

Western Health is committed to supporting our community to safely receive their COVID-19 Vaccination; inclusive of airport border workers, port of entry and hotel quarantine staff who have or may have contact with passengers, crews or cargo from internationally arriving planes or vessels. These environments are potentially at a higher risk of exposure to COVID-19 and are referred to as 'Red Zones'.

This QRG describes how to define and correctly identify Red Zone workers. Outlined in this document is the booking and confirmation process to ensure vaccinations are administered to Red Zone workers in an appropriate and safe environment with minimal risk to Western Health employees and the general public.

Who are RED Zone workers?

Red Zone workers can be identified from organisations who have a contract at Tullamarine International Airport, Marine Ports or COVID-19 Quarantine Victoria (often referred to as CQV or Hotel Quarantine). Red Zone workers can include one of the following positions:

- International aircrews (those not currently in quarantine)
- COVID-19 Quarantine Victoria and Department of Health Authorised Officers (AO's) working at international facing roles at the airport
- Commonwealth employees in the international terminal such as Australian Border Force (ABF), Department of Agriculture, Water and the Environment, Australian Federal Police (AFP), Immigration, etc.
- Other workers in, or entering, the international terminal such as security, cleaners, support services, airline representatives, baggage services, Smart Carte etc.
- Cabin cleaners boarding international aircraft
- Catering staff boarding international aircraft
- Engineers, technicians and maintenance personal boarding international aircraft
- Check-in staff in international terminal
- Customs staff
- Baggage handling crew for international aircrafts
- Cargo handling crew in international terminal
- Crew or passenger transport provider employees i.e. Skybus
- Marine port of entry staff working with international vessels
- Any role within a service providing hotel quarantine

How to correctly identify Red Zone workers?

When a client calls the Department of Health (DH) Coronavirus Hotline 1800 675 398 to make a booking for vaccination the agent will ask 'What is your work classification?' or the client may self-identify as a Red Zone worker. If the client advises they are classified as a 'Border Worker', including in airports and marine ports the agent is to follow the flow chart in Appendix One.

International Aircrews in HOME Quarantine

An arrangement has been made with the DH to ensure all Victorian-based international aircrews (public and private) who are currently in 14-day home quarantine can receive the COVID -19 vaccination in a safe and timely manner. If the member of the international aircrew is not currently in home quarantine the agent is to follow the flow chart in Appendix One.

International Aircrews in HOTEL Quarantine

International Aircrew in hotel quarantine must liaise with CQV and the designated Authorised Officer (AO) regarding scheduling and transportation to Sunshine Hospital Red Zone for vaccination.

International Aircrew book via the DH Coronavirus Hotline 1800 675 398, stating they are red zone in HOTEL quarantine. The booking request is managed as per booking flowchart – appendix one.

Aircrew must notify the AO of the Mantra Hotel with the confirmed appointment date and time.

AO at the Mantra Hotel approves the request via internal CQV process and as per Infection Prevention and Control requirements and confirms the following with WH Sunshine Vaccination Hub Associate Unit Manager (0478 908 746) :

- Aircrew coming from HOTEL quarantine will be transported by CQV
- Date, time and drop off / pick up location

Note: An exemption has been granted to allow these international crew members, whilst in home / hotel quarantine to leave their home / hotel to seek medical attention including a COVID-19 test and/or vaccination. This arrangement has been made with the Sunshine Vaccination Hub ONLY.

Booking Process

For the Western Health specific booking process please refer to the [QRG – Creating and Appointment – Advanced View](#).

RED ZONE

Airport Border Workers, Port of Entry & Hotel Quarantine Staff

COVID-19 VACCINATION HUB

Attendance at Vaccination Site

Instructions regarding booking Red Zone appointment at Sunshine Hospital will be communicated to recipient.

Instructions include:

- Recipient to park in dedicated Red Zone parking area
- Recipient to remain in vehicle
- Recipient to call Associate Unit Manger to advise of arrival – 0478 908 746
- Recipient escorted to Red Zone
- Tier 2 face mask worn at all times by recipient.

Vaccination Hub Workforce – Red Zone

All Western Health staff are required to wear hospital supplied scrubs whilst onsite and change back into own clothes prior to leaving the facility.

WH staff working in the red zone will be required to wear Tier 3 PPE as per [WH PPE Guideline](#).

