

Template and guide for resident information pack

How to use this template

This template has been directly modelled on the version used at Centre for National Resilience for residents arriving into the quarantine facility. The context of COVID-19 has been kept to demonstrate where disease information is represented and how this can be presented to residents. This represents a 14 day quarantine stay.

Comments have been added to provide a rationale or context to certain information, this has been presented in text boxes.

Text boxes have been used to present rationales and explanations for certain information in the information pack.

Areas where referral to Centre for National Resilience, emails, dates or information specific to the site which will need to be replaced has been highlighted in grey to indicate this will need to be updated. An example is presented below.

Site name Telephone numbers

In a Medical Emergency call - 08 xxxxxxxxx

For all other matters call 08 xxxxxxxxx

Email addresses will appear as @emailaddress

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Contact Details

Site Telephone numbers

In a Medical Emergency call - 08 xxxxxxxx

For all other matters call 08 xxxxxxxx

- In an emergency **press x**
- For Click and Collect and pharmacy orders **press x**
- For **Tele Wellbeing** (8:30am to 9pm daily) regarding arrival/departures, lost property, general quarantine inquires, catering or referral to services and on site supports **press x**
- For all other matters including **room lock outs**, rooms supplies and similar **please hold the line**

Important contact information needs to be at the front of the document. This is recognised as the information residents will most likely need to use.

Mental Health and Wellbeing

- **TeamTALK (8 am to 10 pm) xxxxxxxxxx (Quarantine facility's external counselling and support line)**
- Lifeline – Call 13 11 14
- Beyond Blue – Call 1300 224 636
- Samaritans Crisis Line – Call 13 52 47
- Suicide Call Back Service – Call 1300 659 467

TeamTALK is an external mental health service funded by the quarantine facility

Email addresses

Click and Collect and Pharmacy orders @emailaddress

Tele Wellbeing (8:30am and 9pm) @email [address](#)

Welcome notice

Dear Resident

Welcome to the **title of quarantine facility**.

The **title of quarantine facility** is a provide a description of who the service is led by (for example the Northern Territory Department of Health) and the key agencies which contribute to the facility. We are supported by numerous local suppliers and contractors all working together to make your quarantine successful.

Provide a paragraph on general information about the establishment of the quarantine facility.

A very important part of quarantine is the infection control rules that we all must comply with. We will talk through any worries you may have, but testing requirements and infection control rules will not be changed.

Address the main infection prevention and control behaviour expectations and rules for residents

Infection controls are in place to keep you, your fellow residents, and our entire staff **COVID** safe. Most of these 'rules' are very well known, as they are the same as those required of us in the community. Wear a mask, physically distance and hand hygiene.

You must wear a facemask at any time you are out of your room or when talking to any staff member within or at the door of your room. You must always put on a mask when requested by any staff member. You also must physically distance from anyone who is not in your immediate family.

Please know, we do want to help, but we will not change our infection controls or testing schedule – they are in place to protect all and work to ensure people are **COVID** free at their exit.

We are here to support you through your stay - there are emails and numbers throughout this booklet. Further, it is important to stay connected, reach out to family, friends, and others in your network you can be in contact with during your quarantine.

Thank you for your cooperation and remember – masks on and physically distance when outside!

title of quarantine facility

Welcome to quarantine in the XXXXXXXXXXXXXXXX

You are completing your quarantine within provide the Indigenous title of the land, the XXXXXXXX people are the traditional owners of this region and have a deep, spiritual connection with country and are responsible for making sure it is respected by all those who use it.

Provide an overview of the Traditional Owners of the land and the local weather noting this may not be known by many residents

Heavy monsoonal downpours, spectacular lightning displays, and increased cyclone activity typically commence from late November to early December and can go through until March/April. Like all weather, it can be unpredictable and we ask you to prioritise your safety by not moving about site during storms and to not touch metal infrastructure (poles, veranda railing). In the instance of heavy rain, drainage on site may fill. Swimming and playing in drains is not permitted. It is quite common for the lightning and thunder to be extremely loud. In the event of a severe weather event (including cyclone), we will provide guidance to you at the time. Please be vigilant in supervision of children during storms and severe weather events.

From May we enter 'the Dry' where your experience of autumn and winter will be azure blue skies and balmy weather. During this time, back burning occurs around Darwin so on some days you will smell a light 'bush smoke' as you feel our winter 'cold lows' of 23 degrees. We track the local fires and have a relationship with the Emergency Operations Centre so whilst there may be lots of smoke and plumes around, be assured Fire and Emergency know the site and our operation.

