



Infection prevention and control guidelines for State quarantine facilities

Version 11

10 December 2021

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 Infection Prevention and Control team for the COVID-19 response which can be contacted with feedback at PHEOC@health.wa.gov.au.

Version	Date	Author	Updates / Changes
11	10 December 2021	IPC	Update to introduction and SARS-CoV-2 information Luggage handling and lift management added Addition of use of portable HEPA filter, cleaning principles and cleaning procedures and cleaning tables Physical distance requirement of 3m when guest door opens Inclusion of vaccination requirements

For full revision history please refer to [Version Control](#) at the end of this document.

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Introduction

Persons may be directed to quarantine in a designated State quarantine facility (SQF), unless an exemption is granted for alternative accommodation, if they have arrived in Western Australia (WA) from overseas, an Australian jurisdiction classified as Extreme Risk under the WA Controlled Border, on an international maritime vessel or they have been identified as a community case or contact of a person diagnosed with COVID-19 and are required to quarantine.

The purpose of the quarantine program is to prevent the spread of COVID-19 into the wider WA community. The WA Hotel Quarantine (WAHQ) team within the State Health Incident Coordination Centre (SHICC) is responsible for the SQF program.

Purpose

The purpose of this document is to provide guidance on the infection prevention and control (IPC) requirements for all hotel, security, contracted [onsite health teams](#) and other contracted staff, working in WA SQFs. For the purpose of this document these staff are referred to as SQF staff. All guests who are required to quarantine in an SQF are to be managed in the same manner, regardless of their COVID-19 status. In this document persons quarantining in SQFs will be referred to as guests.

SARS-CoV-2 and COVID-19

Severe acute respiratory syndrome coronavirus-2 (SARS-CoV-2) is the virus that causes coronavirus disease-19 (COVID-19). The primary mechanism of human-to-human transmission is through inhalation of respiratory droplets, smaller particles (aerosols), direct physical contact with an infected person and indirectly through contact with contaminated objects and surfaces (fomites). Most transmission occurs through close contact with an infected person.

Infection prevention and control strategies for SQFs

To limit the risk of SARS-CoV-2 being transmitted to SQF staff and guests, effective IPC practices and procedures are required to be implemented. The WA Health Department IPC team conduct regular education and training sessions for SQF staff and perform regular unannounced site inspections and audit compliance against recommended IPC practices. This includes but is not limited to inspection and audit of appropriate personal protective equipment (PPE) use, processes associated with guest deliveries e.g. food, linen, care packages, and cleaning, linen and waste removal practices. Audits are conducted to provide feedback and enable improvements in IPC.

General risk mitigation

To limit the transmission of SARS-COV-2, it is recommended that SQFs follow these general IPC risk minimisation strategies:

- Provide signage that promotes physical distancing, hand hygiene and respiratory hygiene.
- Provide alcohol-based hand rub (ABHR) at the entrance to the facility, reception area, on every floor and lift area for guest and staff to use.
- Use cashless financial transactions.

- Minimise face to face interaction with quarantined guests, door opening events and unnecessary movement of guests. All staff are to maintain a distance of 3m from guest rooms when the healthcare team or specimen collection team are attending to a guest and guest doors are opened.
- Transfer of personal belongings between the guest and others outside of the SQF must be avoided
- No equipment is to be delivered to a guest room that requires a person to enter a guest room to set up the equipment.
- All hotel quarantine staff are to:
 - be aware of the mandatory COVID-19 vaccination status requirement for all hotel workers employed to in the management of hotel quarantine guests
 - receive IPC education, including how to perform hand hygiene and how to put on and take off (don and doff) PPE before commencing duties at the facility and at three monthly intervals thereafter
 - comply with the COVID-19 Testing Directions for quarantine facility workers
 - promptly report to their supervisor any suspected or known breaches in processes or procedures that may place them at risk of exposure to a COVID-19 positive guest
 - minimise touching of surfaces, and to perform hand hygiene regularly throughout the day
 - ensure shared equipment e.g. 2-way radios, computers, telephones, bank card readers, pens or other items is cleaned and disinfected between users
 - use a trolley or collection bin for all deliveries and collections e.g. meals, linen, waste.
- Review of and ongoing management of heating, ventilation and air conditioning (HVAC) systems.
- In facilities where there is both commercial and quarantine activities:
 - quarantining guests and commercial guests must be segregated i.e. separate floors, dedicated entry/exit and lifts
 - staffing will be consistently dedicated to the quarantine zone, minimising the potential for any risk of infection in commercial zone staff members
 - there will be no movement of staff from the quarantine zone to the commercial zone except for staff undertaking specific roles as discussed with State Health Incident Coordination Centre (SHICC)
 - it is preferable that staff who live together work in the same zones.

Quarantine requirements for the guest

- Guests are:
 - not permitted to leave their rooms for any purpose unless in an emergency or for reasons endorsed by SHICC WA HQ e.g. to receive hospital care
 - to wear a mask at all times when transiting through the facility, or when opening their door to receive food and other deliveries, dispose of rubbish, exchange linen and for any other occasion where the door must be opened. Note that children under 12 are exempt from wearing a mask

- to minimise contact with surfaces and objects as they transit through the facility on arrival and departure
- to perform hand hygiene regularly, using either soap and water or alcohol-based hand sanitiser, after using the bathroom, before and after eating or drinking
- to practice respiratory hygiene by coughing or sneezing into their elbow or a tissue that is then disposed of immediately into a bin and perform hand hygiene
- not to have physical contact with staff or other guests who are not in their immediate travel party or to handle other guests' luggage or belongings
- not to open their door unnecessarily
- not permitted to have visitors
- not permitted to remove items from their rooms (apart from rubbish and linen).
- All luggage is to be housed in the guest room.
- Any deliveries to the guest room are to be left outside the door to be collected by the guest once the staff member has left the area.
- Guests who have tested positive to COVID-19 or have symptoms of COVID-19 are required to isolate until no longer infectious. Not all people who have tested positive require hospitalisation, but they must remain in isolation until they are cleared by Public Health to prevent further transmission of the disease.

