are here to support you as you begin vaccinations and can assist in answering questions in real-time.

Pfizer Vaccine

Customer Service and Product Inquiries:  
1-800-TRY-FIRST (1-800-879-3477)

We hope you enjoy a happy and storm-free holiday!

Sincerely,

Immunization Program

CT Department of Public Health

Email: [dph.immunizations@ct.gov](mailto:dph.immunizations@ct.gov)

Website: <https://portal.ct.gov/DPH/Immunizations/Connecticut-Immunization--Program>

Help Desk Ticket: DPH Ticketing System (ct.gov)