CHO COVID

From:	CHO COVID
Sent:	Friday, 27 August 2021 3:31 PM
To:	▮▮▮▮▮@dtis.qld.gov.au'
Cc:	CHO COVID; Rachel Hoffman; COVID-19.Compliance; Kate Coehn; Chris Wold; ANDERSON Chad; 'ANDERSON Chad'; SR_Covid19
Subject:	20210827 - C-ECTF-21/14634 - CHO Letter - DTIS
Attachments:	20210827 - CHO Letter - DTIS.pdf; 20210827 - ▮▮▮▮▮▮▮▮▮▮▮ 20210827 - Attach 2 - Exemption Cricket Australia.pdf; 20210827 - Attach 3 - Exemption NRL.pdf; 20210827 - Attach 4 - Quarantine Management Plan - Multi sport hotel - Mercure King George Square (clean version).pdf; 20210827 - Attach 5 - Security Plan.pdf

Good afternoon,

Please see attached, letter from Dr Jeannette Young, Queensland Chief Health Officer and Deputy Director-General, Queensland Health dated 27 August 2021.

Kind regards,
YJ

Ying Juin Yip (YJ)
Senior Correspondence Officer
Executive Correspondence and Liaison
CHO COVID
Office of the Chief Health Officer
and Deputy Director-General
Queensland Health

E ▮▮▮▮▮@health.qld.gov.au
W health.qld.gov.au
A GPO Box 48, Brisbane QLD 4001

CLEAN HANDS SAVE LIVES — Wash your hands regularly to stop the spread of germs

Queensland Health acknowledges the Traditional Owners of the land, and pays respect to Elders past, present and future.

Queensland
Government

Queensland Health

Enquiries to: Kate Coehn
Executive Director
COVID-19 Compliance
Telephone: 07
File Ref: C-ECTF-21/14634

Mr Andrew Sly
Assistant Director General
Department of Tourism, Innovation and Sport
Level 6, 400 George Street
BRISBANE   QLD   4002

Email: dtis.qld.gov.au

Dear Mr Sly,

I write in response to the Department of Tourism, Innovation and Sport's (DTIS) submission received by Queensland Health on 26 August 2021 regarding an exemption request and the establishment of a Quarantine Facility at the Mercure King George Square, Corner Ann and Roma Streets, Brisbane as provided in the *Quarantine Management Plan (Mercure Hotel)* (the Plan). The exemption request and Plan provide for an alternative hotel quarantine arrangement for personnel from multiple Professional Sporting Codes seeking to enter Queensland from 30 August 2021 from Sydney, Melbourne, and India, to participate in the 2021   and National Rugby League (NRL) season finals and Cricket Australia (CA) women's international series.

Thank you for providing a copy of the Plan for my consideration. The Plan gives me great confidence that DTIS understands the need for strict measures to be implemented to facilitate the exemption request.

I note the Plan covers the following personnel (Quarantined Persons):

- CA travel party consisting of 61 individuals
- NRL travel party consisting of 137 individuals.

The Plan describes the quarantine arrangements that the Quarantined Persons will undertake at the Quarantine Facility.

In order to facilitate the completion of the finals' series and international tour, I am approving exemptions from the Public Health Directions, as outlined in the attached tables for each nominated sporting organisation. These exemptions are being granted on the basis that there are exceptional circumstances, namely:

- The changing situation with COVID-19 interstate has a significant impact on the progression of the   and NRL seasons and the commencement of the Indian Women's Cricket Team's tour of Australia. This impact is being managed through the temporary relocation of people into Queensland.

- Sport is vital to the mental health and wellbeing of the Queensland and Australian community, particularly as we continue to respond to the pandemic.

- The persons arriving in Queensland will quarantine, mitigating the risk that they pose to the community coming from overseas or declared hotspots.

- The ▓▓▓, CA and NRL personnel will be managed under the Quarantine Management Plan which is aimed at managing the risk of the spread of infection.

- ▓▓▓, CA and NRL personnel undertaking quarantine in a dedicated quarantine hotel operated by DTIS will significantly reduce the burden on Government Quarantine Hotels.

This approval is subject to the following conditions:

1. DTIS must amend the Plan in accordance with the conditions below and submit the revised version within 48 hours of receipt of this approval letter to ▓▓▓▓ ▓▓▓▓▓▓@health.qld.gov.au.

2. DTIS must implement the revised Plan and oversee implementation of the Plan by each code.

3. A travel itinerary must be provided within 1 day to ▓▓▓▓- ▓▓▓▓▓▓@health.qld.gov.au.
   a. The travel itinerary must specify whether flights are Charter or Commercial.

4. A full list of all Quarantined Persons covered by the Quarantine Management Plan is to be provided to ▓▓▓▓▓▓▓▓@health.qld.gov.au within 1 day of this approval.

   a. The list must include each person's full name, date of birth, mobile phone number, email address and role.

5. All Quarantined Persons will be issued with a Quarantine Direction by an Emergency Officer (General).

6. s.73
   ▓▓

7. DTIS must ensure that any personnel travelling from NSW and Victoria have obtained written authorisation from their relevant jurisdictions to support movement from their jurisdictions. This authorisation must be provided to ▓▓▓▓ ▓▓▓▓▓▓@health.qld.gov.au prior to travel to Queensland.

8. CA have reported one of their traveling cohort ▓▓▓▓▓▓▓▓▓▓▓▓ from NSW as being a casual contact. Confirmation that all NSW requirements in relation to casual contact have been satisfied must be provided to ▓▓▓▓ ▓▓▓▓▓▓@health.qld.gov.au prior to travel to Queensland.

9. DTIS must ensure that communication of the Plan and obligations of the travelling cohort occur prior to travel.

10. ▓▓

11. Contact details for accountable officers and their locations for all sporting are to be updated within the plan. I note that different contact officers for CA have been listed in the Plan the CA Excel spreadsheet.

12. DTIS must work closely with the Queensland Police Service regarding the security overlay of the Quarantined Persons. The security arrangements in place must be to the satisfaction of the Queensland Police Service.

13. Any breaches of the Plan must be reported immediately to Queensland Health, including Metro North Public Health Unit, Queensland Police Service (QPS) and COVID-19 Compliance Unit.

14. In the event that there is a need for a QPS response to the hotel, (ie. Trespass, Burglary, Wilful damage etc), the contact is to be made at time of the event via Policelink (131 444), or in event of emergency '000'.

15. Where there is a security breach or other event that does not require an on-site QPS response, a report is to be provided to the QPS. The key contacts for a report are:

Acting Inspector Paul Browne - Primary
Manager Planning Cell - Task Force Sierra Linnet (QPS Covid-19)
Mobile:
E-mail: @police.qld.gov.au

Superintendent Andrew Massingham - Secondary
Deputy Commander - Task Force Sierra Linnet (QPS Covid-19)
Mobile:
E-mail: @police.qld.gov.au

16. For clarity, travelling parties coming from domestic COVID-19 hotspots are to complete the QLD entry pass https://www.qld.gov.au/border-pass and attach a copy of the approved exemptions (attachments 1, 2 and 3)

17. For clarity, travelling parties coming from an international location must complete the International Arrivals Registration form which can be found at: https://www.qld.gov.au/internationalarrivalstoqld/registration prior to arrival in Queensland.

18. DTIS are to provide flight details for all travelling parties (domestic and international), including flight number, date and time of arrival and the arrival airport to @health.qld.gov.au 48 hours prior to arrival.

19. Prior to travelling from a declared COVID-19 hotspot all travel party personnel are to review the list of interstate exposure venues and confirm that they have not been to an exposure site. DTIS is to provide confirmation to @health.qld.gov.au that all travel party personnel have not been to an interstate exposure site 24 hours prior to travel.

20. Any travel party personnel identified as a close or casual contact by their home jurisdiction must follow the relevant instructions and will not be permitted to travel to Queensland.

21. All Quarantine Personnel are to continue to monitor the list of interstate exposure venues and notify the Health Venue Manager immediately if any of these personnel if any of these personnel have been at these venues at the nominated day and time and follow the relevant instructions on the website.

22. Clause 3.2.8 identifies that the QPS will be informed of any infection control breaches. Amend this clause to state that infection control breaches will be notified to the Metro North Public Health Unit.

23. Clause 4.4.2 identifies that facility workers who are vaccinated are required to undergo a COVID-19 testing regime. Amend the plan to specify that all facility workers are required to undertake COVID-19 testing.

24. DTIS must identify a local medical provider in case external medical assistance is required during the Quarantine Period. The medical provider must be notified that any patients requiring their services are a Quarantined Person. DTIS must notify medical provider details to @health.qld.gov.au within 2 business days of this approval.

25. If a quarantined person is required to leave quarantine to seek non-urgent medical care, this must be notified to Metro North Public Health Unit prior to departure. The medical care provider must be provided with advanced notice that the patient is a quarantined person.

    a. Medical officer in confirms the need to access treatment outside the quarantine facility

    b. Medical officer notifies the Metro North Public Health Unit of the required treatment

    c. Medical officer notifies the local medical centre or receiving provider that the patient is in quarantine at the time they are making the appointment and is to ensure relevant infection control processes and procedures are in place to receive the contact (ie. aware of the need to use transmission-based precautions with P2 respirator, nil other clients in waiting room at time of attendance, contact to wear surgical mask at all times, provider to clean the environment after)

    d. Patient wears full PPE

    e. Travel by private vehicle (approved transport provider preferred – if emergency use of QAS)

    f. If required only one person to travel with the identified person if they need assistance to receive the treatment – use of PPE required

    g. Movement through the red/green zones within the quarantine facility should be in line with their movement for training

    h. DTIS keeps a log of all movements and sends to Gold Coast Public Health Unit on a weekly basis.

26. COVID-19 testing of all international Quarantined Persons must be undertaken 72 hours prior to arrival in Queensland. The results of the pre-departure COVID-19 tests results must be reconciled and sent to ▮▮▮▮▮▮▮▮▮▮▮ @health.qld.gov.au.

    a. Any Quarantined Person who receives a positive COVID-19 result prior to departure will not be permitted to enter Queensland and must isolate and seek medical care from their local health authority.

27. COVID-19 testing of all Quarantined Persons arriving from a Queensland declared hotspot must be undertaken 48 hours prior to arrival in Queensland. The results of the pre-departure COVID-19 tests results must be reconciled and sent to ▮▮▮▮ ▮▮▮▮▮▮▮ @health.qld.gov.au.

    a. Any Quarantined Person who receives a positive COVID-19 result prior to departure will not be permitted to enter Queensland and must isolate and seek medical care from their local health authority.

28. Private COVID-19 testing of all Quarantined Persons must be undertaken on-site as soon as possible on arrival at the quarantine accommodation, on day 5 and on day 12 of quarantine and day 16 post release from quarantine. All results must be provided to ▮▮▮▮▮▮▮▮▮▮ @health.qld.gov.au within 8hrs of receiving the results.

    a. For clarity, pathology services are permitted to enter the Quarantine Accommodation to undertake the COVID-19 testing of the Quarantined Persons.

29. DTIS is responsible for COVID-19 testing of all Quarantine facility and security service staff and contractors. All results must be provided to ▮▮▮▮ ▮▮▮▮▮▮▮ @health.qld.gov.au within 8hrs of receiving the results.

    a. For clarity, all hotel facility and security workers are to receive a baseline Nasal swab prior to commencement of their shift and then to occur every 7 days until the quarantine personnel have completed their 14-day quarantine and

    b. Daily saliva collection test for each shift worked.

30. DTIS is responsible for ensuring all Quarantine facility, security staff and contractors complete Queensland Health infection control training online prior to the arrival of the Quarantine Persons.

31. A register of all persons that access the Quarantine Accommodation must be maintained by DTIS and kept for a minimum of 30 days and not more than 56 days. The register must be provided to Metro North Public Health Unit upon request.

32. Amend the Plan at Section 3.3.1 Waste Management to clarify that waste management processes and procedures will occur in accordance with the Queensland Health end-to-end quarantine manual V4.4.

33. Quarantined Persons are responsible for ensuring frequent environmental cleaning and disinfection is maintained for the duration of the quarantine period. Hotel staff will not be providing any in room services, including cleaning services during the quarantine period. Amend Clause 4.2 to clarify that cleaning of rooms will not take place while a person is quarantining within the room.
    a. Section 4.2.29 provides for cleaning a room of a guest who has no test result. Remove this clause as it is not relevant to the cohort covered within the scope of the Plan.

34. The Hotel Security Plan is to be amended to clarify:

    a. That during an evacuation, Quarantine Persons must evacuate separately to hotel staff or guests using the rooftop Sixteen Antlers Rooftop Bar (the Bar). The bar must have its own dedicated emergency fire stairwells that are not used by the Quarantine Persons.

    b. In the event of an evacuation, all Quarantine Persons must wear a face mask and carry a copy of their quarantine direction. They must practice physical distancing to the extent possible.

    c. The evacuation procedures are to include requirements to inform patrons at the bar of the risks associated with evacuating from a hotel that is also being used as a quarantine facility.

35. The operation of the Sixteen Antlers Rooftop Bar (the Bar) is to be outlined within the Plan. For the Bar to operate during the period that Quarantine Persons are quarantining within the hotel, the following requirements are to be put in place:
    a. The Bar is treated as a separate business with its own supplies separate from the other Hotel operations.
    b. The staff that will work at the Bar while Quarantine Persons are onsite will have no association with the staff of the Mercure Hotel in any shape or form.
    c. Entry for bar staff will be via a staff corridor that links the Pullmann Hotel with the rooftop bar.
    d. The hotel is to build a wall in the staff corridor to ensure that staff cannot access or exit the corridor into the Mercure Hotel by accident.
    e. Heating at the bar is to be provided by stand-alone gas heaters and there is to be no air-conditioning at the bar at all.
    f. Food that can be ordered at the Sixteen Antlers Rooftop Bar is to be prepared in the Gold Finch restaurant and served via dedicated lifts not used by or shared by staff or Quarantine Personnel at the Mercure Hotel.
    g. Patrons and guests are to use the toilets located in the Pulmann Hotel.

36. DTIS to provide confirmation that CCTV cameras have been installed on each floor that Quarantine Personnel will be located on. The Plan be updated to clarify that the CCTV have been installed.

37. Clarify the security presence that will be present at the fire escapes. It is currently not clear whether this involves only CCTV, permanently placed security staff or security controls.

38. Incorporate the Incident Reporting Flow Chart referenced in the Security Plan into the plan or provide as a separate attachment.

39. The Security Plan deals with unauthorised egress from the hotel by quarantined persons but does not provide any reference or response guideline for unauthorised person entry to hotel. Ensure that security personnel have a clear understanding of their roll in limiting access to the hotel, procedures for dealing with potentially hostile individuals and an escalation protocol for QPS response where required. These requirements are to be incorporated into the Security Plan.

40. Metro North Public Health Unit must be notified if any person who has symptoms related to COVID-19 and undergo COVID-19 testing. Any person who receives a positive COVID-19 result will be managed by the Metro North Hospital and Health Service.

41. DTIS to provide a copy of the Mercure King George Square Emergency Procedures Manual referenced in the Security Plan and to clarify the roles and responsibilities of security and hotel staff in the event of an emergency evacuation.

42. Confirm the number of security personnel onsite and at which locations within the hotel and update the security plan accordingly.

43. Implement a well-structured process of packing luggage onto the bus to match seating arrangements to facilitate an orderly disembarkation and luggage collection upon arrival to the quarantine facility.

44. In the event of an evacuation, all Quarantined Persons must wear a face mask and carry a copy of their quarantine direction. They must practice physical distancing to the extent possible. Provide clarification within the updated quarantine management plan of evacuation assembly points will be located.

45. The Security Plan identifies that the fire exits will have a 'QCM presence'

46. All personnel must ensure hand hygiene is regularly practiced.

47. There must be no contact between the Quarantined Persons and non-Quarantined Persons at the quarantine accommodation at any time.

48. For clarity, onsite contact details for the security provider must be provided to 1_____@health.qld.gov.au within 2 business days of this approval.

    a. Evidence of the security provider's training regarding COVID-19 and their infection control procedures is also to be included in this notification.

49. Any changes to the travel itinerary of the Quarantined Persons who will be entering Queensland under this Approval must be provided to _____@health.qld.gov.au at least 1 business day prior to arrival.

50. Where inconsistencies exist between the Quarantine Management Plan and the Chief Health Officer approved conditions, the Chief Health Officer approved conditions take precedence.
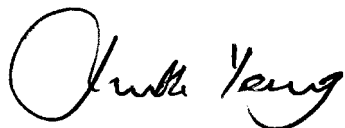
Queensland Health strongly recommends that all persons eligible for vaccination against COVID-19 are vaccinated as soon as the vaccine is available to them. Noting that all quarantine facility and private security provider staff and contractors must receive at least the first dose of a COVID-19 vaccination prior to their first shift at the quarantine facility, Queensland Health commits to providing the second vaccination for those staff and contractors due to receive the second vaccination post their quarantine period.

Please note that this approval may be revoked or varied if Queensland and/or Australia experiences an increasing number of COVID-19 cases, there is an outbreak(s) of COVID-19, or a COVID-19 hotspot is declared.

6

Should you require any further information in relation to this matter, please contact Kate Coehn, Executive Director, COVID-19 Compliance, on telephone (07) ███████ or via email at ████████████████@health.qld.gov.au.

Thank you again for taking your duties in establishing a quarantine hotel seriously and committing to the safety of all Queenslanders. I look forward to continuing to work together to ensure the continuity of professional sport for the benefit of all Queenslanders while protecting our community.

Yours sincerely

Dr Jeannette Young PSM
Queensland Chief Health Officer
Deputy Director-General
Queensland
27 August 2021

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Queensland Health

Appendix 2

Table of exemptions from the Public Health Directions for Cricket Australia as at 27 August 2021

Exemptions

I, Dr Jeannette Young, Queensland Chief Health Officer, grant the following exemptions from the Public Health Directions to Cricket Australia for Australia vs India Women's Cricket Tour 2021. These exemptions only apply to the extent that a person is operating in their capacity as part of the cricket tour 2021. If a person is undertaking normal activities in daily life, then they must comply with the requirements of the Public Health Directions.

Direction	Requirement	Exemption
Quarantine for International Arrivals Direction (No. 11) or its successor Direction.	Paragraph 6 – A person who is an **international arrival** is required to quarantine in a **nominated premises** for 14 days commencing on the date of their arrival to Queensland in order to limit the spread of COVID-19, unless otherwise permitted in paragraph 6(a) to (c). Paragraph 7 – A person required to quarantine under paragraph 6, after completing immigration, customs and any other requirements: a. must travel directly, in the manner instructed by an **emergency officer (public health)**, from their port of disembarkation to the **nominated premises** by the most direct practical route and means and reside in the nominated premises; and b. strictly comply with the quarantine requirements in Part 2. Paragraph 29 – The Chief Health Officer, the Deputy Chief Health Officer or their delegate may grant a person an exemption from all or part of these directions on the basis of extreme exceptional circumstances.	The 'Cricket Australia Quarantine Group' consisting of players and team staff of the Indian Women's Cricket Team are permitted to quarantine outside government-nominated accommodation upon arrival into Queensland from Bangalore, India, provided entry is in their capacity as part of the cricket tour. The exemption is granted with the following conditions: 1. 'Cricket Australia Quarantine Group' enter Queensland for the purpose of undertaking 14 days of quarantine. 2. 'Cricket Australia Quarantine Group' complete 14 days of quarantine at the Mercure King George Square, Brisbane quarantine accommodation in accordance with the: • DTIS Multi- Sport Quarantine Management Plan 2021 Proposal • Approval Letter dated 27 August 2021. 3. All members of 'Cricket Australia Quarantine Group' receive a negative COVID-19 test result in the 72 hours

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	Paragraph 30 – An exemption may be given on conditions and if so, the person given the exemption must comply with the conditions.	immediately before departing India. 4. The Queensland International Arrivals Registration form must be completed, and evidence of completion provided, prior to arrival in Queensland.
Border restrictions Direction (No.39) or its successor Direction	Paragraph 4 – A person must not enter Queensland unless the person either: a) Has not been in a COVID-19 hotspot in the previous 14 days or since the start date identified for the Covid-19 hotspot, whichever is shorter; or b) has been in a COVID-19 hotspot in the previous 14 days or since the start date identified for the COVID-19 hotspot, whichever is shorter, and is permitted to enter Queensland under part 3 and subject to the requirements in parts 2 or 3. Paragraph 61 – The Chief Health Officer, Deputy Chief Health Officer or their delegate may give a person or class of persons an exemption: • to enter Queensland if the Chief Health Officer, Deputy Chief Health Officer or delegate considers the person or class of persons is essential for the proper functioning of the State and the person or class of persons must be physically present in Queensland; or	The 'Cricket Australia Quarantine Group' of persons consisting of players, partners, staff, match officials and broadcast Personnel are permitted to enter Queensland if they have been in a COVID-19 hotspot in the preceding 14 days provided the entry is in their capacity as part of the Australia vs India Women's Cricket tour 2021. The exemption is granted with the following conditions: 1. The Cricket Australia Quarantine Group enter Queensland for the purpose of undertaking 14 days of quarantine at the Mercure King George Square, Brisbane and in accordance with the DTIS Multi-sport Quarantine Management plan. 2. All members of the Cricket Australia Quarantine Group have not been to an interstate exposure venue. 3. All persons must comply with the DTIS Multi-Sport Quarantine Management Plan dated 27 August 2021.

	• from a requirement of this Direction if other extreme exceptional circumstances exist. Paragraph 62 – An exemption may be given on conditions and if so, the person given the exemption must comply with the conditions.	4. All persons must comply with the Approval Letter dated 27 August 2021.

Appendix 3

Table of exemptions from the Public Health Directions for National Rugby League as at 27 August 2021

Exemptions

I, Dr Jeannette Young, Queensland Chief Health Officer, grant the following exemptions from the Public Health Directions to National Rugby League (NRL). These exemptions only apply to the extent that a person is operating in their capacity as part of the NRL 2021 Season. If a person is undertaking normal activities in daily life, then they must comply with the requirements of the Public Health Directions.