If you would like to monitor the weather events, please go to www.bom.gov.au and search for the Darwin (Berrimah) Radar and this is the link <https://www.pfes.nt.gov.au/incidentmap> to tracking the fires around the Territory.

What health information will residents need to know about the weather (noting this may not be significant for certain areas).

In the tropical climate, it is important to drink plenty of fluids, two to three litres of water per day even during our winter. Winter days can get up to 34 degrees so please be mindful of your hydration, especially if you are not used to our type of heat.

Information about COVID-19

It is extremely important to provide clear outlines of the disease of concern, including symptoms, the way it is transmitted, how residents should protect themselves from this and the specific rules and expectations for them to be disease safe whilst in quarantine.

COVID-19 is a new disease, so there is no existing immunity in our community. It is a very infectious virus that has spread widely and quickly. Coronavirus (COVID-19) symptoms include:

Fever (a temperature of 37.5°C or higher)	Cough
Chills or night sweats	Sore throat
Tiredness (fatigue)	Difficulty breathing
Headache	Muscle pain
Loss of sense of smell and/or taste	Nausea and vomiting
Joint pain	Loss of appetite
Runny nose	Acute blocked nose

How does COVID-19 spread?

The coronavirus that causes COVID-19 is spread between people through droplets and it can survive on surfaces. There are simple measures to prevent the spread of the disease;

- Avoid close contact with people, physically distance – anyone who has been in a place with community transmission and become infected, can transmit the virus even before they know that they have it
- Avoid close contact with an unwell person – move away from anyone who does not take appropriate precautions when coughing or sneezing
- Avoid touching potentially contaminated objects or surfaces (such as door-knobs or tables) and then touching the mouth or face
- Practice good hand hygiene that can be effectively done with thorough hand washing with soap

What is 'physical distancing'?

Physical distancing is the term to describe keeping 1.5 metres from others during the COVID-19 pandemic. You can be physically distanced, but still social.

It is important you stay in touch with their family and friends for your own mental health and wellbeing. Phone and video calls and social media help you stay connected with loved ones.

Why you cannot share things with other residents outside your family group

The Delta and Omicron variants are highly transmissible meaning it can very easily pass from one person to another through 'fleeting' contact.

Do not share any items or goods with any resident other than your family group. This includes but not limited to, books, balls, cards, pencils, devices, children's toys, food, brush and pan or similar.

Do not play games with any other residents outside your family group that shares items like, balls, cricket, card games, crossword puzzle/Sudoku books, scrabble or similar.

COVID safe behaviour

COVID safe behaviours included in a Chief Health Officer Directions [provide a link to webpage here](#) therefore they are a legal obligation of people who quarantine.

All residents are provided with surgical masks that you must use:

- When you are out of your room, including when on your veranda
- When talking with any staff member within, or at the door of your room
- When any staff member asks you to put on a mask
- Exercising at any time outside your room on your veranda
- If you attend a medical appointment away from your room
- When you go to the laundry to wash/collect your clothes according to the schedule

If residents do not follow the infection control rules the Chief Health Officer (CHO) has directed regarding masks and physical distancing, the Police may issue fines ([provide additional information about what these are](#)).

Quarantine centre staff will remind you however, the responsibility to avoid a fine by physically distancing and wearing a mask is yours. Please make sure you practice high levels of personal hygiene, wash your hands regularly, and apply physical distancing of 1.5 metres at all times.

Staff will provide re-usable masks for young children on request.

Daily symptom and wellbeing checks

Health will conduct daily checks for COVID-19 respiratory symptoms and for other health/wellbeing concerns including referral to a medical or allied health consultation if required. You are able to talk with these staff about any concerns or worries you may have so we can reach out to help you.

How to calculate your quarantine period

Understanding how long they will be in quarantine was a core information request for residents. Ensure this information is presented and is relevant to their circumstance.

Border arrivals

Residents quarantining due to border restrictions, are required to quarantine for 14 days. Your 'day zero' is the day you crossed the Northern Territory border and ends on your 14th day at midday.

An easy way to work this out is if you arrive on a Sunday, you leave on Sunday two weeks.

Close Contacts

Residents quarantining due to being close contacts are required to remain in quarantine;

- 7 days if vaccinated
- 14 days if not vaccinated

A close contact's 'day zero' is the day they last had contact with a COVID-19 positive person, or the date the positive person's quarantine period started if they and the close contact are quarantining in the same place.