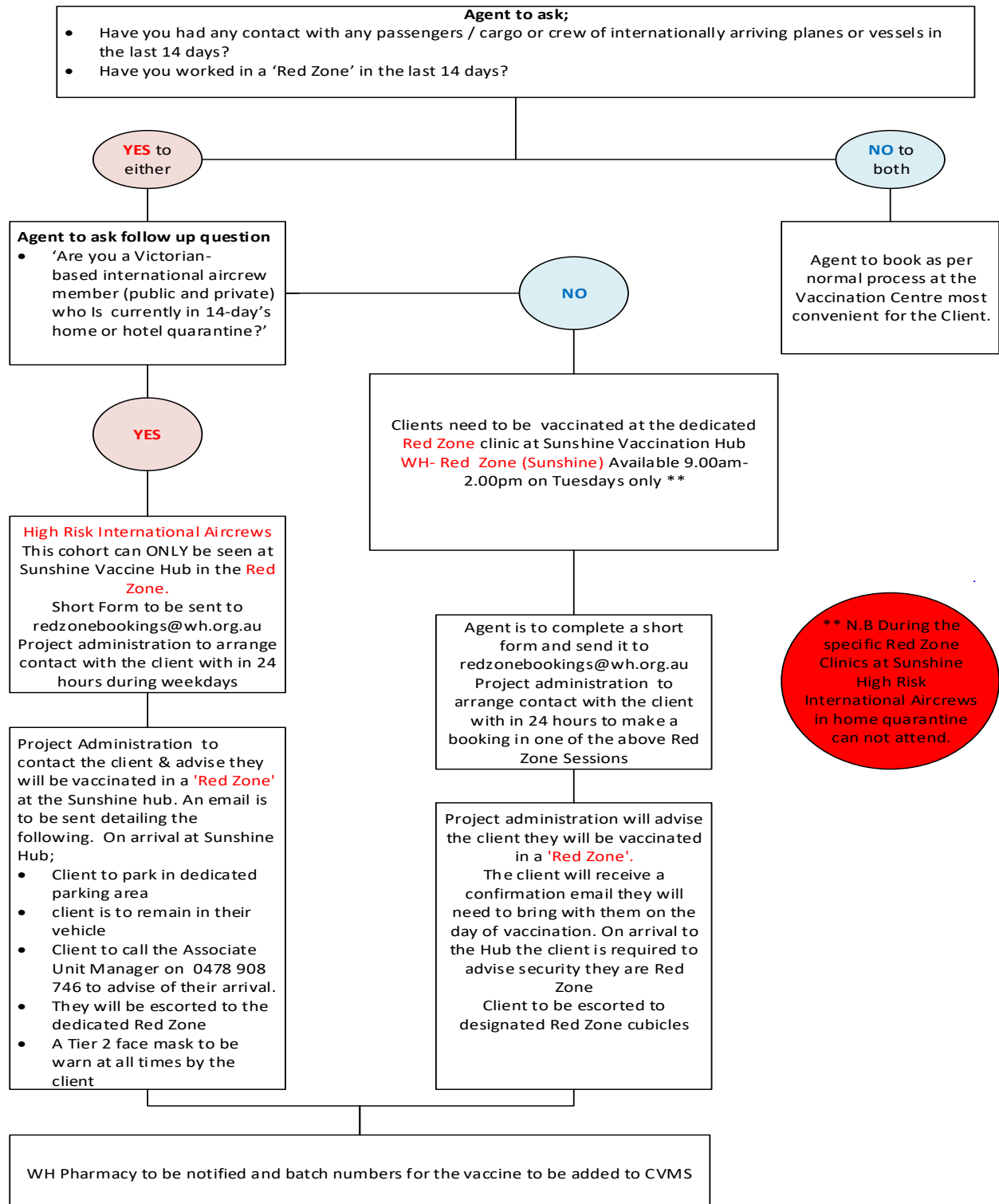
PPE spotters are available to review and assist with PPE compliance.

Vaccination of staff working in the Red Zone is strongly encouraged, vaccination staff not vaccinated will be redeployed.

Fit testing should be undertaken for all staff who work within the vaccination service.