Direction	Requirement	Exemption
Border restrictions Direction (No.39) or its successor Direction	Paragraph 4 – A person must not enter Queensland unless the person either: a) Has not been in a COVID-19 hotspot in the previous 14 days or since the start date identified for the Covid-19 hotspot, whichever is shorter; or b) has been in a COVID-19 hotspot in the previous 14 days or since the start date identified for the COVID-19 hotspot, whichever is shorter, and is permitted to enter Queensland under part 3 and subject to the requirements in parts 2 or 3. Paragraph 61 – The Chief Health Officer, Deputy Chief Health Officer or their delegate may give a person or class of persons an exemption: • to enter Queensland if the Chief Health Officer, Deputy Chief Health Officer or delegate considers the person or class of persons is essential for the proper functioning of the State and the person or class of persons	The 'NRL quarantine party' are permitted to enter Queensland if they have been in a COVID-19 hotspot in the preceding 14 days provided the entry is in their capacity as part of NRL Finals Series 2021. The exemption is granted with the following conditions: 1. The NRL quarantine party enter Queensland for the purpose of undertaking 14 days of quarantine in a nominated premises and in accordance with the DTIS Multi-sport Quarantine Management plan. 2. All members of the NRL quarantine party have not been to an interstate exposure venue. 3. All persons must comply with the DTIS Multi-Sport Quarantine Management Plan dated 27 August 2021 4. All persons must comply with the Approval Letter dated 27 August 2021.

Appendix 3 Table of exemptions from the Public Health Directions for NRL as at 27 August 2021

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		must be physically present in Queensland; or • from a requirement of this Direction if other extreme exceptional circumstances exist. Paragraph 62 – An exemption may be given on conditions and if so, the person given the exemption must comply with the conditions.	

QUARANTINE MANAGEMENT PLAN (MERCURE HOTEL)

Version date: Version 1.0 – 26 August 2021

Contents

Quarantine Management Plan (Mercure HOTEL)

Based on Template - *Current as of 11 May 2021*

References

Summary

This Quarantine Management Plan (QMP) is based on the Queensland Health template dated 11 May 2021.

The QMP is coordinated by the Department of Tourism, Innovation and Sport (DTIS) for the benefit of National Rugby League (NRL), ████████████████, Cricket Australia (CA) and ██████████ to allow the continuation of their respective playing seasons. It is acknowledged that these parties will undertake critical roles and responsibilities in the delivery of the QMP.

Version Control

Revision History

Revision date	Version No.	Authors	Description of changes

Approvals

Role	Signature	Date

PART 1

1.1 Proponent details

Contact Name	Andrew Sly
Position Title	Assistant Director-General
Name of Organisation/ Company	Department of Tourism, Innovation and Sport
Address *Include street number, street, suburb, state, and postcode*	Level 6, 400 George Street Brisbane QLD 4002
Contact number	07 3338 9209
Email address	▮▮▮▮▮▮@dtis.qld.gov.au
What is the reason(s) for seeking an Exemption? *Exemptions will only be considered in extremely exceptional circumstances.*	To provide quarantine arrangements for players and support personnel to allow the continuation of professional sporting competitions within Queensland.
Contact details for the nearest Public Health Unit	Metro North Public Health Unit 07 ▮▮▮▮▮
Submission date	Click or tap to enter a date.

1.2 Group details

Category *Select relevant category*	☐	Film and television	
	☒	Elite sport	
	☐	Other:	
Size of group (number of people)	CA – 61 ▮▮▮▮▮ NRL – 137 ▮▮▮▮▮ ▮▮▮▮▮		

Description of activity undertaken by group	Professional sport.
Departure location	Bangalore, India New South Wales

1.3   Roles and Responsibilities

Name and contact details for Accountable Officer	**Mandatory Requirements** The plan must outline who the responsible person(s) are for enacting the protocols and processes for the communication, implementation and the enforcement of the Quarantine Management Plan.
	In your response below, include details of the governance framework, including: • Name(s) and contact details of relevant officers • decision making processes in relation to implementation of the quarantine management plan
	Response This QMP has been prepared by DTIS and is supported by CA, NRL, ▮▮ and ▮▮ that will coordinate separate player and personnel cohorts. The QMP includes key personnel and their responsibilities that support the conduct of the QMP as detailed in the following table.

Position	Contact	Role
Joe Fennessy	▮▮@cricket.com.au	Oversight of contract for CA
Erin Faulkner	▮▮r@cricket.com.au	Contact liaison and management of CA quarantine cohort
Jaymes Boland-Rudder	▮▮@nrl.com.au	Contact liaison and management of NRL quarantine cohort
▮▮	▮▮	
▮▮	▮▮.com	General Manager, Mercure King George Square
Andrew Sly	▮▮@dtis.qld.gov.au	Oversight of contracts and QMP
Carla Skerman	▮▮.com	Coordination of responsibilities for Aspen Medical staff

1.4   Communication

Name and contact details for Accountable Officer	**Mandatory Requirements** The plan must provide detailed communication protocols on how the organisation will communicate with the persons covered by the Quarantine Management Plan (QMP) and Queensland Health.
	In your response below, include: • details of the communication processes with relevant parties

	• process of management of information • monitoring compliance and dealing with non-compliance
	Response DTIS will liaise with representatives of the individual cohort groups outlined in Section 1.3 in operationalising the QMP.

PART 2 – Travel

2.1 In transit (from port of departure to Queensland)

Details of the travelers and travel arrangements	☒ Refer to Schedule 1.
Details of how the travelers will be transported to their accommodation from arrival location/port	**Mandatory Requirements** The plan must provide the risk mitigation practices to be put in place for all travel into Queensland from interstate and overseas.
	In your response below, provide: • the health checks to be undertaken prior to travel • the protocols for how physical distancing and public health controls will be maintained
	Response **For the entirety of the travel period from their point of origin to the Quarantine Accommodation, the Quarantined Persons will be required to:** • Carry alcohol-based hand sanitiser and wipes on their person. • Sanitise hands at regular intervals, particularly after each contact with surfaces and people. • Travel in arranged transportation using endorsed transport providers (if there is the equivalent in other states), including private transfers/transport, to and from airports. Use of public transport is not permitted. Where transportation is arranged, the driver must wear a face mask and must not assist with luggage or equipment due to the potential for contamination. • Maintain 1.5 metres distance at all times while in transit and not disperse throughout the airport lounges or terminals while waiting for flights. • Wear a face mask at all times where practicable (personnel will be provided with an adequate supply of face masks), including at airports and whilst on flights, disposing of face masks at regular intervals. • Ensure surfaces on transfer buses and planes (such as arm rests and tray table) that will be used are wiped clean with alcohol-based sanitiser wipes. • Not handle any other person's luggage and when handling their own luggage. • Disinfect the common touch surfaces on luggage, such as handles and zips. • Follow any direction of State and Federal Government officials in the transit through airports and noting the Mandatory Face Masks Direction (No. 2) | Queensland Health currently in force in Queensland. Travel arrangements will be coordinated by representatives of the respective cohort groups as outlined in Appendix 1, 2 and 3. In accordance with Federal guidelines, all personnel travelling to Queensland will be tested for COVID-19 within 72hrs or less prior to the scheduled flight departure, and be required to display evidence of a negative test result at the time of check in. COVID-19 PCR testing is required and results must be provided to COVID-19 Compliance, Queensland Health, within 8 hours of being received.

Relevant personnel will be issued a copy of the QPS QR Code (International Arrivals Registration Form) to undertake registration prior to departure from home country in order to expedite the processing upon arrival into Australia.

Arrival into Brisbane International / Domestic Airport

Upon arrival into Queensland via commercial flight into Brisbane International Airport, travellers/guests will disembark the aircraft under the direction of QPS, ABF and airport officials and be directed to the individual processing of customs and immigration. Travellers/guests will show QPS their completed QR code (International Arrivals Registration Form) to finalise documentation for a quarantine direction notice to be served on individuals.

Upon arrival into Queensland via commercial flight into Brisbane Domestic Airport, travellers/guests will disembark the aircraft under the direction of QPS and airport officials and be directed to the individual processing of customs and immigration. Processing of Queensland Border Passes and quarantine requirements will be done on arrival by officials.

Health screening at Brisbane Airport will be under arrangement of Queensland Health.

Once all ABF and QPS processing has been completed, personnel will then be directed to coaches for transfer to hotel. The coach service used to transport quarantining personnel must be an Endorsed Transport Provider - Endorsed transport providers | Health and wellbeing | Queensland Government (www.qld.gov.au)

Cleaning at airport will be under arrangement of Brisbane Airport Corporation. The Brisbane Airport Corporation will be responsible for cleaning the airport in compliance with the End of End Quarantine Manual and the Airport COVID-19 Safe Plan approved by the Chief Health Officer. Where there are inconsistencies between the End to End Hotel Quarantine Manual and the approved Airport Plan, the Approved Airport COVID-19 Safe Plan will prevail.

Airport mask change station and infection control monitoring

All personnel will be reminded of COVID safe practices including maintaining 1.5m social distancing, wearing of surgical masks and cleaning hands with alcohol based hand rub. All international arrivals will be directed to conduct a mask change.

Mask change set-up
- Locate a general waste bin and trolley or table between staff and traveller/guest maintaining 1.5m physical distancing between the traveller/guest and staff member.
- Place a cross **X** on the floor to show where travellers are to stand to maintain physical distancing (1.5m).
- Staff will place the new mask on the trolley or table, ask the traveller/guest to remove the mask they are wearing and place it in the bin, to sanitise their hands and then put on their new mask on.

Staff will provide advice on correct mask application:
- Wear mask with coloured side facing out.

	- Only touch the mask utilising the tapes or loops. - Loop over ears. - Pinch flexible strip at the top over nose to improve seal. - Pull down under chin for a snug fit. - Keep mask on until travellers/guests are required to change them at the quarantine hotel. - Advise travellers/guest to not touch their eyes, nose, mouth or front of the mask whilst wearing it. Staff will clean all their work surfaces with a 2-in-1 disinfectant wipe, dispose of the wipe in the general waste bin and perform hand hygiene before repeating the process for the next traveller. All Staff will be fitted with and wearing P2/N95 masks at all times. Arriving travellers/guests will be escorted by Staff after the arrival brief from the airport terminal to the endorsed transport provider. The bus driver will not enter the bus until all passengers are on board and seated Staff will conduct a manifest check as personnel board. The Contact Liaison for each sporting cohort will notify the hotel of the transport's departure from the airport.

2.2   Transport to accommodation

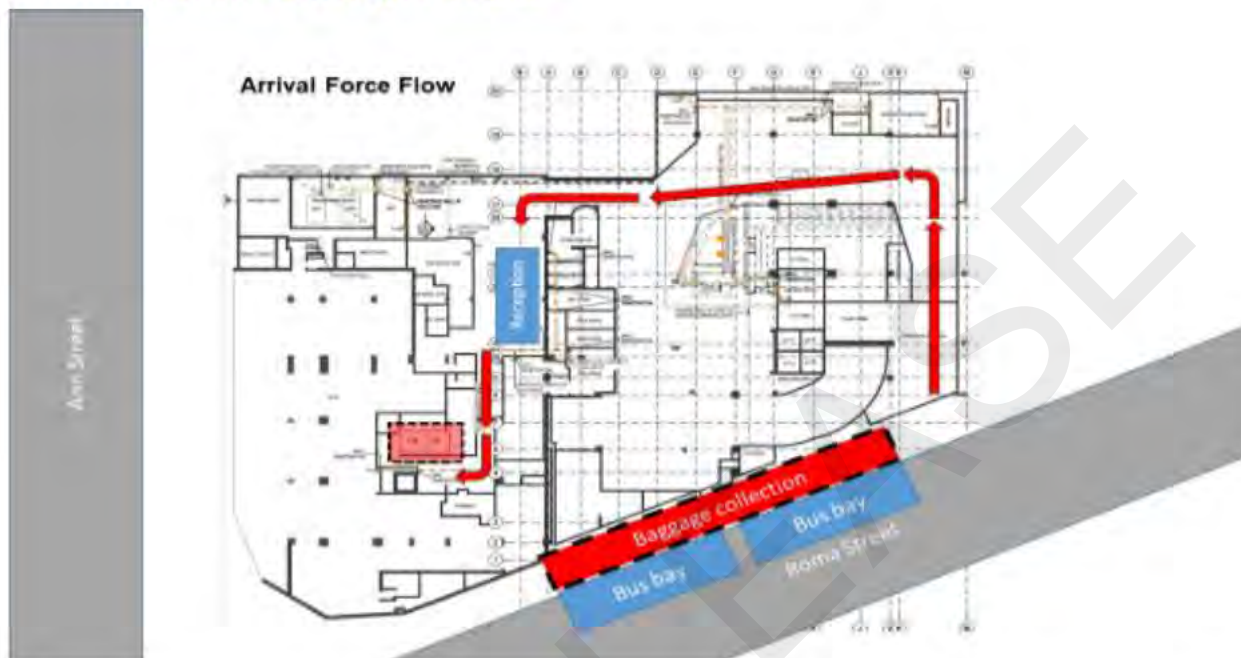| Details of the transport provider	In the response below: - include the name and contact details of the transport provider - include the mode of transport, i.e - private vehicle, including taxi; or - chartered bus
	Response Quarantine staff will travel in separate vehicles at all times and will be subject to current COVID safe practices. This includes cleaning of vehicles after each use. The Transport plan for quarantine guests will be in accordance with the contracted bus line for the movement from airport to quarantine hotel. The providers are detailed in appendix 4 including copies of their COVID Safe Plans additional guidelines.
Details of how the quarantined person(s) will be transported to their accommodation from arrival location/port	**Mandatory Requirements** The quarantined person(s) must: - wear face masks at all times - travel to their accommodation via the most direct practical route without stopping. In your response below, provide: - the training and safety measures to be in place for the driver - the protocols for how physical distancing and public health controls will be maintained - the cleaning and disinfection protocols for use of vehicles

| | Note: The transport provider must comply with the Queensland Health advice on COVID-19 cleaning, disinfection and waste management available at: https://www.health.qld.gov.au/public-health/industry-environment/disease-prevention-control/covid19-industry/covid-19-cleaning-disinfection-waste-management

From 21 May 2021, transport providers who move passengers to or from a quarantine nominated premises – including to or from quarantine hotels, home quarantine or between vessels must have a transport plan (DOCX) and be endorsed by the Department of Transport and Main Roads. |
| | **Response**

Click or tap here to enter text. The provider is ▮▮▮▮▮▮▮ and copies of their COVID Safe Plans and the additional guidelines are at Appendix 4. |

PART 3 – Accommodation

3.1 Accommodation

Details of accommodation provider	In the response below include the name and contact details of the accommodation provider.
	Response Mercure Brisbane King George Square ▮▮▮▮▮▮▮▮▮
Type of quarantine accommodation type proposed *Select relevant type*	☐ quarantine in individual rooms for the duration of the quarantine period ☐ have access to common areas with other quarantined persons with the same date and time of arrivals (cohort) ☐ have exclusive use to the entire accommodation facility ☒ have exclusive use to sections of an accommodation facility (e.g. exclusive use to floors 1 to 3 and lifts 1 and 2)
Commitment of provider *Attach evidence of commitment*	☒ attach statement of commitment from accommodation provider accepting all quarantine conditions Note: the accommodation must comply with the Queensland Health advice for non-health residential facilities available at: https://www.health.qld.gov.au/public-health/industry-environment/disease-prevention-control/covid19-industry/advice-for-non-health-residential-facilities

3.2   Accommodation – arrival procedures

Arrival Force Flow

Details of how the quarantined person(s) will be managed on arrival	**Mandatory Requirements** The plan must provide the risk mitigation practices to be put in place during arrival.
	In your response below, provide the measures to be implemented to fast track check-in and ensure no contact between the quarantined persons and other guests at the accommodation.
	Response The traveller/guests will arrive on a bus and will be further briefed on the procedures that will occur. They will be directed to a temporary reception located at the delivery bay where they will be checked in, handed their room key and directed to their individual room. This will be managed as per the process in the End to End Hotel Quarantine Manual and overseen by Aspen Medical. There are no other guests in the hotel so there will be no contact with others. Hotel transfers will be managed in a timely, orderly and coordinated approach while maintaining a responsible flow of guests to achieve social distancing. The process will be staggered to ensure that different sporting codes' personnel, including international and domestic travellers arrive separately. This will allow adequate time to follow check-in procedures consistent with QLD Health direction. Briefings will occur with strict social distancing and PPE protocols in place. ### 3.2.1 General principles on arrival

- The quarantine hotel arrivals process will be an Aspen Medical and hotel led partnership approach to manage guests checking in to hotels safely.
- Guests will be managed through a timely, orderly and coordinated approach, while maintaining no more than 25 guests per bus to achieve physical distancing (1.5m). The process will involve staggered but timely off-loading from buses to limit the numbers of guests in the hotel basement waiting in lines at any one time.
- All Aspen Medical Staff and hotel staff are to treat each other and all guests with respect and compassion.
- A COVID Safety Monitor or a Venue Health Manager (VHM) will be on-site for all arrivals, a role with leadership capabilities to engage and work with partners, and to resolve any logistics and infection control issues immediately.
- All guests are to be briefed on arrival by Aspen Medical of the requirements to meet quarantine compliance.

3.2.2   Quarantine hotel arrivals PPE

- Aspen Medical staff and hotel staff must maintain physical distancing, practice hand hygiene and wear P2/N95masks and eye protection (goggles).
- Aspen Medical Staff will:
    a.   ensure its workers who enter a designated (Dirty or red) zones are fit tested for a PFR or P2/N95 respirator; and
    b.   ensure its workers are trained in how to perform fit checking; and
    c.   ensure its workers wear a PFR or P2/N95 respirator at all times when in a designated zone.
- Ensure all quarantine facility workers within the Hotel must have started the vaccination process or have been vaccinated to continue working within the Hotel (Mercure) or before commencing work at the facility. Confirmation of quarantine facility workers' vaccination status will be provided to COVID-19 Compliance prior to the travelling party's arrival.
- All guests are required to maintain physical distancing, practice hand hygiene and wear surgical masks. PPE stations will be placed at key locations such as check-in, elevators, in each guest room and any other areas that present a potential for contact with quarantining guests, or where there is a risk of proliferating of infection from dirty to a clean zone.

3.2.3 Multiagency team briefing

Aspen Medical staff and hotel staff involved in guests arrivals processes will attend a cross-agency team briefing lea by Venue Health Manager (VHM) prior to scheduled guests arrival:

The VHM is responsible for providing oversight of the facility to ensure compliance with standards, procedures and processes by all stakeholders at the Mercure Hotel. The VHM will brief all teams regarding:

- infection control requirements for their role
- PPE requirements, application and use
- what an infection control breach is and what to do if a breach occurs
- who the COVID Safety Monitor is and what their role is.

- Aspen Medical staff and hotel staff are to look out for each other, in terms of PPE or other safety breaches.
- Aspen Medical staff will brief Aspen Medical personnel and Aspen Medical teams regarding general security issues and concerns

Process for infectious control breaches to be reported to VHM immediately. The VHM is to escalate via the Metro North EOC and seek advice. All infectious control breaches are to be recorded by the VHM and recorded into the duty log in the Aspen Medical CP, and be reported to the hotel duty manager.

Task briefings

- Aspen Medical staff must brief all Aspen Medical and hotel staff in their key roles and the tasks they are due to undertake prior to any quarantine guest arrivals, including clearly defined infection control instructions and where required will be developed in consultation with Metro North Public Health Unit.

3.2.4 Zoning changes for quarantine hotel arrivals

- Guests will be processed and checked-in through the delivery bay at the Mercure hotel. This will be classified as a 'Dirty Zone' until all guests are checked-in.
- Donning of PPE will be enforced for all personnel employed or transiting through this zone. As a minimum, P2/N95 and eye protection (goggles) will be worn.
- This area will be cleaned post arrivals before it is re-classified as a 'Clean Zone'. Cleaning will be undertaken by hotel staff in accordance with requirements outlined in the Queensland Health End to End Hotel Quarantine Manual, including cleaning products.
- Arrivals waste, typically paperwork and used surgical masks, will be disposed of in the general waste.

3.2.5 Quarantine floor arrangements

- Each quarantine cohort will be located on different floors at the hotel as a risk mitigation measure.
- Additionally the international cricket cohort will be located on a separate floor to the domestic cricket cohort.

3.2.5 Toilet use during quarantine hotel arrivals

- Guests will be pre-briefed on the limited opportunities to utilise ablutions once they have departed the airport until they have checked-in and commenced quarantine in their room.
- The quarantine hotel arrivals team must identify a toilet adjacent to the processing area for guests to use. Thes toilets should not be accessible to the general public and staff.
- Guests will be escorted to and from the toilets will be managed by Aspen..
- Bathrooms will be cleaned between each use. .

- Cleaning of the designated bathroom should ensure that doors, benches, basins, taps, cisterns, toilet seat and bowls and any other area that might have been touched by a guest are thoroughly cleaned using standard hotel bathroom cleaning products.
- Cleaning will be undertaken by hotel staff in accordance with requirements outlined in the Queensland Health End to End Hotel Quarantine Manual, including cleaning products.

3.2.6 PPE acquisition and use

- Aspen Medical is required to provide relevant staff with suitable PPE to undertake their role.
- Aspen Medical is responsible for the acquisition, distribution of enough PPE for the PPE stations for Aspen Medical and Hotel staff to access as required.
- During arrivals all staff and travellers must wear P2/N95masks.
- Staff are to also wear eye protection (goggles). Goggles need to be:
  - labelled clearly with the staff member's name
  - cleaned only by them with 2-in-1 disinfectant wipes after use.

