



Government of **Western Australia**  
Department of **Health**

# Standard for non-State quarantine facilities providing accommodation for guests in quarantine or isolation

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## Introduction

This document is applicable to all accommodation services that are not managed as Western Australian State quarantine facilities. The minimum standards required for staff, including contracted staff, employed at accommodation services that have guests who have been directed to quarantine or isolate are outlined below.

Accommodation providers should consider having closed circuit television (CCTV) and some form of security. A front desk, manned 24 hours a day, is required. Accommodation may be in several settings such as hotels, motels, apartments, units and chalets.

It is important that people who are required to comply with quarantine/isolation protocols are provided with support and care. The privacy of guests must always be maintained including the COVID-19 status.

**All guests who are required to quarantine or isolate should be managed in the same manner for the duration of their quarantine, regardless of their COVID-19 status.**

## 1.0 Staff training

<b>1</b>	All staff have been provided with information on infection prevention and control (IPC). This should include how to use Personal Protective Equipment (PPE) correctly, hand hygiene, cough etiquette, physical distancing, cleaning processes, linen management and waste management. A record should be kept of all staff that have been provided this information. Education resources are located at the back of this document
<b>2</b>	Staff are given training on: <ul style="list-style-type: none"><li>• the check-in processes</li><li>• food preparation</li><li>• food delivery</li><li>• rubbish collection</li><li>• cleaning</li><li>• laundry services</li><li>• procedure if guest leaves the facility for COVID 19 testing</li><li>• procedure if guest leaves the facility for emergency reasons</li><li>• procedure if guest leaves the facility for non-emergency reasons</li><li>• procedure if guests require physical assistance</li></ul>
<b>3</b>	The check-in and guest movement processes should have been tested by the facility to ensure they are completed in a timely manner and as contactless as possible.

## 2.0 Accommodation procedures and preparation

All procedures should be documented and made available on request.

1	Accommodation staff are to be reminded to report if they have any symptoms of a respiratory infection. Staff must not attend work if feeling unwell. Staff must present for testing at their nearest COVID-19 Clinic and follow the instructions of clinic staff if they are experiencing COVID-19 signs and symptoms.
2	Accommodation staff should have access to the COVID-19 vaccine.
3	Accommodation staff should maintain 1.5m physical distance from all guests and colleagues.
4	Hand sanitiser should be readily available throughout the facility and contain at least 60% alcohol. Placement should include staff areas, on entry to the facility, at reception, by lifts and in common/shared areas (such as pool, bar, restaurant areas)
5	Signage should be provided, that promotes physical distancing between all guests, hand hygiene and respiratory hygiene.
6	Accommodation providers employing security staff must have records of security staff hired and which security company staff they are hired through, including those who are subcontracted.
7	If staff are hired via outside contractors, it is the responsibility of the accommodation provider to ensure all staff have been provided information as documented above.
8	In facilities where guest deliveries are delivered to the reception, the facility should have a register of guest deliveries including recording of arrival times of perishable food and ensuring that perishable foods are delivered to the guest in a manner appropriate for food safety reasons.
9	In facilities that do not have a reception desk that is manned 24 hours a day, after hours contact details of a facility staff member should be made available for guests.
10	All staff must be instructed as to how to report guest breaches of quarantine. They should inform management who will inform WAPOL and where relevant, the company/employer.
11	Any shared equipment (cleaning trolleys, communication equipment, keys) must be cleaned and disinfected with an appropriate detergent/disinfectant wipe or solution between users.
12	Any time the guest transits through the shared areas of the facility, these areas will require immediate cleaning. e.g. after check-in and when attending medical appointments for testing.
13	All staff should regularly perform hand hygiene while on duty, before and after meal breaks, bathroom or refreshment breaks, and after performing cleaning. Hand hygiene must also be performed before and after applying PPE.
14	Alcohol based hand sanitiser and waste bin should be readily available on each floor of the accommodation.
15	Daily cleaning of rooms with quarantine guests is not permitted. Staff must not enter a quarantine room unless there is an emergency. The guest may be provided with cleaning items to maintain the cleanliness of the room during their quarantine period e.g. disinfectant wipes.

