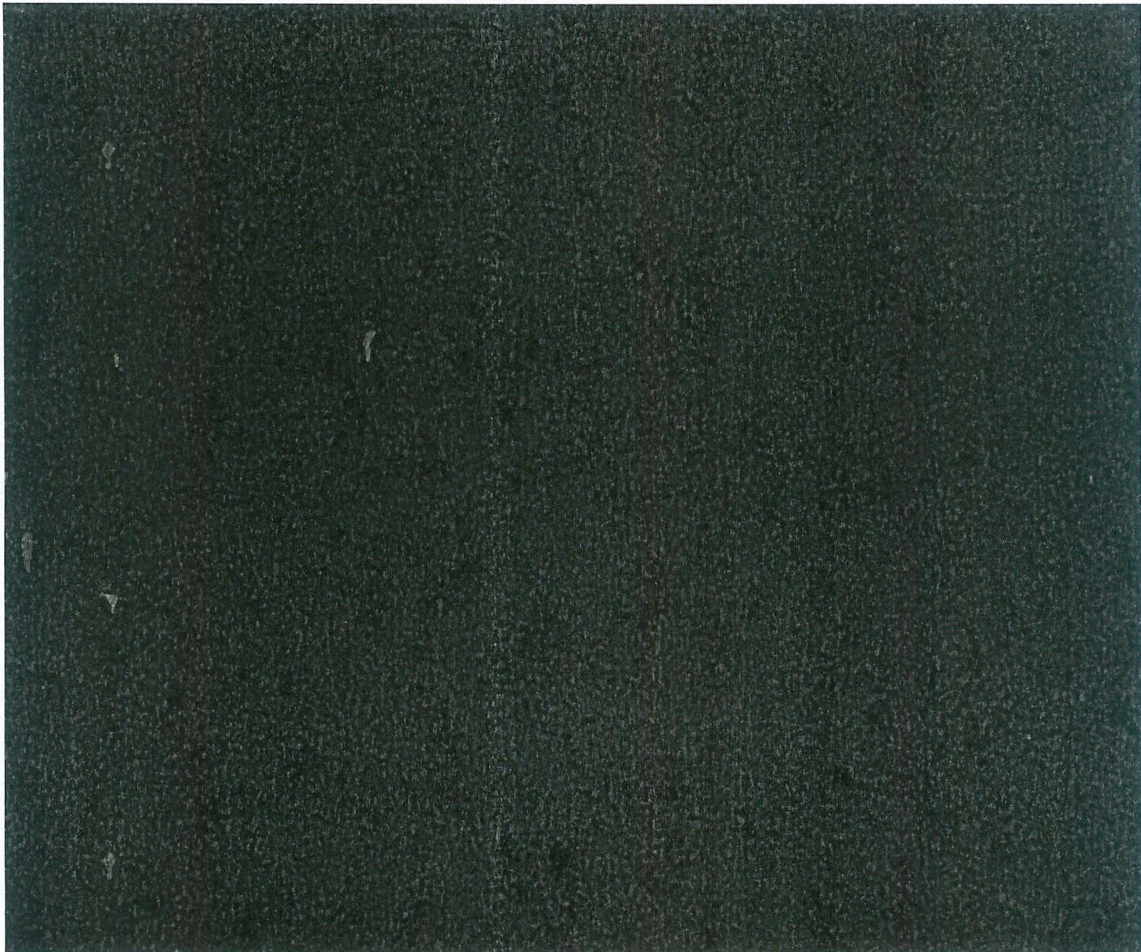


PAN-CANADIAN VACCINE INJURY SUPPORT PROGRAM (VISP)



