Residential Protocols at ANU campuses:

Home-based quarantine in Student Accommodation

Version 1

This document provides protocols for students quarantining in ANU on-campus residences.

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Overview

This appendix to the *Residential Guidelines and Protocols at ANU campuses - COVID-19 Response* has been developed specifically to deal with home-based quarantine in ANU student accommodation. The document is applicable to any residential hall or affiliate hall linked to the ANU.

The key reference utilised for the development of this document was the **ACT Health COVID-19 webpage**.

Quarantine is used to separate a person who may have been exposed to a communicable disease (such as COVID-19) from the rest of the community. This is to protect the community while waiting to see if the person becomes unwell. Mandatory quarantine is imposed by ACT Health for individuals who have returned from overseas or a defined COVID affected area as defined by a Public Health Direction, or if individuals are confirmed to be a close contact of COVID-19 as determined by ACT Health or another public health authority. The usual period of quarantine is 14 days unless individuals are released earlier by direction of ACT Health.

Quarantine is similar but distinct to self-isolation, which refers to individuals who have been tested, diagnosed or otherwise meet the criteria for risk of having COVID-19. Guidelines for self-isolation are included in the main body of the *Residential Guidelines and Protocols* document.

For individuals who are not international arrivals, ACT Health allows home-based quarantine. This can be conducted in individual homes, commercial accommodation properties or in student accommodation.

Risks

Key to this protocol is a proactive approach to risk mitigation. Risks include:

- Public Health risks related to COVID-19; specifically the risk of importing a case of COVID-19 into the ACT and the potential of initiating a local outbreak.

- Mental health risks associated with remaining in quarantine for 14 days.

- The risk of acquiring COVID-19 during quarantine.

- The manifestation or exacerbation of individual pre-existing health conditions during quarantine that require urgent treatment or management.

Types of quarantine accommodation

Types of student accommodation that can be used for home-based quarantine include the following:

- Individual studio or single room apartments – students must remain in their apartments at all times during quarantine. These apartments could be:

    o In a dedicated quarantine building, or

    o In another building in their own room only if is a self-contained single apartment.

- Multi-bedroom apartments – individuals will have their own room but will use shared spaces such as bathrooms, kitchens and lounge areas. They must not leave their

apartment during quarantine.

- Dormitory style accommodation - individuals will have their own room but will use shared spaces such as bathrooms, kitchens and lounge areas. A maximum of 8 students will be accommodated in a single quarantine space. Students must not leave this designated space during quarantine and individuals not in quarantine must not enter the space (unless in an emergency).

Preparation for quarantine

Mitigation of the above risks will commence prior to quarantine as follows.

Pre-departure

Students will be provided with information about what to bring with them into quarantine. This includes the requirement to bring masks. This will include all of their required medications, optical aids and other health requirements for the duration of their quarantine period.

Students will also be asked to identify any pre-existing medical or other health conditions, including addictions such as smoking, so that these can be properly managed during quarantine.

Students must notify the ANU COVID Response Office (covidresponseoffice@anu.edu.au) if they have any COVID-19 like symptoms, test positive for COVID-19, or are advised that they are close contacts of someone who is COVID-19 positive prior to travel. In these circumstances they will not be allowed to travel until they have tested negative and/or fulfilled any quarantine or self-isolation requirements.

Students must sign a Behavioural Contract to confirm that they will comply with all COVID-safe and other required behaviours throughout the process including during quarantine. They will be informed that breeches in compliance will equate to a breech in Student Conduct Rules, which may result in their removal from student accommodation for the whole of 2021 and other disciplinary action.

In transit

All modes of transport are acceptable. This includes private cars or being dropped off by others (for example, parents, guardians, friends and partners). If their drivers are from a defined COVID affected area they will be considered in transit and will not need an exemption from ACT Health provided they do not leave the car while in the ACT, including during drop off.

If travelling by air, bus, train, rideshare or taxi, students should behave in a COVID-safe way at all times. This includes avoiding direct contact with other people (including other passengers, drivers and transport staff), coughing and sneezing into their elbow, washing their hands before and after they travel, and wearing a mask at all times while in transit, apart from when eating and drinking.