<b>16</b>	Staff must launder their uniforms/work wear daily.
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### 3.0 Check-in

#### 3.1 Preparation

<b>1</b>	The accommodation booking process should require notification if the guest is required to quarantine in the hotel. This information should be communicated in an appropriate manner to staff.
<b>2</b>	Plan for a contactless and cashless check-in where possible. Use of shared pens should be avoided.
<b>3</b>	At all times, hotel management must ensure procedures are in place to prevent the mixing of members of the public and other guests with the quarantining guests. Plans to facilitate this should be clearly articulated to all staff.
<b>4</b>	PPE (e.g. disposable gloves, single-use surgical masks and protective eyewear), hand sanitiser and cleaning and disinfection products must be available for accommodation staff. This should be used if there are any quarantine guests near the staff member and removed once the guests leave the area. Hand hygiene should be performed after removing each item of PPE, in the correct order.
<b>5</b>	Routine cleaning regimes should be increased, focusing on high touch areas (e.g. lifts, hand rails, keypads).

#### 3.2 During check-in

<b>1</b>	Guest room allocation should be considered. Where possible, quarantining guests and non-quarantining guests should not be allocated to the same floor/area.
<b>2</b>	The checking in of other non-quarantining guests at the same time as the quarantining guests, should be avoided
<b>3</b>	A distance of 1.5 metres between the guest, facility staff and all other people must be maintained throughout the check-in process.
<b>4</b>	The quarantine guest must be wearing a face mask on arrival and check in.
<b>5</b>	ALL staff assisting with check in are required to wear a disposable surgical mask and protective eye wear for check-in of quarantining guests. The employer is responsible for providing these items for their employees/staff
<b>6</b>	Guests must be encouraged to manage their own luggage. A luggage trolley can be provided to the guest and the guest is to be instructed to leave the trolley outside their room when finished. The facility must have a process for the immediate collection and cleaning of this luggage trolley.
<b>7</b>	<p>If the facility has elevators, a lift management process should be implemented. These processes should ensure only members of the same quarantining party only enters the lift with members of the same quarantine party.</p> <p>No one else should enter the lift with the quarantining guest (members of the public, other guests or staff). If possible, accommodation staff should utilise the elevator over-ride function to ensure the guest can ride solo to their floor.</p> <p>The lift must be cleaned and disinfected prior to use by other staff/guests (including all lift buttons and reachable surfaces outside and inside the lift).</p>

<b>8</b>	All areas of check-in must be cleaned and disinfected once the guest has entered their room. Hand hygiene must be performed after cleaning.
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### 3.3 Information pack provided to all guests

<b>1</b>	<p>The information pack provided to guests should include any COVID-specific requirements the hotel has implemented, including:</p> <ul style="list-style-type: none"><li>• the requirement to wear a face mask if opening the door to receive food or remove waste</li><li>• the requirement to wear a face mask if leaving the premises to attend COVID testing</li><li>• the process to be followed if the guest needs to leave the hotel for any reason, e.g. to attend a COVID clinic for testing.</li></ul>
<b>2</b>	<p>The accommodation provider should also provide information on how meal deliveries, linen management, waste management and other delivered items will be managed at their facility.</p>

## 4.0 Guest requirements

Guests are to comply with the following guidance:

1	<p>Guests are <b>not</b> permitted to leave their room of quarantine unless:</p> <ul style="list-style-type: none"><li>• in an emergency (e.g. fire, medical),</li><li>• due to a maintenance issue, or</li><li>• for reasons permitted by WA Health (e.g. to receive hospital care or attend a COVID-19 clinic for testing).</li></ul> <p>Guests must not attend communal areas such as dining rooms, gyms and pools.</p>
2	<p>Guests must always wear a surgical mask when permitted outside their room of quarantine, e.g. to go to a COVID-19 clinic and 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 years of age are exempt from wearing a mask.</p>
3	<p>Guests should minimise their contact with surfaces and objects as they transit through the facility on arrival and departure.</p>
4	<p>Guests should not have physical contact with staff or other guests who are not part of their immediate travel party and should not handle other guests' luggage or belongings.</p>
5	<p>Guests should perform hand hygiene regularly, using either soap and water or using an alcohol-based hand sanitiser.</p>
6	<p>Guests should practise respiratory hygiene by coughing or sneezing into their elbow or a tissue that is then disposed of immediately into a bin and hand hygiene performed.</p>
7	<p>Guests are not permitted to have visitors.</p>
8	<p>Guests are not permitted to open their door unnecessarily.</p>



