Infection prevention and control guidelines for onsite healthcare teams in State quarantine facilities

28 January 2022
Version control

This Plan should be considered a ‘live document’ and will be reviewed and updated regularly in response to:

- New legislation or statutory directions;
- Changes in advice based on emerging evidence or national guidelines;
- Learnings from outbreak management locally, in other jurisdictions and internationally; or
- Stakeholder engagement and feedback.

Review and update of this Plan is coordinated by the Public Health Emergency Operations Centre (PHEOC) Infection Prevention and Control Cell which can be contacted with feedback at PHEOC@health.wa.gov.au.

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Introduction

This document provides infection prevention and control (IPC) advice for contracted on-site healthcare teams (OHT) and specimen collection teams providing care to guests accommodated in Western Australian (WA) State quarantine facilities (SQF).

All guests in a SQF are assumed to be potentially infectious with SARS-CoV-2, irrespective of the results of previous negative testing or the absence of COVID-19 symptoms. Guests in a SQF requiring medical attention for any reason, including symptoms compatible with COVID-19, are to be advised to:

- contact the OHT by phone, either directly or via reception
- call 000 for a medical emergency and advise the operator that they are in quarantine for COVID-19 risk.

General guidance

All SQF guests and SQF staff are required to comply with the following practices:

- perform frequent hand hygiene
- observe physical distancing
- practise respiratory hygiene
- use personal protective equipment (PPE) when required

In addition, the following are always to be observed by OHTs and specimen collection team:

- adopt a bare below the elbows approach
- comply with the ‘5 moments of hand hygiene’
- not wear artificial nails or excessive jewellery (except plain wedding band)
- ensure long hair is securely tied back
- wear a level 2 surgical mask and protective eyewear (face shield or goggles) whenever leaving their office/station and moving through the hotel where guests are accommodated
- when stipulated, wear a particulate filter respirator (PFR), that has been fit tested to the OHT member and perform a fit check each and every time a PFR is donned
- ensure compliance with PPE recommendations including:
  o prescription glasses are not considered protective eyewear
  o once PPE is donned, it should not be touched or adjusted
  o wherever possible use a buddy system to monitor PPE donning and doffing procedure
- clean and disinfect all reusable items and medical equipment
- disposable gloves are to be worn when cleaning and disinfecting reusable items and medical equipment.

Further advice and resource material on the appropriate use of PPE can be sourced from the Infection Prevention and Control Guidelines for Healthcare Facilities.

To minimise exposure time and to reduce the number of times guests open their doors, a guest health assessment is to be undertaken by remote communication e.g. by phone, text.

Hotel or security staff are not to provide any physical assistance to SQF guests e.g. following a fall. The hotel or security staff can be asked to contact emergency services (000) if required. When healthcare staff (OHT/specimen collection team or ambulance) are
attending a SQF guest, security staff are not permitted to enter the guest room. They are to position themselves 3 metres away from the guest door.

Hotel or security staff must wear the required PPE (refer to Appendix 2).

The OHT/specimen collection team are not to respond to any queries from hotel or security staff in relation to hotel management issues e.g. food service delivery, waste or laundry management or IPC issues. They are to advise the staff member to contact their Supervisor to obtain any advice from the State Health Incident Coordination Centre (SHICC) WA Hotel Quarantine Team.

**IPC requirements for SQF guests**

All SQF guests are to:

- be provided with a supply of masks
- be asked to perform hand hygiene and put on a mask prior to any door opening
- notify the OHT during initial health check if they have any respiratory conditions that require the use of respiratory aids such as a nebuliser, or non-invasive ventilation (NIV) e.g. continuous positive airway pressure (CPAP) or bilevel positive airway pressure (BiPAP) use
- be informed that nebulisers are not permitted to be used in the hotel environment and that an alternative option needs to be identified e.g. use of spacer

**Door opening procedure**

Excluding emergency situations, a pre-visit telephone call is to be made to the guest prior to any face-to-face visit whenever possible. Face-to-face visits include medication delivery, health assessment, sample collection. During this call the OHT is to advise the guest of the door opening procedure and that prior to opening their door, they are to perform hand hygiene and don a face mask.

**IPC requirements for OHT**

OHT must have a trolley with the required medical equipment, additional PPE, general waste bin/bag, alcohol-based hand rub (ABHR) and cleaning/disinfectant wipes when attending to guests for any type of healthcare visit including medication delivery. The OHT are to wear a PFR and protective eyewear for all guest interactions.

