

# Quarantine Facility Resident Departure Process

## Resident quarantine journey- Departure (day 14)



Residents who have completed their term of quarantine are considered non-infectious and are able to leave the facility with PPE as directed by the relevant Chief Health Officer Directions. By the time they are leaving the site there should be clear understanding of how they will be departing with any residents requiring additional assistance sorted. As previously mentioned the departure planning should commence no later than day 5 of a 14 day quarantine and be fully confirmed by day 10. A fourteen day quarantine is defined as 13 nights, with exit at 12 pm on day 14.

### Resident departure communication

Clear communication with the residents and staff to ensure they are aware of their departure date, the time they will be leaving and transport arrangements is required. This is important for residents with mobility requirements (wheelchair bound or unable to climb bus steps) to identify where support will be allocated. Regionally located quarantine facilities (and those not within easy access of public transport, airports and accommodation) are required to provide a bus service on the exit day to transport residents to airports and city public transport hubs. Residents requiring these services need to be identified and allocated to buses.

#### Example of departure email sent to residents on the day before their departure

Tomorrow is your departure day. Your bus will leave at \_\_\_\_\_. Please be ready on your veranda 30 minutes before your bus leaves and a team member will come around and collect your bus group.

If we can kindly ask you to empty your fridges, you're more than welcome to take any food we have given you for your onwards journey. Any food items you don't want to take please put in the green bins out the front of your room.

On behalf of quarantine service name we wish you all the best.

Staff should be provided with a departure manifest which outlines the order of departure for residents (noting in large cohorts they will not be able to all leave at once), their transport arrangements (what bus they are allocated to) and if they are travelling in a group.

Traffic management needs to be considered for departure dates in relation to the site infrastructure and security systems to host a potentially large number of buses, taxis and private vehicles collecting residents.

Residents official quarantine typically ends at midday on the calculated departure day. For a standard 14 day quarantine residents must spend a minimum of 14 days and 13 nights in quarantine. This may be extended if they are a close contact, are exposed or test positive to COVID-19. This is managed on a case by case basis and if a resident's quarantine is extended, it is the medical/clinical teams responsibility to advise the affected party (parties) directly. Notification of early or late departures needs to be communicated across all site teams including catering and cleaning.

## Certificate of Completion of Quarantine

All residents will need to be provided with a certificate to demonstrate they have completed their quarantine requirements. This should be a signed statement of medical clearance from a medical officer and represent the facility. The certificate should be issued on the morning of a departure and residents provided clear instructions on how to access this, noting that it is preferable to issue these electronically with a copy attached to their RMITs.

### Example resident certificate

#### Northern Territory Government Mandatory Supervised Quarantine Clearance Certificate

This is to certify

\_\_\_\_\_resident name\_\_\_\_\_

Completed 14 das mandatory quarantine at the *Quarantine Facility Name* in the Northern Territory and tested negative for COVID-19 on day 12 of their quarantine.

*From date of arrival- date of completion*

Thank you for our corporation during your quarantine period in the Northern Territory. Your contribution to protecting the health and safety of the Australian community by preventing the spread of COVID-19 is appreciated. The Department of Health encourages people completing quarantine to have an additional COVID-19 test 7 days after they leave quarantine. Other states and territories also have testing requirements for people completing quarantine, please check the relevant websites if you plan to travel.

Signed by the Director of Medical Services

*Quarantine Facility Name*

*Department of Health*

### Residents requesting early departures

Residents may apply for an early departure in extenuating circumstances such as where another flight is not possible later that day, or due to medical or social emergencies. Other early departures occur when a resident, flight crew, or commercial vessels crew are required to leave for work obligations without completing the 14 days of quarantine. These also need to be managed on a case by case basis and should not be guaranteed.

In the case of exemption request due to travel, a copy of the residents' itinerary is required to confirm an early flight booking.

In circumstances where the CHO revokes hotspot or exposure sites or a change to quarantine requirements is issued the residents are able to depart the facility and are considered non-infected. This can cause an unexpected increase of work to meet resident needs and where possible early notification to the quarantine facility by the responsible Emergency Operations Centre can ensure they are staffed and prepared for the resulting resident demands.