## 5.0 Guest movement

### 5.1 Leaving quarantine room

1	The guest should inform the facility of the day and time the guest needs to leave.
2	The guest must perform hand hygiene and put on a surgical mask before leaving their room.
3	The guest should arrange their own transportation and ensure it has arrived at the facility prior to leaving their room. The guest must inform the transport service they are in quarantine, as the driver must also wear PPE.
4	The accommodation staff must ensure that the areas of the facility that the guest will move through, including the lift, are clear.
5	Quarantining guests must not have contact with non-quarantining guests.
6	Staff and other guests must always stay at least 1.5m from the guest.
7	The accommodation provider must clean all areas involved in the journey from the room to the transport. Hand hygiene must be performed after cleaning.

### 5.2 Returning to quarantine room

1	The guest should inform the facility when they are returning.
2	The guest must wear a surgical mask and perform hand hygiene on return.
3	The staff are to ensure that the areas of the facility that the guest will move through, including the lift, are clear. Staff and other guests must always stay at least 1.5m from the guest.
4	Quarantining guests must not have contact with non-quarantining guests.
5	The accommodation provider must clean all areas involved in the journey from the transport to the room. Hand hygiene must be performed after cleaning.

## 6.0 Provision of services

### 6.1 Food and delivery services

1	All staff delivering services to a quarantining guest should wear a surgical mask and protective eyewear. There should be no contact with the guest.
2	All food and deliveries should be left outside the guest's room. The facility should develop a procedure for delivering items to the guest room ensuring there will be no contact between the staff member and the guest. For example: staff to knock on guest's door and leave before the guest opens the door or call the guest from reception when delivery has been made.
3	Any trolleys used for quarantine guests must be cleaned and disinfected prior to being returned to other/meal preparation areas. Food can be served in disposable containers or/and with reusable crockery and cutlery. All reusable crockery/cutlery should be collected from outside the room at a mutually agreeable time and processed through a dishwasher. Hand hygiene must be performed by staff after handling any items from a quarantine room.
4	Staff must not have any interaction with guests when they are delivering food, care packages, and clean linen or when collecting used linen and waste and must not enter the guest room.
5	If guests have perishable food delivered, time of arrival to the facility, and delivery to the room, should be recorded. Food should be delivered to guests' door within 15 mins of arrival at the facility, for reasons of food safety.

### 6.2 Laundry service

1	All staff delivering or picking up laundry to/from a quarantining guest should wear a surgical mask and protective eyewear. There should be no contact with the guest.
2	Fresh linen and towels may be delivered to the guest as required. The linen should be left outside the guest's door upon request.
3	A plastic bag should be provided for the guest for used linen.
4	Laundry trolleys should be cleaned and disinfected following collection of used linen.

### 6.3 Rubbish service

1	All staff collecting items from a quarantine guest's room must wear a surgical mask and eye protection. There should be no contact with the guest.
2	All waste generated by the guest can be placed in the general waste stream.
3	Plastic bin bags should be provided to the guest to facilitate bagging of waste.
4	The guest should leave the tied waste bags outside the door for collection by staff. This should coincide with meal pick up to minimise the number of times the door is opened. Staff must perform hand hygiene after handling any waste.
5	Staff must check with guests if specialised waste will be created (e.g. diabetic guests may need a safe disposal method for medication needles)

## 7.0 Cleaning principles

1	<p>Cleaning products should enable both cleaning and disinfection to occur. Cleaning and disinfection should include either:</p> <ul style="list-style-type: none"> <li>• detergent and warm water using a clean cloth, followed by a disinfectant, or</li> <li>• use of combined detergent/disinfectant products.</li> </ul> <p>Information on which disinfectants to use against COVID-19 is available on the Therapeutic Goods Administration website.</p>
2	<p>Cleaning and disinfection must follow the clean-to-dirty principles (e.g. food areas before bathroom areas).</p>
3	<p>Cleaning material may be provided to guests to facilitate guests in maintaining acceptable hygiene standards within their room. Disposable cleaning equipment should be provided to the guests.</p>
4	<p>Routine cleaning and disinfection of all common areas of the facility should 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.</p>
5	<p>Cleaning and disinfection must occur after the check-in of the quarantining guest and must include the lift.</p>
6	<p>Routine daily cleaning of the guest's room and any turn-down services must be suspended for guests in quarantine.</p>
7	<p>Cleaning staff must be trained in the appropriate use of cleaning and disinfection procedures and products. This includes following the manufacturer's instructions, never topping up or mixing of chemicals, wearing appropriate PPE to prevent chemical splashes and inhalation, avoid touching nose, eyes and mouth when cleaning and always having access to the MSDS on site.</p>
8	<p>In the shared areas of the facility, an increased cleaning regime should be implemented, focusing on high touch areas.</p>

### 7.1 Vacate cleaning

Current evidence does not support third party cleaning or validation of cleaning processes of rooms that have been occupied by persons who were COVID-19 positive. Vacate cleaning requirements will depend on whether the guest was a confirmed COVID-19 case and/or if the quarantine period was completed.