The OHT are to ensure that security is positioned at least 3 metres away from the guest door.

**Process for visual welfare check**

The OHTs are to contact all guests via telephone prior to any visual welfare check.

The OHT are to wear a particulate filter respirator (PFR) and protective eyewear. The OHT will present at guest door and:

1. Perform hand hygiene prior to knocking on guest door.
2. Stand > 1.5m distance from door and perform hand hygiene.
3. Ensure medical equipment / PPE trolley is > 1.5m from guest door.
4. If guest is not wearing a mask on door opening request that they perform hand hygiene and comply with the requirement.
5. Conduct welfare check. If no further contact required, perform hand hygiene prior to leaving area and before entering lift and/or moving to another floor.
6. On return to the medical office, doff protective eye wear, perform hand hygiene, doff PFR and perform hand hygiene.
7. Don clean gloves (optional), clean and disinfect any reusable medical equipment, remove gloves (if worn), perform hand hygiene.

**Process for medication delivery**

Security team must notify the OHT of any medications delivered from a community pharmacy. Medications delivered must be reviewed by and delivered by the OHT.

The OHT is to contact the guest prior to medication delivery, discuss ongoing need and if guest has any symptoms. The OHTs are to wear a PFR and protective eyewear to deliver medication. The OHT will present at guest door and:

1. Place medications on the floor immediately outside guest door.
2. Perform hand hygiene prior to knocking on the guest door.
3. Stand >1.5m away from the door and perform hand hygiene.
4. Ensure medical equipment/PPE trolley is >1.5m from guest door.
5. If guest is not wearing a mask on door opening request that they perform hand hygiene and comply with the requirement.
6. The OHT is to observe retrieval of medication.
7. Hand hygiene is to be performed prior to accessing lift.
8. On return to the medical office, doff protective eye wear, perform hand hygiene, doff PFR and perform hand hygiene.
9. Don clean gloves (optional), clean and disinfect any reusable medical equipment, remove gloves (if worn), perform hand hygiene.
10. All medication deliveries are to be documented by the OHT.

If multiple visual welfare checks or medication deliveries are being performed, then the following applies:

- PFR and protective eyewear can remain in situ for multiple visits unless damp, visibly soiled or damaged.

**Process for OHT in room health assessment**

Prior to in-room health assessment, OHT is to telephone guest to remind them of door opening procedure.

A PFR, protective eyewear, gown and gloves are to be worn by the OHT for any in-room health assessment, including physical examination. Staff are not to take any paper, such as clinical notes into guest room. The OHT will present at guest door and:

1. Perform hand hygiene and don gown and gloves
2. Knock on guest door
3. Stand > 1.5m distance from door
4. Ensure medical equipment/PPE trolley is >1.5m from guest door
5. If guest is not wearing a mask on door opening request that they perform hand hygiene and comply with the requirement
6. Once the guest has donned mask, staff member can enter the room
7. Complete in-room health assessment and exit the room
8. Ensure the door is closed
9. Maintain a distance of >1.5m from guest door; remove and dispose of gloves into general waste bin/bag, perform hand hygiene
10. Remove gown and dispose of gown into general waste bin/ bag, perform hand hygiene
11. Don clean gloves (optional), clean and disinfect any reusable medical equipment, remove gloves (if worn), perform hand hygiene
12. Tie off rubbish bag and perform hand hygiene
13. On return to the medical office, doff protective eye wear and perform hand hygiene
14. Doff PFR and perform hand hygiene
15. Seal rubbish bag and dispose of in general waste, perform hand hygiene

**Management of guests that require non-invasive ventilation during hotel quarantine**

During the OHT initial health screen, all guests must be asked if they use/require non-invasive ventilation (NIV) e.g. a CPAP or BIPAP during their hotel quarantine. If required, the OHT is to:

- Assess the clinical need with:
  - the guest
  - the guest’s medical consultant (GP or specialist) if there are any clinical concerns about interrupting the use of NIV during quarantine
  - a respiratory physician may need to be consulted if required.
- Obtain the make and model of the machine (obtain photo if possible), type of mask i.e. nasal or face mask, humidifier component, filter outlet and if the unit has a HEPA filter
- Document the frequency and duration of use and the last time the machine was used by the guest.

