

Ministry of Health

Operational Information Sheet for Public Health Units (PHUs)

This information is provided as a resource for your PHU to prepare for the 2025/2026 Universal Influenza Immunization Program (UIIP) and COVID-19 vaccine program.

A. 2025/2026 UIIP and COVID-19 vaccine program

Programs being launched for the 2025/2026 respiratory illness season

The ministry will be launching COVID-19, respiratory syncytial virus (RSV) and influenza vaccination campaigns for the 2025/2026 respiratory illness season. These programs will help to reduce the risk of severe illness that could arise from COVID-19, RSV and influenza this season. Information about the infant RSV and adult RSV programs have been shared separately.

Distribution and administration timelines

The provincial supply of COVID-19 and influenza vaccine doses is received in predetermined increments dependent on Health Canada approval and vaccine availability/timing from each of the manufacturers under contract through the national vaccine bulk procurement program. These quantities are anticipated to be received into the province starting in mid to late-September and all fall quantities are expected to be received into the province by the end of November.

As the province receives its COVID-19 and influenza vaccines in increments, the initial vaccine supply should be prioritized for hospitals and long-term care homes (LTCHs) for the vaccination of hospital patients and staff, and LTCH residents, staff, and caregivers. As the provincial supply is replenished, priority should be given to retirement homes and other congregate settings where there are other high-risk groups.

Vaccine deliveries will then continue more broadly to primary care providers, pharmacists and organizations for the immunization of high-risk and priority populations. Settings and health care providers can begin immunizing as soon as they receive supply, understanding that they will not be able to reorder vaccines until after the initial supply has reached all settings and health care providers, and the provincial supply is replenished.

Providers should prioritize influenza vaccine administration as follows:

When immunizations start	Populations
As soon as vaccine is available	<ul style="list-style-type: none"> Patients/residents, staff and care providers in hospitals and congregate living settings (e.g., chronic care facilities, retirement homes) High-risk and priority populations as detailed in the Health Care Provider Fact Sheets*
October 27, 2025	<ul style="list-style-type: none"> General population

*All individuals in the COVID-19 and UIIP high-risk and priority groups are eligible for both vaccines as soon as available. Everyone who is eligible for COVID-19 early vaccination (prior to general population) is also eligible for UIIP early vaccination.

Public sharing of program details

Program details may be shared with health care providers, settings and publicly within your jurisdiction. Materials will be posted for the public and health care professionals (HCP) on the Government of Ontario websites:

- UIIP (HCP): www.ontario.ca/page/universal-influenza-immunization-program
- UIIP (public): www.ontario.ca/page/flu-facts
- COVID-19 (HCP): www.ontario.ca/page/covid-19-vaccine-program
- COVID-19 (public): www.ontario.ca/page/covid-19-coronavirus

The Vaccine Policy and Programs Branch, Office of Chief Medical Officer of Health, Public Health, will correspond with approved pharmacies, prequalified organizations and stakeholder groups to advise them of the posting.

To ensure consistent and up-to-date messaging, any questions related to the provincial COVID-19 and/or influenza vaccine supply and deliveries (including delays) are to be directed to the ministry for a central response as follows:

- For COVID-19 vaccine contact vaccinesupplyandlogistics@ontario.ca
- For influenza vaccine contact UIIP.MOH@ontario.ca

B. Pharmacy Component

Third-party Influenza and COVID-19 Vaccine Distribution

The ministry is continuing with third-party vaccine distribution for pharmacies for the 2025/2026 UIIP and COVID-19 vaccine program. PHUs will not be distributing publicly funded COVID-19 or influenza vaccine to their participating pharmacies, except in extenuating circumstances for COVID-19 vaccine only. Pharmacies will be ordering and receiving vaccine directly from their distribution centre. The ministry will communicate directly with approved pharmacies regarding ordering, distribution timelines, and suspensions.

