

Quarantine and isolation process brief: Resident Departure

Description	Process for residents to safely exit the quarantine facility.
Aims	<ul style="list-style-type: none"> • Residents to safely and efficiently exit the quarantine facility with a certificate of completion of quarantine. • Residents to have early notification of exit plans and arranged transport (if required). • Pod Team to confirm all residents have successfully departed the zone for clearing and maintenance to proceed.
Related toolbox sections	Section 3 Health Workforce: 3.2.8, 3.5.5, 3.6.13 Section 4 Resident Care: 4.4
Process Considerations	<p>The resident's departure needs to be pre-arranged by the Tele Wellbeing Team with communication to the Operations Team, Pod Team and residents of the exiting plan.</p> <p>On the day of departure the resident zone is considered a green zone only if all residents have completed their required quarantine time and are exiting.</p> <p>Transport arrangements for residents needs to be coordinated to avoid traffic congestion and waiting times.</p>

Resident Departure Process

Task	Process	Core Points
Early departure planning	<ul style="list-style-type: none"> • Tele Wellbeing Team contacts residents who are exiting 5 days prior to exiting and confirms the exit date and time (12 midday). • It is determined if departure assistance is required or if there are special circumstances (social support, hardship, early departure request) and these residents are referred to the appropriate teams for follow up. • Exit instructions are reconfirmed with all residents and Pod Team 24 hours prior to departure. • Manifest of residents departing and allocated departure times is distributed to relevant Team Leaders. • Transport arrangements are confirmed with buses in regard to number of buses required and scheduled times. 	<ul style="list-style-type: none"> • Resident communication • Referral of residents with special needs • Transport arrangements

Departure day	<ul style="list-style-type: none"> • The Operations Team display departure signage in the zone for residents. • Baggage trolleys are provided if required. • Residents are to be ready 30 minutes prior to their departure time and are requested to put any rubbish and unwanted food items into the provided bins. • The Administration Team distribute Quarantine Completion Certificates for each resident (via email). • Any declared (confiscated) items (alcohol, electrical cooking appliances etc) are returned to the residents. • Residents requiring assistance are attended by Pod Team members. • Pod Team Leader confirms the identify of each resident as they depart against the resident zone manifest. 	<ul style="list-style-type: none"> • Departure signage • Pod Team actions
Resident zone review	<ul style="list-style-type: none"> • The Pod Team completes a final zone sweep to ensure all residents have departed. • The Operations Team check each resident room and remove any required items (infant cots, mobility aids. etc). • Zone is declared safe for the Cleaning and Maintenance Teams to move into the zone. 	<ul style="list-style-type: none"> • Zone is declared safe for cleaning and maintenance