If a guest tests positive for COVID-19

A formal risk assessment will be done by Public Health staff at the time of diagnosis to identify any persons who may have been in contact with the guest.

Check-in process

- All staff will wear a disposable surgical mask and protective eyewear for check-in.
- On guest arrival and check-in at the facility, all efforts are to be taken to expedite a fast-tracked check-in e.g. pre-allocation of rooms.
- A distance of 1.5 metres between the guest, facility staff and all other people must be maintained throughout the check-in process.
- Clean and disinfect all potentially touched surfaces and objects along the guests' route from check-in to their room, such as door handles, lift buttons, lift surfaces, and other handrails immediately after the cohort of guests have passed through.

Luggage handling

- Guests are to:
 - manage their own personal belongings and luggage
 - be instructed to leave luggage trolley's outside their room if utilised.
- A designated SQF staff member may assist with luggage if the guest is unable to manage themselves i.e. physical limitations to self-manage. The staff member is to perform hand hygiene, put on an apron or gown and a pair of gloves prior to handling the luggage and placing on the luggage trolley. The luggage can then be transported and left outside the guest room at the end of all other check-ins. The trolley is to be thoroughly cleaned and disinfected prior to placing back in use.

- After handling luggage or cleaning the luggage trolley, gloves and apron/gown are to be removed and disposed of into a waste bin and hand hygiene performed again.

Lift management

- Lifts are to be designated for quarantine guests and the following observed:
 - lift sharing with people other than partners or room companions must not occur
 - guests are not to touch the lift buttons, these should be pressed by an identified SQF worker
- Staff must not routinely enter a lift with guests. In an emergency or to assist a guest with a disability, staff must wear PPE as required (see [Appendix 1](#)).
- After guest check in / out or transfer, a designated SQF staff member must clean and disinfect vertical lift surfaces including lift buttons, inside surface of lift doors plus horizontal surfaces including any handrails prior to the lift returning to service.
- When cleaning the lift, the designated SQF staff member must wear a surgical mask, protective eyewear and gloves.
- Hand hygiene must be performed following removal of PPE.

Guests requiring transfer to a different room or to leave the facility

Occasionally a guest may need to move to a different room or different facility during their 14-day quarantine period e.g. due to a maintenance issue in their room, if they need to transfer to hospital or are a positive case requiring isolation from other family members.

In this event:

- SHICC WA HQ must provide approval for all transfers.
- Movement of guests to different rooms or facilities is preferred during business hours and where there are no conflicting check-ins or check-outs to ensure availability of staff to facilitate the move in a safe manner.
- Guests are to be instructed to:
 - perform hand hygiene prior to donning a clean surgical mask and before leaving their room.
- Follow all directions provided by facility staff, SHICC WA HQ or WA Police.
- The transfer route is to be cleaned and disinfected immediately after the guest movement is completed, paying attention to all frequently touched surfaces as per check-in process.
- All staff assisting in the transfer are to wear appropriate PPE (refer to Appendix 1).
- Physical distancing of at least 1.5m and to practice hand hygiene and respiratory hygiene is to be maintained at all times
- Hotel and security staff must not provide any assistance to a guest where close physical contact is required. If a situation arises in which the guest requires any physical assistance, then staff must inform the onsite healthcare team. In an emergency, facility staff can call “000” to obtain help from emergency services.

Management of guests at the end of their quarantine period

Guests completing their quarantine should be managed to ensure the following:

- Check-out times are allocated to each guest cohort. Guests are to maintain physical distancing of at least 1.5m even at the end of their quarantine period.
- Guests who do not present for check out as expected should be contacted by phone by SQF staff. Security or hotel staff are not to knock and enter a guest's room.
- All common areas including corridors, lifts, handrails and frequently touched surfaces are cleaned and disinfected following guest check out

Use of personal protective equipment by staff

The following information outlines practices for the use of PPE by all SQF staff. This is inclusive of facility staff, security officers, incident response team and contracted workers.

Masks and protective eyewear are mandatory for all staff working in all areas of the SQF where guests are accommodated or in areas transited by guests when entering and exiting the SQF. When not in a guest area, and staff are in their designated area/office, mask and protective eyewear is not required.

- All SQFs are to have dedicated PPE Champions to ensure PPE is worn correctly and safely and to respond to PPE related enquiries.
- Generally, all PPE is single use only and should not be reused on any occasion unless specifically recommended.
- All staff are to
 - be trained in how to don and doff PPE prior to commencing duties at the facility. Refer to education and training links in Appendix 2.
 - be encouraged to work with a PPE buddy when donning and doffing PPE
 - have access to level 2 surgical masks, that are approved by the Therapeutic Goods Association (TGA), protective eye wear, disposable gloves, gowns and / or aprons
 - wear the required PPE for the task being performed. Please see Appendix 1 for PPE requirements specific to roles and tasks performed in SQFs.
- PPE is to be removed at a doffing station for meal or toilet breaks and disposed of into general waste bins and hand hygiene performed following removal.
- When wearing masks, staff must be instructed to:
 - not touch the front of the mask
 - wear the mask correctly i.e. must always cover the nose, not sit around the neck, under the chin or on top of the head
 - have the option to use masks with ties
- When wearing protective eyewear staff must be instructed that:
 - face shields can be used for the duration of their shift, to clean and disinfect each time removed and then discarded
 - 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](#).
- When wearing gloves, staff must be instructed that:
 - they are not a substitute for hand hygiene
 - hand hygiene must be performed every time gloves are removed