A. Context

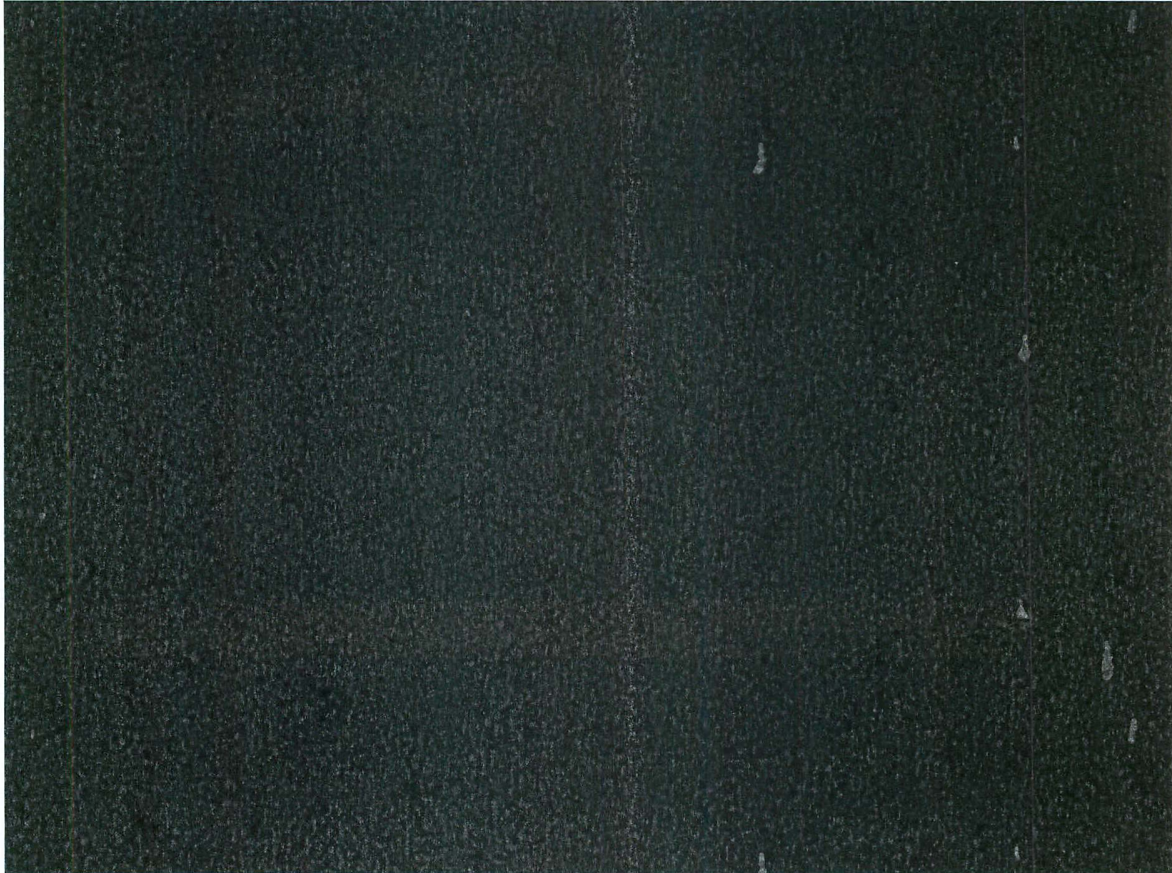


B. Purpose

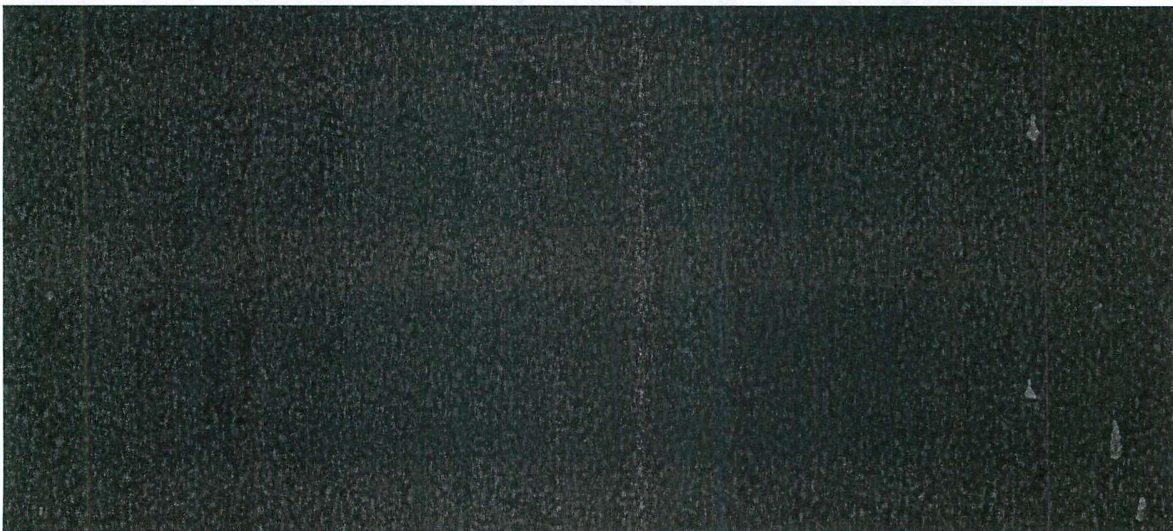


C. Mutual Understandings

1. Contribution Agreement and Eligible Expenditures



2. Roles and Responsibilities



3.