If you have COVID like symptoms, contact Health on **08 xxxxxxxx** to organise a RAT test. Once we confirm COVID, you will start your COVID isolation.

If a RAT test is returned positive, a you are required by CHO Direction to register the positive result on line through the rapid antigen test registration located on this page **provide a link to the relevant webpage or include this information here** and to tell the onsite Health staff by calling **08 xxxxxxxx**.

Once the positive RAT test form has been completed you will be texted a COVID-19 assessment form to complete. This information is to assist Health to assess risks and best supports during your recovery.

If you cannot lodge your positive test on line, Health staff will do this for you and follow up with you to complete the assessment.

COVID positive

Residents isolating due to being COVID positive are required to remain isolated;

- 7 days if vaccinated
- 10 days if not vaccinated

A person with COVID's quarantine 'day zero' is the day they completed the RAT or PCR test that showed they were positive for COVID19. If you took a PCR on Monday but did not get the positive result notice until Wednesday, your 'day zero' is Monday.

While the CHO Direction sets the isolation days, sometimes COVID illness remains longer. This is more likely if you have other health concerns. It is very important that if you still have symptoms at day 7 and ten, you tell Health staff as it is likely you have a more severe form of COVID and need ongoing medical care. COVID affects people differently – if you have symptoms you remain unwell and may still need medical advice and care.

Quarantine fees

Provide information about quarantine fees here. Ensure a contact point is provided (email or phone) so residents can be referred to a consistent source of information.

Supervised quarantine and support

This section provides information on the quarantine service routine and expectations for residents

On arrival Health will take you through an intake process and guide you to your room. All residents are required to move their own luggage.

To assist in room allocation and support, you will complete an intake form that includes things like smokers, families, medical conditions, disabilities, and dietary requirements.

On site staff

During your stay, you will notice our staff are dressed in PPE and will physically distance from you. This is because we have COVID-19 safe rules for how we provide services and support you. During your stay, you may hear us to ask you to step back, to put on a mask, or go into your room if we need to do something near your veranda.

Our infection control rules include making sure the time staff spend in quarantine zones is carefully tracked, so at times, you may ask for something but we will not bring it to you (if it is not urgent) until later in the day when we do all our deliveries at once.

Our Click and Collect and Catering staff deliver at set times to reduce the amount of time in PPE, particularly during summer/wet season as part of our Heat Management procedures.

Unless your goods are urgent, immediate individual deliveries will not occur.

Our quarantine team are onsite 24/7 to provide support and connect you with the services and essential items that you may need when possible.

A television streaming service allows communication of important information and consistent access to information for residents.

Channels 910 and 911 on your TV sometimes stream updated messages about Quarantine.

Tele Wellbeing

This information needs to be representative of the model of phone support provided by the quarantine service.

The Tele Wellbeing model recommended consists of a supportive service for residents led by health professionals and staffed by non-health staff who had access to guides and scripts to direct phone calls and text interactions with residents.

Tele Wellbeing, who operate off site, contact residents via phone, email or sms. The team's calls come from NT Government phone lines so will show as 'Private Number' on your mobile - please do answer. They will check on your wellbeing, help problem solve issues and provide advice on supports available. We are here to help as best we can but may not be able to resolve all of your issues or concerns while in quarantine.

Keep in mind infection control and COVID19 management are our priorities, offered solutions to your concerns may not be exactly what you want but it is best we can do within the quarantine environment.

The Team also sends individual and/or broadcast text messages to help keep you up to date and share important messages.

Non-urgent queries about quarantine, support services, medical needs, or COVID-19 can be sent to [Provide an email contact here](#)

What everyone must do

Provide a clear outline of the quarantine service expectations from residents. This will include disease monitoring and screening and resident behaviours.

Monitor symptoms

You must regularly check for symptoms of COVID-19, including fever, coughing, sore throat, muscular pains, shortness of breath, unexpected tiredness, loss of and altered sense of taste and loss of sense of smell.

[Provide a weblink to the local government website presenting COVID-19 signs and symptoms](#)

If any of these symptoms present, tell the daily visiting Nurses or contact **08995 5960** and select number 4.

Be COVID safe

CHO Direction 52 says what a resident must do to make sure there is good infection control.

Residents must wear a face mask;

- during transit to or from a quarantine facility
- when they are not in their allocated room, unless an authorised officer permits them to remove the face mask
- When they are on the veranda attached to the person's allocated room
- When directed by an authorised officer.