3.2.7 Removing PPE after arrivals

- PPE removal at the completion of the arrivals process when all guests have left the area:
  - Sanitise hands.
  - Remove your goggles and wipe over your own goggles with a 2-in-1 disinfectant wipe, place wipes in bin, place goggles in a clean area to take with you.
  - Sanitise hands.
  - Remove your mask and place in general waste.
  - Sanitise hands.
  - Keep your cleaned goggles on you at all times.

- At the conclusion of each arrival process the VHM should debrief all staff re any infection control breaches or other issues, and must record the results

3.2.8 Reporting of infection control breaches

All breaches in infection control procedures are to be reported immediately to the VHM. The VHM is to escalate via the HEOC LO and seek advice. Any infection control breaches need to be notified to QPS for their information. The COVID Safe Officer must ensure that they record any breaches or near misses in the risk management system that is in place for their Hotel. Key issues of concern should be identified and reported by the VHM and followed up with Metro North HEOC.

3.2.9 Unloading luggage

- Guests will unload their own luggage from the bus to a designated area beside the bus.
- Guests must take their own luggage from the luggage area adjacent to bus; this is to be done one room at a time.

- Guests luggage will not be handles by any other person at any time.
- Use of luggage trolleys for excess luggage will be cleaning in accordance with requirements outlined in the Queensland Health End to End Hotel Quarantine Manual, including cleaning products.
- Any excess equipment will be managed by the relevant sporting cohort and cleaned in accordance with requirements outlined in the Queensland Health End to End Hotel Quarantine Manual, including cleaning products.

3.2.10 Hotel Entry Control Points and Hand Sanitisers

The following will be managed by Aspen Medical:

- Advise guests to sanitise their hands at this point before entering hotel.
- Control flow of guests into hotel and ensure they maintain a 1.5m physical distance.
- Advise guests that they will be sent to the reception table where they are greeted by Aspen Medical staff to inspect their Quarantine Direction and complete a hotel registration form.
- Monitor guests for any signs of distress or anxiety and advise the VHM.

3.2.11 Health screening

On arrival at the table, Aspen Medical staff will introduce themselves (ensure ID is being worn), explain the purpose of the brief health screen, ask a few key questions and document guest answers, bearing confidentiality in mind.

Questions include:

- Do you have any pre-existing health issues such as allergies, mobility issues or medical conditions?
- Have you had any wellbeing or substance abuse treatment?
- Do you have any of the following medical devices with you (nebuliser, CPAP, BiPAP, cough assist device or high flow oxygen)?
- Do you have any current illnesses or medication/prescription requirements? If yes, do you have enough for the next 14 days? (Aspen Medical staff to determine if medications are required in the next couple of days and advise of local pharmacy).
- Do you need to see a General Practitioner?
- Do you have hand sanitiser with you? (if not, provide)
- Are you a smoker? If yes, provide advice that smoking is not allowed in rooms.
- Do you use a machine for sleep apnoea, e.g. CPAP mask?
- Do you have asthma, and do you use a Ventolin nebuliser?
- (for both of the above we will follow up with you the best approach while in hotel quarantine as you CANNOT use these devices whilst with us)
- Do you have COVID-19 symptoms (sore throat, runny nose, diarrhoea, loss of smell and/or taste, cough, shortness of breath, fatigue, vomiting or nausea)?

- Guests with COVID-19 symptoms require testing. These guests should have been identified at the airport with COVID-19 symptom screening but may have slipped through.
- These guests will be isolated through a process managed and coordinated by Aspen.
- Aspen will arrange QAS transport to hospital immediately after the arrivals process has finished.
- COVID-19 Compliance and Metro North PHU must be notified of any individuals who is isolated due to being symptomatic and requires testing for COVID-19.

3.2.12 Hotel Quarantine Arrivals: Reception check-in

Guest check-in by hotel staff: step by step

Step 1:
Hotel staff member cleans the whole table and ensures it is clearly identified with a clean and dirty side.

Hotel staff member asks for paperwork and provides hotel overview.
Staff are not to wear jewelry below the elbow, to enable effective hand hygiene.

Step 2:

Hotel staff member provides guest a pen to complete forms.
Guest leaves, hotel staff member collects paperwork and puts it in the tray on the table behind the check-in table.

Step 3:
Hotel staff member picks up pen from the dirty side with a 2-in-1 disinfectant wipe, cleans pen and drops it on the clean side.

Step 4:
Hotel staff member wipes edges of table and back and forth across the dirty zone of the table, working toward them.
Hotel staff member disposes of wipe in bag located on the floor.

Step 5:

Hotel staff member sanitises hands.

Step 6:

Hotel staff member to wipe down the whole table with a 2-in-1 disinfectant wipe at the end of the day or when visibly dirty.

3.2.13 Meal packs

- Mercure will provide guests will meal packs. These will be pre-positioned in their room to consume prior to their arrival.
- Staff should sanitise their hands after each interaction.
- If guests are collecting own meals from an area, staff must ensure they do not touch meal packs allocated to other guests.
- Once guests are in their rooms, all further meals will be delivered to their doors for them to collect. Note: a full explanation of the type and quantity of meals to be provided to guests can be found in the Queensland Health publications *A guide to Foodservice and Meal Provision in Hotel Quarantine in Queensland* and also *Quarantine Food Principles* guide.
- Guests must place food waste outside their doors as per hotel instructions.
- Guests will be requested to pack sufficient supplies to ensure no delivery services are required for the first 48 hours (e.g. medical supplies, nappies)

3.2.14 Lift team

- Guests will be provided with their room number clearly indicated and key at check in and travel to their room only.
- Hotel and Aspen Medical staff should not attend the floor with arriving guests unless absolutely necessary.
- Guests should be able to navigate to their rooms using the room number and with lift team sending them to the correct floor in the lift and monitoring progress on CCTV In the lift. CCTV footage will be monitored by the Security provider.

Process

- Aspen Medical Staff will ensure that guests line up and maintain a 1.5m physical distance while waiting for lifts.
- **Only one guests, or family group will be allowed in the lift.**

- **Staff do not travel with guests in lifts.**
- Advice guests to step into the middle of the lift and not to touch anything.
- Advice guests to head directly to their rooms when the lift door opens.
- Aspen Medical staff will press the button to the correct floor.
- All lifts must return to the ground floor for cleaning by Aspen Medical staff immediately with 2-in-1 cleaning and disinfectant wipes **prior to the next guest entering** (they are considered a dirty zone as part of the quarantine hotel arrivals process).
- This process uses the 2-in-1 wipes to clean and disinfect all hard surfaces in the lift from approximately head height to knee height, paying particular attention to handrails and buttons (leave these high touch areas till last)
- To avoid transferring microorganisms from one surface to another use the wipe correctly by wiping in an 'S' shaped pattern, work from top to bottom, wipe from clean to dirty, ensure correct contact time and use one wipe for one surface. If wipe becomes dry needs to be replaced with new one.
- Staff involved in cleaning should work in teams of two at lifts for arrivals. One staff member is the 'dirty' role and steps in the lift starting on one side of the lift, moving to back wall, then other side and lastly rails/buttons. The 'clean' staff member should hand the clean wipes as required to the 'dirty' staff member and squirt hand sanitiser onto 'dirty' officer's hands on completion of clean.

USE OF TWO LIFTS DURING GUEST CHECK IN

- .
- Hotel / food business staff will not access either lift during guest check in. Both lifts will be exclusively for use by Aspen Medical to facilitate check in.
- The lift will be locked off by Aspen Medical while in use, so that it cannot be called and accessed from another level.
- Once the check-in process is complete, both lifts will undergo a deep clean. Cleaning will be undertaken by hotel staff in accordance with requirements outlined in the Qld Health End to End Hotel Quarantine Manual, including cleaning products.
- Following deep clean, the second lift will no longer be used by the Aspen Medical and will go back to exclusive use by hotel / food business staff.
- Following this once-off use, Aspen Medical will resume exclusive use of the single dedicate lift as described in this QMP.
- There will be no other amendments to the guest check in process, all quarantine guests will continue to access the Mercure hotel via the dedicated basement reception area as described in the QMP.

3.2.15 Delivery of items to guests and removal of goods from guests

General requirements for staff who are attending guest floors

- Prior to entering the lift in a clean zone all Aspen Medical staff and hotel staff are to undertake hand hygiene and place on a P2/N95 mask and eye protection (goggles).
- Staff must not enter guestrooms at any time. For emergencies, the VHM / COVID Safe Monitor must be contacted as soon as practicable. VHM / COVID Safe Officer will provide advice and supervise.
- Staff must not wear PPE between floors (other than P2/N95 masks and eye protection) and must undertake hand hygiene before entering and using the lifts.
- Deliveries of food and care packages will be contactless transfer of goods to outside of guest door, no face-to-face interaction with guest or delivery into guest room is to occur.

Aspen Medical staff process

Items being delivered to guestrooms:

- Items are to be delivered to the hotel entrance and registered by hotel staff.
- Items will be tagged, logged and carried or placed onto a trolley by relevant personnel for delivery to guestroom.
- Staff will phone guest to advise they have received an item for delivery and advise guest to put on a surgical mask before they open the door to collect the item.
- Prior to entering the lift in a clean zone all staff are to undertake hand hygiene and place on a surgical mask and eye protection (goggles).
- Staff will place items outside the guestroom doors.
- Staff are to move away immediately.
- Guest is to place a mask on and then open door to collect their item once they have received a phone call notifying them of a delivery.

Items being removed from guestrooms:

- Aspen Medical & Hotel staff will inform VHM of guest request for an item to be removed.
- VHM will determine if this is an absolute requirement.
- If confirmed, VHM will contact the guest via phone to advise them they will be coming to collect the item and request the guest put on a surgical mask and place the item outside their door. Guests are to be advised not to open the door when the staff attends to collect the item unless this has been pre-arranged for an urgent reason.
- Guest is to place a mask on and then deposit item outside the door and then close door.
- Prior to entering the lift in a clean zone all staff are to undertake hand hygiene and place on a P2/N95 mask and eye protection (goggles).
- Staff are to call the guest to advise they are collecting the item and remind the guest not to open the door. If there is a problem with collecting the item the

staff are to exit the floor and advise their supervisor, who will call the guest to discuss.

- Aspen Medical or Hotel staff will clean the item with a 2-in-1 detergent wipe before removing the item from the floor.
- Staff will dispose of wipe in general waste and sanitise their hands.
- Prior to exiting the floor and entering the lift, staff are to remove any PPE worn except the surgical mask and eye protection (goggles) and place the used PPE the general waste bin and undertake hand hygiene.

Paperwork, in particular legal documents, that the guest must sign:

- This has been allocated to COVID Safe Monitors staff to ensure infection control requirements are met.
- Staff will phone guest to advise they have a document requiring a signature, confirm the guest has a pen and advises guest to put on a mask before they open the door to receive the document.
- Staff must advise the guest via phone a staff member will bring the document to the door and knock when they arrive.
- Staff to advise guest that once they sign the document, they must sanitise their hands and place the document in plastic sleeve. They must then slide the paperwork under the door or put on a mask and place the document outside the guestroom door at an agreed time.
- Staff must ask guest to call reception once they have signed the document.
- Prior to entering the lift in a clean zone all staff are to undertake hand hygiene and place on a P2/N95 mask and eye protection (goggles).
- Staff will place the legal document (either electronic or hard copy) in a plastic sleeve outside the guestroom door for the guest to review and sign. If required, a pen is also provided.
- Staff are to knock on the door and leave
- The staff member is to immediately remove themselves from the area once they have delivered the document, following usual infection control requirements.
- Once guest has advised they have signed the document and called reception, remind them to place the document outside their door for collection at an agreed time.
- Prior to entering the lift in a clean zone all staff are to undertake hand hygiene and place on a P2/N95 mask and eye protection (goggles).
- Staff should knock on the door to advise they have arrived to collect the item and remind guest not to open the door.
- Staff move away immediately.
- Staff member will wipe outside of sleeve with 2-in-1 detergent wipe and dispose of wipe in general waste bin at PPE station.
- Prior to exiting the floor and entering the lift, staff are to remove any PPE worn except the P2/N95 mask and eye protection (goggles) and placed the used PPE the general waste bin and undertake hand hygiene.

Staff member will sanitise their hands. Staff member will provide signed document to third party, labelled with clear information that the documents have been in

contact with someone in hotel quarantine and may be contaminated. The envelope should be dated and sealed.

3.3   Accommodation – during quarantine

<table>
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<td>Details of how quarantined person(s) will be kept separate from other persons, including staff, contractors, and delivery persons at their accommodation</td>
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Mandatory Requirements
The plan must include details of confinement and use of communal areas (where applicable).

Visitors will not be permitted during the quarantine period, except for emergency services, security services and health officials.

In your response below, detail:
- how movement within the accommodation facilities will be managed
- process for housekeeping, linen management, laundry and waste management
- how contact between quarantined persons an all other non-quarantined persons will be prevented
- cleaning protocols
- steps to be taken should a person develop COVID-19 related symptoms

Note: The accommodation provider must comply with the Queensland Health advice on COVID-19 cleaning, disinfection and waste management available at: https://www.health.qld.gov.au/public-health/industry-environment/disease-prevention-control/covid19-industry/covid-19-cleaning-disinfection-waste-management

Response

Visitors will not be permitted into the quarantine hotel.

QPS are responsible for the enforcement of the quarantine direction and will be contacted by Aspen Medical Shift Supervisor if a response is required. This will be conducted in accordance with the Hotel Security Plan at Annex A of this QMP. QPS contact details are under 1.3 of this QMP.

Movements of personnel will be minimised and in accordance with **4.2 - Hygiene Practices**

3.3.1 Waste Management

Waste management will be the responsibility of the hotel. The hotel will follow Queensland Health advice on cleaning, disinfection and waste management with all workers wearing appropriate PPE. Compliance will be monitored by the VHM and CSM and any breaches will be reported to COVID-19 Compliance, QPS and Metro North PHU.

Cross contact prevention will be mitigated though the processes outlined in **4.3 - Requirements for quarantine facility workers**

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3.3.2 Housekeeping and Cleaning

There is no provision for housekeeping during the period of quarantine in the hotel. Cleaning will only occur post guests leaving the quarantine room on completion of mandated 14IQ, and in accordance with COVID-19 cleaning, disinfection and waste management advice from Queensland Health.

3.3.3 Laundry Services and Linen Change

Housekeeping, linen management, laundry and waste management will be the responsibility of the contracted hotel in accordance with the statement of commitment from the quarantine hotel provider. The hotel will follow the Queensland Health advice on cleaning, disinfection and waste management with all workers wearing appropriate PPE. Compliance will be monitored by the Aspen Medical and any breaches will be reported to COVID019 Compliance, QPS and Metro North PHU.

General requirements for staff attending guest floors

- Prior to entering the lift in a clean zone all staff are to undertake hand hygiene and wear a P2/N95 mask and eye protection (goggles).
- Prior to exiting the floor and entering the lift, staff are to remove any PPE worn except the surgical mask and eye protection (goggles) and place the used PPE the general waste bin and undertake hand hygiene.
- Staff **must not enter** guestrooms while guests are in residence. In an emergency, the VHM and COVID Safe Monitor should be contacted through the Aspen Medical office on Level 3 immediately for further advice.
- Staff **must wear PPE**, a P2/N95 mask and eye protection (goggles), between floors and must undertake hand hygiene before entering and using the lifts.

Linen service delivery PPE: masks and hand sanitiser

- A set of fresh linen will be pre-positioned into each guest room to mitigate the risk of the spread of COVID-19 infection through close contact between staff and guests.
- Guests will be advised in the welcome pack that linen change is a self-service and no house-keeping services will be provided during 14IQ.
- Conceptually, the linen will be changed by guests around the 7 day period. Dirty linen is to be kept in the room; it will be removed by the hotel staff during housekeeping post 14 IQ.
- Where additional linen is delivered on demand, this is to be done in accordance with the protocols for hygiene and infection control. Dirty linen must remain in the guest room until collection post quarantine during servicing of the room.

Linen collection of a confirmed case of COVID-19

- Queensland Health staff will contact a guest who becomes a confirmed case of COVID-19 to notify the guest that any used linen should remain in their room.
- This linen will be managed as per the extant Queensland Health **Hotel Quarantine Protocol for Positive Case.**

	## Management of guest personal laundry • The hotel will offer four (4) personal laundry services during 14IQ. Laundry will be collected from guests every Tuesday and Thursday using a dissolving laundry bag. Clean laundry will be returned the following day ie. Wednesdays and Fridays. • The hotel will utilise Queensland Health recommended laundry services provider). • The hotel will provide a laundry bag with the afternoon meal service on Mondays and Wednesdays preceded by an announcement over the PA system. Guest will be instructed to place laundry in a disintegrating laundry bag with the bag tied at the top and placed outside the door when directed by the hotel. • The hotel will collect the personal laundry bags by floor in accordance with the extant PPE requirements. Laundry bags will be taken directly to the collection point within the hotel and clearly marked to avoid infection spread. Laundry will then be removed for cleaning by Laundry will be cleaned in accordance with AS/NZS 4146:2000. is a Queensland Health certified COVID-safe provider of laundry services across Aspen Medical hotels. ## Guest role • Guests will be advised via the PA system when to place their linen outside of their rooms, in bags provided and how often fresh linen will be left outside their door. • Guests must be advised to bag their used linen, tie the bag and place it outside their doors for collection. Cross contact prevention will be mitigated though the processes outlined in **4.3 - Requirements for quarantine facility workers** Cleaning will occur post the guest leaving the quarantine room, and in accordance with COVID-19 cleaning, disinfection and waste management advice from Queensland Health. A member with positive COVID-19 symptoms will be dealt with in accordance with **4.2 – Hygiene Practices**, following the process outlined in Activity Card 5 within the Queensland Health end-to-end quarantine manual

Details of how lifts are used	**Mandatory Requirements**
	 The plan must include the safety measures relating to the use of lifts.
	
	 In your response below, detail:
	     • the cleaning regime before and after each use by the quarantined persons
	     • personal hygiene measures
	     • use of face masks

	Response Use of lifts will be as per **Section 4.2 – Hygiene practices**, with regular cleaning via disinfectant wipes prior to and after use.

3.4 Extended hub arrangement

Extended hub arrangement *Tick as applicable*	In specific circumstances, certain organisations may require movement of individuals outside of the quarantine accommodation. Are you seeking an extended hub arrangement? ☐ Yes ☒ No
If yes - Justification of proposal and management	**Mandatory Requirements** The plan must provide detail on how an extended hub arrangement will be managed and justification on why this is essential.
	In your response below, detail: • the proposed venues (location) and reason for visit • security arrangements • transport arrangements • public health controls at the venue • full schedule of all dates and times the quarantined persons will be required to access the venue (attach separate schedule)
	Response **N/A**

3.5 Supply of food and beverages

Details of how food and other essential services/items will be provided to person in quarantine	**Mandatory Requirements** The plan must include detailed information on the measures taken in relation to the service of food and beverages whilst minimising interaction with others.
	In your response below, outline: • the arrangements in place for the process for serving meals and beverages • how food is served • training of food handlers
	Response ### 3.5.1 General Requirements • Staff must not enter guestrooms to deliver or collect waste from meals. • Meals are to be delivered by hotel staff working in pairs. ### 3.5.2 Infection Control Requirements • Maintain physical distancing, practice hand hygiene and wear surgical masks and eye protection (goggles). • Oversight and training by the COVID Safe Monitor. • Meal Deliveries: Meal delivery to outside of guest door, no face to face interaction with guest. • **Staff do not enter guestrooms** to deliver or collect food or food waste.

- **Staff do not enter guestrooms** to collect general waste.
- Waste Collection: Food waste and general is to be bagged by guests and placed outside their rooms for collection.
- Guests must put on a mask before opening room doors to place food waste outside of their rooms for collection.

3.5.3 Delivery process

Staff:

- Prior to entering the lift in a clean zone all staff are to undertake hand hygiene and place on a N95 mask and eye protection (goggles).
- Hotel Staff are not to knock on doors Staff will place meals outside the guestroom doors and progress through the floor maintaining physical distancing.
- Guests will be informed of the meals via the PA system or internal telephone to each room. Even numbered rooms will be asked to collect their meals first followed by odd numbered rooms with a 2 minute gap in between the announcements or phone calls.
- The COVID Safe Monitor is to ensure hotel staff are educated on clean and dirty zones and informed that the guest floor is considered dirty.
- Prior to exiting the floor and entering the lift, staff are to remove any PPE worn except the P2/N95 mask and eye protection (goggles) and place the used PPE in the general waste bin and undertake hand hygiene.

Guest:

- Guest is to place a mask on before opening the door and then collect their meal.

3.5.4 Collection of food waste

Please note this process may occur at the same time as general waste collection and is not required to be a separate process. Please refer to Hotel Quarantine Activity Card 11: Waste removal from guest rooms.

Guests:

- Guests are advised by phone from the hotel and via the guest information pack that they are responsible for placing their food waste outside their door at a set time for collections.
- Guests must bag meal waste into general waste bags provided, tie bags and place them inside their general waste bin, placing the waste bin outside their door for collection when advised to do so.
- Guests must put on a mask before opening the door.

Hotel staff:

Food waste collection is the same as general waste collection:

- PPE station must be available at lift.
- Hotel staff take general waste wheelie bin to the guest floor with lid open.

- Staff are not required to wear gloves but must wear a P2/N95 mask, eye protection (googles) and apron, and practice hand hygiene on entry to and exit from guest floor. Gloves should be work for the handling of any waste.
- Hotel staff collect food waste bags from the general waste bin, holding bags at arm's length and being mindful of sharp object piercing bags, and place bag into wheelie bin. Staff are to be mindful that bag does not fall open and or swing against their uniform.
- General room waste bin remains outside the guestroom door.
- After complete waste collection from a floor, hotel staff should wipe the handle and lid of the wheelie bin with a 2-in-1 disinfectant wipe, place wipe in bin, and sanitise their hands.
- Waste should be transported utilising the back of house lift if available or a dedicated lift clearly labelled 'Currently in use by back of house service' for the duration of this task. It is recommended this signage be placed in the lift to indicate it is being used for waste collection or, if able, locked to the floor where waste removal is occurring.
- Prior to exiting the floor and entering the lift, staff are to remove any PPE worn except the surgical mask and eye protection (goggles) and placed the used PPE the general waste bin and undertake hand hygiene.
- Once the entire process has finished for the hotel, the lift should be cleaned as per lift cleaning processes.
- Staff must not touch their faces or other surfaces between bag collections.
- Guests will return their room general waste bin to their room after waste has been collected.