Appendix One



RED ZONE

**Airport Border Workers,
Port of Entry & Hotel Quarantine Staff**

**COVID-19
VACCINATION
HUB**



Creating a RED ZONE Appointment – Advanced View



The advanced appointment process should only be undertaken by trained admin staff and should only be used if the standard appointment process (appointment availability check) is not suitable for booking an appointment (for example Red Zone Bookings, private sessions). To create an appointment:

- Open **Vaccination Management Command Centre**

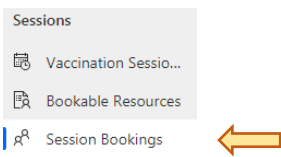


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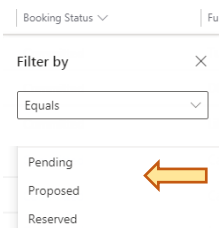
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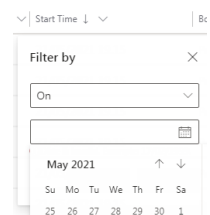
- Select **Session Bookings** from the left hand side menu



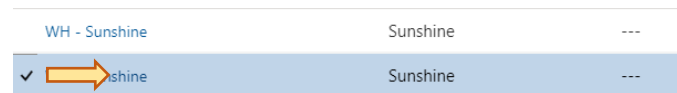
- Locate the view called **'WH Red Zone Session Bookings'**
- Filter the Booking Status to **'Proposed'** (this will show all available appointment times)



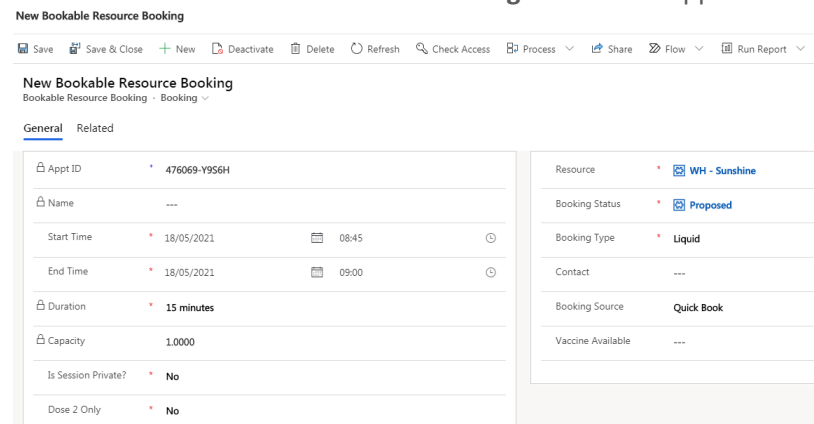
- If you wish to refine the search to a specific date, filter the Start Time field



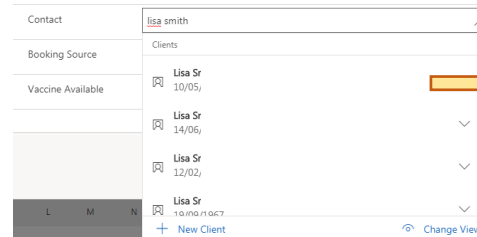
- Locate a timeslot for the appointment and select it by clicking on the far right hand side



- Select **Edit**
- The **'New Bookable Resource Booking'** screen will appear



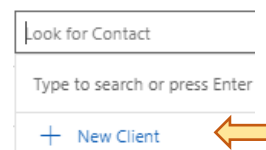
- Search for the client name in the **'Contact'** field



- If multiple names appear, select the drop down menu to see more details to ensure you select the correct client

- Once a client is selected, the name should appear in the Contact field

- If you cannot find an existing client record, select **'New Client'**



Creating a RED ZONE Appointment – Advanced View

The 'Quick Create: Client' screen will appear. Enter all details for the client record and select Save and Close. The Client's name should now appear in the contact field

In the rare case of having to create a Red Zone appointment for someone that is unable to attend the regular Red Zone session time, these appointments can be managed directly in the Frontline App. These appointments cannot be made until approved by the NUM, Sunshine Hub.

- Open the **Frontline App**
- Select **Red Zone – Sunshine**

- Select **Appointments > New Appointment**

- The **Booking Status** will say Proposed. Hover the mouse over this until the x appears. Select the x to delete this status

- To book the appointment the status needs to be **committed**. Type committed and select the status when it appears in the drop down menu. Select Save & Close

- The appointment has now been made for the client

- The system defaults appointment to 'Now'. Select 'Later' then chose the date and time

- Search for the client

- If the client isn't on the system create a new client record. Once the mandatory data is entered select **Confirm** to create the appointment.

