

## **Regional Operations Plan for Symptomatic Travellers Arriving at Airports**

### **Summary of overall process:**

In sequence of events:

1. Symptomatic travellers will be asked to get to their homes in private transportation.
2. If private transportation is unavailable, PHAC-arranged medical transportation will be provided to get the traveller to their home.
3. If traveller has onward connections, or the distance to get home is too far for the PHAC-arranged medical transportation, travellers will be taken to a PHAC isolation facility. Isolation facilities exist in Vancouver, Calgary, Toronto and Montreal.
4. The following chart summarizes isolation facility capacity currently in place:

<b><u>Airport</u></b>	<b><u>Isolation Facility availability</u></b>
Toronto	47 rooms, scalable to 79
Vancouver	30 rooms, scalable to 200
Montréal	19 rooms, scalable to 94
Calgary	45 rooms, scalable to 135

5. The following chart summarizes the PHAC-arranged home transportation availability

<b><u>Airport</u></b>	<b><u>Distance for medical transportation home</u></b>
Vancouver	8 hours radius
Calgary	6 hour radius
Toronto	12 hour radius
Montreal	6 hour radius
Edmonton	6 hour radius
Ottawa	12 hour radius
Québec City	6 hour radius
Winnipeg	12 hour radius
Saskatoon	12 hour radius
Regina	12 hour radius
Abbotsford	8 hour radius
Hamilton	12 hour radius
London Ontario	12 hour radius

6. Passengers arriving to Edmonton, Ottawa and Quebec City will be transported to the closest isolation facility if unable to get home due to distance limitations.
7. Isolation sites are currently being explored for Halifax and Winnipeg.
8. Resourcing options such as Red Cross or others to help in the daily operations in the isolation sites are being explored.

### **Summary of PHAC Isolation Site Operations**

- PHAC has identified areas in hotels that can be secured and separated in order to ensure safety for hotel staff and guests, and the privacy and security of the travellers in isolation.
- PHAC has separate arrangements for security, laundry, cleaning, waste removal, and food (except in cases where the hotel kitchen can prepare meals). The objective is to eliminate contact with hotel staff and the need for hotel services.
- At the airport, when a traveller is identified as needing to go to the isolation facility, a pre-identified PHAC resource on call will be notified in order to provide advance notice to the hotel facility and ensure PHAC presence on site to receive the passenger. A needs assessment takes place to identify any special needs, medical conditions, and medication needs. Arrangements will be made for those needing medication refills.
- A PHAC resource is assigned to the isolation site during daytime hours (typically 8AM to 8PM) and is on call during the overnight hours. Where feasible, a PHAC resource will be on site 24 hours per day. The daytime PHAC resource checks in on the traveller 2-3 times per day and also serves as a contact person for travellers should they require any assistance or have questions. Travellers are provided with contact information for the designated PHAC resource.
- Security is in place 24 hours per day, 7 days per week at all isolation sites. Security guards also serve as points of contact for travellers and engage PHAC should there be any needs or questions. Security also engages law enforcement and health care as needed.
- The laundry, cleaning and waste removal services are provided by companies specialized in communicable and infectious disease prevention techniques.
- Traveller health:
  - A health assessment is done by quarantine staff prior to movement to the isolation site. Individuals who are sick with urgent needs are transferred to the health care system.
  - Travellers in self isolation are provided a thermometer, and responsible for their own self monitoring of symptoms (with the aid of a checklist tool developed for their tracking), a nurse does a remote daily health check-in with travellers and where possible this is done in person.
  - PHAC keeps records of all traveller medications and refill needs so we may assist health monitoring generally and secure prescription refills if needed.
  - Travellers are advised to notify a PHAC representative or security guard if they feel their health is worsening, or to call 911 in emergency.
- Meals:
  - PHAC provides breakfast, lunch and dinner daily, as well as snacks, including items on request that can be stored in the room. Dietary restrictions and allergies are accounted for.
  - Meals are delivered by the PHAC person on site to the traveller's door.
- A handout for travellers is in development and will be provided to travellers being put into isolation.