- gloves are only required if there is potential for contact with contaminated items e.g. guest's luggage or personal belongings, items for collection from the guest room e.g. linen or waste bags
 - they are not to be sanitised using ABHR or surface wipes.
 - if gloves have become contaminated, they are to be removed immediately and disposed of in a rubbish bin, hand hygiene performed, and new gloves put on if required
 - they are to avoid touching unnecessary objects when wearing gloves e.g. do not answer the telephone or use a computer with gloves on.
 - always remove gloves and perform hand hygiene prior to performing new tasks
 - are not required for delivery of care packages or food deliveries.
- If staff require direction on PPE use, cleaning, laundry, waste management or other infection prevention and control issues, these questions must be directed to the SHICC WA HQ. SQF staff must not seek advice on these issues from nursing or medical staff stationed at the facility.

Meal delivery management

Please see [Appendix 1](#) for PPE requirements

- All hotel meals and other food deliveries required by the guest are to be delivered to the guest room and left outside the door.
- The management of food deliveries is to ensure compliance with food safety standards.
- Trolleys utilised to deliver hotel meals require cleaning and disinfection after each use.

Linen delivery / collection management

Please see [Appendix 1](#) for PPE requirements

- All laundry service providers shall comply with AS/NZS 4146:2000 Laundry Practice.
- All mattresses should be covered with removable mattress protectors.
- Fresh linen and towels may be delivered to the guest as per SQF operations. Clean linen shall be bagged, secured and left outside the guest's door.
- All used linen is to be considered potentially infectious.
- A linen bag is to be provided for the guest for used linen. The guest is to tie the linen bag closed before placing it outside the door for collection by facility staff at a mutually agreeable time.
- A linen trolley is to be used to collect used linen. Trolleys are to be cleaned and disinfected after use.
- Staff are to don gloves prior to collection of linen, and before leaving the floor, gloves are to be removed and hand hygiene performed prior to pressing lift buttons. If collecting linen from multiple floors, this procedure must be adhered to on each floor.

Waste collection management

Please see [Appendix 1](#) for PPE requirements

- All waste generated by the guest can be placed in the general waste stream. Plastic bags are to be provided to the guest for waste management. The guest is to leave the tied waste bags outside the door for collection by facility staff.
- Waste collection, using an appropriate trolley, should be conducted at an agreed time, when there is no check in or check out in progress.
- Staff are to don gloves prior to collection of waste, and prior to leaving the floor, gloves are to be removed and hand hygiene performed prior to pressing lift buttons. If collecting waste from multiple floors, this procedure must be adhered to on each floor.
- Waste trolleys require cleaning and disinfection after each use.

Ventilation

Ventilation can be used together with other IPC measures to reduce the potential for transmission of SARS-CoV-2. The use of portable high efficiency portable air filters (HEPA) is recommended for guests who utilise non-invasive ventilation machines to manage sleep apnoea or to reduce viral loads in rooms of guests who test positive for the SARS-CoV-2.

Environmental cleaning and disinfection

Environmental cleaning is a key element in IPC practice mitigating the risk of transmission of infectious agents. Cleaning of guest rooms in SQFs is essential to:

- reduce environmental burden of microorganisms on fixtures and furniture within the room
- reduce potential transmission of microorganisms from fixtures and furniture to staff or guests.

Cleaning principles

Cleaning is to be completed in a methodical way to prevent cross contamination of surfaces. When cleaning, it is important to clean from high to low, from clean to dirty and wipe in an 'S' shape pattern. Use of a damp dusting technique prevents dust particle dispersion when dusting surfaces.

It is important to ensure surfaces are cleaned before any disinfection occurs, as dirt and grime can affect how well a disinfectant works. Clean the surface with detergent and warm water using a clean cloth, then follow with a disinfectant. Combined detergent/disinfectant products can be used, always follow manufacturers recommendations for use.

Carpets should be regularly vacuumed using a vacuum cleaner with a high efficiency particulate absorbing (HEPA) filter. It is important to follow the manufacturer's schedule on filter replacement to ensure the filter remains effective.

It is preferable to use disposable mop heads and cleaning cloths which must be changed regularly and disposed of after use. Reusable mopheads and microfibre cloths can be used but must be laundered daily and allowed to air dry. All cleaning equipment should be stored clean and dry.

Surfaces can be categorised into two groups, frequently touched and minimally touched.

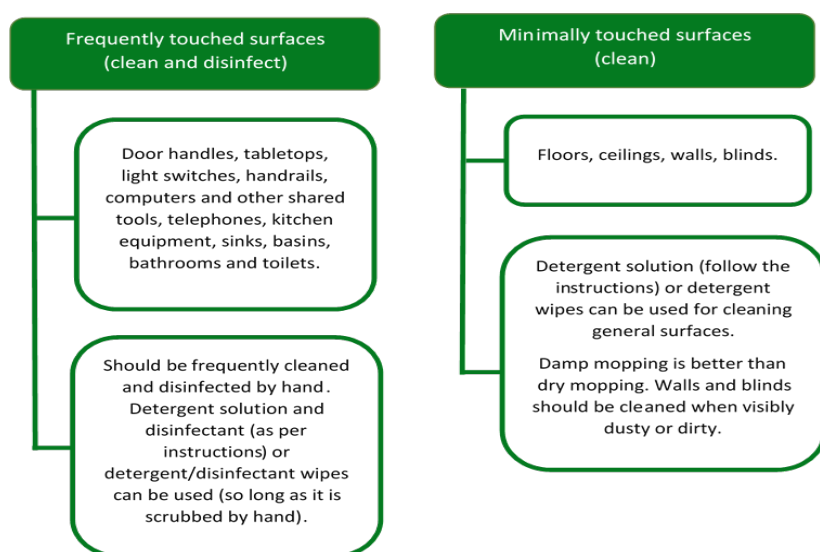
Frequently touched surfaces

Frequently touched surfaces have a higher risk of being contaminated and therefore a potential source of transmission. Attention should be paid to shared workspaces, rest rooms, staff change rooms, lift buttons and horizontal surfaces such as tables and chairs. Clean and disinfect frequently touched surfaces several times a day.

