

Quarantine and isolation processes: Resident arrivals

Description	<p>Process for managing bus arrival of residents to the isolation and quarantine facility, safely checking residents into the facility and taking them to their rooms. Modelled on 50 or more residents arriving.</p>
Aims	<ul style="list-style-type: none"> • Residents to safely disembark the bus on their arrival, obtain their bags and proceed to the site check-in. • Residents efficiently checked into the site with personal details confirmed on the resident management information technology system (RMITS) and room keys allocated. • Residents proceed to their rooms with the Resident information booklet and welcome pack ready for their arrival.
Related toolbox sections	<p>Detailed information relating to this process can be found in the following Toolbox sections</p> <p>Section 1 Processes, infrastructure & communication: using two-way radios</p> <p>Section 2 Infection prevention and control: 2.4 Quarantine zones; 2.6 Personal protective equipment inclusive of donning and doffing; 2.8 Cleaning the quarantine site.</p> <p>Section 3 Health Workforce: 3.2.6 Resident intake process (Operations team); 3.6.9 Resident arrivals (Pod Team)</p> <p>Section 4 Resident Care: 4.2.2 Resident arrival (resident journey, includes pre-arrival process), Resident information booklet</p>
Process Considerations	<p>The pre-arrival process for residents confirms: room allocations/room keys, diets/meal preferences, family groups, residents requiring assistance and other details which will directly affect the resident’s arrival, room allocation and quarantine stay.</p> <p>Full PPE is required for all resident arrivals to quarantine.</p> <p>Leadership roles and radios (two-way) have been allocated with communication channels established.</p>

Resident Arrival Process

Task	Process	Key points
<p>Preparation for resident arrival process.</p>	<p>Before residents arrive onsite the following actions needs to occur:</p> <ul style="list-style-type: none"> • Arrival process Team Leaders have been established and radios have been allocated with communication channels established. • All staff involved in the arrival process have been debriefed and know their role and location for the duration of the process. • Resident zone has been allocated with rooms ready (contains clean linen, welcome pack, resident information booklet). • Pod Team have a resident list and is aware of any residents requiring mobility assistance, family groups and others who may warrant health review or assistance. • Back-up staff have been organised in case staff require a break during the arrival process. • Adequate PPE, donning and doffing stations are prepared. • The check-in station is manned and has resident room keys and RMITS to check residents onto the site. • The bus disembarking area is prepared with luggage trolleys and sectioning (if required). • Toilets have been prepared and staff allocated to supervise (and if necessary clean) this area. 	<ul style="list-style-type: none"> • Staff brief • Resident zone and room preparation • PPE, donning & doffing stations • Check-in station ready with room keys and RMITS • Communication channels for the arrival process have been verified
<p>Disembark residents from the bus to the site check-in station.</p>	<p>Residents remain on the bus until they have been addressed by the Director of Clinical (who will enter the bus). Residents will be advised:</p> <ul style="list-style-type: none"> • Welcome to the site. • Requirement to wear a mask. • What will occur as they proceed to the check-in station and their rooms. • Site rules and expectations of residents (in alignment with CHO Directions, standard precautions and specific site requirements). • To collect their bags when they disembark and follow staff directions to proceed to the check-in station. 	<ul style="list-style-type: none"> • Residents informed of site expectations • Resident headcount • Assistance provided with baggage and mobility

	<ul style="list-style-type: none"> To notify staff if they need assistance to proceed to the check-in station. <p>Residents are slowly directed to disembark in accordance with the number of residents waiting for check-in (better for residents to wait on a comfortable bus than stand in line).</p> <p>Defence force or allocated team members to remove baggage from the bus and line cases up for residents to collect.</p> <p>Headcount of residents to verify the number of residents on-site (in comparison with the number of expected arrivals).</p> <p>Health screen on progress to check-in station and identification of residents who may require assistance or who appear unwell.</p> <p>Unwell residents are separated and triaged to ascertain if they require transfer to acute care services or able to proceed to their allocated room and further health review is completed there.</p>	<ul style="list-style-type: none"> Triaging of unwell residents
Residents check-in process	<p>Residents progress through the check-in station to verify the following information with data updated live in the RMITS:</p> <ul style="list-style-type: none"> Full name Date of Birth (link to a hospital registration/health record number if known) Residential address (if known) Dietary requirements Mobility level Medical history (includes comorbidities, medications and allergies) Dependents they are travelling with Emergency contact <p>Rooms keys are provided to the residents with directions to proceed to their rooms.</p>	<ul style="list-style-type: none"> Resident information verified Room keys issued
Residents enter rooms	<p>Pod Team staff are strategically placed to ensure residents proceed to the right rooms safely and provide assistance with Master key entry to rooms in the case of a key failure. Key failures are radioed back for follow-up.</p>	<ul style="list-style-type: none"> Residents directed to their rooms

	Operations Team collect, clean and return baggage trolleys to bus arrival space for re-use.	
Resident arrival completion	<p>Resident headcount and check-in registration is aligned with the expected resident numbers and information and RMITS is updated for all residents onsite.</p> <p>Residents with health concerns or additional needs are followed up by the appropriate teams (Speciality Team, Pod Team, Medical Officers, Operations Team).</p> <p>All baggage trolleys are cleaned and returned to the allocated storage space.</p> <p>Pod Teams conduct a resident zone sweep to ensure residents are settled.</p> <p>Donning and doffing stations and additional PPE stores established for the arrival are cleaned and cleared.</p>	<ul style="list-style-type: none"> • Resident information and RMITS rechecked and confirmed • Residents of concern followed up • Room key failures addressed • Arrival zone cleaned and ready for general use