Compliance and Security

This ANU model for conducting home-based quarantine in student accommodation is based on tiered compliance and security approach through:

- creating a positive quarantine environment that will reduce the feeling of a need to

"escape"

- a behavioural approach to ensure individual compliance through the requirement to commit to set of COVID-safe principles, and harsh punishments for those who breach these principles

- monitoring of compliance through 24/7 staffing of designated quarantine buildings and strict separation from non-quarantining students

- external perimeter security provided by CCTV and ANU Security patrols

The purpose of this tiered approach is to encourage students to remain compliant at all times through a 'carrot' and 'stick' approach. The carrot is that they will be provided with an enriching online experience and will earn the respective of their peers and the University. The stick is that they will be severely punished if they are found to have breached compliance, and this may have a lasting impact on their access to accommodation and their academic careers.

Positive quarantine environment

As detailed in *The National Review of Hotel Quarantine* (Halton Review), the key to maintaining a positive experience in quarantine is to create a sense of routine or a 'structured day'. This will not only improve mental health but will mean that students are less likely to try to escape from quarantine as they will be kept fully occupied by a range of activities.

In addition to health and mental health support detailed below, activities for students in quarantine will include:

- Online sessions for new students to aid orientation and integration into University life

- A proactive program of engagement by student leaders, online provision of social activities with others in their 2021 residential community and a program of online activities specifically designed for during quarantine (eg "crafternoons")

- Participation in the online components of ANU's 'Summer Connections' program.

Students who are quarantining with others, in multi-bedroom apartments or dormitories, will be able to socialise in a COVID-safe way with their quarantine group within shared spaces. Specifically, students will be required to:

- perform hand-hygiene prior to entering shared spaces and perform hand-hygiene after leaving shared spaces

- maintain 1.5 m physical distancing where possible from other students in the shared spaces

- wear a mask when in the shared space (unless they are eating).

This will also assist in creating this positive experience as well as fostering group compliance. This is especially important as many of these students will be new to ANU.

Individual Compliance

As indicated above, students must sign a Behavioural Contract to confirm that they will comply with quarantine rules and regulations, and will behave in a COVID-safe way during their quarantine period.

They will be informed that breeches in compliance up to and including leaving quarantine without authorisation will equate to a breech in Student Conduct Rules, which may result in their removal from student accommodation on a permanent basis and other disciplinary action.

Students will be briefed on the limits of their designated quarantine area and will be directed not to leave this area at any time during the quarantine period unless directed by staff or ACTH.

A strong focus will be placed on COVID-19 compliance at all times, including wearing of face masks when leaving individual rooms (when not eating), remaining 1.5 metres from others, and the practice of good hand hygiene. Socialisation will ensure that peer group pressure is also applied to reinforce compliance.

Other rules will include:

- Students will not be allowed in the rooms of others, even if within the same quarantine group.

- There will be a no alcohol policy for the duration of the quarantine period.

Failure to Comply

If a resident fails to comply with quarantine and general COVID-19 protocols as advised by the residence, the Residence will view this as a breach of

- Section 3 (g) of the Occupancy Agreement where residents are required "to comply with lawful notices and reasonable directions from the University"

- Section 3.1 (a) - requires occupants to not "intentionally cause injury or harm to another person"

- "the Rules of the Australian National University" as per section 3.3 (b).

Failure to comply with these obligations by failing to adhere to the overarching *Residential Guidelines and Protocols* and this protocol will result in termination of the resident's agreement as per Section 3.2 of the Occupancy Agreement.

Disciplinary matters can also be escalated to the Office of Student Conduct (OSC) who will institute disciplinary actions in accordance with ANU established procedures for students for non-compliance as outlined at
https://www.legislation.gov.au/Details/F2018L00319/Html/Text#_Toc508885910

Due to the seriousness of breaching quarantine and general COVID-19 protocols, any breach by a resident will be deemed misconduct. It is misconduct if a student engages in conduct that:

is dishonest, unethical, or otherwise demonstrates a lack of integrity or a lack of respect for the safety or wellbeing of other members of the University community; or

intentionally, recklessly or negligently causes risk or danger to the health or safety of another member of the University community.

If, in a case to which section 12(1) (powers of, and action by, Vice-Chancellor) applies, the Vice-Chancellor is satisfied that the respondent is likely to have engaged in conduct that is misconduct, the Vice-Chancellor may, before an inquiry is held into the conduct:

deny the respondent access to all or any University facilities, to all University premises, any University premises or any part of University premises, or to all or any activities conducted by or on behalf of the University, for a specified period or until the inquiry has been completed and its finding dealt with under this instrument, whichever happens first.

Monitoring and Reinforcing Compliance

Internal compliance will be monitored by Residence staff. Mechanisms to monitor compliance include:

- The quarantine facility will be staffed at all times to monitor access

- Daily review of activity on building access card system to check if the student has engaged in any unauthorised access to the building.