A person must stay in the person's allocated room, including any veranda attached to their room.

When a person is not in their room as permitted by an authorised officer, including any veranda attached to the room, they must;

- take all reasonable measures to stay at least 1.5 metres away from any other person in the quarantine facility, except for the person's spouse, de facto partner, child or parent
- follow any direction given by an authorised officer to avoid people congregating in a quarantine zone

Residents may be subject to further specific instructions from an authorised officer regarding the person's behaviour or the manner in which the person is to be quarantined.

Failure to comply with the quarantine requirements may result in a fine to the person in quarantine.

Further information and copies of the Chief Health Officer Directions can be accessed at the [Provide a weblink to the CHO Directions](#)

COVID-19 Testing and exit arrangements

Rapid antigen tests (RAT) detect whether proteins of the COVID-19 coronavirus are present in your body. RATs require taking a nasal swab and placing it into a chemical solution. The result will display on a testing pad within 15 to 20 minutes.

RATs are used as a monitoring tool and you will be tested using RAT on the days required by the CHO.

Health staff will advise of the process when delivering your test and there is an information sheet on doing a RAT test is at the end of this handbook.

Polymerase chain reaction (PCR) tests will only be conducted if required by Health clinicians. You will not routinely be notified of the results for a PCR test unless they are positive or inconclusive (and need to be repeated)

Unapproved entries

If you are an unapproved entry to the state/territory, you will be RAT tested on arrival however, you must immediately make arrangements to leave the Territory.

Send your exit flight details to [provide the site administration email address](#) and arrangements will be made to return you to the airport in time for your flight.

Unvaccinated

All border arrival quarantine residents will have a RAT test on days one, five and 12 to exit on day 14 after midday.

If you refuse a test, seven days will be added to your quarantine time in accordance with the CHO Direction with this time being at your expense.

If you test positive in quarantine, you will commence your COVID positive quarantine on the day of the positive RAT test.

If you become a close contact because a family member quarantined with you tests COVID positive, you will commence your close contact quarantine on the day your family member tested positive.

Leaving before the end of the 14 days

If you are not a close contact or a COVID positive resident, you are able to leave quarantine at any time before the 14 days, *if you are leaving the Territory directly*. This means you must travel directly from [quarantine service name](#) to Darwin airport and board a flight that goes directly out of the Territory (not via Alice Springs or Nhulunbuy).

If you wish to leave, you need to [provide evidence of your exit from the Territory by way of an itinerary that is sent to provide the site administration email address](#) with at least 12 hours' notice so transport arrangements can be made. No action is taken to organise your exit until the itinerary is sent.

COVID taxis were used by CNR for residents who were still within their quarantine period but had to travel. Ensure arrangements are established with these services prior to advising residents of their availability

Because you are still within your quarantine period, a 'COVID Taxi' will be ordered by **quarantine service name** with a driver wearing appropriate PPE who will clean down their car according to NT Health requirements after you get out. No other transport other than a COVID Taxi can be used.

This taxi is at your own cost.

Close contacts testing and exit

Vaccinated

Vaccinated close contacts will be RAT tested on arrival and will leave quarantine on day 7 after midday if they do not test positive on the day 6 RAT test.

Unvaccinated

Unvaccinated close contacts will be tested on arrival, day 6 and day 12. If a resident's day 12 test is negative, they will leave quarantine on day 14 after midday.

COVID positive exit

No further testing will occur during your COVID positive quarantine unless required by a Health clinician as part of treatment.

Don't risk sending an infectious person into the community, ensure residents are aware that ongoing signs and symptoms of infection may indicate an ongoing possibility of being infectious to others

While the CHO Direction sets the isolation days, sometimes COVID illness remains longer. This is more likely if you have other health concerns. It is very important that if you still have symptoms at day 7 and ten, you tell Health staff as you have a more severe form of COVID. COVID affects people differently – if you have symptoms, you remain unwell and may still need medical advice and care.

Vaccinated

Vaccinated positive residents leave quarantine on day 7 after midday *if they do not have symptoms*.

On day 6, Health will conduct a symptom check to determine if you are able to exit on day 7, you are obligated under the CHO Direction to be truthful in reporting COVID19 symptoms.

If you continue to have symptoms, you will remain in quarantine for an additional three days (total of 10 days).

Unvaccinated

Unvaccinated positive residents leave quarantine on day 10 after midday.

Leaving

Planning

Tele Wellbeing or onsite support will contact you about your exit arrangements before the end of your quarantine period.

