

Quarantine Services Public Health Agency of Canada

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Public Health Agency of Canada

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graph TD; A[Public Health Agency of Canada] --> B[Centre for Emergency Preparedness and Response]; B --> C[Office of Public Health Security]; C --> D[Quarantine Travel & Migration Health]; D --> E[Quarantine Program]; D --> F[Travel Medicine Program];
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Centre for Emergency Preparedness and Response

Office of Public Health Security

Quarantine Travel & Migration Health

Quarantine Program

Travel Medicine Program

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.

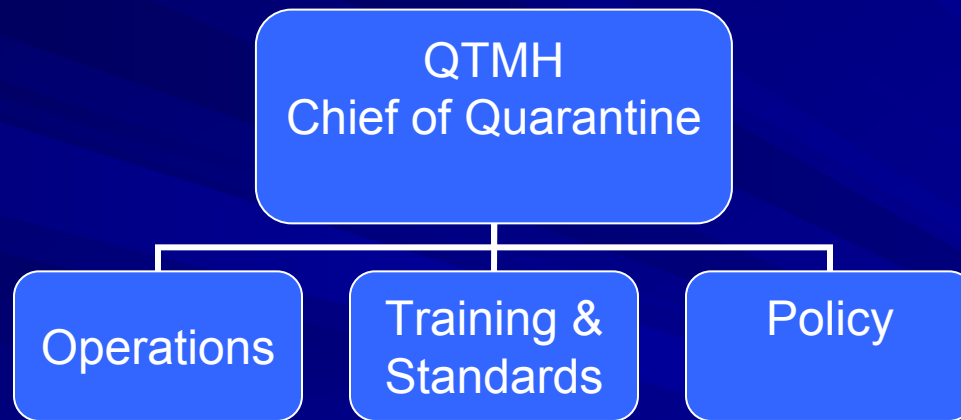
Quarantine Program (cont'd)

- 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



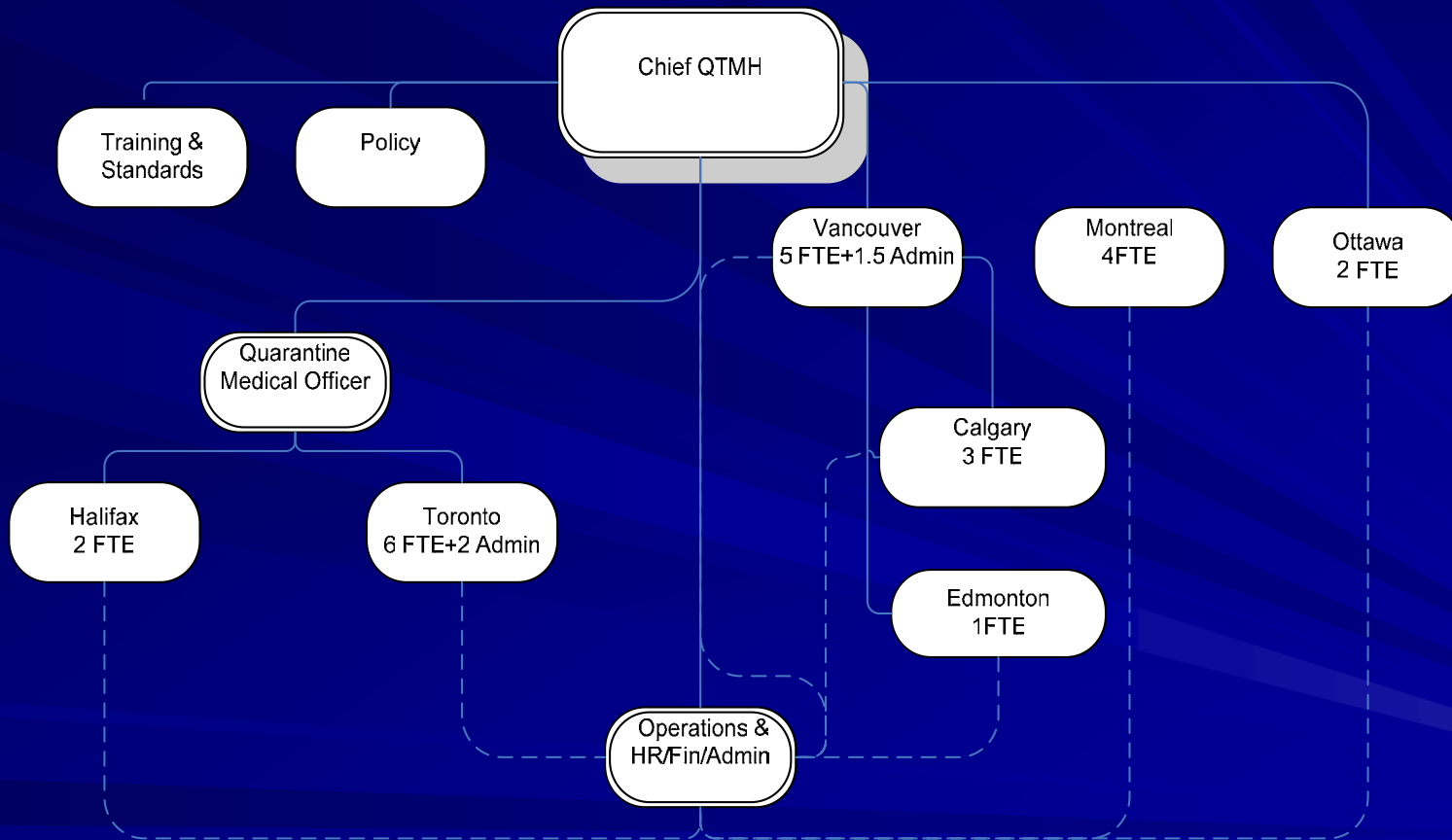
Support Services from National Headquarters

- 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

Quarantine Program



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