Minimally touched surfaces

Clean minimally touched surfaces, such as floors, at least once a day. Spot clean areas, including ceilings, blinds and walls, as required. These areas do not usually need to be disinfected.

Figure 1: Environmental cleaning principles



Cleaning products

Cleaning products chosen are to be appropriate for the surface to be cleaned. In general, combined detergent / disinfectant solutions or wipes are used for hard surfaces. Some products such as bleach can damage fabrics or corrode metals.

The following should be considered:

- detergents are to be a neutral product with a pH between 6 and 8
- products for disinfection should have viricidal (virus killing) properties
- the use of combined detergent/disinfectant wipes or solutions of detergent and disinfectant prepared fresh each day are acceptable
- if using a bleach solution, use a 1000ppm (0.1%) bleach solution
- always follow the manufacturer instructions for use
- if spray bottles are used the product is to be sprayed onto the cleaning cloth and not directly onto the surface
- never mix different cleaning products as harmful chemical reactions can occur
- avoid 'topping up' detergent or disinfectant bottles as this can lead to contamination
- any reusable containers must be emptied, washed and dried before being refilled
- workplace safety and health processes must be followed
- safety data sheets for all products are to be made available.

Housekeeping trolleys

Housekeeping trolleys are used to stock all necessary cleaning and disinfecting items, clean linen, guest supplies and to remove used linen and waste. A variety of different trolley styles may be used.

To provide an efficient housekeeping service and avoid potential contamination of the cleaning trolley it is important that:

- the cleaning trolley is kept clean and well organised
- all items are kept in cleanable plastic containers
- cardboard storage containers are not to be used
- the trolley is not overstocked - check the number of supplies required with the number of rooms being cleaned
- no items removed from the guest room are to be placed on top of clean items that will be used to re-stock a guest room.

Cleaning facility common areas

- Routine cleaning and disinfection of all common areas of the SQF is to occur at an increased frequency and should occur at least 3 times daily, especially in frequently used areas e.g. reception areas, shared bathroom facilities and all frequently touched surfaces e.g. lift buttons, door handles, handrails, staff touch-pad entry access panels, computer mice and keyboards, desks, and telephones.
- Attention is to be paid to the cleaning and disinfection of staff rest areas, break rooms and toilets.
- The area outside the guests' rooms is to be kept clean and free of clutter with the regular collection of all meal bags, waste and laundry bags.

Cleaning of guest rooms

- No routine daily cleaning of the guest room or turn-down services are to be performed for guests in quarantine.
- Cleaning materials and disposable cleaning equipment should be provided to the guest to facilitate acceptable hygiene standards.

Vacate cleaning

Vacate cleaning requirements will depend on whether the guest tested positive for SARS-CoV-2 during their stay, however, irrespective of status of guest, no item removed from the guest room can be retained by hotel staff for personal use.

It is important to note that many rooms will not have had routine cleaning for 14 days and thus may require more intensive cleaning than usual. All carpets, window treatments and soft furnishings need to be checked for visible soil / stains and reported to supervisors if further detailed cleaning is required.

It is important that cleaning staff know that:

- any item left by the guest that is not disposable e.g. clothing, shoes, telephone chargers or computer cords should be bagged and sealed and the SQF Manager notified of items to be collected
- sealed water bottles may be wiped over and reused
- any exercise equipment left in a guest room is to be wiped over and placed in the corridor for removal to the hotel lobby for collection

- all linen, even if unused, must be sent for laundering
- the HEPA filters are to be cleaned and disinfected by wiping over all external surfaces and cord and then placed outside room for collection.

Standard cleaning procedure

For rooms that have been occupied by a guest **who has not been** diagnosed with COVID-19, the following is to occur:

- Staff must don protective eyewear, surgical mask and gloves prior to entering the room as per Appendix 1 and 2.
- The room can be cleaned and disinfected as per Appendix 3 -Table 1
- Any complimentary items such as water bottles, toiletries, tea, coffee, sugar sachets can remain in the room if the seals are not broken, or packaging opened.
- Any stained pillows or mattress protectors must be replaced.
- If a HEPA filter is in the room, turn machine off, clean and disinfect external surfaces and electrical cord and remove to corridor for collection.

Enhanced cleaning procedure

For rooms that have been occupied by a guest **who has been** diagnosed with COVID-19, the following is to occur:

- The guest must be advised to turn on the HEPA filter prior to exiting the room.
- The HEPA filter is to run for three hours prior to commencing a room clean.
- Staff must don gown, gloves, protective eyewear and a surgical mask prior to entering the room as per Appendix 1 and 2.
- Staff must check that the HEPA filter is turned on and running, if it is not, turn on HEPA to highest setting and exit the room. Doff your gown and gloves outside the room and defer cleaning for three hours.
- The room is to be cleaned and disinfected as per Appendix 3 -Table 2.
- All perishable items, including unopened packets, and any toiletries or personal care items are to be discarded.
- All bed linen including the mattress protector and doona are to be stripped from the bed and sent for laundering.
- Laundry practices should be consistent with the AS/NZ 4146:2000 Laundry Practice.
- Any carpets, soft furnishings, window treatments that are visibly soiled should be steam or dry cleaned as per manufacturer's instructions prior to reusing the room.
- It is recommended that SQFs have a documented annual maintenance schedule for routine cleaning of all carpets, soft furnishings and window treatments.

