



Department  
of Health

# Vaccines for Children (VFC) Program Training Vaccine Management Plans

Division of Vaccine Excellence  
Bureau of Vaccine Programs

SERIES 3



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Hello, and welcome! This training is intended to provide guidance to NYS Vaccines for Children (VFC) providers on developing Vaccine Management Plans.

# NYS VFC PROGRAM REQUIREMENTS

- **Routine Vaccine Management Plan**
  - Includes routine tasks and standard operating procedures (SOPs)
- **Emergency Vaccine Management Plan**
  - Includes information and instructions in the event of an emergency (i.e., equipment failures, power outages, or natural disasters)
  - Activate plan if the power outage is anticipated to be long term and/or if the temperature is rising despite storage unit doors remaining closed
  - Ensure that all staff are aware of the plan and know the designated contacts and procedures to follow in an emergency
  - An Emergency Plan template is available in the VFC Enrollment Packet
    - It is recommended that a printed hardcopy be available in case of power outage
- **Plans *must* be reviewed and updated at least annually**



Each VFC provider is required to have routine and emergency vaccine management plans. The routine vaccine management plan should cover routine tasks associated with the storage and handling of vaccine.

The emergency Vaccine Management Plan should include information and instructions in the event of an emergency (such as equipment failures, power outages and natural disasters). Vaccine coordinators are responsible for activating their emergency plan if the power outage is anticipated to be long term and/or if the temperature is rising despite unit doors remaining closed. When the power goes out, it is crucial that the vaccine storage unit doors remain closed with close monitoring of the temperatures on the external digital data logger display. Use the estimated power restoration time provided by the power company as well as the temperature readings as your guide to activate your emergency plan. It is recommended that a printed copy be located somewhere nearby the vaccine storage units for easy access during a power outage.

Ensure that all facility, custodial and security staff are aware of the location of the emergency plan and know the designated emergency staff contacts and procedures to follow if there are problems with vaccine storage equipment.

The NYS VFC program provides an emergency vaccine management plan template that can be used to indicate emergency plan information for your practice. See the resources document included with this training for further information.

Vaccine management plans should be reviewed and updated annually.

## ELEMENTS OF A ROUTINE VACCINE STORAGE AND HANDLING PLAN

Standard  
Operating  
Procedures  
(SOPs)

Contact  
Information

Staff Roles,  
Responsibilities,  
and Training

Vaccine and  
Diluent Storage  
Requirements  
and Forms



A routine vaccine management plan is comprised of the following sections:

- standard operating procedures,
- contact information (vaccine coordinator and backup)
- staff roles, responsibilities and training and
- vaccine and diluent storage requirements and forms.

# ELEMENTS OF A ROUTINE VACCINE MANAGEMENT PLAN

## Standard Operating Procedures (SOPs)

- Ordering & accepting vaccine deliveries; inventory management
- Unpacking, handling, & storing vaccine
- Monitoring storage unit temperatures
- Maintaining storage units
- Addressing storage and handling problems
- Handling vaccines prior to administration
- Disposing of vaccine & supplies

## Contact Information

- Medical Director, Vaccine coordinator & Back-up coordinator
- Local health department (LHD) immunization programs
- NYS VFC program
- Vaccine manufacturers
- Storage unit maintenance/repair
- Temperature monitoring devices
- Security and alarm companies (if applicable)



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The Standard Operating Procedures should give instructions on various tasks related to the storage and handling of vaccine including: ordering vaccine; accepting vaccine deliveries; unpacking, handling and storing vaccine; monitoring storage unit temperatures; storage unit maintenance; addressing storage and handling problems; handling vaccines prior to administration AND disposing of vaccines and supplies properly.

The routine vaccine management plan should also include current contact information for key staff and partners, including names, titles, phone numbers and email addresses for the following:  
The Medical Director or equivalent, the Vaccine Coordinator and Back-up Coordinator,  
the Local Health Department Immunization Program,  
NYS VFC Program staff,  
Vaccine Manufacturers,  
Vaccine Storage Unit Maintenance and Repair Companies, and

Temperature Monitoring Device Manufacturers which includes information on device recalibration, technical support, etc.

If applicable, the routine plan should also include contact information for vaccine storage unit alarm companies and security companies.

## ELEMENTS OF A ROUTINE VACCINE MANAGEMENT PLAN

### Staff Roles, Responsibilities and Training

- Roles and responsibilities for vaccine coordinator and back-up coordinator
- Staff education and training policies, including how training is documented
- Listing of staff names, trainings and training dates
- Be prepared to show this documentation during VFC Compliance visits

### Vaccine/Diluent Storage Requirements & Forms

- Package inserts:  
<http://www.immunize.org/packageinserts/>
- **It is recommended** to keep storage requirements for all vaccine/diluent types near storage units housing publicly-funded vaccines
- Samples of forms used in facility (e.g. screening forms, temperature logs)



Your routine vaccine management plan should include descriptions of the roles and responsibilities for the vaccine coordinator and back-up coordinator, along with the practice's staff education and training policies. This includes a listing of staff who handle or receive vaccine and the dates and titles of the required trainings they have completed. Required trainings are listed in Training #1 of this series.