If a waste bag is not tied off:

- Staff to put on gloves to collect waste and place in fresh bag.
- Tie bag and place in wheelie bin.
- Remove gloves and place in bin.
- Perform hand hygiene and continue process as above.

1. Process of Meals and Beverage Servicing:

a. Basic Service Concept:

Under the extant arrangement, The Hotel will cater three (3) meals per day, i.e., breakfast, lunch and dinner. Meals and beverage services will be administered by hotel staff. Hotel staff is also responsible for meals and beverages catered by the hotel out of normal business hours. The staff will carry out services in accordance with the extant COVID Safe Plan and Queensland Health direction.

b. Food Preparation and Packaging:

Meals will be prepared in the hotel kitchen in accordance with extant Hazard Analysis at Critical Control Point (HACCP) and COVID safe requirements. Meals will be packed in single-use disposable boxes, and cling-wrapped to meet the HACCP protocol whilst reducing the risk of contamination. Eating utensils, cutlery and washing up liquid will be pre-positioned in each room prior to guests commencing the 14 days individual quarantine, eliminating the risk of transmission through handling of contaminated equipment.

c. Food Collection Point (FCP):

A FCP will be setup to mitigate any risk of wait staff coming into contact with the staff directly involved with food preparation or packaging. Meals at the FCP will be clearly labelled by floor. For example, at the Mercure Hotel, the food will be clearly marked as 'Mercure – Floor XX'. Waiting, packaging and kitchen staff will practice hand-hygiene in accordance with extant Queensland Health COVID-safe and HACCP requirements. Wait staff will ensure PPE is ditched on return from delivery and delivery carts are sanitised prior to the re-entering FCP for further meal deliveries.

d. Method of Delivery:

Meals will be transferred from the FCP to the target floor via the service elevator. Delivery of meals will be via Aspen Medical dedicated service lift and carried out by a floor at a time. Hotel staff will place meals at the door of each room, then announce via hotel floor public announcement system for guests to:
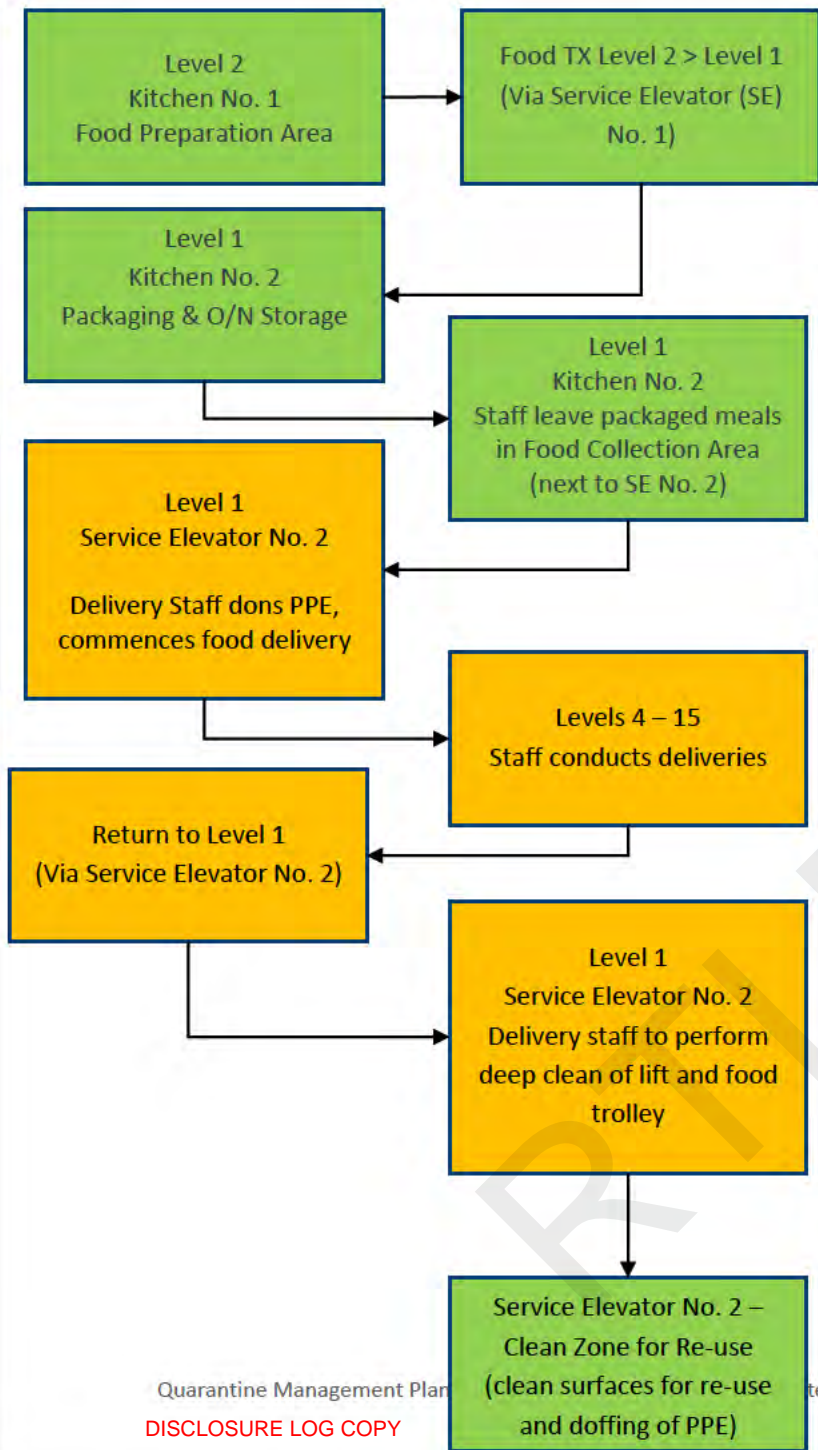
- Wear their issued mask, close all external doors and windows and turn on their bathroom exhaust fan with their bathroom door remaining open
- When prompted by the PA system, open their door by odd numbers then even numbers (to avoid simultaneous opening of doors)
- Collect their meal, and
- Close the door immediately after collecting their meal

Detailed cleaning will occur to ensure the lifts are clean after each individual use.

Aspen Medical staff will have dedicated access to floors from their back of house lift and one of three front of house lifts. The remaining two front of house lifts will be locked preventing access to all floors other than ground level and level 16 (16 Antlers Roof Top Bar). Routine cleaning will occur on all lifts to counter any risk of cross-contamination.

e. External Meals:

An Aspen Medical Control Point will be setup in the foyer of each hotel. Any external meals delivered by service providers such as Uber Eats will be consolidated at the Guest External Services Drop-off Area and delivered one meal at a time to reduce any risk of cross-contamination between guests and Aspen Medical and Hotel staff. Aspen Medical staff will strictly practice hand-hygiene in-between deliveries.

Flowchart (left column)

```
Level 2
Kitchen No. 1          →    Food TX Level 2 > Level 1
Food Preparation Area        (Via Service Elevator (SE)
                              No. 1)
        ↓

Level 1
Kitchen No. 2
Packaging & O/N Storage →   Level 1
        ↓                    Kitchen No. 2
                             Staff leave packaged meals
Level 1                      in Food Collection Area
Service Elevator No. 2       (next to SE No. 2)
                                    ↓
Delivery Staff dons PPE,
commences food delivery →   Levels 4 – 15
        ↓                    Staff conducts deliveries
                                    ↓
Return to Level 1
(Via Service Elevator No. 2) ←
        ↓
                             Level 1
                             Service Elevator No. 2
                             Delivery staff to perform
                             deep clean of lift and food
                             trolley
                                    ↓
                             Service Elevator No. 2 –
                             Clean Zone for Re-use
                             (clean surfaces for re-use
                             and doffing of PPE)
```

Notes:

1. Service Elevator No. 2 is to be classed as Dirty Zone on commencement of Food Delivery

2. Staff member are to sanitise hands prior to re-entering the lift post-delivery of meals on each floor.

3. A P2 or N95 respirator (mask) and eye protection (goggles) must be worn as the minimum PPE prior to commencement of food delivery.

4. Delivery Staff may continue transit onto other floors until deliveries are complete.

5. Practice hand-hygiene between each meal delivery.

6. Staff may retain same mask and goggles when transiting between floors in the Dirty Zone, provided such transit does not require access through a Clean Zone.

7. Service Elevator is classed as Dirty Zone on return to Level 1.

8. Food Delivery Staff to perform deep clean on the Service Elevator.

9. Dispose off mask and cleaning gloves as contaminated waste.

10. Clean goggles and retain for future use.

11. Service Elevator deemed as Clean Zone on completion of deep clean.

Level 2 - Kitchen No. 1

Level 1 - Kitchen No. 2 – Food Cooling Area

Level 1 - Kitchen No. 2 – Packing and Storage

Level 1 - Kitchen No. 2 – Packing and Storage

Service Elevator No. 2

Level 1 – Food collection Area

3.6   Security Measures

Details of the security provider	In your response below include the name and contact details of the security provider. Note: security must be arranged in coordination with the Queensland Police Service.
	Response Building security will be undertaken by MSS. Full details in security plan. **Appendix 5 – Security Plan**
Details of security measures taken to ensure adequate security	**Mandatory Requirements** Security must be provided at all times during quarantine to ensure compliance with the Quarantine Management Plan.
	In your response below, provide: • security protocols to be followed • protocols for breach of quarantine measures and how these will be dealt with
	Response Please refer to the building security plan. **Appendix 5 – Security Plan**

PART 4 – Other

4.1   Managing mental health and wellbeing

Mandatory Requirements The Plan must include protocols for managing the well-being of people in quarantine and staff.
In your response below, include details of the measures taken in regard to: • training and support for managing psychosocial risks • access to mental health and counselling services for staff and individuals

Queensland Government

Details for managing well-being of quarantined persons	**Mandatory Requirements** The Plan must include protocols for managing the well-being of people in quarantine and staff.
	In your response below, include details of the measures taken in regard to: • training and support for managing psychosocial risks • access to mental health and counselling services for staff and individuals
	Response Aspen Health will be engaged to provide health services to ensure the well-being of people in quarantine and staff which includes hotel staff and private security provider. A dedicated officer on-site will work with the hotel provider and organisations managing the quarantine cohorts in provision and management of non-urgent medical and health matters. A telehealth service will also be implemented for quarantined individuals.

4.2   Hygiene practices

Details of health and hygiene practices	**Mandatory Requirements** The Plan must include hygiene and sanitization protocols, including the measures taken to ensure adequate supply of hygiene facilities and promotion of good hygiene practices.
	In your response below, include: • measures to maintain physical distancing and occupant density requirements • measures to ensure availability of appropriate hand washing facilities and sanitiser • promotion of good hygiene practice • protocols for health professionals (e.g. sports physiotherapists)
	Response **Reference:** **A. Queensland Health end-to-end quarantine manual V4.4** 4.2.1 As per E2E QM (5.1.2) hand sanitiser will be established at all entry points to the quarantine Hotel and at regularly used areas such as lifts, staff common areas, hotel foyer and toilets. Hand hygiene signage will also be displayed at each hand sanitiser station demonstrating correct procedures. 4.2.2 Disinfectant wipes (2-in-1) will be available at each workstation, including lifts, with cleaning being conducted before and after use and at regular intervals throughout the day. 4.2.3 Emergency PPE response bags that are security sealed will be established outside lifts and stairwells on all accommodation levels. These individual bags will include spare P2 N95 masks, face shields, gloves and apron. Security seals will be checked weekly by CSMs. 4.2.4 Guest are to be instructed that prior to opening their room door they must sanitise their hands and put on a surgical mask, close all external doors and windows, and turn on the bathroom exhaust fan (leaving the bathroom door open). Signage, as per E2E QM

Signage Package, will be placed inside each guest room doors and within their welcome pack.

4.2.5 Aspen Medical will:

d. ensure its workers who enter a designated (Dirty or red) zones are fit tested for a PFR or P2/N95 respirator; and
e. ensure its workers are trained in how to perform fit checking; and
f. ensure its workers wear a PFR or P2/N95 respirator at all times when in a designated zone.

Surgical masks will be utilised by non-fitted Hotel and Aspen Medical staff not after 15 June 2021 as per CHO Operational protocol for COVID-19 testing of quarantine facility workers and other requirements (version 6)

Aspen Medical will ensure all quarantine facility workers within the Hotel must have started the vaccination process or have been vaccinated to continue working within the Hotel (Mecure) or before commencing work at the facility.

Risk and Hotel Zoning

4.2.6 To enable all staff (including non-health staff) to be able to easily identify the different zones within the hotel and what PPE they should be wearing, the quarantine hotels are divided into two zones.

4.2.7 The naming convention for these zones has been kept simple, they are called the 'dirty zone' (red zone) and the 'clean zone' (green zone).

4.2.8 Hotel zoning considers three risk levels and has aligned the PPE and actions required accordingly:

- **High risk** – an activity in the dirty zone that requires face-to-face (<1.5m) interactions between workers and guests, such as the collection of swabs.
- **Medium risk** – any activity in the dirty zone of the quarantine facility including delivery of items to a guest door or the collection or handling of waste or other potentially contaminated objects from a guest room or during the arrivals and transport phases where there is a transit of travellers to a destination. No face-to-face contact occurs with quarantined guests, physical distancing of 1.5m to be maintained.
- **Low risk** – the clean zone where no interaction with quarantined guests or their waste or contaminated items occurs.

4.2.9 The PPE requirements for each level of risk are:

Identified risk level and zone	Description of risk	Agency involved	Minimum PPE and actions required for identified risk level
High risk	• Face-to-face (<1.5m) interactions between workers and quarantined guests	• Queensland Health • Pathology collection	• Fit checked P2 or N95 respirator (mask)

	Dirty zone	• Usually to perform a procedure such as the collection of swabs • Should only ever occur after all other options to carry out the task have been considered • Providing care or transfer of a case	• Aspen Medical • QPS if acute behavioural disturbance	• Eye protection (goggles) • Fluid resistant long sleeve gown • Disposable apron • Gloves • Hand sanitising • Physical distancing • Pathology agencies as per their own organisation protocol
	Medium risk **Dirty zone**	• During the arrivals process at an airport or hotel and transport phases where there is guest and staff interaction • Any activity in the dirty zone of the quarantine facility including delivery of items or the handling of waste or other objects from a guest's room • Contaminated items must be placed in the final receptacle (bin or skip) at the point of collection on the guest floor	• Aspen Medical Staff • Hotel staff	• P2 or N95 respirator (mask) • Eye protection (goggles) • Hand sanitising • Physical distancing • See activity cards under Ref A (E2E QM) for more detailed PPE requirements for each task.
	Low risk **Clean zone**	• No interaction with quarantined guests or their waste or contaminated items occurs.	• All external agencies (QPS, Aspen Medical, Queensland Health) • Hotel staff, external contractors & delivery staff	• Hand sanitising • Physical distancing

4.2.10 The clean zone will designate any floor that does not house quarantined guests and may include the foyer and back of house areas on floors where guests are **not** located, and areas where Aspen Medical and Hotel staff are working. Clean zones will be designated as dirty zones when guest transit through these areas, such as the foyer during arrivals.

4.2.11 After the hotel arrivals process is complete, the area is considered a dirty zone and must be cleaned immediately to remove the potential for transmission of COVID-19 and revert it to a clean zone. This area should not be used for any other purpose until this clean has occurred. These dirty zones will only be re-zoned to clean once the area is cleaned as per **Hotel Quarantine Activity Card 13: Cleaning after arrivals and three time routine clean.**

General principles for cleaning staff

- This cleaning should not occur while there are travellers in this area.

- If cleaning must occur, COVID Safe Monitor must escort the cleaner to the area that requires cleaning, ensuring that all infection control procedures are adhered to.

- No other arrivals or staff should enter the area until the clean is complete, if other workers must enter the area, appropriate PPE should be worn.

- PPE worn for protection from any cleaning products used should continue to be used (e.g. goggles to prevent chemical splashes)

- Once the area has been entered, cleaners must not adjust their face mask or eye protection (goggles) and avoid touching their face.

- All staff are reminded about the importance of physical distancing and regular hand hygiene.

- Cleaners' surgical masks should be either on or off completely and not dangle from their neck. The mask always needs to cover both nose and mouth.

Cleaning after the airport arrivals process

Arriving to area for cleaning:

- Cleaner is to put on new PPE (gloves, apron, eye protection [goggles] and mask) to clean the area used for the arrivals process. This PPE should also be used in the routine clean as lift dirty zone.

- Cleaner is to ensure that hard surfaces and frequently touched surfaces (those surfaces that are most likely touched by guests such as railings, bench and tabletops and handles) are thoroughly cleaned.

- All other areas that are normally cleaned should continue to be cleaned, including the floor mopped at the end.

- Cleaning should occur in a systematic manner to ensure that no parts that require cleaning are missed, i.e. start at one selected point and clean in one direction.

- Lifts are to be cleaned using the cleaner and disinfect all hard surfaces in the lift from approximately roof height to floor height, paying particular attention to handrails and buttons.

- A T-bar/ mop handle with frame should be utilised for these cleans. A disposable microfiber wet mop pad (soaked in an approved 2-in-1 cleaner ensuring the correct contact time is met) is the best practice as allows height and can ensure all areas

- covered. 2-in-1 wipes maybe required for the rails and buttons. Ensure lift doors and inner/outer frame included.

- Cleaning of lift floor and foyer floor can likewise be done with a T-bar and soak mop pad. When soaked wipe becomes dry replace with another pad.

- After using the T-bar mop ensure cleaned at point of use, remove used pad, lean mop on outer door frame of lift, remove gloves, perform hand hygiene, spotter hands over a 2-in-1 start cleaning mop at top of handle and work way down to where pad was, perform hand hygiene again and using another 2-in-1 wipe clean area where mop was against door frames and floor.

- After this lift clean the processes as below for PPE changes/removal. A cleaning trolley dedicated to these cleans is ideal and two person system is the preferred method where one hotel staff member is cleaning the areas 'dirty' and other hands over products/wipes and spots the dirty worker to ensure no breaches.

- Cleaning 2-in-1 of the designated bathroom should ensure that doors, benches, basins, taps, cisterns, toilet seat and bowls and any other area that might have been touched by a guest are thoroughly cleaned.

- Cleaner is to dispose of PPE in general waste before leaving that area:

    - disposable surgical mask

    - single use latex or nitrile gloves

    - disposable plastic apron

    - note cleaners clothing should be washed daily.

- Waste generated during cleaning and the arrivals process should be removed and disposed at the end of the clean

- Reusable eye protection (goggles) should be cleaned with a 2-in-1 wipe before allowing to air dry and being stored (see safely removing PPE below).

PPE changes:

- General waste bins and hand sanitiser should be readily available in a location that is accessible for the cleaner to dispose of their PPE without touching any other surface, e.g. a door handle.

- The cleaner should follow the process for the safe removal of PPE then put on a new set of PPE.

Safely removing PPE:

Care should be taken when removing PPE as the outside may be contaminated:

    - Open the wheelie bin lid.

    - Peel back your gloves first and ensure the outside of the gloves does not touch anything. Place in the general waste wheelie bin.

    - Sanitise hands.

    - Remove your goggles and wipe over with a 2-in-1 disinfectant wipe, place wipes in bin

    - Sanitise hands.

    - Remove your mask and place in general waste.

- Sanitise hands.
- Remove your apron and place it in general waste.
- Sanitise hands.

Cleaning products:

- Cleaning of hard surfaces should be done using either:
- A cleaning and disinfection procedure in two steps:
- First clean with a detergent, then follow with a disinfectant listed by the Therapeutic Goods Administration (TGA) with specific claims against COVID-19 or a 1:1,000PPM sodium hypochlorite solution.
- A 2-in-1 step process: Use a product that cleans and disinfects at the same time. Any hospital-grade TGA-listed disinfectant that has specific claims against COVID-19 is suitable if used according to manufacturer's instructions.
- Where cleaning wipes are used a 2-in-1 cleaning and disinfectant product should be used.
- Disinfectant solutions should be made fresh daily and gloves should be worn when handling and preparing solutions.

Cleaning the cleaning equipment:

- Cleaner is to put on new PPE as below to clean the cleaning equipment in the back of house area:
  - surgical mask
  - goggles to avoid splashes
  - single use latex or nitrile gloves
  - disposable plastic apron
  - note cleaners clothing should be washed daily.
- Cleaning equipment, including mop heads and cloths, should be laundered in hot water and completely dried before reuse. Using a disposable microfiber wet mop pad can avoid the need to have mops laundered.
- Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of cleaning and/or disinfectant solution and allowed to dry completely before reuse.
- The Hand sanitiser bottle and pump should also be wiped over during these cleans.

4.2.12 The VHM of each Hotel will designate clean and dirty zones as per **Hotel Quarantine Activity Card 1: Hotel zoning.**

4.2.13 The following zoning is to be applied across the hotels:

Dirty Zones

- Dirty zones commence on entry to lift or stairwells that lead onto guest floors. The dirty zone includes all areas of the areas on this floor including corridors, back of house rooms, guest room doors, handles, and the insides of guestrooms. It also includes back of house areas where waste is waiting to be collected by third party providers, e.g. linen, general waste from guest rooms etc.

- PPE and infection control actions: Staff to hand sanitise and put on a surgical mask and eye protection (goggles) immediately prior to entering the dirty zone (lift or stairwell).
- PPE stations must be available on each floor in the lift (stair) lobby for immediate access.