- Extensive internal CCTV surveillance or corridors, stairwells, and other common spaces. CCTV footage will be audited and kept for 14 days post quarantine.

- Random checks by staff (in appropriate PPE) that residents are in their room or apartment (as applicable). This should be done by phone call outside, with students being asked to come to the window and wave.

- Students will be encouraged to advise the on-site staff if another student is observed outside of their quarantine area for any reason other than a building evacuation

- For dormitory style accommodation, each quarantine group will be given a different coloured lanyard or pass to assist recognition of those who have left their designated area.

- Each quarantine group will be assigned an external Senior Resident or Student Leader, who will maintain contact remotely with the group during quarantine and will reinforce compliance mechanisms.

- Compliance will be reinforced by signage and during daily welfare checks.

- Social media groups will be created for those in quarantine and daily compliance reminders will be promulgated via these means

- Hand sanitiser, cleaning products, masks and gloves will be provided.

Where possible, a dedicated quarantine facility will be used. In some circumstances, non-quarantining students may be housed in separate areas of the building. These will be clearly demarcated from quarantine areas and all students will be thoroughly briefed on the importance of not breaching these areas.

Security

The building is controlled by access cards. These cards will only permit access of quarantining students to their rooms. Students not in quarantine will not be able to access quarantine areas.

The reception will be manned at all times. Only one entrance will be open. Fire exits will be checked on a regular basis and monitored by CCTV.

A network of CCTV monitors cover the external building including all exits. External perimeter patrols by security guards will occur outside of normal business hours.

Operational Matters

The ANU has considerable experience managing individuals in quarantine or self-isolation in single room apartments. Overarching protocols pertaining to this can be found in the *Residential Guidelines and Protocols* document, however more specific detail, including for

students in accommodation with shared spaces, is provided below.

Students will be advised in writing of these protocols as part of their quarantine preparation information. This will be reinforced by instruction sheets placed in every room or apartment.

Meal and food delivery

Meal options include ordering food or groceries online or, in the case of accommodation in catered halls, meals prepared in the Residence's kitchen.

Meals, shopping or groceries ordered online will be delivered to Residential Hall reception. Students will be asked to ensure all deliveries occur during normal business hours. The number of deliveries each day should be limited where possible, with students living in apartments utilising fridges to store food and microwaves to reheat.

Protocols for delivery of food or other items is as follows:

- All catered food will be in disposable containers.

- When the items arrive, the reception staff will contact the student over the telephone or via email to arrange a drop off time.

- Staff in full PPE will deliver the meals or groceries to the door of the apartment or common area and will either knock on the door or send a WhatsApp message to students. If food is to be delivered into a common area, students will advised to stay in their rooms during the delivery time.

- The student will be instructed to wait at least 15 seconds after being advised of the delivery before collecting their item

Waste management

Specific waste collection times will be developed on a rostered basis, and students will be advised of these times. The protocol is as follows:

- Students will be provided with sturdy, leakproof plastic bags.

- When collection time approaches, students will place their waste in these bags, will tie up the bag securely and leave it outside their room.

- Staff will wear gloves when collecting the bag of rubbish and ensure the bag is held away from their clothes.

- Rubbish will be disposed of using normal processes. Once disposed of, gloves will be removed and hand hygiene performed.

Cleaning

A robust cleaning regime will be implemented. Students will be responsible for cleaning their own rooms and apartments during their stay, including frequently touched areas and surfaces. Antibacterial wipes and multipurpose cleaner with disinfectant and paper towel will be made available. Professional deep cleaning will be undertaken between each quarantine cohort.

Cleaning requirements vary depending on the type of quarantine accommodation as follows:

- Single apartments and studios - 1 x day all high touch surfaces should be cleaned by the tenant.

- Multi-bedroom apartments and dormitory style quarantine:

- Each student will be responsible for the cleaning of any touched surfaces in common spaces prior to vacating said area

- 4 x day all high touch surfaces in shared areas should be cleaned by the students. This can be done on a rostered basis.

- Dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items should not be shared with other people. After using these items, they should be washed thoroughly with soap and water or use a dishwasher.

Laundry

Students will not be allowed to use laundry facilities during quarantine. They will be advised to bring an appropriate amount of clothing to cover the quarantine period.

If students do require laundry to be done during quarantine due to unforeseen circumstances or in an emergency, reception staff should be contacted. If the laundry is deemed to be urgent, it should be placed in a sturdy, leakproof plastic bag, left outside the room. Protocols for collection will be as per waste management protocols. A fee will be attached to any such laundry requests.