Temperature log submissions

Although Section 1A of the [Vaccine Storage and Handling Protocol, 2018](#) (“Health Care Providers Ordering Vaccine from the Board of Health”) will not apply to pharmacies, the ministry would like to ensure a consistent approach in regards to temperature log submissions or provider attestations within each public health unit.

Please see the Temperature Log Submission Process for Approved 2025/2026 Pharmacies document for additional information.

Pharmacy Suspensions

Pharmacy suspension may occur for the following reasons:

- Non-compliance with the COVaxON and/or User Agreement and/or vaccine storage and handling requirements, including non-submission of temperature logs or provider attestations.
- The pharmacy has recorded administering more doses than received, recorded negative doses administered or wasted, or not recorded any wastage or administration later in the season.
- Pharmacies that have a percentage of remaining doses that is higher than the amounts highlighted in the following chart. The acceptable percentage of remaining doses at the pharmacy will decrease throughout the season. The ministry will provide weekly reports to both vaccine distributors and PHUs which will include the % of COVID-19 and influenza vaccine doses remaining at pharmacies.

Time period	COVID-19 & Influenza vaccine Suspension criteria (% doses remaining)
Nov 1 to Nov 7	60%
Nov 8 to Nov 14	50%
Nov 15 to Nov 21	40%
Nov 22 to Nov 28	30%
Nov 29 to Dec 12	20%
Dec 13 to Jan 9	10%
Jan 10 to Jan 30	5%
Jan 31 to Mar 31	Exceptional orders only
$\% \text{ remaining doses} = \frac{\text{Doses received} - \text{doses administered} - \text{doses wasted}}{\text{Doses received}} \times 100\%$	

C. Vaccine Management

Influenza vaccine distribution plan

Activity	Week of:						Nov Onward
	Sep 22	Sep 29	Oct 6	Oct 14	Oct 20	Oct 27	
Receipt of vaccine by PHUs	HU	HU					
Receipt of vaccine by Distributors			D				
PHU's & Distributors can place re-orders				HU			
				D			
Vaccines orders will be delivered in accordance with OGPMSS delivery schedules					HU	HU	→ HU
					D	D	→ D
Initial distribution to health care providers (HCP) and other settings*	HC	HC	HC	HC	HC		
Initial distribution to pharmacies				P	P	P	
HCP and other settings can place re-orders					HC	HC	→ HC
Pharmacies can place re-orders with distributors						P	→ P
Vaccine orders will be delivered in accordance with delivery schedules per PHU, OGPMSS or distributors						HC	→ HC
						P	→ P

*Prioritize distribution as follows:

- 1) Hospitals and LTCHs
- 2) Retirement homes, congregate care settings and other vulnerable population settings
- 3) HCPs and other settings for high-priority groups

HU	PHUs
D	Distributors
HC	HCP and other settings
P	Pharmacies

COVID-19 vaccine distribution plan

Activity	Week of:						Nov Onward
	Sep 22	Sep 29	Oct 6	Oct 14	Oct 20	Oct 27	
Receipt of COVID-19 vaccine by PHUs and Distributors	HU D						
PHUs and distributors can place and receive re-orders						HU D	→ HU → D
Initial distribution of C-19 vaccine to HCPs and other settings*	HC	HC	HC	HC	HC		
Initial distribution of COVID-19 vaccine to pharmacies	P	P	P				
HCPs and other settings can place re-orders					HC	HC	→ HC
Pharmacies can place re-orders with distributors						P	→ P
Vaccine orders will be delivered in accordance with delivery schedules per PHU or distributors						HC P	→ HC → P

*Prioritize distribution as follows:

- 1) Hospitals and LTCHs
- 2) Retirement homes, congregate care settings and other vulnerable population settings
- 3) HCPs and other settings for high-priority groups

HU	PHUs
D	Distributors
HC	HCP and other settings
P	Pharmacies

Important Notes:

- Please note the above dates are tentative and subject to change based on product availability.
- **Changes could occur as we approach/enter the fall season and would impact delivery timelines and/or auto-shipment volumes.**