Clean Zones

- Includes hotel foyer and functional areas that are not on a guest floor and do not house items such as dirty linen or waste, e.g. dock holding areas.
- No PPE is to be worn in clean zones, unless circumstances require, e.g. provision of care by QAS staff to guests.
- Remove PPE, except the surgical mask and goggles, at the PPE station on the guest level, before entering the lift or stairwell to leave the floor.
- Upon arriving at the clean zone:
  - sanitise hands
  - remove your goggles and wipe over your own goggles with a 2-in-1 disinfectant wipe, place wipes in bin, place goggles in a clean area to take with you
  - sanitise hands
  - remove your mask and place in general waste
  - sanitise hands
  - always keep your cleaned goggles with you.

4.2.14 All staff entering a dirty zone are to wear, at a minimum, P2 or N95 fitted face mask and eye protection (goggles) and must remove this when exiting the lift into the clean zone. All other PPE is to be removed prior to exiting the guest floor (ie: COVID swabbing tasks, QAS etc).

General principles on arrival

4.2.15 All Hotel guest arrivals are to be conducted as per **Hotel Quarantine Activity Card 2: Arrival process** and is detailed below:

- The quarantine hotel arrivals process is a multiagency partnership approach to manage guests checking in to hotels safely.
- Hotel arrivals must be managed in a timely, orderly and coordinated approach, while maintaining a reasonable flow of guests to achieve physical distancing (1.5m). The process should involve a staggered but timely offloading from buses, this limits the numbers of guests in the hotel foyer or waiting in lines at any one time.
- All staff are to treat each other and all guests with respect and compassion.
- The COVID Safety Monitor are to be on-site for all arrivals, a role with leadership capabilities to engage and work with partners and to immediately problem solve any infection control issues.
- All guests are to be briefed on arrival by the VHM of the requirements to meet quarantine compliance.

Quarantine hotel arrivals PPE

- All staff must maintain physical distancing, practice hand hygiene and wear surgical masks and eye protection (goggles).
- All guests must maintain physical distancing, practice hand hygiene and wear surgical masks
- PPE stations will be placed at key locations, see Quarantine hotel arrivals plan (Figure 2).

Multiagency team briefing

All staff involved in quarantine hotel arrivals processes will attend a cross-agency team briefing lead by the OIC and the VHM prior to arrivals. The following briefs are to be conducted:

The VHM is responsible for providing oversight of the facility to ensure compliance with standards, procedures and processes by all stakeholders at the Mercure Hotel. The VHM will brief all teams regarding:

- PPE requirements, application and use
- what an infection control breach is and what to do if a breach occurs
- who the COVID Safety Monitor is and what their role is.
- All staff are to be reminded to look out for each other, in terms of PPE or other safety breaches.

The Hotel OIC will brief the team regarding:

- general security issues and concerns.

Task briefings

- The VHM is to brief all staff in their key role and the task they are undertaking prior to any guest arrivals, with roles and responsibilities made clear, including clearly defined infection control instructions.

Zoning changes for quarantine hotel arrivals

- The area utilised for the arrivals process (Mercure – loading dock) will be normally zoned a clean zone.
- For the purpose of quarantine hotel arrivals these areas will be reclassified as a dirty zone where the minimum PPE required is a P2/N95 mask and eye protection (goggles).
- Post arrivals this area will be cleaned and reverted to a clean zone. Cleaning will be undertaken by hotel staff in accordance with requirements outlined in the Qld Health End to End Hotel Quarantine Manual, including cleaning products.

Zone cleaning after arrivals

- Immediately following the arrivals process, the dirty area (e.g. foyer) will be cleaned as per **Hotel Quarantine Activity Card 13: Cleaning after arrivals.**
- Arrivals waste, typically paperwork and used surgical masks, can be disposed of in the general waste.

Toilet use during quarantine hotel arrivals

- While ideally guests should use the bathroom in their rooms, they may have a need to use the foyer bathroom during the quarantine hotel arrivals process.

- The quarantine hotel arrivals team must identify a toilet adjacent to the processing area for guests to use. This toilet should not be accessible to the general public and staff.
- Travellers will be escorted to and from this toilet.
- Bathrooms are to be cleaned between each use by hotel staff.
- Cleaning of the designated bathroom should ensure that doors, benches, basins, taps, cisterns, toilet seat and bowls and any other area that might have been touched by a traveller are thoroughly cleaned using standard hotel bathroom cleaning products.

PPE acquisition and use

- Aspen Medical will provide suitable PPE to undertake their role.
- Aspen Medical is responsible for the acquisition, distribution of enough PPE for the PPE stations for staff to access.
- During arrivals all guests must wear surgical masks.
- Staff are to wear P2/N95 masks and eye protection (goggles). Goggles need to be:
  - labelled clearly with the staff member's name
  - cleaned only by them with 2-in-1 disinfectant wipes after use.

Guest Briefings

4.2.16 The OIC Hotel is to board the bus wearing PPE, prior to guests disembarking and brief them on the following topics:

- Outline quarantine principles and thank them for their engagement.
- They are now entering hotel quarantine and must not leave their rooms for the next 14 days, provided a negative result day 12 COVID-19 test is returned, or until authorised to leave by the Queensland Chief Health Officers or Delegate.
- They cannot leave their rooms without an exemption approved by the Queensland Chief Health Officer or Delegate. If they have an exemption, they will be escorted by Aspen Medical staff from their room to an awaiting government approved vehicle.
- Fresh air and wellness walks are prohibited.
- They must wear a surgical mask on whenever they are requested to open the doors to their rooms and maintain physical distancing of 1.5m.
- Smoking and vaping is prohibited in the hotel. If they smoke inside the room they may incur substantial cleaning charges.
- They will receive meals, linen and cleaning products delivered for them to self-manage their rooms. More information is provided in the guest information pack in their room.
- They are to place their bathroom exhaust fan on, close all external doors and windows, hand sanitise and wearing a surgical mask before opening their door to collect and or drop items outside.
- There is a welcome & meal pack in their room for their reference, it will outline more information about how to manage their time in quarantine, including their health and wellbeing and the testing requirements.
- They are asked to call reception for assistance and or further information.

Arrivals process

- Guests are to disembark as per the order determined by Aspen Medical staff.

- They must collect their own luggage and not touch luggage belonging to others.

- Aspen Medical staff will provide them with a clean surgical mask to wear prior to entering the hotel.

- They must be reminded to keep their surgical masks on over their mouth and nose and maintain a 1.5m physical distance.

- They will be greeted by Aspen Medical staff and requested to have their Quarantine Direction documents available for inspection from safe distance on the reception desk. For recording purposes, Aspen Medical staff will take a photograph of the Quarantine Declaration using an issued iPad.

- Guests will undergo a brief health screening (few questions) by the VHM regarding their health and any major concerns if a health assessment has not yet been completed.

- They will be assigned a room and be given directed to the service lift where they will be meet by the lift attendant to their rooms.

Unloading luggage

- Guests are to unload luggage from the bus to the designated area beside the bus.

- Guests must take their own luggage from the luggage area adjacent to bus; this is to be done one room at a time.

Hotel entry control point and hand sanitiser

4.2.17 To control flow of guests into hotel for check-in and ensure all guests are to sanitise their hands upon entry and physical distancing is maintained.

Health Screening

4.2.18 On arrival at the table, the VHM will introduce themselves, explain the purpose of the brief health screen, ask a few key questions and document guest answers, bearing confidentiality in mind.

Questions include:

- Do you have any pre-existing health issues such as allergies, mobility issues or medical conditions?

- Have you had any wellbeing or substance abuse treatment?

- Do you have any of the following medical devices with you (nebuliser, CPAP, BiPAP, cough assist device or high flow oxygen)?

- Do you have any current illnesses or medication/prescription requirements? If yes, do you have enough for the next 14 days? (VHM to determine if medications are required in the next couple of days and advise Enoggera Health Centre).

- Do you need to see a General Practitioner?

- Do you have hand sanitiser with you? (if not, provide)

- Are you a smoker? If yes, did you bring nicotine replacement medication / patches and provide advice that smoking or vaping is not allowed in rooms.

- Do you use a machine for sleep apnoea, e.g. CPAP mask?

- Do you have asthma, and do you use a Ventolin nebuliser?

- (for both of the above we will follow up with you the best approach while in hotel quarantine as you **CANNOT** use these devices whilst with us)

- Do you have COVID-19 symptoms (sore throat, runny nose, diarrhoea, loss of smell and/or taste, cough, shortness of breath, fatigue, vomiting or nausea)? Guests with COVID-19 symptoms require testing. These guests should have been identified at the airport with COVID-19 symptom screening but may have slipped through. Separate such guests and arrange QAS transport to hospital immediately after the arrivals process has finished.

Infection control shift briefings

4.2.20 The VHM is to conduct the infection control shift briefings which are to occur on both the day and evening shift and prior to any arrivals. They are mandatory for staff who work on-site and will provide ongoing training in, and reinforcement of, good infection prevention and control practices. Attendance is mandatory for on staff with duties involving face-to-face interactions with guests.

All hotel and private security provider staff must complete the Queensland Health Infection Control training online.

4.2.21 The following briefing topics are to be discussed:

Biology and transmission

- COVID-19 is caused by the virus called SARS-CoV-2 which is spread by respiratory droplets.
  These droplets are expelled when an infected person coughs, sneezes or speaks. COVID-19 is highly contagious, with transmission appearing to occur through respiratory droplets, aerosols and direct and indirect contact. While droplets are large enough to fall to the ground in a timely fashion, aerosol particles are small enough to remain airborne for several minutes and transmission may occur at a distant time or place.
- You can catch COVID-19 by having your mucous membranes (eyes, nose, mouth) in contact with these droplets. This can happen if you:
  - are within 1.5m of an infected person and they do not have a mask on
  - touch contaminated surfaces
  - do not perform hand hygiene and then touch your eyes, nose or mouth.
- There is evidence that COVID-19 can survive for up to 72 hours on hard surfaces, hence the possibility of transmission through contact with contaminated surfaces.

Infection prevention and control

There are four major ways to minimise the risk of spread of COVID-19 in this hotel environment:

- wearing surgical masks and eye protection (goggles)
- regularly sanitising hands and not touching face
- physical distancing
- routine cleaning of surfaces.

P2 N95 masks:

Staff are to wear P2 N95 masks whenever contact with a guest is likely. To wear a mask effectively, ensure the following:

- coloured side faces out (blue side outside or colour to the outside)
- flexible strip at the top of the mask pinched over nose to improve seal
- bottom edge pulled down and under chin
- when removing masks, minimise contact with body of mask by untying the ties/loops and dropping mask into bin.

Eye protection (goggles):

Staff are to also wear eye protection (goggles). Goggles need to be:

- labelled clearly with the staff member's name
- cleaned **only by them** with 2-in-1 disinfectant wipes after use
- taken off only at the completion of the arrivals process or entering a clean zone:
  - Sanitise hands.
  - Remove your goggles and wipe over your own goggles with a 2-in-1 disinfectant wipe, place wipes in bin, place goggles in a clean area to take with you.
  - Sanitise hands.
  - Remove your mask and place in general waste.
  - Sanitise hands.
  - Keep your cleaned goggles on you at all times.

Hand sanitiser:

- If a quarantine worker is required to knock on the door of a guest room, they will immediately sanitise using the provided alcohol based hand rub.
- Hand sanitiser is to be used frequently and after every contact with a guest, guest property or any surface that may be contaminated, e.g. after touching food item delivery.
- Hand sanitiser is located at the entrance, as well as throughout the hotel on all PPE Stations and in lifts.
- Ensure all areas of the hands are sanitised including hard-to-reach areas such as nail beds (refer to instructional posters on hand hygiene located prominently throughout the hotel).
- Frequent hand sanitising will reduce the risk of environmental transmission to your mucous membranes.
- Sanitise hands on entry and exit to hotel, and after touching face, nose and surfaces.
- Gloves are not required in hotel quarantine in clean zones unless handling waste or body fluids. Gloves are not recommended for routine interactions. If gloves are worn, good hand hygiene is unable to be performed, so multiple surfaces including oneself is at high risk of being contaminated.
- Zoning and PPE use relevant to clean and dirty zones are important, see **Hotel Quarantine Activity Card 1: Zoning.**

Physical distancing:

- Always encourage guests to stand back at a distance of 1.5m or more.
- Utilise the environment to assist in creating safe barriers, e.g. table or bench.

Frequent cleaning of surfaces is important:

- Regularly clean/wipe down shared items such as laptops and phones with 2-in-1 disinfectant wipes.
- Wipe down with 2-in-1 disinfectant wipe any surface that has come into contact with a guest, e.g. check-in tables.
- Use 2-in-1 disinfectant wipes which are safe on computers, keyboards and phones to clean surfaces.

Examples of situation specific precautions:

- Foyer:
  - Remind staff to maintain a 1.5m physical distance.
  - Sanitise hands.
  - Keep work areas clean.
- Guest floors and lifts:
  - Adhere to zoning rules, sanitise hands and dispose of PPE correctly prior to entering clean zones.
  - Always wear P2/N95 mask and eye protection (goggles) in lifts or on guest floors.
  - Maintain a 1.5m physical distance between people.
  - After contact with surfaces on the guest floors, e.g. door handles, sanitise hands.
  - Sanitise hands before entering lifts.
- When entering the clean zone from a dirty zone:
  - sanitise hands
  - remove your goggles and wipe over your own goggles with a 2-in-1 disinfectant wipe, place wipes in bin, place goggles in a clean area to take with you
  - sanitise hands
  - remove your mask and place in general waste
  - sanitise hands
  - keep your cleaned goggles on you at all times.
  - Get tested if showing any COVID-19 symptoms.

Hotel quarantine infection control audits

4.2.22 Hotel quarantine infection control audits are to provide assurance that a risk management approach to infection control is in place, and that all processes are robust and clearly understood. A breach of quarantine infection control will be immediately reported to the Metro North Public Health Unit.

4.2.23 The VHM will complete audits on a daily, weekly, and on an ad-hoc basis (see below). The Aspen Medical will organise for some audits to occur across the hotel and independent assurance processes to also be in place.

The VHM will undertake:

- Infection control briefing log audit (daily) – review attendance and topics covered and ensure all workers on-site have attended.
- Arrivals audit (weekly) – review each task and ensure that infection control requirements are in place and being achieved.
- Zoning audit (weekly) – review use of PPE in zones, adequacy of signage and staff knowledge of zones.
- PPE station audit (weekly) – review adequacy of PPE stations each floor, as well as outside all lift lobbies.
- Review the use of the Don and Doff rooms- adequacy for instructional signage, cleaning and waste handling and removal.
- Pathology and PPE trolley cleaning audits (weekly) – review adequacy of trolley cleaning, stocking and risk of cross-contamination.

VHM will undertake:

Housekeeping audits () – COVID Safe Officer to meet with hotel staff and review:

- waste removal process, linen handling and management, food waste handling from rooms, cleaning process post-checkout and cleaning of common areas e.g., post-arrivals.
- the back of house holding areas to determine they are zoned appropriately with correct PPE use.
- other audits () – COVID Safe Officer staff to review the arrivals process, the process for moving a guest from their room and the swabbing process etc.

Movement of positive guests from hotel to hospital (or elsewhere) and management of their luggage

4.2.24 COVID-19 Compliance will be immediately notified by the quarantining cohort lead of any COVID-19 test results returning positive. All movement of COVID positive guests are to be done under strict direction of Metro North HEOC and undertaken by QAS. This activity covers the journey from the guestroom to an awaiting vehicle for transport to another location.

General requirements for staff who are attending guest floors

- Prior to entering the lift in a clean zone all staff are to undertake hand hygiene and place on a P2 or N95 respirator mask and eye protection (goggles).
- Prior to exiting the floor and entering the lift, staff are to remove any PPE worn except the P2 or N95 mask and eye protection (goggles) and place the used PPE the PPE waste bin and undertake hand hygiene.
- Upon exiting a dirty zone staff must:
  - sanitise hands
  - remove your goggles and wipe over your own goggles with a 2-in-1 disinfectant wipe, place wipes in bin, place goggles in a clean area to take with you
  - sanitise hands
  - remove your mask and place in general waste

- sanitise hands
- keep your cleaned goggles on you at all times.

- Staff must not enter guestrooms while guests are in residence, unless in an emergency, in which case the COVID Safe Monitor will provide advice and supervise.
- Staff must not wear PPE between floors and must undertake hand hygiene before entering and using the lifts.

Scenario - Moving a COVID-19 case from hotel to hospital or moving a guest from hotel to hospital (guest requiring emergency treatment/ care).

- When a guest is confirmed as a positive case, Metro North HEOC will coordinate with the VHM for the movement of the positive case from the hotel to hospital via QAS.
- VHM to monitor status of guest by calling to check if they are symptomatic/ unwell or asymptomatic.

Egress with guest:

- The QAS will attend the venue and will park initially at the front to the hotel. The team are to work with the VHM to determine a discreet collection point for the guest. Noting once the QAS have attended the guest floor their PPE is considered dirty, so where possible it is recommended the guest be taken via the basement to a waiting vehicle and not through the main foyer of the hotel. Note a well guest can walk escorted by QAS through the basement or taken on a QAS trolley as required to an awaiting QAS vehicle.
- In an emergency if it is deemed critical that a positive guest must transfer through a clean zone (foyer), all staff will need to be in masks and goggles and the foyer will need to cleaned following this.

Guest assessment:

- If the case is unwell or symptomatic, QAS staff will attend the guest room wearing PPE as per their protocols. QAS will assess the guest and determine the best mode of movement of the guest from their room to the ambulance either self-mobilising or on a stretcher or chair
- If mobile determine if they require QAS assistance or supervision in the lift.
- This can be facilitated by a physically distanced discussion at the guest's door.
- The VHM is responsible for coordinating the transfer of a COVID-19 positive person to hospital in consultation with the OIC Hotel and providing infection control advice to QAS, QPS and hotel staff as required. They should ensure all parties are aware of the pending transfer.
- If the notification of a positive case is received by the VHM outside of routine shift hours and the health of the person does not require immediate transportation, it is recommended the transfer is delayed until a full Aspen Medical staff complement is on-site. However, if the guest is unwell then the transfer would be coordinated with QAS supported by Aspen Medical.

Principles:

- No staff member travels in the lift with the guest, unless the guest requires medical support. The guest must be moved utilising a two person lift movement (see below).
- It is recommended that the lifts should be locked off so all that is needed is the swipe card used to select ground floor and it shouldn't stop anywhere else.
- If guest is unwell and transfer/supervision is required by QAS (in full PPE as per their protocol), guest must be moved utilising a two person lift movement (see below).
- Only QAS travel with the guest in the ambulance if QAS determine this is required.
- Aspen Medical staff can be included as observers for security purposes. COVID Safe Monitor should ensure correct PPE is used.
- VHM will coordinate the QAS transfer with QAS and ensure QAS staff are aware the guest is a COVID-19 case and relevant history.
- QAS will attend guest room (hallway) and determine the best course of movement of the guest (as per above), if the guest can self mobilise and does not require supervision, the guest will be transferred via the lift using the 2 person guest movement below.
- VHM and QAS are to ask the guest to walk directly from their rooms to the lifts, supervising this to ensure no surfaces are touched along the way. If any hard surface eg wall or rail is touched this will need hotel services to clean as per the below.
- Transport should be via a dedicated discreet entrance and exit (e.g. via basement). If utilising a clean zone as part of the route, this will need to be cleaned following guest movement. QAS should not enter the room unless it is clinically indicated.
- Staff should have hand sanitiser available throughout the transfer and escort process.
- Guests hand sanitise on exiting their room.
- Guests are to stay 1.5m away from staff escorting them.
- QAS are to advise the receiving hospital (via normal protocols) they are inbound with a Covid-19 positive patient.

Two person lift movement of a guest

To ensure the above principals are met, two staff are to undertake the following movement of a guest from their room to the awaiting vehicle.

Who will be needed:

- QAS may request Aspen Medical assistance to accompany them in the lift.

PPE:

- Guests use hand sanitisers on leaving their room and wear masks at all times.
- All staff wear P2/N95 masks and eye protection (goggles), QAS as per QAS protocol.

Pre-process steps:

VHM to contact guest via phone and advise guest to:

- pack essential belongings for a 14-day hospital stay with a maximum weight of 10kg (as per QAS protocol), noting it is unlikely the guest will have access to their other luggage while in hospital.
- pack all belongings in to bags and leave excess luggage in room. This luggage will be managed as per Table 1.
- check if guest is symptomatic or unwell to determine if QAS need to attend the guests room for escort guest. QAS may determine this upon arrival at the room and from a physically distanced discussion at the guest door.
- advise that staff (QAS, Aspen Medical) will be in attendance shortly to escort them to the vehicle (QAS)
- advise them to sanitise their hands and to put on mask.

Sending role (P1):

- Location: on the guestroom floor
- P1 will go up to guestroom, knock on door and request guest to place mask on prior to opening door.
- At this point P1 will determine if they need to place guest on stretcher or if guest can walk unaided.
- While observing a 1.5m physical distance, P1 directs guest to lift, advising them not to touch any surfaces and to stand in the centre of lift.
- When the lift opens, P1 will press lift button and step away.
- Once guest has left, P1:
  - sanitises hands
  - removes goggles and wipes over own goggles with a 2-in-1 disinfectant wipe, places wipes in bin, places goggles in a clean area to take with them
  - sanitises hands
  - removes your mask and places in general waste
  - sanitises hands
  - keeps their cleaned goggles on them at all times.

Receiving role (P2):

- Location: at the exit from the lift, on the level where transport is waiting, usually basement of hotel/discreet entrance if possible.
- P2 (wearing mask and eye protection (goggles)) meets guest on receiving floor while maintaining a 1.5 m physical distance and directs guest to awaiting ambulance. QAS will walk socially distanced from staff member, to ambulance.
- Once guest has left, P2 performs hand hygiene, removes and cleans goggles, performs hand hygiene and then removes mask, disposes of mask in general waste and undertakes hand hygiene.

