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September 23, 2021

**RE:** Vaccine Error involving the Pfizer COVID -19 Vaccine

On September 15, 2021, Indigenous Services Canada [ISC] was informed of a potential vaccine error in Saugeen First Nation concerning the administration of the Pfizer COVID-19 vaccine **given between August 13, 2021, and September 9, 2021.** The Pfizer doses administered during this period were beyond their best before date of August 9, 2021.

Immediately upon learning of the error, ISC launched an internal review to determine what led to the situation, promptly reached out to personnel from Saugeen First Nation, the Grey Bruce Public Health Unit, and Public Health Ontario for appropriate disclosure and reporting, and contacted the vaccine manufacturer, Pfizer, for guidance. On September 22, immediately following the consultations with these health and community partners, ISC attempted to contact the affected individuals to inform them about the vaccine error and addressed any questions or concerns. ISC will continue to reach out to those individuals who we were not able to reach the evening of Sept 22<sup>nd</sup>. While receiving a vaccine that is beyond its best before date does not pose health risks to the individual, the recommendation is for the individual to be revaccinated.

To ensure that this situation remains an isolated incident, ISC has taken steps to refine and reinforce its operational processes and guidelines. This includes revising immunization protocols to include double verification of best before dates on vaccines, as well as improving training and vaccine education for ISC nurses to stress the unique needs of the COVID-19 vaccine. The COVID-19 medical directive has been updated to reflect these revisions. ISC continues to enhance its processes and protocols based on best practices and client and partner feedback.

The safety and integrity of care delivered by ISC is of the utmost importance. The Department sincerely apologizes for this vaccine error and the concern that it may cause for the members of Saugeen First Nation. ISC is committed to addressing this error and putting measures in place to prevent it from happening again.

Further questions and concerns may be sent to [sac.covid-19fnihbontario.isc@canada.ca](mailto:sac.covid-19fnihbontario.isc@canada.ca).