Maintenance

If room maintenance is required, it is preferable that it is undertaken once the guest has completed quarantine and the room has been vacated and cleaned. All maintenance issues and requests must be discussed with SHICC WAHQ.

Non-urgent maintenance

Non-urgent maintenance is to be performed once the guest has completed quarantine and after the room has been cleaned.

Maintenance personnel/contractors should use PPE as per Appendix 1 and that is appropriate to the task being performed and as required by workplace safety and health requirements.

Emergency maintenance

For all cases of emergency maintenance, call SHICC WAHQ for advice and guidance.

SHICC WAHQ will advise re guest movement from the room.

If emergency maintenance is required e.g. a burst water pipe, then the work should proceed, and maintenance staff/contractors are to wear PPE as per Appendix 1 and as required by workplace safety and health requirements.

All maintenance staff/contractors are to receive training in donning and doffing of PPE, appropriate to the task being performed and the environment work will be carried out in, prior to performing duties.

Hand hygiene is to be performed before entering the room and after completion of the task and removal of any PPE. The maintenance staff are to avoid touching their faces, especially eyes, nose and mouth.

Security staff and incident response team

Please see Appendix 1 for PPE requirements

- The incident response team (IRT) have been appointed to SQFs to prevent guests in quarantine from breaching their quarantine direction.
- The use of PPE by security staff and IRT is dependent on the duties they perform.
- In the event of a medical emergency or a security incident, security staff should call their supervisor for appropriate assistance who is responsible for contacting the healthcare team or emergency services.
- Security staff and IRT should not share equipment such as 2-way radios or mobile phones or other items without cleaning and disinfecting the items with an appropriate detergent/disinfectant wipe or solution between users.
- It is recommended that security staff should be rostered to work on the same floor each shift to reduce the number of guests that each security staff member is potentially exposed to and to reduce the number of security staff each guest is potentially exposed to.
- When security staff are required to be positioned on quarantine floors for active surveillance monitoring, they must:
 - be positioned greater than 1.5m from any guest room door
 - limit the number of personal items they take with them
 - any items taken with them e.g. books, screw top water bottle, mobile phone and charger must be stored in a suitable wipeable bag/container when not in use
 - maintain a distance of 3m from guest rooms when the healthcare team or specimen collection team are attending to a guest and guest doors are opened.
 - not enter any guest room or have physical contact with any guests Staff management

Vaccination

State quarantine facility staff are a priority group for COVID-19 vaccination. All staff working in hotel quarantine are mandated to be fully vaccinated against SARS-CoV-2. Immediate family members of staff working in hotel quarantine are encouraged to be vaccinated for COVID-19. Please see education, training and vaccination links.

Unwell staff

A documented procedure for managing staff who become unwell whilst at work with [COVID-19 symptoms](#), such as fever, cough, dyspnoea, malaise, fatigue, loss of taste and / or smell and sputum / respiratory secretions, must be in place and communicated to all SQF staff..

Any staff member who is unwell, must not attend work or if at work must inform their supervisor and travel home immediately wearing a surgical mask.

Any staff member who develops symptoms of COVID-19, such as fever, cough, dyspnoea, malaise, fatigue, loss of taste and / or smell and sputum / respiratory secretions loss of smell or loss of taste, must isolate immediately and seek advice on testing and quarantine management. COVID-19 testing is to be done at their nearest COVID-19 testing clinic (not the SQF asymptomatic clinic attended for weekly testing).

Staff Uniforms

Staff must launder their uniforms/work wear daily.

Where possible, staff should change into clean clothing prior to leaving the hotel at the end of their shift.

Where a laundry service is provided for staff uniforms, this should be utilised.

If clothing is going home for laundering, clothing should be placed into a washable bag and placed in the washing machine as soon as practical upon arriving home.

Washing should be done with laundry detergent and preferably a hot wash (>60°C).

Appendix 1 PPE for staff at State Quarantine Facilities

Masks and protective eyewear are mandatory for all staff working in in all areas of the SQF where guests are accommodated or when guests enter and exit the SQF. When not in a guest area, and staff are in their designated area/office, mask and eyewear is not required.

Agency	Level 2 Surgical mask	PFR (P2 or N95)	Protective eyewear	Gloves	Gown
Chefs and kitchen hands	x	x	x	x	x
Cleaners - routine clean	✓	x	✓	✓	x (apron optional)
Cleaners – enhanced cleaning measures	✓	x	✓	✓	✓ (gown)
Designated luggage handler	✓	x	✓	✓	✓
Healthcare staff - in room health assessment **	x	✓	✓	✓	✓
Healthcare staff - medication delivery	✓	x	✓	x	x
Healthcare staff - visual welfare check - asymptomatic	✓	x	✓	x	x
Healthcare staff - visual welfare check – symptomatic*		✓	✓	✓	✓
Hotel staff e.g. front of house, reception, managers	✓	x	✓	x	x
Hotel staff delivering food, beverages, care packages	✓	x	✓	x	x
Hotel staff collecting rubbish/linen	✓	x	✓	✓	x
Incident response team	✓	x	✓	x*	x
Maintenance staff and contractors	✓	x	✓	✓ (if accessing guest rooms)	✓ (if accessing guest rooms)
Maintenance staff and contractors accessing HVAC systems	x	✓	✓	✓	overalls if required
Security Guards – general duties e.g. delivery of care packages	✓	x	✓	x	x
Security Guards - guest floors	✓	x	✓	x**	x
Specimen collection - at door	✓	x	✓	✓	✓
Specimen collection - in room serology	x	✓	✓	✓	✓
Western Australian Police (WAPOL)	✓	x	✓	x**	x

*additional PPE for symptomatic guest in case need to convert to in room assessment

** gloves required if handling luggage or physical contact with guest

Note: Prior to attending guests, telephone consultation is required to assess the situation. A PPE trolley is required in the event full PPE is required to attend to guest.

