Quarantine Services
Public Health Agency of Canada

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Quarantine Services
Quarantine Program

A front-line service provider of public health protection:

- Physician and nurse Quarantine Officers based in airports at Halifax, Montreal, Ottawa, Toronto, Edmonton, Calgary and Vancouver, covering airports, as well as maritime ports.
Quarantine Program (cont'd)

- Canadian Border Security Agency personnel acting as an extension of Quarantine Officers in remote places with 24/7 telephone access to a Quarantine Officer.

- Coordinates a 24/7 Quarantine Officer Response system and a national public health emergency Duty Officer Response system.
Quarantine Service

- Ill travellers are identified by conveyance (airplane, ship) operators, as well as by border personnel.
- Quarantine Officers assess ill traveller at point of entry / exit, with hospitalization / detention as required.
- Surge capacity at time of outbreaks, with targeted screening of all travellers coming from affected areas (visual scanning with or without medical questionnaires or health alert notice distribution).
- Contacts of ill travellers may be traced / monitored.
- Goods, cargo, conveyances can be inspected and decontaminated.
National Headquarters Functions

QTMH
Chief of Quarantine

- Operations
- Training & Standards
- Policy
Support Services from National Headquarters

- Professional Training
- Human Resources (co-ordinated out of NHQ)
- Financial Administration
- Payroll
Support Services
Accessed through Local Regional PHAC Offices

- IT Support
- Non-professional training
- Employee Assistance Program - central program with local delivery
Large Stations

- Toronto
- Vancouver
- Montreal

- 24x7 on-site and on-call coverage
- 7-9 FTE
Large Stations

- *Quarantine Medical Officer*
  MD required
- Quarantine Officer Supervisor
  RN BScN required
- Quarantine Officers
  RN BScN required
- *Office Manager / Administrator*
- *Clerk*

* In Toronto and Vancouver only
Small Stations

- Calgary
- Ottawa
- Halifax
- Edmonton

Regular on-site hours / Off-site off-hours on call

Quarantine Officers (1-3 FTEs)

RN BScN required
Staffing

- Quarantine Medical Officer
  - Medical Support to staff and Program
  - Supervision of Quarantine Program
  - Management of Operations
  - Program Development
  - Expert advise
Staffing

Nurse Quarantine Officers

- Assessing ill travellers arriving in or departing from Canada, under the authority of the Quarantine Act
- Assessing ill travellers’ medical and travel histories
- Arranging transfer PRN for diagnostic assessment under the authority of the Act
- Reporting
- Maintaining liaison with local officials, under the guidance of Medical Manager and QTMH
- Keeping appropriate records
- Visual screening and other measures during major outbreaks
Office Manager
Vancouver and Toronto

- Organizing and providing administration and office services.
- Manage daily operations, monthly reports.
- Support to smaller Quarantine operations
- Ability to plan organize and priorities workload in an unpredictable work environment.
- Ability to coordinate Human Resources activities.
- Key Role in operations for response scenario.
Clerical Support
Vancouver and Toronto

- Performing routine administrative and operational tasks
- Staff scheduling
- Clerical support
- Facility with communications software
- Data entry
Challenges

Creating a cohesive, standardized service in locations geographically distant, and diverse local cultures

Nursing shortage

Change in perspective from the nurse as a caregiver to the nurse as a regulator