#### **Guest who has not tested positive for COVID-19 after completion of 14-day quarantine**

1	<p>The room can be cleaned and disinfected as per the facility's usual cleaning protocols. It is important to note that the room will not have had daily cleaning for an extended time and may require more intensive cleaning than usual, such as steam cleaning carpets, curtains or fabric furniture.</p>
2	<p>Cleaning staff should wear personal protective equipment (PPE) consistent with preventing chemical exposure (gloves, mask and eye protection). This PPE should be disposed of after cleaning.</p>

## **Vacate cleaning for guests who test positive or who leave prior to completing 14 days quarantine/isolation**

<b>1</b>	The room should be vacated for at least 72 hours and the room left closed before cleaning commences.
<b>2</b>	Staff cleaning the room must wear PPE that includes surgical mask, protective eyewear, gown, and gloves.
<b>3</b>	No items removed from the room can be reused or retained by the facility or staff. All perishable items, food items and bathroom toiletries are to be discarded
<b>4</b>	Crockery and cutlery within the room must be washed in the industrial dishwasher
<b>5</b>	All linen, even if unused, must be laundered. The mattress and pillow protector should be changed and laundered.
<b>6</b>	Disposable cleaning items are preferred. Where cleaning items are reusable, they must be laundered and allowed to dry before reuse.
<b>7</b>	The room should be cleaned according to usual protocols, with extra care taken to ensure all hard surfaces within the room are cleaned and disinfected, especially the frequently touched surfaces.
<b>8</b>	It is recommended all carpets, soft furnishings and curtains are cleaned or laundered as per manufacturer's instructions.
<b>9</b>	Any items left by the guest that are not disposable, must be bagged and sealed and the guest notified to collect them.

## 8.0 Emergency maintenance

1	If the room occupied by the quarantine guest requires maintenance and cannot be delayed until the completion of their quarantine, arrangements are to be made to have the guest moved to another room.
2	Ensure the guest is wearing a surgical mask and that there is no contact between the guest, staff and any other people (other guests, maintenance staff)
3	If the staff are required to escort the guest, staff must wear a surgical mask, protective eyewear and maintain physical distancing at all times.

## 8.1 Non-urgent maintenance

1	Once the room has been cleaned and disinfected (as per <a href="#">vacate cleaning</a> for guests who test positive or leave prior to completing 14 days quarantine/isolation), maintenance personnel may conduct repairs according to normal protocols. Maintenance personnel should wear PPE as appropriate for the task being undertaken and as required by work place safety and health requirements.
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## 8.2 Urgent maintenance

1	If urgent / emergency maintenance is required and cleaning is not feasible e.g. a burst water pipe, then the work should proceed, and maintenance staff should wear PPE i.e. surgical mask, gloves, gown and protective eyewear and as required by workplace safety and health requirements.
2	Hand hygiene is to be performed before entering the room and after completion of the task and after removal of any PPE. The maintenance staff should avoid touching their faces, especially eyes, nose and mouth.

## 9.0 If a guest is confirmed as a positive COVID-19 case after check-in

1	Formal risk assessment of the case will be done by Public Health staff at the time of diagnosis to identify any staff who may have been placed at risk by contact with the guest.
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## 10.0 How to manage a breach in quarantine

1	If a quarantine guest is found breaching quarantine by attempting to leave their room, instruct the guest to go straight back to their room.
2	Inform the accommodation manager of the breach.
3	The manager should ensure immediate cleaning and disinfection is undertaken of all communal areas and all areas where the guest has been.
4	The manager must immediately contact WAPOL (Ph: 131 444) and the Public Health Emergency Operations Centre (PHEOC) on <a href="mailto:pheoc@health.wa.gov.au">pheoc@health.wa.gov.au</a> to notify them of the breach.
5	In the event the breach has come from a member of staff (eg: staff member had contact with a quarantine guest or has entered a quarantine room), the manager should be informed immediately. The manager must report the incident to Public Health Emergency Operations Centre at <a href="mailto:pheoc@health.wa.gov.au">pheoc@health.wa.gov.au</a>