It is recommended that your routine plan should also include storage requirements for each type of vaccine and diluent in your practice's inventory. Package inserts can be found on the Immunization Action Coalition's page via the link on this slide. The routine vaccine management plan should also include updated samples of specific forms used in your facility (e.g. screening forms, temperature logs, stock records).

# VACCINE STORAGE AND HANDLING RESOURCES

- Centers for Disease Control and Prevention (CDC) Vaccine Storage and Handling Toolkit: [Vaccine Storage and Handling | Vaccines & Immunizations | CDC](#)
- [Immunize.org Storage and Handling Resources](#)
- [NYS VFC Enrollment Packet](#)
- NYS VFC Vaccine Re-enrollment Module in NYSIIS



The Centers for Disease Control and Prevention or CDC provides many worksheets and resources that can be used to develop your office's individualized plans.

The links and resources on this slide provide additional information and examples of a routine vaccine management plan.

## ELEMENTS OF THE EMERGENCY VACCINE MANAGEMENT PLAN

Standard Operating  
Procedures (SOPs)

Emergency Contact  
Information

Staff  
Responsibilities

Transport  
Supplies/Equipment  
and Procedures



NYS VFC providers are required to have an emergency vaccine management plan that provides guidance on what to do with vaccines in the event of an emergency.

The emergency plan vaccine management should be updated at least annually and should include the following sections:

Standard Operating Procedures,  
emergency contact information,  
staff responsibilities and  
a section on transport supplies, equipment and procedures.

# EMERGENCY VACCINE MANAGEMENT PLAN

## Standard Operating Procedures and Instructions

- Protocols for monitoring temperatures during power outages
- Vaccine transport instructions, including:
  - Location of transport containers and materials
  - How to pack vaccines
  - Vaccine transport vehicle info (loading, routes, timing)
- After-hours access to facility, floor diagram, key locations
- Access information to alternate facility (NOT a residence)
- Generator operating instructions, fuel location (if applicable)



The Standard Operating Procedures & Instructions section of the Emergency Vaccine Management plan should include protocols for monitoring temperatures during power outages, along with vaccine transport instructions. There should be information regarding the location of transport containers and materials, including details of planned packing materials, and procedures on how to pack vaccines appropriately. Logistics on how and where to transport the vaccines should be included as well.

# EMERGENCY VACCINE MANAGEMENT PLAN

## Emergency Contact Information

- Staff contact list (in order of contact preference)
- Driver contacts (if applicable)
- Refrigeration company and storage unit information type, brand name, model & serial #
- Facility security/alarm company contact information
- Equipment technical support
- Alternate storage facility contact information



It is important to include your site's emergency contact information in your Emergency Vaccine Management Plan. These are contacts that may be necessary to reach if the emergency plan must be implemented. Examples of important contacts to include are listed on this slide.

# EMERGENCY VACCINE MANAGEMENT PLAN

## Staff Responsibilities

- Monitor storage equipment & systems
- Access to generator fuel for at least 72 hours
- Alert systems are preferable for facilities with large inventories
- Track inclement weather
- Maintain notification system(s)
- Post emergency contact information
- Correct vaccine handling
- If vaccine must be moved, be sure to complete a [transport tracking sheet](#)



Staff should be aware of their responsibilities in event of the activation of your emergency vaccine management plan. The Primary Vaccine Coordinator or the Backup Vaccine Coordinator designated in your Provider Agreement is responsible for making the decision whether vaccine relocation is necessary. These individuals must have after hours office access. The vaccine coordinator or back-up coordinator should be available 24/7 as the point person to contact the emergency relocation site to ensure it is prepared to accept the vaccines. The Primary Vaccine Coordinator and/or Backup Vaccine Coordinator are responsible to pack and relocate the vaccines. The Vaccine Coordinator may delegate duties to additional trained staff and may be noted on the emergency plan as well.