### Residents experiencing hardship

Residents may be verified as experiencing hardship and this need to be registered during their quarantine to ensure the correct support services are flagged prior to their departure (this primarily falls under the specialist/ social workers team). This will initiate actions to provide assistance for factors such as quarantine fees or assistance with temporary accommodation should this be required after their quarantine has been completed. In such cases, taxis may be required to assist these residents to reach their next place of accommodation.

### Notification processes

Departures need to be recorded in the RMITS and the information passed on to catering and cleaning services. On departure, room keys are required to be collected as residents leave and communication with relevant teams is instigated. This includes updating RMITS records are updated, the Catering Team know to cease meals preparation and delivery and cleaning services are initiated.

## Resident feedback surveys

Resident surveys can be distributed at anytime during their stay to determine how residents are settling into quarantine and highlight where the facility service and care provision needs to be reviewed. These can be provided as paper/hard copies to residents to complete and distributed/collected by the Health Team (noting paper cannot leave a red or orange zone and therefore photos of completed surveys are taken with the paper copy discarded at the doffing station). Alternately electronic versions can be emailed to residents by the Tele Wellbeing Team. It is noted that surveys are anonymous and voluntary for residents to complete.

Surveys can be used as a tool to assess how residents are adapting to border closures. For example it was observed with border closures to states with large COVID-19 outbreaks residents were travelling between states by completing a period of quarantine in the Northern Territory enabling them to then enter a state (the state allowing NT entries). Adding a question to determine the reason residents were entering quarantine provides evidence of this behaviour which can then be used to inform strategies to reduce this burden on the quarantine service.

### Question examples with a ranked response

1. How satisfied are you with your sleep?
2. How satisfied are you with your meals?
3. How satisfied are you with the physical activity options?
4. How satisfied are you with the entertainment options?
5. How satisfied are you with the Welfare Outreach support provided to you?
6. How satisfied are you with the click and collect process available to you?
7. How happy are you with the medical care you are receiving?
8. How concerned are you with contracting COVID19 virus?
9. How satisfied are you that you are being protected from COVID19?
10. Is the information provided to you daily appropriate to keep you informed?

### Question examples with an open response

1. Is there anything else we can consider providing you to support you during your stay?
2. Would you like to speak to one of our Health Clinicians?

## Appendices A

### Example of email sent to residents to advise of departure arrangements.

(email title: Subject Line: FIRST/ LAST NAME, FLIGHT XXX, A1 08D – Departure Information)

Good Afternoon/Morning #####

Tomorrow is day 14 of your stay at *Quarantine Facility Name* and it is your departure day. We have organized transport to take you directly to (Airport/Bus Depot/City district). There are no stops along the way as this is private paid transport by the Government.

**Your bus is departing tomorrow at ##:## am/pm if you could be ready on your veranda at ##:## am/pm and a staff member will come around to collect you. You will be heading to Carpark #.Bus number #.**

As it is a Quarantine Facility we kindly ask if you can please follow steps below to make your departure process as seamless as possible:

- Please wear your mask to and on the bus to your drop off location
- Please leave your room neat and tidy. If you could also, please leave all linen and towels in a pile on your bed for cleaning collect after your departure
- Please dispose of any rubbish in the outside wheelie bins provided in your area
- If you have applied for an *exemption request* to depart earlier to make a flight, you will receive this on Day 13 in the afternoon to your email address you have listed with us
- Please take your room key to the departure bus as the onsite team will collect this from you there and it is part of the discharge process
- On Day 14 (day of departure) you will receive an email with your *Certificate of Clearance* from Howard Springs Quarantine Facility, this is for your records and maybe requested by your onwards state as evidence of quarantine

Lastly, a reminder, make sure you have checked your onward state of arrivals entry requirements such as border entry permits and further testing requirements.

On behalf of the Tele Wellbeing Team and the Howards Springs onsite teams we wish you a safe journey home.

Kind regards,

***Quarantine Facility Name***

## References

### Content Acknowledgement

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