These details must be relayed by the OHT to the SHICC Hotel Quarantine Management Team (QMT) during office hours, Monday - Sunday 8am - 5pm, or the SHICC Movements desk after hours.

Following consultation with relevant stakeholders the QMT is to forward an individualised management plan to the OHT to action and discuss with the guest.

SHICC Hotel Quarantine QMT will arrange for an in-room HEPA filter unit to be delivered to the guest.

It is recommended that the OHT wear a PFR if required to be on the quarantine floor during the hours when a guest on that floor is using a NIV.

**Guest assessment requiring transfer to hospital**

If the guest is assessed as requiring hospitalisation, the OHT will arrange transfer and if necessary, remain with the guest until arrival of St John Ambulance (SJA).

Conduct handover of guest to SJA.

*For most transfers, guest is escorted from the quarantine floor by OHT. SJA will only attend quarantine guest floor in a critical emergency.*

Follow correct procedures for donning and doffing PPE, waste disposal, hand hygiene and cleaning/disinfection of reusable protective eye wear and replacement of clean PPE prior to returning to office area. Document visit and outcomes.
IPC requirements for specimen collection team

Staff performing specimen collections must have a trolley with the required medical equipment, additional PPE, general waste bin/bag, ABHR and cleaning/disinfectant wipes when attending to guests for any type of healthcare visit. The medical trolley is to be positioned >1.5m away from the door for all visits.

A PFR is required for throat and nasopharyngeal specimen collections, and or serology specimen collection.

The specimen collection staff are to ensure that security personnel are positioned 3 metres away from the guest door.

Throat and nasopharyngeal specimen collections

Prior to in-room health assessment, OHT is to telephone guest to remind them of door opening procedure.

A PFR, protective eyewear, gown and gloves are to be worn. Specimens are collected in the doorway of the guest room. If collecting multiple throat and nasopharyngeal specimens on a guest floor, staff are to change gloves between each guest collection and perform hand hygiene in the correct order. Mask, gown and protective eyewear can remain in situ unless damp, visibly soiled or damaged.

If moving on to another guest floor gloves and gown are doffed at the lift with hand hygiene performed in the correct order. PFR and protective eyewear can remain in situ unless damp, visibly soiled or damaged.

Serology specimen collections

Serology collections need to be taken inside the guest room. A PFR, protective eyewear, gown and gloves are required for in-room serology specimen collections.

Staff are not to take any paper, such as clinical notes or pathology forms, into guest room.

On arrival to the guest room:

1. Knock on guest door
2. Stand back to ensure > 1.5m distance from door
3. Ensure medical equipment/PPE trolley is > 1.5m from guest door
4. If guest is not wearing a mask on door opening request that they perform hand hygiene and comply with the requirement
5. Once the guest has donned a mask, a collector can enter the room
6. Complete serology specimen collection and exit the room
7. Ensure door is closed
8. Position self >1.5m away from guest door, doff gloves and gown disposing of them in the general waste bin/bag, perform hand hygiene
9. Don clean gloves (optional), clean and disinfect any reusable medical equipment, remove gloves (if worn), perform hand hygiene
10. Tie off rubbish bag and perform hand hygiene
11. If continuing to undertake further serology specimen collections on a guest floor don clean gown and gloves. PFR and protective eyewear can remain in situ unless damp, visibly soiled or damaged
12. If moving on to another guest floor to take serology specimen collections, gloves and gown are doffed at the lift with hand hygiene performed in the correct order. PFR and protective eyewear can remain in situ unless damp, visibly soiled or damaged.
Selection and care of personal protective equipment

- **Gowns**
  - ensure gown fits correctly and is tied at neck and at the side of waist

- **Masks**
  - PFR - once in place and fitted under chin and moulded across nose, do not touch the mask
  - surgical masks with ties are to be provided for staff who wear a head covering for cultural reasons
  - staff must have undergone a fit test and have their specific PFR available for use. A fit check must be performed after donning the mask
  - wear the mask correctly i.e. they are not to sit around the neck, under the chin or on top of the head
  - masks must be disposed of immediately once removed.

- **Protective eye wear**
  - face shields are labelled as single use by the manufacturer
  - face shields may continue to be used between guests e.g. swabbing multiple guests in a row, but are to be discarded once removed, or if soiled or damaged
  - if using face shields to traverse the hotel, with no guest contact, they may be removed and reused by the same person following cleaning and disinfection
  - all face shields must be discarded at the end of the shift
  - goggles may be reused by the same person but must be cleaned and disinfected after each use
  - further details on the cleaning and disinfection of protective eyewear can be found [here](#).