[Redacted]

3.1. Implementing a VISP Appeal Process

[Redacted]

3.2. Effective Communication

[Redacted]

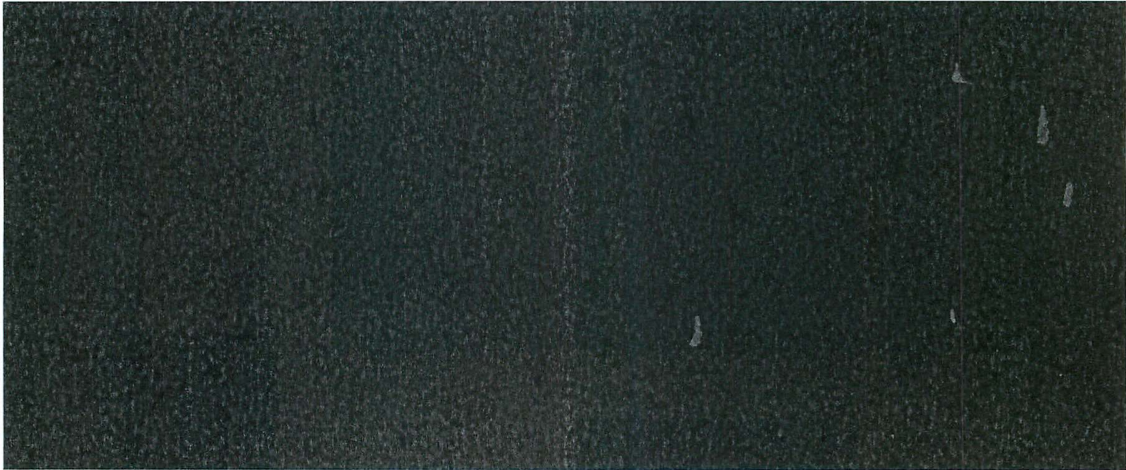
3.3. Implementing an open and transparent Claims Intake Process

[Redacted]

3.4. Establish Service Standards

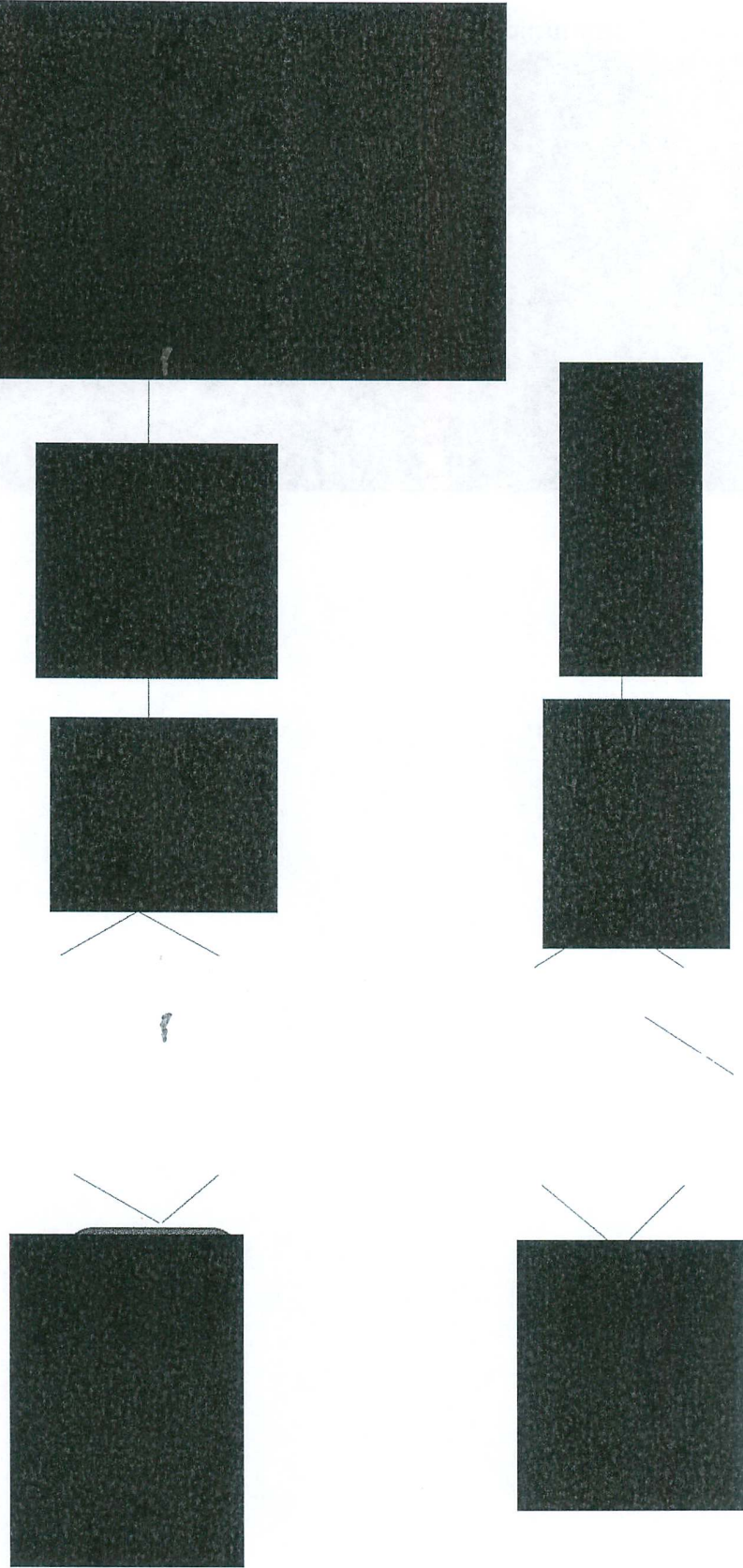
[Redacted]