If residents live locally to the quarantine service they will likely want friends or family to collect them. If there is a large number of local residents leaving in one day this can cause a traffic jam for the site. Make sure these arrangements are all considered so they do not affect the overall function and safe activities for the quarantine service.

If you are local, Tele Wellbeing will confirm if you are to make arrangements for your pick up to be from the quarantine service name or from another central location. This decision depends on resident numbers leaving on your day. Do not confirm your travel away from quarantine service name until Tele Wellbeing has contacted you as we work to make sure people arriving to quarantine do not cross paths with people leaving and to limit the amount of traffic on the site at the one time.

Departures are generally done in groups based on resident's location within quarantine service name.

Tele Wellbeing will ask you:

- If you are not on your own, the number of people travelling in your group
- Who will be picking you up – private transport with family/friend, or taxi.

To ensure that your exit process is as smooth as possible, no changes are made to your arrangements after you have told us. All efforts are made to have timely exits, please be packed and ready for your nominated exit time.

In bad weather, exits may be delayed as the safety of residents and staff takes precedence.

Exit day

Please place used sheets and towels in the provided laundry bag and leave it in your room.

Health will collect you for your exit, you will need to:

- Keep your mask on for the exit process
- **Bring your room key with you**
- Follow the guidance of staff for prompt exit processes

You will be able to collect any goods stored for you during your stay.

After leaving quarantine – close contacts and COVID positive

These instructions should align with the current CHO Directions

For seven days after you exit isolation you must:

- Wear a mask when outside of your home
- Wear a mask when you cannot maintain a distance of 1.5 metres from someone you do not reside with
- Do not enter a high risk facility

You do not need to wear a mask when exercising or eating and drinking.

Children under 12 years of age are not required to wear a mask.

Your room information

Provide some information here about the service which may be relevant to the resident. This might include site design, room structure and facilities.

Please be mindful that this site was not built as quarantine accommodation but has been repurposed in response to COVID-19. The site consists of blocks of four single bed (king single) rooms, connected by the one, open veranda, and set of stairs per block. Most rooms are the same.

Important considerations:

- **If you are outside your room and the door closes, it will automatically lock and you will be locked out. Keep your room card on you at all times. If locked out call 08 xxxxxxxxxx**
- Sun and mobile phones de-magnetise room cards stopping them from working. Take care not to leave your card in the sun or next to your phone
- No electrical appliances are to be used in rooms or on balconies. They are a fire hazard and contravene fire regulations. This includes items such as electric fryers, rice cookers, sandwich presses, induction cookers, toasters, wax pots or diffusers etc.
- The kettle in your room is to boil water only

Rooms are allocated by Health based on family size, gender, single or couples. Subject to availability, families will be allocated additional rooms within a block for sleeping, bag storage or play areas on the veranda space.

You are encouraged to adhere to the 9.30pm excessive noise curfew for the comfort of your fellow residents.

While showering, please ensure that your bathroom door is closed and the exhaust fan is on. **Failing to do so may result in the activation of your fire alarm.**

Please report any maintenance issues with your room to 08 xxxxxxxxxx.

Residents with dependents and children

Any information specific to having children at the facility needs to be in written form. This should correlate with rules around children under the age of 18 years are considered minors and require a carer present with them in quarantine

All children under 18 years of age must have a responsible person with them in quarantine. Please tell our staff at intake if you are entering quarantine as a carer. Parents or carers are solely responsible for their child's supervision, care and needs. [quarantine service name] does not provide child-minding service.

Cots and mattresses for children's sleeping arrangements and baby care like bottle warmers, sterilising tablets and high chairs are available by contacting 08 xxxxxxxxxxx.

Information about catering for babies and small children can be provided to 08 xxxxxxxx. [quarantine service name] does not stock all forms and variants of infant formula, therefore if you may need to access Click and Collect.

Additional goods and nappies can be purchased through Click and Collect.

Amenities

The following is included with your room:

- Two bottles of water on arrival. The tap water is safe to drink so you can refill the bottles or purchase water through Click and Collect if you wish.
- Tea, coffee, sugar and milk
- Disposable cups
- Television
- Air conditioning
- Masks

Provide the wifi password and any information about the television, additional channels, provided entertainment service etc here

Wi-Fi is available free of charge at [quarantine service name]. There are times when the service may be intermittent due to the nature of the location or excessive demand.

PLEASE DO NOT UNPLUG OR REMOVE THE NETWORK ACCESS DEVICE IN YOUR ROOM.