Exit route cleaning- Hotel Staff.

- To clean the area/route used for the movement of the person.
- If the guest touches any hard surface eg walls or rails, then Aspen Medical or QAS are to advise and show the hotel services group what areas so those are thoroughly cleaned.

- All other areas that are normally cleaned should continue to be cleaned, the carpet should be vacuumed in the halls at a minimum once we week.
- Lifts are to be cleaned using the 2-in-1 wipes to clean and disinfect all hard surfaces in the lift from approximately head height to knee height, paying particular attention to handrails and buttons
- Once guest has departed for hospital, Aspen Medical staff are to place signage on the door to indicate: 'Do not enter. Room is awaiting deep clean!'

Infection control practices during high-risk activities including collection of swabs

4.2.25 One guest room per floor will be allocated as the 'Don and Doff' room for use by the COVID swabbing team. The bedroom is to be utilised for putting on PPE (don) and the bathroom area used for the safe removal of PPE (doff). The Don and Doff room is not to be used for any other purposes and to be cleaned as per E2E QM **Hotel Quarantine Activity Card 7 – Infection control practices during high-risk activities including the collection of swabs.**

Pre-procedure/interaction:

- Before a face-to-face high-risk procedure/interaction occurs with a guest, all other options to perform the task safely should be considered.
- If the interaction is a swab collection, prior to the commencement of swab collection, it should be ensured that the guest who will be swabbed is contacted by phone. They should be advised to be prepared for swabbing and they will be required to wear a surgical mask until advised to remove it by the collector.

General requirements

- Prior to entering the lift in a clean zone all staff are to undertake hand hygiene and place on a N95 mask and eye protection (goggles).
- Upon arrival to a floor to perform a high-risk procedure, Aspen Medical staff or QML staff should proceed to the dedicated room on that floor to put on their PPE for the interaction.
- Where the high-risk interaction is a swab collection:
  - Collectors are to collect specimens at the guest room doorway wearing appropriate PPE including a P2/N95 respirator.
  - Collectors should not bring any item into the guest floors except the minimum equipment required to perform the swab (or saliva specimen collection, if applicable).
  - Where a trolley is used, it should be left at least 1.5M away from the doorway or place of interaction.
  - Any equipment used that is not being disposed, including trolleys, is required to be cleaned with a 2-in-1 wipe prior to leaving the floor and upon completion of any tasks performed.
  - It should be ensured that the collectors are aware that a N95 mask is required to be worn when in a dirty area of the hotel and they are not in PPE to perform the collection. After they have taken off their full PPE they will be required to place a clean N95 mask and goggles on to leave the guest floor.

- Upon completion of the high-risk interaction, the person should move to the area for safe PPE removal in the dedicated room to remove their PPE. The spotter should assist in guiding the removal to ensure no breaches occur.

- PPE used in the interaction, e.g. swabbing, needs to be removed as per DOFF procedure and cannot be worn to another floor. Cleaned goggles and fresh N95 mask will be required between floors.

- If undertaking multiple swabs on a floor, when gross contamination has not occurred, apron and gloves are to be changed as per procedure to put on PPE, fresh apron and gloves applied and move to the next room. If gross contamination occurs, staff to return to the dedicated room for safely removing PPE to complete PPE change.

- Clinical waste bags and hand sanitiser is to be available for the person removing the PPE.

- Clinical waste bags need to be tied by the persons removing their PPE and placed on the floor in the DOFF area (bathroom) and inform hotel staff so waste is collected and bathroom cleaned.

- All waste generated in the collection of specimens is considered clinical waste and should be disposed of in clinical waste bins. Where clinical waste is to be left in the dedicated room, the local process for notifying that this waste requires collection and the room requires cleaning should be followed.

- For guidance of infection control practices for specimen collection and complete guidance for PPE removal in hotel quarantine please follow the advice available on the Queensland Health website at https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/novel-coronavirus-qld-clinicians/public-health,-laboratory-testing-and-infection-control-information

- Prior to exiting the floor and entering the lift, staff are to safely remove any PPE worn, except the N95 mask and eye protection (goggles). If the person is wearing a P2/N95 mask, this should be safely changed to a N95 mask.

- Eye protection (goggles) worn during specimen collection should be removed and wiped over with a 2-in-1 disinfectant wipe, wipes placed in bin, goggles placed in a clean area to be put on after a N95 mask is put on.

- If the PPE was worn to collect specimens it should be placed in a clinical waste bin. All other PPE should be disposed of in the general waste bin.

Guest room cleaning (routine-not deep clean)

4.2.26 Routine cleaning of guest rooms are to be conducted as **Hotel Quarantine Activity Card 8: Guest room cleaning (routine – not deep clean)**.

General principles for cleaning staff

- Cleaners are to be allocated rooms for cleaning, hotel management to register the cleaner's name, rooms cleaned, date and times.

- Cleaners are to clean in pairs to promote a culture of safety by checking each other's PPE and cleaning processes.

- It is recommended that cleaning staff bring a general waste wheelie bin to the floor (open the lid in readiness to place waste in the bin) and dispose of PPE and waste at the point of collection.

- Once you have entered the guest room, cleaners **must not adjust** their face mask or eye protection (goggles) and not touch their face.
- All staff are reminded about the importance of physical distancing and regular hand hygiene.
- Aspen Medical staff are to ensure all back of house areas, hotel staff rooms, washrooms etc. still require strict physical distancing and hand hygiene stations are in place. On-site COVID Safe Monitor needs to continually review and assist with ensuring processes are in place, these areas also need to be included in the regular audits.
- Review the access from the guest areas on a floor to the back of house areas on a floor, noting the door between both can be a point of contamination, recommend housekeeping use hand sanitiser prior to accessing.
- Cleaning staff uniforms/work clothes are to be laundered by the hotel in line with the Hotel Quarantine Activity Card 10 – Linen management and guest laundry management. Uniforms/work clothes must be laundered each day, and a fresh uniform worn each shift. Uniforms or work clothes are not to be worn home by cleaning staff.

During quarantine guest stay

- Cleaners **do not enter** a room for cleaning while the person in isolation or quarantine is in the room.
- Throughout their stay in hotel quarantine, guests may be provided with cleaning packs upon request and advised they will need to clean their own rooms.

General hotel areas – clean zones

Cleaners will continue to clean the clean zone areas of the hotel as per normal hotel cleaning processes.

Specific requirements

Vacuum cleaners:

- If a vacuum cleaner is requested by a guest, it is recommended that one with a bag which can be removed and sealed is used. The bag should be disposed of as per **Hotel Quarantine Activity Card 11: Waste removal from guest room.**
- If the vacuum cleaner does not have a bag, the guest is to empty the vacuumed contents into a waste bag, tie it and place it outside their room with the vacuum cleaner.
- Housekeeping is to clean the vacuum cleaner at the door (with the 2-in-1 disinfectant wipes), then move the vacuum as per **Hotel Quarantine Activity Card 6: Delivery of items to guests and removal of goods from guests.**
- The cleaner completes the register to log the vacuum has been removed.
- Hotel management needs to have in place a process of registering what vacuum is allocated to what room, date and time.

Cleaning products:

- Cleaning of hard surfaces should be done using either:
  - A cleaning and disinfection procedure in two steps:
    First clean with a detergent, then follow with a disinfectant listed by the

Therapeutic Goods Administration (TGA) with specific claims against COVID-19 or a 1:1,000PPM sodium hypochlorite solution.

— A 2-in-1 step process:
Use a product that cleans and disinfects at the same time. Any hospital-grade TGA-listed disinfectant that has specific claims against COVID-19 is suitable if used according to manufacturer's instructions.

- Where cleaning wipes are used a 2-in-1 cleaning and disinfectant product should be used.

- Disinfectant solutions should be made fresh daily and gloves should be worn when handling and preparing solutions.

Cleaning the cleaning equipment:

- Cleaner is to put on new PPE (mask, gloves and apron) to clean the cleaning equipment in the back of house area:

  — surgical mask

  — eye protection (goggles) to avoid splashes

  — single use latex or nitrile gloves

  — disposable plastic apron

- Cleaning equipment, including mop heads and cloths, should be laundered in hot water and completely dried before reuse.

- Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of cleaning and/or disinfectant solution and allowed to dry completely before reuse.

Guest room deep cleaning after positive case

4.2.27 After the positive guest has been removed from their room the hotel staff are to liaise with Q build to arrange a contractor for deep clean to be conducted as per **Hotel Quarantine Activity Card 9: Guest room deep cleaning after a positive case.** Once cleaning has been completed, Q build will contact Aspen Medical of cleanliness status. Aspen Medical will advise Metro North HEOC.

Billing for conduct of deep cleaning will be met by DTIS of receipt of invoice.

When a case of COVID-19 has been identified in a hotel:

- Where an air purifier is available, upon notification of a positive case in the venue, the VHM will deliver an air purifier to the case (see **Hotel Quarantine Activity Card 6: Delivery of items to guests and removal of goods from guests**), request the guest plug it into the power point, turn the power on and switch the air purifier on. Advise the case that the air purifier is to remain on even after the case is transferred to hospital.

- Refer to **Hotel Quarantine Activity Card 5: Movement of positive guests from hotel to hospital and management of their luggage.**

- Aspen Medical staff are to place signage on the door to indicate: '**Do not enter. Room is awaiting deep clean!**'

- COVID Safe Monitor to advise hotel management that the exit route travelled by the case requires immediate cleaning as per the exit route cleaning section of

Hotel Quarantine Activity Card 5: Movement of positive guests from hotel to hospital and management of their luggage.

- The VHM will complete a Scope of Works Form and send to the HEOC who will notify SHECC that a deep clean is required for a guest room and SHECC will arrange this via the SDCC. The HEOC will ensure that the cleaning specifications are provided with the request and that the VHM and hotel management are aware of the status of the request and timing of the clean.

The information provided to the HEOC should include the approximate size of the area to be cleaned, type of areas to be cleaned (e.g. number of rooms, bedrooms and bathrooms) and what is expected of the cleaning contractor regarding the separation of linen.

Contract cleaner

- The minimum number of staff to attend a requested clean will be three. This has been broken down to two conducting the internal clean of the room and the third staff member to be located in the corridor as the controller and manager of the decontamination for persons and equipment. At no time should the controller enter the room, unless for work health and safety reasons.

- Contract cleaners should park at the front of the hotel and unload all required equipment (unless hotel requires entry through another location point, i.e. basement).

- Contract cleaners are to identify themselves to Aspen Medical via holding up ID badge, apply hand hygiene and enter details into the QBuild QR code and confirm scope of works.

- Contract cleaners are to identify themselves to Aspen Medical COVID Safe Monitor and advise them of the cleans they are to undertake. The COVID Safe Monitor will attend the floor with the contract, show them the DON and DOFF room and supervise their infection control processes as per this activity card. The COVID Safe Monitor will take the opportunity to provide education or to audit the initial process of putting on PPE, leaving equipment and cases other than one containing PPE at the door with the controller. The COVID Safe Monitor is not required to stay throughout the clean but to oversee the contractor set up, their Don and Doff procedures and work through the key elements of the activity card to ensure the team are across key infection control components. Once a team has satisfied the COVID Safe Monitor on site that they are competent, they will not require escorting.

- With all material and equipment ready in the foyer, apply P2/N95 mask and eye protection (goggles) and await COVID Safe Monitor to escort guest to the foyer lifts. Contractors are to enter lifts, not touch any surface within the lift. Aspen Medical staff will operate the lift to the required floor.

- As part of the pre brief the contractor is to ask for linen trolley and contaminated waste bin to be taken to the outside of the room.

- Once they arrive at the floor they are to be escorted to the nominated rooms to put on and take off PPE (donning and doffing room). These will be located on each floor. Aspen Medical are to leave room keys for both the donning/doffing room and rooms to be cleaned with the controller and with instructions on how to get to the basement for rubbish disposal.

- The hotel and cleaner should ensure that the times for delivery of food to the floor where cleaning is occurring is communicated to enable the cleaners to close the door of the room being cleaned **10 minutes** prior to the delivery.

- Ensure the team are well hydrated prior to commencing as drinking or eating is strictly permitted only on the completion of these procedures.

Donning PPE

- Enter the nominated room and remove all watches and jewellery before applying all PPE. QBuild minimum PPE includes:
    - disposable P2 mask (complete a fit check)
    - disposable TGA approved disposable face shield
    - protective disposable overalls, rated type 5, category 3 or equivalent
    - single use Latex gloves, double gloves are to be worn. 1st layer blue in colour and 2nd layer black in colour
    - boot covers.

- Where the contractor believes that they require that full PPE is to be donned prior to entering the hotel, they **must** work with the VHM and hotel management to determine an appropriate place to don the PPE. Any PPE donned while in the dirty areas of the hotel must be removed prior to entering a clean area.

Setting up outside of the room

- The contract cleaner is to set up a dedicated decontamination area outside of the guest room to ensure no dirty items or PPE leaves the area. They will be required to wear eye protection (clean goggles) and an N95 mask whilst on the floor, these must be in place prior to entering the lifts.
- At the external side of the affected room provide a 200µm plastic drop sheet that is sufficient to divide into three spaces; a 'dirty zone' directly adjacent to the unit door, a 'clean zone' and a 'safe zone' (this is where your controller is based if near the door). These zones will be identified by marking tape.

Cleaning the outside of the room

- Once these zones have been set up, proceed to clean all surfaces starting with the **cleanest to the dirtiest, e.g. walls first and door, door frame and door handle should always be last**.

- Use a disposable cloth which must not be reprocessed and have the controller hold open the waste bag.
- **Important:** Once you have commenced cleaning, do not adjust your face mask or eye protection and avoid touching your face.

Cleaning the guest room

Misting and fogging (not essential to occur)

- Any misting or fogging of the room can occur prior to the physical clean commencing. Any recommended contact times of products used should be followed.
- This step does remove the risk of exposure to COVID-19. This risk remains until the entire cleaning process is complete.

Step 1: Air purifier cleaning process for contact cleaner

- When an air purifier is being used, the contract cleaner will turn off and disconnect the air purifier from the power outlet. They will clean and disinfect the unit following the process outlined below. For more information about cleaning the air purifier please see **Hotel Quarantine Activity Card 9.1** as part of the room clean. The unit is placed in a clean area after cleaning and disinfecting and given to the VHM after the room clean is completed.
- This process should only be undertaken by the contract cleaner as part of their deep clean and **after** the cleaner(s) have put on their PPE and are commencing their clean.
- Before proceeding, the unit must be switched off and disconnected from the power outlet.

Process for cleaning the pre-filter on the air purifier

- Remove the front cover and pop out the pre-filter screen (see Clean and Maintain a Samsung Air Purifier)
- Vacuum the pre filter (using a vacuum cleaner fitted with a HEPA filter as per *Guideline – Environmental Cleaning Methodologies, Applications and Equipment*).
- Then clean the pre-filter with pH-neutral detergent and warm water to wash or wipe down the pre-filter membrane.
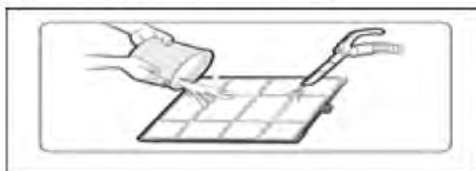
- The pre filter needs to be allowed to air dry before reinstalling as per manufacturer's recommendations (place the damp pre filter in clean area outside room)
- Place both the cleaned air scrubber unit and the clean pre-filter in the clean area outside the room

Clean the outside of the air purifier

The door and outside of the device need to be cleaned and disinfected using a 2-in-1 cleaning and disinfectant wipe.

The dual filter/s (containing the HEPA filter) sitting inside the device and behind the pre filter should not be touched. Depending on the model of the air purifier there are one or two of these dual filters. They have a black surface and are held in place by a clip. When due to be changed, this will be managed by Aspen Medical staff.

Step 2: Cleaning and removing guest luggage

- Remove the guest's luggage from the room using a two-person process. Contract Cleaner is to clean the luggage using 2-in-1 disinfectant wipe in the room, then pass the luggage out of the room to the controller, reclean and place the luggage in the hallway.
- Ensure the VHM is notified that the luggage and air purifier are clean and ready for collection.

Step 3: Physical room clean

The following must occur in this order:

Remove waste

- Before commencement of the physical clean of the inside of the room, the contract cleaner is required to bag and dispose of:
  - all remaining food items in room, after photographing the inside of the refrigerator, bench and/or cupboard shelves to show discarded items, including magazines, books, tissues, and other porous materials
  - hotel consumables, tea, coffee, sugar etc.
  - toilet paper and toilet brush, after photographing the items
  - tubes of personal body care products, after photographing the items
  - remaining rubbish.
- Cleaners are to place waste in a contaminated waste bag. Tie off the waste bag and pass out the door to the second cleaner in the hall, who will have a second bag open and ready. The waste bag will be placed into the second bag without touching the second person or the outside of the second bag. The waste bag will be tied off by the second cleaner will place in the contaminated waste bin, closing the lid and hand sanitising
- Note this process will ensure the second bag is a 'clean bag' and will not place staff at risk when picking up.

All waste bags should be handled at arms-length to avoid sharps.

- Once waste and linen removal has been completed the hotel can be contacted to collect both linen and waste trolleys. These should be transported utilising the back of house lift if available or a dedicated lift clearly labelled 'currently in use by back of house service' for the duration of this task. It is recommended this signage be placed in the lift to indicate it is being used for waste collection or if able locked to the floor where waste removal is occurring.
- Once the waste has been removed the lift is to be cleaned immediately as per lift cleaning processes.
- The hotel staff member is to doff on leaving the waste and linen in the holding areas and hand sanitise.

Hard surface cleaning

- All hard surface areas in sleeping and living areas – manual clean using a physical wiping motion of hard surfaces from the top down using either a two-step process (detergents and water; then disinfection) or a combined detergent/disinfectant process.
- The 2-in-1 disinfectant products that are used by Aspen Medical and should be considered for use by the contractor are:
  - Actichlor – ECOLAB
  - Viraclean – Whiteley
  - Divercleanse – Diversey
  - Aeris Active - AUSLEC
- Hard surfaces include:
  - walls up to 1.5m and spot clean above 1.5m and/or ceiling if visibly soiled
  - windows, window frames, window handles, curtain hand controls
  - shelves, cupboards (internal and external)
  - side table, bedside tables, alarm clock, telephone, lamps, desks and chairs, luggage rack
  - power points, television, safe
  - doors, door handles, coat hangers, iron/ironing board
  - balconies (if accessible)
  - in the kitchen/kitchenette: fridge/s (internal and external), appliances, storage items and utensils
  - in bathroom/s: walls, mirrors, towel rails, toilet roll holders, toilet, sink and tapware, shower tapware, light shades, power points

Steam cleaning

- Steam and extract clean all upholstery surface areas and cushions, couches, seating, mattress, bedhead, curtains etc.

Air conditioning units and air vents

- remove and clean all split A/C filters, clean and treat and mechanical louvers. Supplier must provide their preferred methodologies for review and approval.
- Air vent covers and filters should be removed if able and cleaned and disinfected. Where these cannot be removed, they should be cleaned as best as possible.

Floor cleaning - vacuum, mopping and steam cleaning

- Vacuum flooring and any other areas requested by the customer.
- Mop/clean hard flooring with cleaner and/or disinfectant.
- Steam and extract clean all carpeted flooring, upholstery surface areas and carpet, cushions, couches, seating, mattress, bedhead, curtains etc.

Removing cleaning items from the room

- During the clean when a piece of equipment is finished, the equipment should be passed out of room and cleaned with a 2-in-1 disinfectant wipe. If a fogger, vacuum or steam cleaner is used, this equipment is emptied of water or soil and cleaned.
- After each step the second cleaner on the outside is to clean the item and place in the clean and area and hand sanitise.

Doffing PPE

- Once the deep clean has been completed, cleaners must completely take off all PPE. The 'dirty' contractor should come to the door of the guest room with the controller holding open a waste bag and remove one shoe booties cover. With non-bootied foot, step into hallway and remove the other bootie.

- The controller should now walk with the contractor to the doffing room and open door to the donning/doffing room. The 'dirty' contract cleaner should go into the bathroom and commence taking PPE off under the guidance and supervision of a colleague, who should also place the hand sanitiser onto the hands of their colleague.

- A heavy-duty single use rubbish bag should be set up so that used PPE can be placed inside without the need to touch the bag. This should be done prior to the 'dirty' cleaner arriving to take off their contaminated PPE.

- Ensure disposable PPE equipment is immediately disposed of into the garbage bag after taking it off. This PPE is considered contaminated so the wearer and the controller should be vigilant for breaches whilst taking off PPE.

- Peel back your gloves first and ensure the outside of the gloves does not touch anything, apply hand sanitiser directly after removal of the gloves.

- Then proceed to remove the head and neck covering of the coveralls. If wearing a face shield or googles over the hood remove these first and dispose of or place it on the basin or clean it with a 2-in-1 disinfectant wipe with clean hands. Head and neck covering should be removed taking care to avoid contaminating the face by starting from the bottom of the hood in the back and rolling from the back to the front and from the inside to the outside.

- Remove disposable chemical resistant suit (coveralls) carefully in front of mirror, tilt head back to reach zipper, unzip completely without touching any skin or clothing, and start removing the coverall from top to bottom.

After freeing your shoulders, pull arms out of the sleeves. Roll the coverall from the waist down and touching only the inside of the coverall, roll it down to the top of the boots/shoes. Slowly move to step out of the coverall. Keeping in mind the outside of the garment maybe contaminated, take time with these. Apply hand sanitiser to lower arms and hands.

- If the face shield was under the coverall remove it now as above from behind head/ears. Apply hand sanitiser and then remove your P2/N95 respirator from behind the head by pulling off the bands. When removing respirator immediately clean hands and apply sanitiser. Please note this order will be deferent if the respirator is over the hood of the Hazmat suit. It is important to always apply hand sanitiser between each action.

