

Quarantine and isolation process brief: Official visits to the quarantine service

Description	Process for managing official visitors to the quarantine site.
Aims	<ul style="list-style-type: none"> To ensure visitors are able to safely and legally enter and exit the site, complete their required duties whilst adhering to site policies and procedures and undertaken viral screening prior to exiting.
Related toolbox sections	Section 1: Processes, infrastructure and communication Section 3: Health Workforce
Process Considerations	<p>All visitors onsite need to adhere to relevant CHO Directions in regard to mandatory vaccination and viral screening for quarantine facilities.</p> <p>All official visitors need to be approved by the Executive Director of the Facility and be accompanied at all times by a quarantine facility staff member.</p> <p>Visitor details including full name, date of birth, suburb of home address and mobile number are obtained for security and contact tracing purposes.</p>

Official visits to the quarantine service process

Task	Process	Core Points
Visitor notification	<ul style="list-style-type: none"> Obtain visitor details including: full name, date of birth, mobile phone number and address, professional position & organisation, date and time of visit, vaccination status (if no vaccine then advise they are unable to attend the site), reason for site visit. Relevant site information provided to potential visitor including requirements for viral screening onsite, PPE requirements, and zone entry rules. Name of quarantine staff member to accompany (chaperone) the visitor on site. Information provided to the Executive Director of the Facility for review and approval to enter the site. Entry point security staff notified of visitor details and approval/disapproval to enter the site. 	<ul style="list-style-type: none"> Information for contact tracing Vaccine status Approval required

Visitor site entry	<ul style="list-style-type: none"> • Visitor screened by security staff on entry and date and time of entry noted, photo identification sighted (or visitor refused entry if not approved by Executive Director of the Facility). • Staff member present to accompany visitor onsite. • Visitor accompanied to the administration area to register for viral screening while on site and then to the staff viral screening area to complete self-swabbing. • PPE training and buddy allocated if visitor is required to enter resident/orange or red zones. • Visitor conducts business with quarantine staff assistance. • Site induction completed if visitor will regularly visit the quarantine site. 	<ul style="list-style-type: none"> • Viral screening • Security sign in • Chaperoned
Visitor site exit	<ul style="list-style-type: none"> • Visitor accompanied to security station. • Visitor is signed out with date and time. 	<ul style="list-style-type: none"> • Security sign out