# EMERGENCY VACCINE MANAGEMENT PLAN

## Transport Supplies/Equipment and Procedures

- Include procedures for transport of refrigerator and frozen vaccines in your plan
- Be sure to have appropriate emergency transportation supplies and equipment in place, such as:
  - Portable vaccine refrigerator and freezer units are the best option for transport; Hard sided coolers or Styrofoam™ vaccine containers are acceptable
  - Cushioned insulating materials, including bubble wrap and packing foam
  - Enough frozen water bottles to be conditioned\* for transport
  - Corrugated cardboard
  - Digital data logger (DDL) with buffered probe
- Coolers must be able to accommodate your largest annual supply of vaccine (i.e. flu season), and all required packing materials

[\\*Refer to Refrigerated/Frozen Vaccine Transport Tracking Sheet](#)



Include transportation procedures for both refrigerated and frozen vaccines in your emergency vaccine management plan. Your site needs to have appropriate emergency transportation supplies and equipment in place, including the materials listed on this slide. Instructions on how to utilize these materials appropriately to maintain the vaccine cold chain must be included in your emergency vaccine management plan.

# TESTING YOUR EMERGENCY PLAN

- Don't wait until there is an emergency to practice your emergency plan!
- Emergency plan testing should be done at least twice per year and any time new staff are hired
- Use as an exercise in staff training
- Phone tree contact info should be updated quarterly or as changes to staffing occur
- Test phone tree during emergency plan testing
- Make sure everyone knows the location of the emergency plan and understands their role!



It's crucial to be ready BEFORE vaccine storage equipment failures, power outages, or natural disasters—these and other emergency situations can compromise vaccine storage conditions and damage your vaccine supply. It's critical to have an up-to-date emergency vaccine management plan detailing the steps you should take to protect your vaccine.

Your emergency vaccine management plan must be tested at least once every six months, and any time new staff are hired.

Contact information that is included in your practice's emergency phone tree should be updated quarterly and tested as part of the emergency plan testing.

It is key that all staff know their roles and responsibilities before an emergency happens.

# ACTIVATING YOUR EMERGENCY PLAN

1. Activate the plan based on the unit temperatures and expected power outage restoration time
2. Suspend vaccination activities prior to emergency onset, if possible
3. Notify staff at alternate storage facility
4. Conduct inventory of vaccines and record temperatures and actions taken
5. Follow proper transport protocols (See training #9 for further detail on vaccine transport)
6. Temperatures must be monitored during transport and a transport tracking sheet must be completed\*

\*A [Vaccine Tracking Transport Sheet](#) must be completed and emailed ([nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov)) to the VFC program. If vaccine temperatures go out of acceptable range for *any* length of time, the VFC program must be notified immediately at [vaccinetempexcursion@health.ny.gov](mailto:vaccinetempexcursion@health.ny.gov)



Vaccine coordinators should activate the emergency plan based on temperature stability in the units and expected power restoration time.

When activating your emergency plan because of an anticipated emergency, if possible, suspend vaccination activities before the onset of emergency conditions. This will allow sufficient time for packing and transporting the vaccines. In the event that there is no prior warning, and an emergency event is occurring or has already occurred, follow these procedures only if safety permits.

Notify the staff at the alternate vaccine storage facility before moving your vaccines to ensure that their back-up generator is working and to confirm transportation arrangements.

Before transporting the vaccines, conduct a vaccine inventory, record temperatures, and document any actions taken. Also note if there were any water bottles in affected storage unit refrigerators or freezers at time of event.

Follow appropriate transport protocols as outlined in your emergency plan. Vaccine transport is covered in more detail in training #9.

A Vaccine Tracking Transport Sheet must be completed and emailed ([nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov)) or faxed (518-449-6912) to the VFC program. If vaccine temperatures go out of acceptable range for any length of time, the VFC program must be notified immediately at [vaccinetempexcursion@health.ny.gov](mailto:vaccinetempexcursion@health.ny.gov)

# KEY MESSAGES

- Review and update your site's vaccine management plans annually and any time there is a change in responsible staff
- Keep plans near storage units where staff can easily find them
- Ensure that maintenance and custodial staff are aware of emergency procedures
- Vaccine coordinators and back-ups are responsible for activation of emergency plan when necessary
- Vaccine Coordinator can designate other staff provided the alternate staff are fully trained



The key messages for this training module are as follows.

Vaccine management plans should be updated at least annually. There are a number of tools and resources available for you to use to prepare your vaccine management plans. The plans should be as detailed and easy to understand as possible and include all of the information outlined in this training.

Keep vaccine management plans near vaccine storage units or in a central location where staff can find them.

Make sure that custodial and maintenance staff are aware of the emergency plan or at least know who to call if there is a problem. Post contact phone numbers for the primary and back-up coordinators near the storage units.

Vaccine coordinators and their back-ups are responsible for emergency plan when necessary.

The Vaccine Coordinator can designate other staff provided the alternate staff are fully trained.

**THANK YOU!**



[nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov)



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Thank you for your participation in this training on Vaccine Management Plans. Any questions can be sent to [NYVFC@health.ny.gov](mailto:NYVFC@health.ny.gov).