- Apply gloves and clean external areas of respirator/clean googles if needed and dispose of gloves into single use garbage bag and seal.
- Wash hands for 20 seconds or apply hand sanitiser.
- All disposable PPE equipment is to be placed into heavy duty garbage bags and sealed, placed in a second clean bag held open by the second contract cleaner. Close and seal.
- Contractors are then to clean the doffing room, wipe over tiles with 2-in-1 disinfectant wipes, including the floor, while the other cleans up zones and ensures equipment is all clean and nothing contaminated has been placed into the equipment case.
- Call downstairs and have the Hotel attend the level with a clinical waste bin. With the bin open, place the bag into the bin. Hotel to follow normal process for taking bin back to waste holding area (wearing mask, eye protection. When arriving at waste disposal holding area, wipe bin handle, doff PPE and hand sanitise).
- The contract cleaner will notify the on-site Aspen Medical staff and hotel staff when the clean is completed.
- On-site VHM will visually inspect the room to ensure that it appears visibly clean
- If the room is visibility unclean discuss with the contract cleaner onsite
- If environmental swabbing is undertaken initiate this process and refer to the swab activity card.
- QBuild will notify SDCC that the room has been completed.

Cleaning the cleaning equipment

- Following cleaning of the cleaning items on site as per the above. It is recommended that the Cleaner undertakes a further clean of the equipment in a safe area off site.
- Cleaner is to put on new PPE (mask, gloves and apron) to clean the cleaning equipment in the back of house area:
  – surgical mask
  – eye protection (goggles) to avoid splashes
  – single use latex or nitrile gloves
  – disposable plastic apron
- Cleaning equipment, including mop heads and cloths, should be laundered in hot water and completely dried before reuse.
- Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of cleaning and/or disinfectant solution and allowed to dry completely before reuse.

Use, cleaning and disinfection of air purifier (air scrubber) units

4.2.28 To provide a standardised process for safely cleaning and disinfecting a Samsung AX5500 or AX7500 Air Purifier (air scrubber) unit. VHM will engage Hotel Staff to engage Q-build.

General principles:

- A portable air purifier (also called an air scrubber) is a device that can remove dust, pollens, particles and odours from the air. We have loaned air purifier with multiple

- filters (a washable pre filter and a dual filter which contains both a deodorisation filter and a HEPA filter).
- Air purifiers are used as an additional measure, beyond the already lowered potential, to improve air quality. Hotel air handling systems vary in terms of the volume of air that is moved in and out of a room. Before deep cleaning of a guest's room, these units are used, in addition to allowing a minimum of four hours for the hotel air handling system to perform air exchanges and any potential particles in the air to settle, after departure of the guest who has tested positive to COVID-19.
- When available:
  - an air scrubber is to be provided to the guest to place in their room after a positive test is returned and before they leave for hospital or following transfer of a positive case to hospital. The air scrubber should remain in the room, and operating for the period between guest leaving and room deep clean, usually a minimum of 4 hours. This is additional measure and does not replace the process as *per Hotel Quarantine Activity Card 9: Guest room deep cleaning after a positive case; and*
- The contract cleaner should be entering the room to be cleaned whilst wearing the appropriate PPE for performing a deep clean as *per Hotel Quarantine Activity Card 9: Guest room deep cleaning after a positive case.*
- The air scrubber should be running when the cleaner(s) enter the room to perform the deep clean.
- The cleaning and disinfection of the air scrubber unit should occur at the beginning of the deep clean. This is because any virus that is dislodged during the cleaning process will be inactivated by the following deep cleaning.
- Once the contract cleaner cleans the unit as described below, it should be removed from the contaminated environment and placed outside the room. As the washable pre-filter may still be damp it can be placed outside the room separately, to be replaced by Aspen Medical staff once it has dried.
- After the room clean is complete, the unit will be collected from outside the room by the VHM.

VHM/ COVID Safety Monitor responsibilities:

- Aspen Medical staff are responsible for ensuring air purifier are in appropriate rooms and are operational. They are to provide the device to the guest who has tested positive to place in the room and leave on while awaiting their transfer to hospital.
- This will occur as *per Hotel Quarantine Activity Card 6: Delivery of items to guests and removal of goods from guests.*
- Ensure all air purifier at the hotel are numbered and a log of use is maintained, identifying the device number, serial number, dates of use and room number. The log should also record when HEPA filters are replaced.

Cleaning by the contract cleaner:

- This process should only be undertaken by the contract cleaner as part of their deep clean and AFTER the cleaner(s) have put on their PPE and are commencing their clean.
- Before proceeding, the unit must be switched off and disconnected from the power outlet.

Following cleaning by the contract cleaner:

Following cleaning (Aspen Medical staff):

- The air scrubber is placed outside the room by contract cleaner following cleaning

- Aspen Medical staff are to replace the pre filter in the unit after it has dried (see below)

- Collect item and again wipe over as per the *per Hotel Quarantine Activity Card 6: Delivery of items to guests and removal of goods from guests and replace the HEPA filter in readiness for next use.*

Replacing the pre filter after unit cleaning (health staff):

- Replace pre filter after it has dried

- Install front cover and turn on unit

- Check for correct operation

Cleaning a room of a guest who has no test result eg. Transiting passenger – airport hotels

4.2.29 To provide a standardised process for the cleaning of transit hotel guestrooms by hotel staff and to reduce the interactions of staff with guests, reducing the risk of transmission.

General principles for cleaning staff

- Cleaners are to be allocated rooms for cleaning, hotel management to register the cleaners name, rooms cleaned, date and times.

- Cleaners are to clean in pairs to promote a culture of safety by checking each other's PPE and cleaning processes.

- It is recommended that cleaning staff bring a general waste wheelie bin to the floor (open the lid in readiness to place waste in the bin) and dispose of PPE and waste at the point of collection.

- Once you have entered the guest room, cleaners **must not adjust** their face mask or eye protection (goggles) and avoid touching their face.

- All staff are reminded about the importance of physical distancing and regular hand hygiene.

- Aspen Medical staff are to ensure all back of house areas, hotel staff rooms, washrooms etc. still require strict physical distancing and hand hygiene stations are in place. On-site Queensland Health infection control staff need to continually review and assist with ensuring processes are in place, these areas also need to be included in the regular audits.

- Review the access from the guest areas on a floor to the back of house areas on a floor, noting the door between both can be a point of contamination, recommend housekeeping use hand sanitiser prior to accessing.

During quarantine guest stay

- Cleaners **do not enter** a room for cleaning while the guest is in the room.

- Throughout their stay in hotel quarantine, guests may be provided with cleaning packs upon request and advised they will need to clean their own rooms.

Reporting of Infection Control Breaches

	4.2.30 All breaches in infection control procedures are to be reported immediately to the COVID Safe Officer, who will advise the VHM immediately. The VHM is to escalate via the HEOC and seek advice. Any infection control breaches need to be notified to QPS for their information. The HEOC LO must ensure that they record any breaches or near misses in the risk management system that is in place for the Hotel. Top issues of concern should be identified and reported by the HEOC LO via the VHM.

4.3   Health screening and COVID-19 testing

Details of COVID-19 testing arrangement whilst in quarantine.	**Mandatory Requirements** The plan must include protocols on health screening and COVID-19 testing for the persons in quarantine.
	In your response below, outline: • the protocols for initial and ongoing COVID-19 testing for all quarantine • steps taken to prevent any contact between quarantined persons with COVID-19 symptoms and other guests, staff, and security • health screening requirements • arrangements if a quarantined person is required to leave quarantine to seek non-urgent medical care • notification requirements
	Response All testing requirements including schedule monitoring for each cohort will be coordinated by QML in conjunction with Aspen Medical. **References:** A. Quarantine for International Arrivals Direction (No.9) B. Quarantine and COVID-19 Testing for Air Crew Directive (No.2) C. Border Restrictions Direction (No. 39) 4.3.1. As per the CHO Directive, all Hotel guests are to conduct the following PCR COVID-19 tests during quarantine; i) As soon as possible on arrival, and ii) on day 5, and iii) on day 12 or 13, and iv) on day 16 Infants <6mths will only be required to undertake 3 x salvia tests during the 14 day period. They will only require a nasal swab if the parent/guardian tests positive. 4.3.2. Those who do not agree to take a COVID-19 test at any point when requested will have their stay in quarantine extended by an additional 14 days.

	4.3.3. All Hotel quarantine guests during their quarantine period are not to leave their room for 14 days except;
	i) in an emergency situation
	ii) for safety reasons (to avoid injury or illness, or to escape a risk of harm)
	iii) for essential medical care at a hospital, if allowed by the authority
	iv) to depart on another international flight
	v) as otherwise required or permitted under a direction given to you by a public health emergency officer.
	4.3.4 All Hotel quarantine guests are not to allow anyone else to enter their quarantine room unless they are:
	i) needed for an emergency situation
	ii) required to enter by an emergency officer to conduct a COVID-19 test
	iii) directed to enter by an emergency officer for an emergency and their contact details are recorded.
	4.3.5. All quarantine guests must:
	i) only open the door to your room for a permitted purpose if wearing a surgical face mask
	ii) travel in an ambulance if leaving quarantine for medical care and returning to quarantine after care has been received
	iii) travel in an emergency services vehicle or transport arranged by an Aspen Medical/government authority if leaving quarantine for any other allowed purpose.
	4.3.6. Any guest that are required to travel to or from quarantine must be in an ambulance or by a transport provider endorsed by the Department of Transport and Main Roads with a transport plan.
	4.3.7. Any quarantine facility worker who feels unwell are to isolate at home and arrange to be tested for COVID. The unwell worker is to isolate until they receive their test results and are symptom free in which they are to inform their supervisor ASAP who will notify the VHM.
	4.3.8. Guests are not to leave quarantine unless they have completed their 14 days quarantine with a negative result or if they receive an exemption by the CHO to return home (US) for compassionate reasons.

4.4   Requirements for quarantine facility workers

	Mandatory Requirements

Details of COVID-19 testing arrangement whilst in quarantine.	The plan must include protocols on the requirements for quarantine facility workers.

In your response below, outline:
- the protocols for initial and ongoing COVID-19 testing for all quarantine facility workers (daily surveillance testing and weekly swab testing)
- health screening requirements
- COVID-19 vaccination status

Refer to the Operational protocol for COVID-19 testing of quarantine facility workers and other requirements (version 6) | Queensland Health for further guidance.

Response

COVID-19 Compliance requires written confirmation that all Hotel quarantine facility workers are to have either started their COVID vaccination process by either receiving one dose of the Pfizer or Astra Zeneca vaccine or has already been fully vaccinated (received their second dose).

4.4.2. All vaccinated Hotel quarantine facility workers are required to participate in the surveillance testing program. A full copy of the protocols can be found at https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/quarantine-facility-workers-direction/operational-protocol.
However, the relevant section that applies is as follows:

> 10. A quarantine facility worker identified in paragraph 9 Table 1 who is vaccinated or who has started the vaccination process is to:
>
> a. be tested for COVID-19 with an oropharyngeal and deep nasal swab and screened for COVID-19 with a saliva collection test within seven days after first commencing work at an identified quarantine facility or within seven days after a facility becomes an identified facility; and
>
> b. continue to have a saliva collection test for each shift worked at the identified quarantine facility, which can be conducted before, during the course of, or after, each shift. If a saliva collection test is not made available to the worker before, during or after their shift, the worker must contact the Venue Manager or Health Manager of the identified quarantine facility to discuss how to access a make-up test; and
>
> c. if away for 7 days or more, use best endeavours to be tested for COVID-19 with an oropharyngeal and deep nasal swab at least every 7 days while away until 14 days have passed since the worker was last present at the identified quarantine facility.
>
> Notes: The requirement for an oropharyngeal and deep nasal swab while away from the hotel applies to all workers who are away, even if the worker has been vaccinated for COVID-19, as these workers will not be having a saliva test.
>
> The worker may present at the hotel or another testing location while

away. A list of testing locations in Queensland and pathology testing forms for each nasal swab test required while a worker is away will be provided.

A worker is away if they are absent from the facility because they are on planned or unplanned leave, have finished deployment at the facility, have permanently finished work at the facility or the worker is casual or part-time and is not rostered on to work. See Definitions – away.

Due to the new variants of COVID-19, the shorter incubation periods, Queensland Health require the following testing arrangements be put in place for the facility workers:

- that each facility worker is to receive a baseline Nasal swab as soon as possible and for another to occur every 7 days until the travelling party complete their 14 day quarantine and
- continue to have a saliva collection test for each shift worked at the identified quarantine facility as per point B above and apply point c to those workers

Hotel staff is required to maintain and reconcile a log and provide to Queensland Health Emergency Officer as requested:
- Staff who worked what shift and role at each hotel
- Vaccination status of the staff member
- Record of testing for each staff member

4.4.3. QML will be contracted to conduct all COVID swabbing and testing for both Hotel quarantine workers and guests in line with CHO Directives.

4.4.4. Quarantine facility workers are not required to isolate following a routine test that is being conducted for COVID-19 surveillance purposes. However, any worker who is feeling unwell and get tested are required to isolate until you receive your test results.

4.4.5. Third party workers including contractors are required to participate in the surveillance testing program. These workers are also required to be directly supervised when entering a dirty zone by the COVID Safe Monitor.

4.4.6. Aspen Medical will:

i) ensure its workers who enter a designated (dirty) zone are fit tested for a P2/N95 mask

ii) ensure its workers are trained in how to perform fit checking, and

iii) ensure its workers wear p2/N95 masks at all times when in the designated (dirty) zone.

4.4.7. A Hotel quarantine facility worker must, once fit tested wear a P2/N95 mask and eye protection when in a designated (dirty) zone.

4.5 Education and training

Details of education and training	**Mandatory Requirements** The plan must include education and training protocols.
	In your response below, outline the training to be undertaking by the quarantined person, including: • correct use and disposal of PPE • requirements of the Quarantine Management Plan and penalties for non-compliance
	Response **References:** A. Queensland Health end-to-end quarantine manual V4.4 B. Requirements for Quarantine Facility Workers Direction (No. 3) 4.5.1. Prior to the commencement of duties within the Hotel, all staff are to undertake and successfully complete Queensland Health mandatory Infection Control Training at ▮▮▮▮▮▮▮▮▮▮▮▮▮ 4.5.2. On-site training (daily shift briefings) and on-site inductions covering the principles of infection control as they relate to COVID-19 will also be provided on commencement. 4.5.3. Daily shift briefings are to be conducted as a collective partnership team, consisting of both Aspen Medical and Hotel quarantine workers will ensure that all new staff rotating through are captured. 4.5.4. Each Hotel staff member will be issued a Handy pocket reminder card detailing key messages to be safe in quarantine accommodation. 4.5.5. All Hotel quarantine facilities workers will be trained in the correct use and disposal of PPE prior to commencing duties. 4.5.6. QLD Health will conduct initial Fit Testing for all Hotel quarantine facility workers. 4.5.7. All quarantine facility workers will: i) undertake surveillance testing for COVID-19 in accordance with the protocol; and ii) for workers employed or engaged by the *hotel operator*, notify the *hotel operator* of compliance with the requirements of the protocol; and iii) for workers employed or engaged by a Queensland Government department or agency, notify the applicable entity of compliance with the requirements of the protocol; and iv) for workers employed or engaged by a *transport operator,* notify the operator of compliance with the requirements of the protocol; and

v) if not tested under paragraph (a), not attend the *government-nominated accommodation* or provide a *quarantine service* until in compliance with the protocol.

4.5.8. A *quarantine facility worker* must comply with the requirements in the protocol applying to *quarantine facility workers* including wearing a P2/N95 *mask*.

4.5.9. A *quarantine facility worker* who is tested for COVID-19 in accordance with paragraph 5 and who does not have *symptoms consistent with COVID-19* is not required to *isolate* while awaiting a test result unless there is another lawful reason for them to isolate.

4.5.10. If a *quarantine facility worker* develops *symptoms consistent with COVID-19*, they must:

i) immediately seek medical attention; and

ii) be tested for COVID-19 and *isolate* until a negative test result is received and they are symptom-free; and

iii) comply with other requirements in the Operational protocol for COVID-19 of testing quarantine facility workers and other requirements approved by the Chief Health Officer

4.5.11. An *emergency officer (public health)* can give a direction to a *quarantine facility worker* about the conduct of a COVID-19 test.

4.5.12. An emergency officer (public health) can require the hotel operator or transport operator to comply with additional directions if the emergency officer believes the direction is reasonably necessary to assist in containing, or to respond to, the spread of COVID-19 within the community.

4.5.13. **Penalties:** A person to whom a public health direction applies must comply with the direction unless the person has a reasonable excuse.
Maximum penalty—100 penalty units or 6 months imprisonment.

4.5.14. The VHM is to ensure that all clean PPE is to be stored in a secure location. A dedicated don and doff room has been allocated on each hotel floor with quarantine guests.

4.4.15. All PPE and hand sanitiser is to be provided by QLD Health for use by all Hotel quarantine facility workers. QML will provide their own dedicated PPE for the purposes of guest COVID testing and staff surveillance testing.

4.6   Record keeping

Details of record keeping for contact tracing purposes	**Mandatory Requirements** The plan must detail the record keeping protocols. If requested, this information must be readily available and able to be provided to public health officers within the stated time (within one hour).

	This information should be securely stored, not used for any other purposes other than for contact tracing and deleted after not less than 30 days and not more than 56 days.
	In your response below, outline the record keeping protocols including: • maintaining records of attendance for anyone attending the hub • maintaining records of participants travelling to and from sites • storage of records and privacy requirements.
	Response 4.6.1. On checking into the Hotel, all quarantine guests will be registered on the 'Check in QLD' app by Hotel staff. 4.6.2. All Hotel guests' personnel information is to be securely stored and not to be used for any other purposes other than contract tracing and deleted after not less than 30 days and not more than 56 days. 4.6.3. All Hotel quarantine facility workers daily attendance will be recorded and maintained by respective staff's management for the duration of the activity. 4.6.3. Aspen Medical will maintain an attendance register of anyone entering and leaving the Hotel. This include all staff members, guests, contractors and health workers. 4.6.4 Aspen Medical will maintain an events log for all activity around the hotel.

NOTE:

1. Contact tracing is critical. It is recommended that all persons download the COVIDSafe App and utilise following departure from quarantine. However, the COVID Safe App is not to be used as an alternative for collecting and retaining contact tracing information.

2. Quarantined persons must work closely with the local Public Health Unit and follow all directions provided by an Emergency Officer (General). All breaches of the approved Quarantine Management Plan approval must be reported immediately to Queensland Health, including the local Public Health Unit.

Appendix A: Traveller's details and travel arrangements

Attachments

1. Sport Specific information – Cricket Australia
2. Sport Specific information – NRL

Queensland Government

Appendix B: Security Plan

Attachment

Security Plan draft for review 260821

Appendix C:

CLASSIFICATION

HOTEL SECURITY PLAN

Mercure Brisbane King George Square

Cnr Ann and Roma Streets, Brisbane QUEENSLAND 4000

Security Plan – Mercure Hotel

Contents

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Revision History – Specific Security Plan

Revision date	Version No.	Author	Description of changes

Approvals

Role	Signature	Date

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OFFICIAL

Background

The establishment of a non QLD Govt run quarantine compliance monitoring in Queensland and the conduct of mandatory 14-day hotel quarantine to negate the spread of the virus into the country.

Purpose

The purpose of this document is to provide guidance to MSS Security (MSS) and the Mercure hotel staff on the conduct of quarantine compliance monitoring undertaken at the hotel.

Venue Overview

Mercure Brisbane King George Square is part of the Accor Group of Hotels. The hotel is situated in the Central Business District of Brisbane. It is located on the corner of Ann and Roma Street and is located next to its sister hotel, The Pullman.

The hotel is located 600m from Roma Street Police Station, and 800m from Brisbane City Police Station on Mary Street.

Security Overlay

Q-Health are the lead agency and have overall responsibility for the COVID-19 response. The quarantine hotels is a critical public health measure to prevent transmission of COVID-19 in Queensland from people who may have been exposed. All guests entering quarantine must be considered as potentially infectious.

The MSS security operation has the following objectives:

- Secure the quarantine hotel to monitor compliance to quarantine orders;
- Secure and monitor the premises and perimeter to observe any quarantined persons leaving without authorisation, and alerting Queensland Police Service (QPS);
- Monitoring the hotel for any unauthorised entry to the hotel;
- Safe management of quarantined persons at the hotel to ensure the safety and welfare of all guests;
- Ensure compliance with the appropriate use of PPE for infection control of all guests, workers and authorised visitors to the hotel, and to ensure community safety within the green zones
- Monitor 24/7 CCTV.

Command & Control

MSS Security (MSS) Communications

MSS will utilise issued Information and communications technology (ICT) for the conduct of emails and documentation. Voice communication will be via issued and personal electronic devices.

Green Zones & Red Zones Infection Control

To enable all staff (including non-health staff) to be able to easily identify the different zones within the hotel and what PPE they should be wearing, the quarantine hotels are divided into two zones.

The naming convention for these zones has been kept simple, they are called the 'dirty zone' (red zone) and the 'clean zone' (green zone).

Hotel zoning considers three risk levels and has aligned the PPE and actions required accordingly:

- **High risk** – an activity in the dirty zone that requires face-to-face (<1.5m) interactions between QCM and Hotel staff and quarantined guests, such as the collection of swabs.
- **Medium risk** – any activity in the dirty zone of the quarantine facility including delivery of items to a guest door or the collection or handling of waste or other potentially contaminated objects from a guest room or during the arrivals and transport phases where there is a transit of travellers to a destination. No face-to-face contact occurs with quarantined guests, physical distancing of 1.5m to be maintained.
- **Low risk** – the clean zone where no interaction with quarantined guests or their waste or contaminated items occurs.