Vaccine Re-Ordering Process

Vaccine Provider	Vaccine	Order from
PHUs	Influenza	OGPMSS through Panorama
	COVID-19	McKesson through Pharmaclik
Toronto providers, excluding pharmacists, within M postal code	Influenza	OGPMSS by faxing the Influenza Vaccine Order Form for the UIIP
	COVID-19	PHU
Providers, excluding pharmacists, within K, L, N and P postal codes	COVID-19 & influenza	PHU
Pharmacists	COVID-19 & influenza	McKesson or Shoppers Drug Mart

COVID-19 Vaccine Disposal

Vials, either empty or with vaccine remaining, should be recorded in COVaxON and disposed of per regulation and guidelines by the Ministry of the Environment and Climate Change. Further details can be found in the [General COVID-19 Vaccine Storage and Handling Guidance](#). Pharmacies may refer to the most recent update to the Executive Officer Notice and Questions and Answers for the [Administration of COVID-19 vaccine in Ontario pharmacies](#) for more information.

Influenza Vaccine Reusable Return Process

The provincial reusable vaccine return policy stipulated in the [Vaccine Storage and Handling Protocol, 2018](#) applies to all influenza vaccines; specifically influenza vaccine will be accepted as reusable provided the vaccine has at least four months of shelf-life. However, it must be returned **no later than January 15, 2026**, unless otherwise communicated by the ministry.

As per the [Vaccine Storage and Handling Protocol, 2018](#), reusable returns should be no more than 10% of the total influenza vaccine that was received per season.

D. Reporting Requirements

UIIP Reporting Requirements

Reporting Requirements for Health Care Worker (HCW) Influenza Immunization

For the 2025/2026 influenza season, LTCHs and public hospitals will be requested to report HCW immunization rates to Public Health Ontario on behalf of the Ministry of Health. Once analysis has been completed, immunization coverage rates will be published by [Public Health Ontario](#). Further detail regarding data collection of health care worker influenza immunization coverage rates for the 2025/2026 influenza season, including data collection surveys, will be forwarded to the Infectious Disease Managers at PHUs across Ontario for distribution to public hospitals and LTCHs in the fall.

COVID-19 Reporting Requirements

Inventory Management Practices

PHUs should conduct regular inventory management practices to ensure inventory on-hand matches inventory recorded in COVaxON. Refer to [Inventory Management Plan Tool-Kit](#) for recommended processes and best practices.

Reporting of Cold Chain Incidents

PHUs are required to report cold chain incidents that occurred while vaccine was in-transit to the PHU or occurring within PHU premises and local COVID-19 administration sites. Please refer to the [General COVID-19: Vaccine Storage and Handling Guidance](#) for reporting requirements.

UIIP Reporting Requirements

Violation Report

PHUs are requested to complete a Violation Report to document any incident that is in violation of the 2025/2026 Prequalification Form and/or User Agreement. A separate form should be completed for each “violation”. Please submit completed forms to UIIP.MOH@ontario.ca

E. Reimbursement for Influenza Administered Doses (Community Clinics)

Reimbursement for Administered Doses - PHU

The ministry encourages PHUs to form partnerships with community agencies to establish influenza immunization clinics that are open to all members of the public. A clinic held in partnership with community stakeholders should have at least one public PHU staff member on site at the immunization clinic. PHUs who administer influenza

vaccine through community-based clinics are eligible to receive \$5.00 per dose of publicly funded influenza vaccine administered. Any community-based influenza immunization clinics held by a PHU is considered a reimbursable clinic. Workplace clinics are not reimbursable.

PHUs may submit for reimbursement using the [Universal Influenza Immunization Program Reimbursement Form](#). Forms should be submitted monthly, with the total doses administered over the month. The form should be submitted to the ministry by the 15th of the following month. Clicking the submit button on the form will automatically send the form to the ministry.