3.5. Proactive Communication



4. Processes

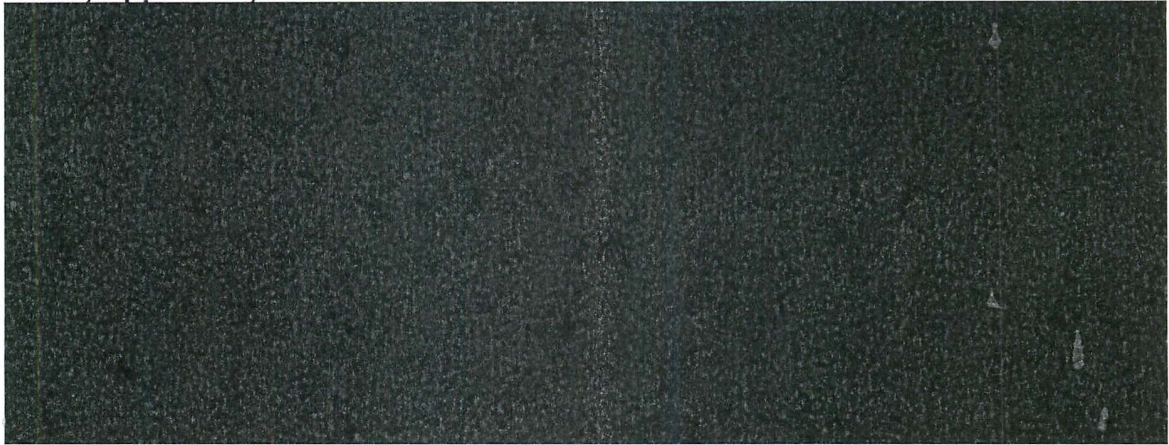
Canada and RCGT agree to undertake the following processes:



5. Protection of Information



6. Term, Approvals, Amendments



<p>For RCGT:</p> <hr/> <p>Date</p> <hr/> <p>Signature of Authorized Representative</p> <hr/> <p>Print Name</p> <hr/> <p>Print Title</p>	<p>For Canada:</p> <hr/> <p>Date</p> <p>Sicard, Nadine</p> <p>Digitally signed by Sicard, Nadine DN: C=CA, O=GC, OU=PHAC-ASPC, CN="Sicard, Nadine" Reason: I am the author of this document Location: your signing location here Date: 2021.11.11 17:48:28-05'00' Foxit PDF Editor Version: 11.0.1</p> <hr/> <p>Signature</p> <p>Nadine Sicard</p> <hr/> <p>Print Name</p> <p>A/Director General, Centre for Immunization Readiness Vaccine Rollout Taskforce</p> <hr/> <p>Print Title</p>
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