Appendix 2 Donning and doffing sequence for PPE



Government of Western Australia
Department of Health

Donning PPE

1. Hand hygiene

- Using an alcohol-based hand rub, cover all hand surfaces and rub until dry

OR

- Wash hands with soap and water for at least 20 seconds



2. Disposable gown or apron

- Fasten ties at the neck (if present) and at the waist to the side

3. Surgical mask

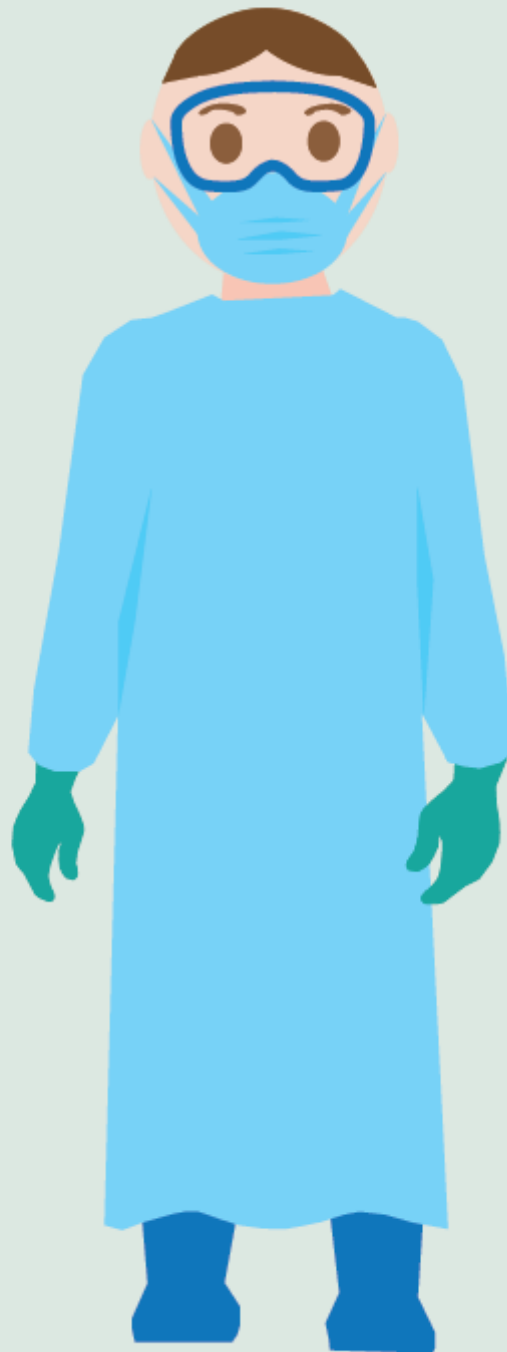
- Secure loops around the ears
- If ties are present, secure one tie at the crown of the head and the other at the base
- Mould the metal band over the nose for a secure fit
- Gently extend the pleats downwards to sit underneath the chin
- Change if soiled, wet or damaged or contaminated (sneezed or coughed on/in)
- Mask must not be worn around the neck or under your chin or mouth
- Avoid touching the front of the mask once fitted

4. Eye protection

- Goggles or Faceshield
- These items provide protection above, below and around the sides of the eyes
- NB prescription glasses are not considered protective eye wear

5. Gloves

- Don gloves if touching a person or their belongings
- Gloves are disposable and should not be reused
- Change between interactions/client (single use only) or when soiled





Doffing PPE

1. Remove gloves

- Grasp outside of glove with opposite hand, peel off turning glove inside-out
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist
- Peel glove off over first glove, turning inside out and forming a ball
- Discard into a waste bin

2. Perform hand hygiene

3. Remove gown

- Untie ties at the neck and waist
- Touching only the inside of the gown, fold or roll the gown inside-out and into a bundle
- Discard directly into general waste bin

4. Perform hand hygiene

5. Remove protective eyewear

- Remove goggles or faceshield
- Avoid touching the front of the goggles or faceshield and remove from face
- Reusable goggles/faceshields can be set aside for cleaning and disinfection