All students will be provided with a fresh set of linen in their rooms and advised to change this after one week. Dirty linen should be placed in a sturdy, leakproof plastic bag and left outside the room. Collection times for dirty linen will be advised and protocols for collection will be as per waste management protocols.

Personal Protective Equipment (PPE)

Students will be asked to bring their own cloth face masks. They will be provided with links to the "Types of masks and where buy them" section of the NSW Health website.

Surgical style face masks will be provided as a back up. Gloves will also be provided. Instructions on safely donning and doffing PPE are provided as part of the quarantine induction material provided to students.

Staff who are likely to come in contact with quarantine areas (for example, during waste collection or food delivery) must wear a surgical mask and gloves at all times. They must be trained in appropriate use of PPE, including donning and doffing.

Reception and Security staff will all have access to PPE if they are required to provide initial responses to critical incidents. If any first aid is required, Ambulance services will be called.

It is essential that masks are fit for purpose and used in an appropriate manner. They must:

- Be worn and fitted in accordance with the manufacturer's instructions

- Not touched by hands while worn except for fitting e.g. around the nose and sides prior to exposure

- Cover both the mouth and nose while worn

- Not be worn loosely (both ties secured) or folded down around the neck

- Discarded once it has been worn, or becomes visibly soiled or moist, and must not be used again.

- Removed by touching the strings / ties or loops only. Personal hand sanitiser will be made available for use by residents.

Maintenance requirements

No staff should enter rooms except in an emergency or for urgent maintenance repairs during the quarantine period. Full PPE (droplet and contact precautions) will be worn should this occur. A safe distance of at least 1.5 M must be maintained between staff and students at all times, and students should wear a mask. Students in multi-room apartments will be asked to remain in a room separate from the maintenance staff (e.g. they should remain in their room if a maintenance staff member is in the shared area).

Fire Alarms and building evacuations

If there is a Fire Alarm, the standard protocols must be followed. Students will be required, where possible, to don a mask before evacuating the quarantine area. Additional masks and gloves will be available if required.

Students in quarantine will be remain in a separate evacuation area at least 4m from all other residents.

Emergency Response

In the event of a medical emergency, ANU staff and/or students should dial 000 and administer first aid using appropriate PPE. The 000 operator should be advised that the individual is in quarantine so that appropriate COVID-safe measures are in place.

ACT Health and the Public Health Lead – COVID Response Office should also be notified as soon as possible.

Health and Wellbeing

All aspects of health support will be overseen by the Public Health Lead – COVID Response Office, who will also be the primary point of contact with ACT Health.

COVID-19 Testing

Students will undergo required COVID-19 testing in accordance with ACTH requirements and must have a final negative test before leaving quarantine. This is likely to involve two PCR tests for students in individual apartments and three for those students who are sharing common areas with others.

Students will be advised to have their first test at the drive through COVID testing site at EPIC on their way into Canberra. Separate arrangements will be made for those students unable to do so using extant ACTH procedures.

Other testing requirements will be met via one of the following methods depending on the number of students in quarantine at any one time:

- In-facility testing by ANU staff wearing full PPE and testing students at the door to their rooms (large numbers); or

- COVID-safe transport of students to designated COVID-19 testing locations (small numbers). Transport will be through extant ACTH procedures and students must wear face masks and practice COVID-safe behaviours at all times.

Health Monitoring of Staff

The ANU home-based quarantine model is based on zero contact between staff and students in quarantine, and as indicated, staff must wear PPE at all times when in or near the quarantine area. For this reason regular testing is not required, however daily symptom

checks will be undertaken and staff will be offered testing at any time if a breach has occurred or if concerned. Following testing staff will be asked to self-isolate until they have a negative test.

Management of a positive case

Students with confirmed, probable or suspected COVID-19 and their close contacts will be managed in accordance with CDNA and ACTH guidelines. This includes the following:

- Students who develop COVID-19 like symptoms will be tested for COVID-19. ACT Health will be consulted as to whether the student needs to be moved to a separate single room apartment while they are awaiting a test result.

- All other students sharing a space with the affected person will also self-isolate within their own rooms as much as possible until test results are known.

- Positive cases will be immediately transferred into a single room apartment in a separate accommodation area, and wearing PPE during transfer. ACT Health will be consulted prior to their transfer. A number of one-bedroom apartments will be kept available to be utilised for this purpose.