Personal Protection Equipment (PPE)

There are four major ways to minimise the risk of spread of COVID-19 in this hotel environment:
- wearing surgical masks and eye protection (goggles)
- regularly sanitising hands, changing gloves where appropriate and not touching face
- physical distancing
- routine cleaning of surfaces.

Use of PPE during the conduct of this task will be in accordance with the Reference A and B of this document.

Role of Venue Health Manager – Aspen Medical (AM)

This role is responsible for providing oversight of the facility to ensure compliance with standards, procedures and processes by all stakeholders at the Mercure Hotel.

Role of the Environmental Health Officer (AM)

This role provides oversight of the infection control practices at the Mercure Hotel, ensuring that the infection control requirements are met for all interaction and activities. The position

will be undertaken by a clinician or a non-commissioned officer. They will monitor the COVID safe practices of AM, MSS and Hotel staff within the Mercure Hotel.

Arrival Procedures
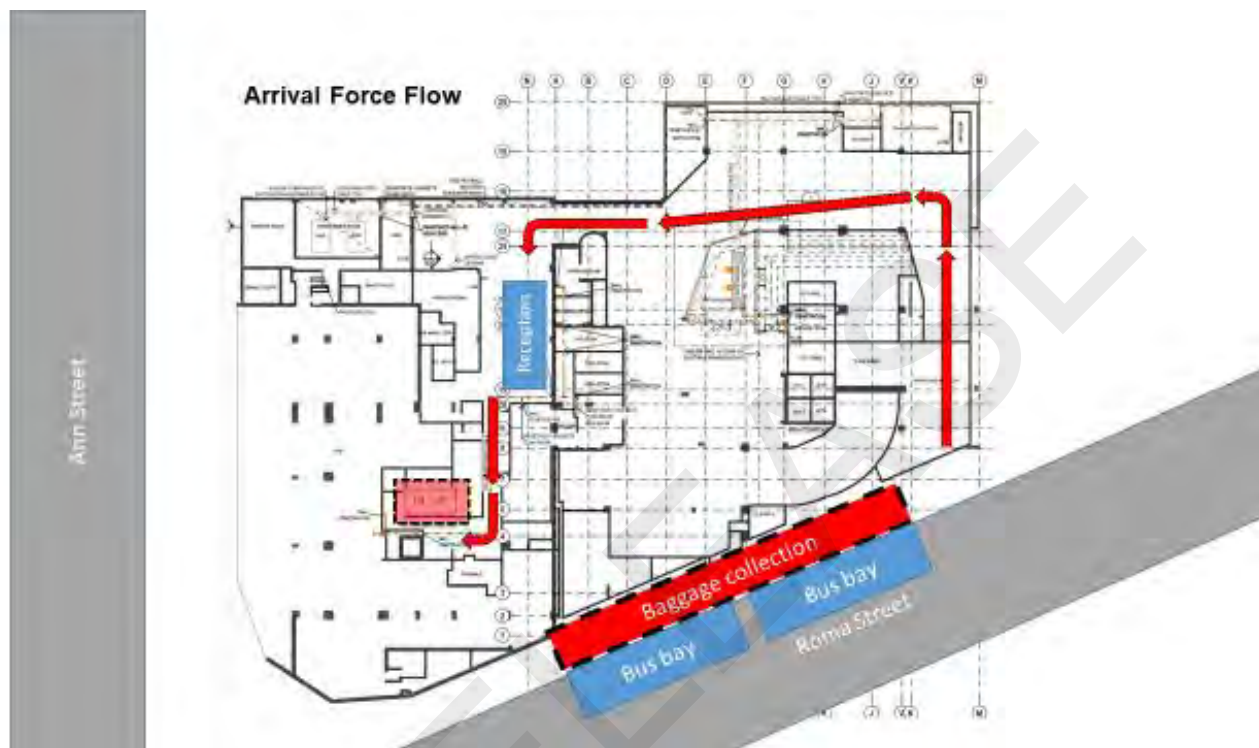
General Principles

- The quarantine hotel arrivals process will be an AM, MSS and hotel led partnership approach to manage travelers checking in to hotels safely. It will be supported my QPS.
- Hotel force flow will be managed through a timely, orderly and coordinated approach, while maintaining no more than 25 guests per bus to achieve physical distancing (1.5m). The process will involve staggered but timely off-loading from buses to limit the numbers of travelers in the hotel basement waiting in lines at any one time.
- All AM, MSS and hotel staff are to treat each other and all travelers with respect and compassion.
- A COVID Safety Monitor and/or a Venue Health Manager (VHM) will be on-site for all arrivals, a role with leadership capabilities to engage and work with partners, and to resolve any logistics and infection control issues immediately.
- All guests are to be briefed on arrival by AM of the requirements to meet quarantine compliance.

Unloading luggage

- Guests will unload their own luggage from the bus to a designated area beside the bus.
- Guests must take their own luggage from the luggage area adjacent to bus; this is to be done one guest at a time.

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Quarantine hotel arrivals PPE

- AM, MSS and hotel staff must maintain physical distancing, practice hand hygiene and wear surgical masks and eye protection (goggles).
- All guests are required to maintain physical distancing, practice hand hygiene and wear surgical masks. PPE stations will be placed at key locations such as check-in, elevators, in each guest room and any other areas that present a potential for contact with quarantining guests, or where there is a risk of proliferating of infection from dirty to a clean zone.

Zoning changes for quarantine hotel arrivals

- Arrivals will be processed and checked-in through the delivery bay at the Mercure hotel. This will be classified as a 'Dirty Zone' until all guests are checked-in.
- Donning of PPE will be enforced for all personnel employed or transiting through this zone. As a minimum, P2/N95 and eye protection (goggles) will be worn.
- This area will be cleaned post arrivals before it is re-classified as a 'Clean Zone'.
- Arrivals waste, typically paperwork and used surgical masks, will be disposed of in the general waste.

Hotel entry, check-in and movement to room

- On arrival at the table, AM staff will introduce themselves, explain the purpose of the brief health screen, ask a few key questions and document guest answers, bearing confidentiality in mind.
- Guests will be provided with their room number clearly indicated and key at check in and travel to their room.
- Hotel and AM staff should not attend the floor with arriving guests unless absolutely necessary.
- Guests should be able to navigate to their rooms using the room number and with lift team sending them to the correct floor in the lift and monitoring progress on CCTV.
- Lifts used by guests to navigate to their room will be cleaned between guests.

Post-arrival and check in

- All lifts must return to the ground floor for cleaning by hotel staff immediately with 2-in-1 cleaning and disinfectant wipes prior to the next guest entering (they are considered a dirty zone as part of the quarantine hotel arrivals process).

- This process uses the 2-in-1 wipes to clean and disinfect all hard surfaces in the lift from approximately head height to knee height, paying particular attention to handrails and buttons (leave these high touch areas till last)

- To avoid transferring microorganisms from one surface to another use the wipe correctly by wiping in an 'S' shaped pattern, work from top to bottom, wipe from clean to dirty, ensure correct contact time and use one wipe for one surface. If wipe becomes dry needs to be replaced with new one.

- Staff involved in cleaning should work in teams of two at lifts for arrivals. One staff member is the 'dirty' role and steps in the lift starting on one side of the lift, moving to back wall, then other side and lastly rails/buttons. The 'clean' staff member should hand the clean wipes as required to the 'dirty' staff member and squirt hand sanitiser onto 'dirty' officer's hands on completion of clean.

Monitoring of each floor in the absence of CCTV

- **CCTV Monitoring location.** CCTV is available in the hotel. Cameras are located in all hotel lifts with video feeds sent back to a processing unit that stores for 30 days. MSS staff will have access to select screens in lifts and fire escapes for monitoring 24/7 in the CP. Key CCTV cameras are located around the hotel but not on individual guest accommodation floors.

- **Fire Escape monitoring**. Fire escape doors are not alarmed but have one way access only. Once in the fire escape stair well, exit can only be made via the ground floor and not to individual floors. Fire exit doors on the ground floor are covered by CCTV and will be monitored 24/7 by MSS staff.

- **Floor cameras.** CCTV Cameras monitor fire escape doors and lifts and will be monitored 24/7 by QCM personnel, and intermittently by hotel staff. There are no CCTV cameras on the accommodation floors themselves.

- **Dedicated monitoring.** CCTV are to be monitored 24/7 by MSS personnel, and intermittently by hotel staff. CCTV recordings are kept for 30 days and can be accessed by QPS on request to the hotel. MSS Staff will conduct regular and random patrols of hotel floors to ensure guests are maintaining their Quarantine directions.

- AM members are required to wear P2/N95 masks and eye protection when entering a designated (dirty) zone. AM members are to sanitise their hands when leaving each floor and prior to entering a different dirty floor. AM members prior to entering a 'clean' zone are to hand sanitise, dispose of their P2/N95 mask, without touching the front of the mask,

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in the designated waste bin, sanitise hands, remove and clean their eye protection with 2-in-1 wipes and hand sanitise.

Quarantine Guest – Transportation of Positive Guest

Queensland Health must be advised of a COVID positive Guest by AM AM will follow all directions on contact. The Venue Health Manager or Shift Supervisor will contact QAS to arrange the movement of a Positive Guest. Movement from Hotel room to dedicated COVID hospital will be the responsibility of Queensland Health.

Procedures for COVID-19 Positive Guests

After the COVID positive Guest has been transported by QAS to dedicated COVID hospital, the Hotel will be responsible for contacting QBuild to organise a deep clean of the guest's room. AM, MSS and Hotel staff will not access that room at any stage until the deep clean has been successfully completed.

COVID testing

QML are responsible for the COVID testing of hotel and MSS staff, and guests in quarantine. QML have been contracted by the Queensland Government and the individual sporting organisations to conduct this testing.

Fresh Air Breaks

No fresh air breaks will be provided for the duration of the 14 day mandatory quarantine period as per CHO Directive.

Evacuation – Security and Infection Control of Quarantine Guests

The effective management of an emergency at the Mercure Hotel is dependent on ensuring that there are processes and procedures in place. The Mercure has an emergency plan and emergency response procedures. These in isolation will not ensure that an emergency will be effectively managed. To achieve this, the hotel has a team of nominated persons referred to as the emergency control organisation (ECO).

The ECO shall consist of a Chief Warden who will be the Duty Manager, Deputy Chief Warden, Communications Officer and Deputy (if available), Area Warden and Deputies, Wardens and Deputies.

During emergencies, instructions given by the ECO personnel shall take precedence over the normal management structure and QCM. Area wardens and their deputies shall have the authority to marshal all staff and any visitor/s to their area.

Evacuation of the hotel will be conducted in accordance with The Pullman Mercure Emergency Procedures Manual at Annex A.

If necessary, after evaluation of the situation and using all of the information, as resources available, The Chief Warden (Duty Manager) will initiate an action plan in accordance with the emergency response procedures and control entry to the affected area. The Chief Warden in conjunction with Emergency Services will initiate the order for an evacuation. The ECO will conduct the evacuation. AM will not interfere with the evacuation however their role will be to ensure there is appropriate PPE for guests, the conduct of COVID safe practices during evacuation of the building and mustering at the Assembly Area.

Guests will be directed by wardens and AM to wear issued surgical face masks (spares will be available), practice physical distancing to the extent possible, and carry a copy of their Quarantine Direction. Guests will proceed from their room to one of two emergency stairwells in accordance with the evacuation plan. On exit at the ground floor, guests will then be directed to the Assembly Area by AM and hotel staff. AM staff will ensure extra PPE is available for any guests that have left it in their room.

Hotel wardens will conduct a clearance of their floors in accordance with the evacuation plan, to ensure all people have evacuated.

Evacuation diagrams (indicating the position of emergency stairs, exits, emergency equipment, and general instructions for staff) are prominently displayed in each respective area. Each diagram indicates the primary Assembly Area and egress routes.

Sixteen Antlers Rooftop Bar

Patrons of the Sixteen Antlers Rooftop Bar have access to a fire escape stairwell in the event of an emergency that is shared by the Mercure Hotel. However, a number of controls are in place to minimise the risk which will significantly minimise the possible spread of COVID-19.

A bar staff member will be appointed as the Bar COVID Manager and will be responsible for ensuring all patrons will have the appropriate PPE and are briefed before entering the fire evacuation stairwell. COVID Marshals will also be present to ensure a COVID safe egress in case of emergency. Sufficient supply of spare surgical masks for the maximum number of patrons who can be or are present at the bar will be kept at the roof top bar in case of an emergency evacuation.

COVID Marshals will inform patrons of the risks associated with evacuating from a hotel that is being used as a quarantine facility. COVID Marshals will also ensure patrons conduct hand sanitisation and don gloves and surgical masks before making their way down the stairs to the evacuation point.

The fire evacuation system allows the evacuation to be conducted in a staged approach with the ability to use floor intercom to inform quarantine guests to remain their rooms but ready to evacuate whilst Patrons of the Sixteen Antlers Rooftop Bar move to the evacuation point. This will be done in the event it is not a life threatening emergency. Once completed, quarantine guests will then be asked to evacuate in priority order, by floor in a controlled manner, and proceed to the evacuation point via the fire escape stairwell. The order of floor evacuation will be deemed by the emergency at hand. Regardless, the QCM will be located at the bottom of the fire escape stairwell to direct and ensure Sixteen Antlers Patrons are

located separately from quarantine guests in the evacuation point. Additional masks will be provided at the bottom of the stairwell for anyone that requires it.

Once the emergency is over, quarantine guests will re-enter the Mercure Hotel the same way they first entered the hotel via the dedicated quarantine lift with cleaning being conducted in between lift usage. Patrons of the Sixteen Antlers Rooftop Bar will re-enter the bar via the patrons lifts which are separate from the Mercure Hotel bubble. The QCM will headcount quarantine guests in the evacuation point as well as when they re-enter the hotel. Any area quarantine guests have been during the evacuation will be deemed as red zones and the appropriate cleaning will be required to return those zones back to green. This will be supervised by the Venue Health Manager and the COVID Safe Monitor.

In the event the hotel cannot be reoccupied following evacuation, AM will work with Queensland Health and QPS for alternative accommodation arrangements.

Upon declaration of a safe reoccupation of the hotel, AM will coordinate the safe return of guests to their rooms. This will be conducted in a staged approached ensuring COVID safe practices occur as guests return to their rooms one at a time ensuring cleaning is completed between each guest. Any areas now deemed dirty areas will be cleaned and refurbished.

Evacuation Assembly Area

The Assembly Area for the Mercure Hotel is located outside Sarina Russo.

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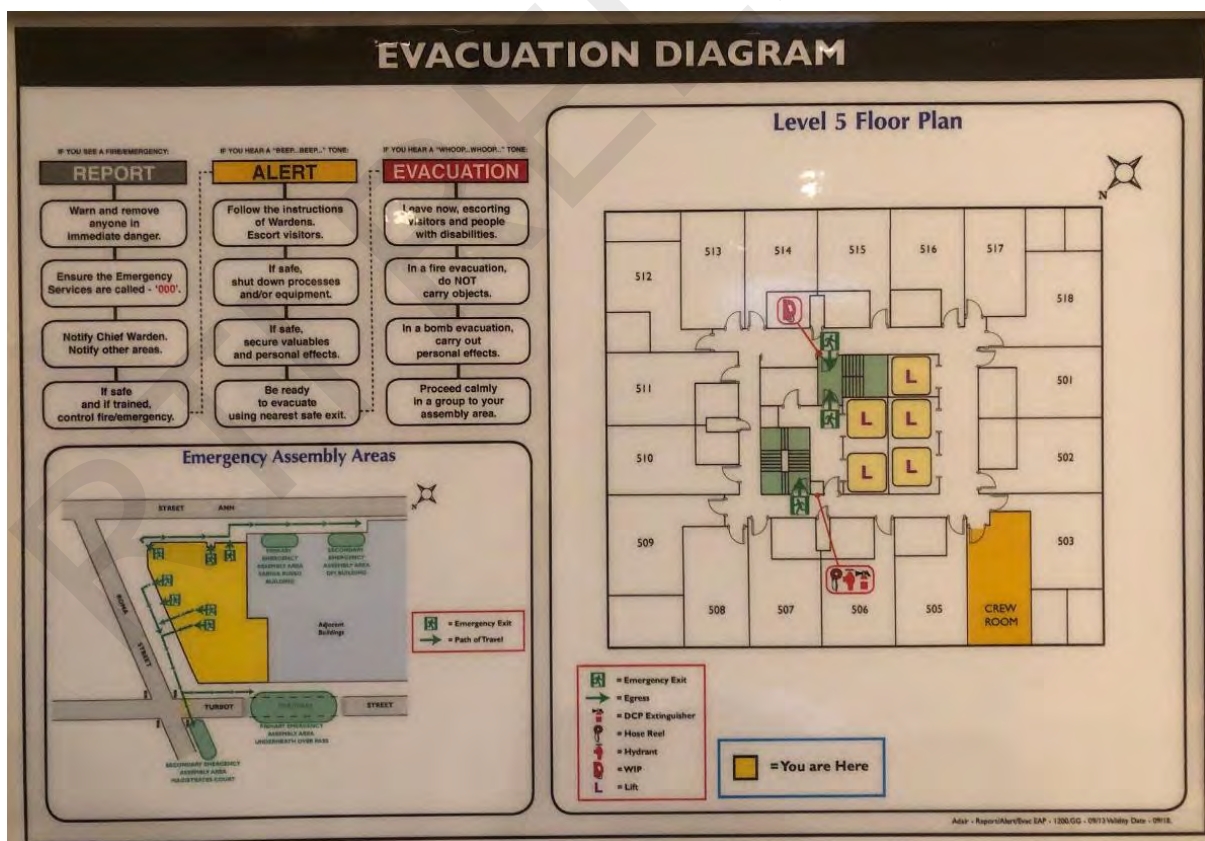
Actions on notification of evacuation

As per *Evacuation – Security and Infection Control of Quarantine Guests*.

COVID safe evacuation

As per *Evacuation – Security and Infection Control of Quarantine Guests*.

Movement of Quarantine Guests

As per *Evacuation – Security and Infection Control of Quarantine Guests*.

Reporting of infection control breaches

All breaches in infection control procedures are to be reported immediately to their staff member's manager, who will advise the Venue Health Manager immediately. The Venue Health Manager is to escalate via Metro North EOC LO to seek advice. Any infection control breaches need to be notified to QPS for their information. The HEOC must ensure that they record any breaches or near misses in the risk management system that is in place for their HHS. Top issues of concern should be identified and reported by the HHS representative on the Quarantine Services Steering Committee.

Building Vulnerabilities

Ann St Fire Exit – Ann St fire exit will be monitored by CCTV and MSS foot patrols. MSS staff will include this a location during the conduct of patrol.

Power Outages

A backup power generator is in place for power failure. The back-up generator will operate all services within the hotel. On the occurrence of a power failure, there is a short delay before the back-up system steps in. The hotel duty manager as the Key point of contact (POC) will respond to any issues with the backup system failure.

On failure of the power back up, AM and hotel staff will have access to the intercom across all levels of the hotel for any required public announcements.

Security Breach

A response to a security breach will be in accordance with the Incident Reporting Flowchart below.

Absconder

A response to an absconder will be in accordance with the Incident Reporting Flowchart.

Venue Inquiries

The following inquiries will likely be requested QPS.

- Last contact details with AM, MSSandhotel staff?
- Meal delivery/health check details/COVID testing schedule (if known)?
- Arrange immediate download of CCTV footage.
- What inquiries have been done to date/ by whom;
- search of the subject's room been conducted. General search to consider
  - Possibility of being in another room in the venue?
  - Are there belongings in the subjects' room?
  - Mobile devices/chargers, personal identification, paperwork, notes, letters, belongings of value?
  - Coordinated building search floor/room/gym/stairwells all possible internal locations.
  - Approach hotel management to obtain any call records for the room?
  - Any financial information held by hotel management for POI (e.g. Credit Card);
  - Any evidence of drug use?
  - Any concerns for suicide/mental health?
  - Canvas on all on duty staff (including QCM and Hotel employees). Consider off duty staff as appropriate
  - Identification of an interpreter if required
  - Other external inquiries to consider
  - Immediate patrols of perimeter and in vicinity to be organised (relevant DDO to be advised and requested to assist);
  - CCTV cameras of nearby premises to be identified and;
  - CCTV networks identified and request assistance

QCM and hotel personnel may be requested to assist in ascertaining the above.

External Inquiries

External inquiries to consider:

- CCTV cameras of nearby locations to be identified
- Taxi Ranks Share Ride pick up locations nearby
- Nearest bus stops/train stations of access
- Door knock neighbouring businesses & consider CCTV
- Any vehicles identified
- Rental vehicle outlets nearby

CCTV in Venue

CCTV Monitoring location

CCTV is available in the hotel. Key CCTV cameras are located around the hotel but not on individual guest accommodation floors. Cameras are located in all hotel lifts with video feeds sent back to a processing unit that stores for 30 days.

QCM staff will have access to select screens in lifts and fire escapes for monitoring 24/7.

A response to a security breach or COVID breach will be in accordance with the Incident Reporting Flow Chart.

Fire Escape monitoring

Fire escape doors are not alarmed but have one way access only. Once in the fire escape stair well, exit can only be made via the ground floor and not to individual floors.

Fire exit doors on the ground floor are covered by CCTV and will be monitored 24/7 by QCM staff. The bottom of the fire escape to Ann Street will have QCM presence 24/7 as instructed by QPS.

Floor cameras

CCTV Cameras monitor fire escape doors and lifts and will be monitored 24/7 by QCM personnel, and intermittently by hotel staff. There are no CCTV cameras on the accommodation floors themselves but regular and random patrols will occur on floors daily.

System Type

CCTV is web-based.

Dedicated monitoring

CCTV will be monitored 24/7 by QCM personnel, and intermittently by hotel staff. CCTV recordings are kept for 30 days and can be accessed by QCM/QPS on request to the hotel.

Reporting Monitoring and Escalation

Reporting monitoring and escalation will be in accordance with the Incident Reporting Flowchart.

Annexes: The Pullman Mercure Emergency Procedures Manual