6. Perform hand hygiene

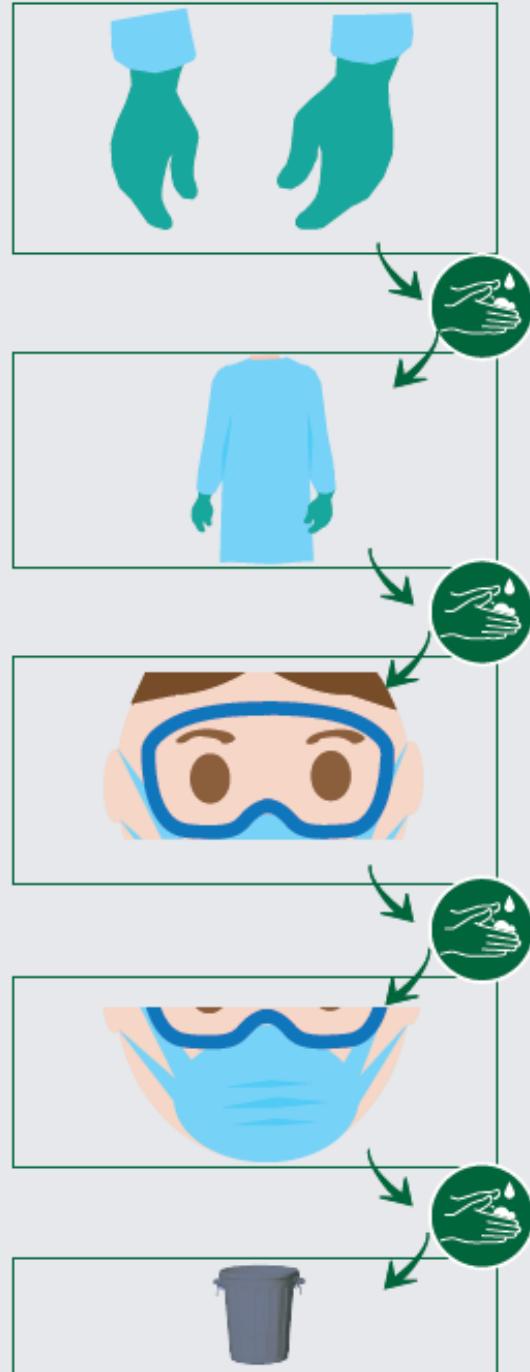
7. Remove mask

- Avoid touching the front of the mask
- Handle by the loops/ties only
- Drop away from the face
- Discard into general waste bin

8. Perform hand hygiene

9. Waste

- All PPE is to be placed into a plastic bag, tied off and placed into general waste



Appendix 3 Room cleaning procedures

Table 1 Standard cleaning procedure

Requirement	Procedure
Time check	Low risk rooms can be cleaned as soon as the guest departs (upon advice from SHICC WA HQ).
PPE	<ul style="list-style-type: none"> • Proceed to room to be cleaned wearing a surgical mask and protective eyewear • Perform hand hygiene outside room • Don gloves, and apron if desired, from your trolley - refer Appendix 2 • Enter room.
Pre-clean person for removal of room contents	<ul style="list-style-type: none"> • Remove and bag all waste including <ul style="list-style-type: none"> ○ any food and drink from the room or fridge ○ any toiletries that have broken seals or packaging ○ any newspapers, magazines, books. • Remove all crockery, cutlery and glasses and leave for collection to be washed in a dishwasher. • Remove and bag all linen. • Sealed water bottles, complimentary toiletries, coffee, sugar, tea (unopened) can be wiped over with a disinfectant wipe and reuse if required. • Personal belongings left in the room by the guest are to be bagged and given to supervisor. • Remove gloves and apron and perform hand hygiene.
Room Cleaning Person	<ul style="list-style-type: none"> • Proceed to room to be cleaned wearing a surgical mask and protective eyewear. • Perform hand hygiene outside room. • Don gloves, and apron if desired, from your trolley - refer Appendix 2. • Enter room.
Cleaning and disinfection of guest room	<ul style="list-style-type: none"> • Always clean from high to low, clean to dirty and in an 'S' shape pattern • Clean and disinfect all surfaces and furniture in the room – working from the outside of the room to the middle i.e. bed area. • Extra attention given to frequently touched surfaces e.g. phone, light switches, door handles, kettle, power points, chairs, tables, remote controls. • Remove gloves, perform hand hygiene and don clean gloves. • If a HEPA filter in room, wipe down the HEPA filter and remove from the room. <p>(continued...)</p>

	<p>Move to bathroom</p> <ul style="list-style-type: none"> • Use a clean cloth to clean and disinfect all surfaces in the bathroom. • Focus on frequently touched surfaces e.g. light switch, taps, bench, draw grips / handles, toilet flush button. • Clean the toilet last. • Place reusable cleaning cloths into linen bag after use or dispose of single use cloths. • Remove gloves, perform hand hygiene. • Don clean gloves • Mop bathroom floor and vacuum the carpets and any soft furnishings e.g. fabric chair. • Remove gloves and perform hand hygiene.
Remaking of guest room	<ul style="list-style-type: none"> • Guest room can be remade and restocked without the need to wear gloves.
Cleaning and disinfection of cleaning equipment	<ul style="list-style-type: none"> • Don a new pair of gloves and either <ul style="list-style-type: none"> ○ dispose of mop head ○ place mophead in disinfectant ○ or send mophead to be laundered. • Clean & disinfect cleaning equipment including vacuum cleaner, mop handle and bucket. • Doff gloves, perform hand hygiene.
Housekeeping trolleys	<ul style="list-style-type: none"> • Ensure your trolleys <ul style="list-style-type: none"> ○ are clean and free from clutter ○ items for restocking are stored in cleanable containers ○ have clear separation of clean and dirty items. ○ are not used to store your personal items. • Leave trolley outside guest room. • Take only essential items into guest room.
Transporting trolleys or skips containing dirty linen or waste	<ul style="list-style-type: none"> • Don gloves. • Clean and disinfect handle of trolley ready for transfer. • Doff gloves and perform hand hygiene. • Transfer trolley to lift/back of house • On reaching destination perform hand hygiene and don gloves • Dispose of dirty linen or waste. • Doff gloves and perform hand hygiene.
Physical distancing	<ul style="list-style-type: none"> • Maintain physical distancing from other staff members when cleaning guest rooms.
<p><i>Notify supervisor immediately if any issues or breaches in infection prevention and control occur.</i></p>	

