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Sent: Sunday, January 31, 2021 3:15 PM

To:

Subject: Winter Storm Warning: Reminder to safeguard your vaccines against potential power outages and update the status of your clinic hours for 211

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DEPARTMENT OF PUBLIC HEALTH

Dear Connecticut COVID-19 Vaccine Providers,

This communication is being sent to all key contacts at provider organizations administering COVID-19 vaccine. Please feel free to share it with others in your organization who may benefit from the update. Note that all of our communications are archived on our [web site](#).

Given the winter storm warning forecast for the next few days, we are reminding you to please be ready to implement 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. When you enrolled in the CoVP Program, we shared information on [Vaccine Storage and Handling Resources](#), the need for an [emergency back-up plan](#), and available resources to support you to safeguard your vaccines, if you need to revisit those resources.

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 should be notified of any vaccine wastage.

Moderna Call Center

1-866-MODERNA (1-866-663-3762)

McKesson

McKesson is the centralized distributor of Moderna COVID-19 vaccine and ancillary kits.

1-833-343-2703; COVIDVaccineSupport@McKesson.com

Pfizer Vaccine

1-800-TRY-FIRST (1-800-879-3477); directshipCOVID@cdc.gov

Clinic cancellations due to winter weather

Please update the status of your site on the statewide vaccination website as soon as possible to reflect possible storm closures by following the instructions, below.

How can I update my agency or organization information?

To update your agency information, follow these steps:

- Use our search engine at www.211ct.org and type in the name of your agency or program.
- Click on your agency/program and click the “more details” button.
- Click on the “Update this Listing” button to request updates through a pre-populated online form.

Users logged into a *My 211 Account* have the ability to publish time-sensitive updates to resources on the 2-1-1 website through the 2-1-1 Community Comment Feature. For example, if an organization is temporarily closed, a user can post a note advising all other users of this to prevent individuals from trying to access an agency that is closed.

In the event that you are not able to update your listing independently by following these instructions, you may – as a fallback – email information about site cancellations to info@211ct.org.

A reminder to also update as appropriate your own social media platforms with information about clinic and/or call center closings.

For those providers with National Guard personnel, please be sure to connect with your appropriate point of contact regarding any shift or cancellation changes.