- All other students within the group of the positive case will be considered as close contacts and will be tested. These students will be required to extend their period of quarantine for 14-days after their last contact with the student while they were infectious.

- ANU has pre-existing plans to manage larger outbreaks of COVID-19 in student residences. These are available at: https://www.anu.edu.au/covid-19-advice/our-covid-safe-community/directives-guidelines-and-resources

- ACTH will provide direction regarding the public health management of positive cases, suspected cases, and close contacts, including on required extensions to the quarantine period.

- ACTH will also be consulted on any other medical or mental health problems that arise during quarantine where removal from quarantine and hospitalisation may be required.

General Health Support

Health support, including both GP and mental health services, will be available to all students via teleconsultation. Students will be able to book an appointment online or by phone. An emergency health number will also be provided. The GP will triage all health problems and arrange for appropriate further care and consultation as required, through telehealth services.

Transport for medical needs will be managed through ACTH. All transport must be done in a COVID-safe manner. Medical emergencies are covered in an earlier section.

Mental Health

ANU will support mental health and wellbeing through a stepped care model (see Figure 1).

Fundamental to the Model's approach to maintaining good mental health while in quarantine is the opportunity to feel a sense of community, purpose and social connectedness, both online and as a member of a small quarantine group.

Measures to maintain positive mental health will include a welcome message from the Vice-Chancellor and access reliable Wi-Fi.

ANU will maintain regular contact one-on-one contact with each student, including via daily welfare checks. This will be done using dedicated student welfare specialists and trained student peer mentors

As detailed above, a series of online engagement programs, both educational and for entertainment, will also be provided to ensure students are kept occupied while in quarantine.

In addition to these programs, students will have access to peer support through linking each quarantine group to a Senior Resident or Student Leader and the use of TalkCampus, a multilingual global application that allows students to chat with other students anywhere in the world,

Students who have concerns about mental health or wellbeing will be able to book an online counselling session with a mental health provider from the ANU Counselling Centre via email at counselling.centre@anu.edu.au or phone: 02 6125 2442.

Other free support can be provided 24 hours a day, 7 days a week via ANU Crisis Support Line on 1300 050 327 or via SMS Text message service on 0488 884 170.

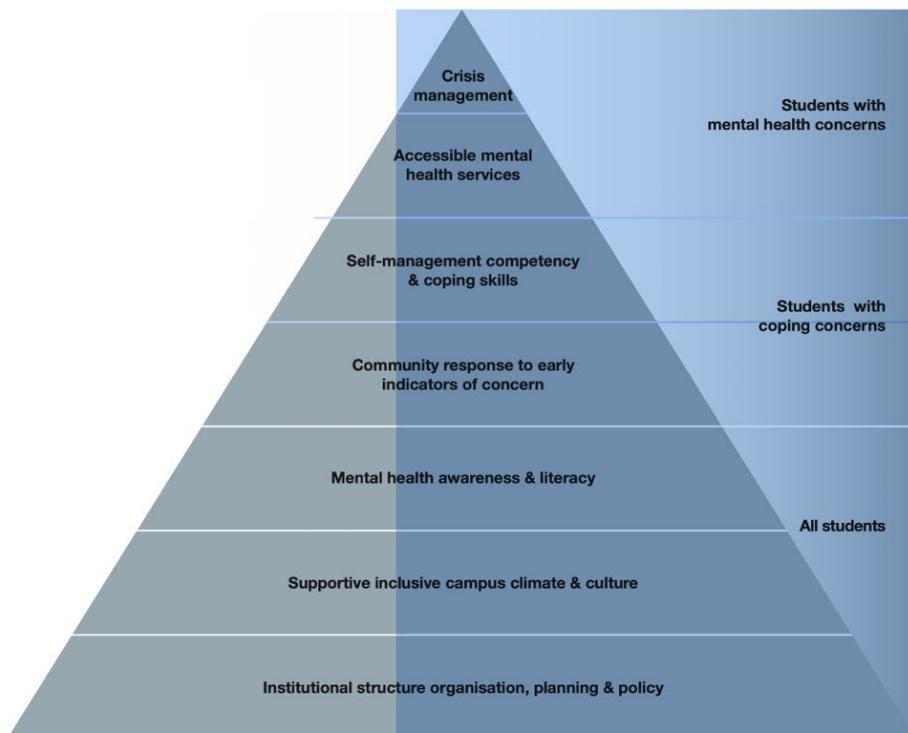Support and assistance is also available through the Respectful Relationships Unit respect@anu.edu.au.

Figure 1 – ANU Stepped Care Model