Table 2 Enhanced cleaning procedure

Requirement	Procedure
Time check	High risk rooms can be cleaned as soon as the guest departs (upon advice from SHICC WA HQ) if HEPA filter has been running.
PPE	<ul style="list-style-type: none"> • Proceed to room to be cleaned wearing a surgical mask and protective eyewear • Perform hand hygiene outside room • Don gown and gloves from your trolley - refer Appendix 2 • Enter room.
HEPA Filter Check	<ul style="list-style-type: none"> • Check if HEPA filter is plugged and running • If YES – proceed to clean. • If NO – turn unit on and leave room • Remove gloves and gown and perform hand hygiene. • Notify Supervisor and wait 3 hours until returning to clean.
Pre-clean person for removal of room contents	<ul style="list-style-type: none"> • Remove and bag all waste including <ul style="list-style-type: none"> ○ any food and drink from the room or fridge ○ any unused toilet paper, tissues or toiletries ○ any newspapers, magazines, books. • Remove all crockery, cutlery and glasses and leave for collection to be washed in a dishwasher. • Remove and bag all linen, including mattress and pillow protectors and doona. • Personal belongings left in the room by the guest are to be bagged and given to supervisor. • Remove gloves and apron and perform hand hygiene.
Room Cleaning Person	<ul style="list-style-type: none"> • Proceed to room to be cleaned wearing a surgical mask and protective eyewear. • Perform hand hygiene outside room. • Don gown and gloves from your trolley - refer Appendix 2. • Enter room.
Cleaning and disinfection of guest room	<ul style="list-style-type: none"> • Always clean from high to low, clean to dirty and in an 'S' shape pattern • Clean and disinfect all surfaces and furniture in the room – working from the outside of the room to the middle i.e. bed area. • Extra attention given to frequently touched surfaces e.g. phone, light switches, door handles, kettle, power points, chairs, tables, remote controls. • Remove gloves, perform hand hygiene and don clean gloves. • Wipe down HEPA filter and remove from the room. <p>(continued...)</p>

	<p>Move to bathroom</p> <ul style="list-style-type: none"> • Use a clean cloth to clean and disinfect all surfaces in the bathroom. • Focus on frequently touched surfaces e.g. light switch, taps, bench, draw grips / handles, toilet flush button. • Clean the toilet last. • Place reusable cleaning cloths into linen bag after use or dispose of single use cloths. • Remove gloves, perform hand hygiene. • Don clean gloves • Mop bathroom floor and vacuum the carpets and any soft furnishings e.g. fabric chair. • Remove gloves and perform hand hygiene.
Remaking of guest room	<ul style="list-style-type: none"> • Guest room can be remade and restocked without the need to wear gloves.
Cleaning and disinfection of cleaning equipment	<ul style="list-style-type: none"> • Don a new pair of gloves and either <ul style="list-style-type: none"> ○ dispose of mop head ○ place mophead in disinfectant ○ or send mophead to be laundered. • Clean & disinfect cleaning equipment including vacuum cleaner, mop handle and bucket. • Doff gloves, perform hand hygiene.
Housekeeping trolleys	<ul style="list-style-type: none"> • Ensure your trolleys <ul style="list-style-type: none"> ○ are clean and free from clutter ○ items for restocking are stored in cleanable containers ○ have clear separation of clean and dirty items. ○ are not used to store your personal items. • Leave trolley outside guest room. • Take only essential items into guest room.
Transporting trolleys or skips containing dirty linen or waste	<ul style="list-style-type: none"> • Don gloves. • Clean and disinfect handle of trolley ready for transfer. • Doff gloves and perform hand hygiene. • Transfer trolley to lift/back of house • On reaching destination perform hand hygiene and don gloves • Dispose of dirty linen or waste. • Doff gloves and perform hand hygiene.
Physical distancing	<ul style="list-style-type: none"> • Maintain physical distancing from other staff members when cleaning guest rooms.
<p><i>Notify supervisor immediately if any issues or breaches in infection prevention and control occur.</i></p>	

Appendix 4 Education, training and vaccination links

1. WA Department of Health [PPE donning and doffing video for SQF staff](#)
2. Hand Hygiene course at <https://www.hha.org.au/online-learning/complete-a-module>
3. Australian Government Infection Prevention and Control training for COVID-19: <https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>
4. Australian Facilities Association COVID Safety Plan and Hygiene Training (hospitality): https://www.ahawa.asn.au/newsinformation/hygienetraingcovidsafety_plan.phtml
5. The World Health Organization Infection Prevention and Control of COVID-19 Virus at <https://openwho.org/courses/COVID-19-IPC-EN>
6. Information for healthcare teams in State quarantine facilities: <https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Information-for-Clinical-Teams-Attending-Guests-quarantine-in-Hotels-and-Other-Accommodation.pdf>
7. ICEG guidelines on cleaning and disinfection of protective eyewear in health and residential care facilities: <https://www.health.gov.au/sites/default/files/documents/2020/12/iceg-guidelines-on-cleaning-and-disinfection-of-protective-eyewear-in-health-and-residential-care-facilities.pdf>
8. Healthy WA COVID-19 vaccine online booking (VaccinateWA) FAQs: https://www.healthywa.wa.gov.au/Articles/A_E/Coronavirus/COVID19-vaccine/Online-booking-FAQs

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Version control

Version	Date Published	Updates / Changes
10	17 February 2021	<p>Increased risk mitigation strategies</p> <p>Mask wearing by guests for door opening events</p> <p>Addition of SQF staff to assist with luggage handling</p> <p>Updates to use of PPE, linen and waste sections</p> <p>Addition of information for housekeeping trolleys and updated vacate cleaning requirements</p> <p>Addition of staff management when unwell and staff uniforms</p>
11	10 December 2021	<p>Update to introduction and SARS-CoV-2 information</p> <p>Luggage handling and lift management added</p> <p>Addition of use of portable HEPA filter, cleaning principles and cleaning procedures and cleaning tables</p> <p>Physical distance requirement of 3m when guest door opens</p> <p>Inclusion of vaccination requirements.</p>