## Resources

### Contact details for medical or welfare assistance

<b>1</b>	<p>For medical assistance contact your General Practitioner (GP). If your GP is not available, contact an after-hours GP Telehealth service:</p> <p>Night Doctor#&amp;+ 1300 644 483 <a href="https://nightdr.com.au/">https://nightdr.com.au/</a> Perth Home GP#*+&amp; 1300 815 321 <a href="https://perthhomegp.com.au/">https://perthhomegp.com.au/</a> After Hours Home Doctor#&amp; 1300 378 663 <a href="https://www.afterhourshomedoctorwa.com.au">https://www.afterhourshomedoctorwa.com.au</a> Dial-A-Doctor#&amp; 1300 030 030 <a href="https://www.dial-a-doctor.com.au/perth">https://www.dial-a-doctor.com.au/perth</a> DoctorDoctor#&amp; 13 26 60 <a href="https://www.doctordoctor.com.au/">https://www.doctordoctor.com.au/</a> Get Better#&amp;+ 1800 238 83 <a href="https://www.getbetter.com.au/">https://www.getbetter.com.au/</a> Home Doctor#&amp; 13 74 25 <a href="http://homedoctor.com.au/locations/perth">http://homedoctor.com.au/locations/perth</a></p> <p># able to provide telehealth services * service available for day time consultations &amp; fees may be applicable for consultations/telehealth services/interpreter services + able to access interpreters when available</p>
<b>2</b>	Welfare Assistance (e.g. food, medication, other essential items) phone the 13 COVID (1326843) phone line (option 5).
<b>3</b>	Emergency dental assistance phone 0429 441 162.
<b>4</b>	Mental health assistance phone Beyond Blue on 1300 224 636.
<b>5</b>	Urgent assistance and accommodation support related to family domestic violence please call Crisis Care on (08) 9223 1111 or 1800 199 008.
<b>6</b>	Sexual, domestic or family violence call 1800RESPECT or visit their <a href="#">website</a> .

## **Education and training (free to access)**

Australian Government Infection Prevention and Control training for COVID-19

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Hand Hygiene online courses:

<https://www.hha.org.au/online-learning/complete-a-module>

Personal Protective Equipment (PPE) Donning and doffing poster:

<https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/COVID19-PPE-Poster.pdf>

WA Department of Health PPE donning and doffing video:

<https://youtu.be/qENV2ly-ndk>

World Health Organization Infection Prevention and Control of COVID-19 Virus

<https://openwho.org/courses/COVID-19-IPC-EN>



## Fact sheets and posters

### WA Health:

Standard for providing accommodation for guests in quarantine or isolation, found:

<https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/COVID19-Accommodation-providers-that-have-guests-who-are-self-isolating-as-confirmed-cases.pdf>

Infection prevention and control advice for physical distancing in the workplace, found:

<https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Social-distancing-in-the-workplace.pdf>

WA Health Donning and Doffing Video

<https://www.youtube.com/watch?v=qENV2ly-ndk>

WA Health Donning and Doffing Poster

[https://ww2.health.wa.gov.au/~/\\_media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/COVID19-PPE-Poster.pdf](https://ww2.health.wa.gov.au/~/_media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/COVID19-PPE-Poster.pdf)

WA Government coronavirus information and advice:

<https://www.wa.gov.au/government/covid-19-coronavirus>

### Australian Department of Health

Australian Department of Health Resources for the general public:

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

Australian Government Identifying the Symptoms Poster:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-identifying-the-symptoms>

Australian Government Stop the Spread Poster:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-print-ads-simple-steps-to-stop-the-spread>

Australian Government Keeping Your Distance Poster:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance>

Australian Government Cough Etiquette Poster:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-keep-that-cough-under-cover>

Australian Government Hand Washing Poster:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-print-ads-good-hygiene-is-in-your-hands>

Hand Hygiene Australia posters:

<https://www.hha.org.au/local-implementation/promotional-materials/posters>

**Last updated 3 September 2021**

**PHEOC IPC V4**

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

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