- **Gloves:**
  - are not a substitute for hand hygiene and hand hygiene must be performed every time gloves are removed
  - are not to be sanitised with ABHR or surface cleaner
  - if gloves become contaminated, remove immediately and dispose of in a general waste bin, perform hand hygiene. New gloves may then be worn if required
  - avoid touching unnecessary objects when wearing gloves e.g. do not answer telephone or use a computer.

Action to take in the event of an exposure or potential exposure

Where there appears to be inconsistent application of recommended IPC practices including the use of PPE or adherence to IPC guidelines i.e. a breach, the affected staff member must:

1. Stop what you are doing
2. Ensure that you and your area is safe
3. Notify your supervisor or manager
4. Obtain guest details if required
5. Liaise with the SHICC Quarantine Management Team (QMT) during office hours or SHICC Movements and after hours.
6. QMT/SHICC will inform Public Health Operations, who will communicate any further actions to be taken
7. Complete an incident form.
### Donning PPE

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Hand hygiene</td>
</tr>
<tr>
<td>2</td>
<td>Fitting gown</td>
</tr>
<tr>
<td>3</td>
<td>Apply and fit mask – surgical mask for droplet precautions</td>
</tr>
<tr>
<td>4</td>
<td>Fitting goggles or face shield</td>
</tr>
<tr>
<td>5</td>
<td>Hand hygiene</td>
</tr>
<tr>
<td>6</td>
<td>Fitting gloves</td>
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*Note: When mask and eyewear is already donned perform steps 1, 2, 5 and 6 for donning additional PPE.*

### Doffing PPE

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
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<tbody>
<tr>
<td>1</td>
<td>Removing gloves</td>
</tr>
<tr>
<td>2</td>
<td>Removing gown</td>
</tr>
<tr>
<td>3</td>
<td>Removing eyewear</td>
</tr>
<tr>
<td>4</td>
<td>Removing mask</td>
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</tbody>
</table>

*Note: When mask and eyewear is already doffed perform steps 1, 2, 5 and 6 for doffing additional PPE.*
## Appendix 2: PPE recommendations at State Quarantine Facilities

<table>
<thead>
<tr>
<th>Task</th>
<th>Level 2 surgical mask</th>
<th>PFR (P2 or N95)</th>
<th>Protective eye wear</th>
<th>Gloves</th>
<th>Gown</th>
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<td>Medication delivery</td>
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<td>✓</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Visual welfare check</td>
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<td>✓</td>
<td>×*</td>
<td>×*</td>
</tr>
<tr>
<td>In-room health assessment</td>
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<td>✓</td>
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<tr>
<td>Specimen collection - throat/nasopharyngeal</td>
<td>×</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Specimen collection - in room serology specimens</td>
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<td>✓</td>
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<td>Hotel or security staff on guest floor</td>
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<td>Delivery of quarantine clearance letter</td>
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<td>✓</td>
<td>×</td>
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</table>

* additional PPE for guest in case welfare check transitions to in-room health assessment.

**Note:**
Prior to attending guests, telephone consultation is required to assess the situation.

A trolley with appropriate medical equipment, additional PPE, ABHR, cleaning / disinfectant wipes and a general waste bag must always be taken when attending to guests.
Appendix 3: Useful resources

- Donning and doffing video: https://www.youtube.com/watch?v=SDXnokif2Fg

Last updated 25 January 2022

This document can be made available in alternative formats on request for a person with disability.

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# Version control

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<tr>
<td>4</td>
<td>03 December 2020</td>
<td>Document name change / Contact numbers updated</td>
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<td></td>
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<td>Update to guidelines when guest requires assistance (security at least 1.5m from room, door propped open with door stop)</td>
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<td>Removing PPE corrected to Doffing PPE</td>
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<td>Clearer donning and doffing process for OHT tasks</td>
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<td>Management of non-invasive ventilation and exclusion of nebulisers</td>
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<td>09 April 2021</td>
<td>Addition of specimen collection teams</td>
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<td>Room entry/sample collection process amendments</td>
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<td>Explicit statement for use of face shield (single person for a single day use)</td>
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<td>Updates to IPC requirements for OHT</td>
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<td>Updates to management of guests that require non-invasive ventilation during hotel quarantine (recommendation of PFRs for OHT).</td>
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