Reimbursement for Administered Doses – Other Organizations and Providers

The following are eligible for reimbursement for administering publicly funded influenza vaccine doses: LTCHs, public hospitals, Community Health Centres (CHCs) and pharmacies using health care agencies. To be eligible for reimbursement of doses **all** the following conditions must be met:

- The clinic is open and accessible to any eligible vaccine recipient (i.e. anyone who is 6 months of age or older who lives, works or attends school in Ontario);
- The clinic is widely advertised in the local community;
- Only publicly funded vaccine must be used;
- Influenza immunization must be provided free of charge to the vaccine recipients;
- Publicly funded vaccine must be both obtained and administered within the jurisdictional boundaries of the same PHU; and
- The ministry must not be billed for these immunizations through any other mechanism (e.g. Ontario Health Insurance Plan [OHIP], Health Network System [HNS]).

Please use the appropriate form per organization type as listed in the following table:

Organization	Form
PHUs, LTCHs, Public Hospitals and CHCs	Universal Influenza Immunization Program Reimbursement Form
Pharmacies using health care agencies	Universal Influenza Immunization Program Pharmacy Form

Forms should be submitted monthly, with the total doses administered over the month. The form should be submitted to the ministry by the 15th of the following month. Clicking the submit button on the form will automatically send the form to the ministry.

F. Contact Information

Contact Name	Component	Contact Information
UIIP Inbox	UIIP General	UIIP.MOH@ontario.ca
Vaccine Program Inbox	COVID-19 General	vacpro@ontario.ca
VSL Program Inbox	COVID-19 Supply & Logistics	vaccinesupplyandlogistics@ontario.ca
Jennifer Lum	UIIP Programming	Jennifer.S.Lum@ontario.ca
	Health Care Worker Influenza Immunization	416-391-0832
Tsui Scott	COVID-19 Programming	Tsui.Scott@ontario.ca
	UIIP Pharmacy	437-533-5056
	UIIP Vaccine Storage and Handling	
Salima Daya	COVID-19 Vaccine Storage and Handling	Salima.Daya@ontario.ca 437-533-4571
OGPMSS - Customer Service Line	PHU Influenza Vaccine Distribution	OGPMSS@supplyontario.ca 416-327-0837
McKesson – Customer Service	Vaccine Distributor (COVID-19)	1-888-737-7780

G. Reference Materials

Additional resources and information

UIIP:

- [Canadian Immunization Guide Chapter on Influenza and Statement on Seasonal Influenza Vaccine for 2025-2026](#)

COVID-19:

- Canadian Immunization Guide: [COVID-19 vaccine chapter](#)
- [COVID-19 vaccines: Planning guidance for immunization clinics: Clinic planning and operations](#)

General:

- Anaphylaxis Management in the [Canadian Immunization Guide](#)
- [Adverse Events Following Immunization \(AEFIs\)](#) must be reported to the PHU
- [Vaccine Storage and Handling Guidelines](#) - describes the provincial requirements that must be followed by all healthcare providers who handle publicly funded vaccines

Vaccine Hesitancy Resources:

- [VaxFacts+ – Scarborough Health Network \(shn.ca\)](#)
- [CARD System \(aboutkidshealth.ca\)](#)
- [CARD Learning Hub \(aboutkidshealth.ca\)](#)
- [Immunize Canada](#)

Operational Resources (attached)

- OGPMS Public Health Unit Delivery Schedules (to come at later date)
- UIIP Violation Report
- Temperature Log Submission Process for Approved 2025/2026 UIIP Pharmacies

Health Care Provider Fact Sheets (attached)**UIIP:**

- Health Care Provider Fact Sheet: Influenza Immunization for individuals 6 months to 64 years of age
- Health Care Provider Fact Sheet: Influenza Immunization for individuals ≥65 years of age

COVID-19:

- Health Care Provider Fact Sheet: COVID-19 Vaccine
- COVID-19 Vaccine Storage and Handling Guidance