

Daily Telephone Calls to those in Quarantine or Isolation Guidance for Call Handlers

This guidance is intended to assist call handlers in conducting the daily telephone calls to those in quarantine or isolation on St Helena linked to the global COVID-19 pandemic. This is an important role in helping to protect the community of St Helena from the potential risks of the virus. It is important that you only undertake the daily calls after training. When undertaking these daily telephone calls all steps must be followed, records must be accurately kept and advice should be sought from others as appropriate. Any questions or queries should be raised to Matt Joshua, Operations Manager, Bradley's Camp.

The Quarantine Community

The St Helena Government has taken the precautionary measure to quarantine for a period of 14 days all individuals arriving on the island; this is due to the COVID-19 pandemic. This is now a legal requirement covered by the Public Health (Prevention of Formidable Diseases) (Coronavirus No.2) Regulations, 2020. Quarantine is a very important measure to try and prevent the virus from spreading on island. Everyone in quarantine is protecting the wider community.

The fourteen day quarantine period is calculated as fourteen full days; when people enter quarantine they will be given a letter advising them of their quarantine period. The day the person enters quarantine is effectively day zero. For example if they enter quarantine on the 1st of the month their 14 day period will finish at 23.59 on the 15th of the month.

Whilst people directed to quarantine at home are provided with information it is likely that people may still have questions or queries during the daily calls; most of the time you should be able to sign-post the person to the answer in their Health Advice Sheet. It is really important that you give accurate information so if you are not certain then please let the person know that you will pass their query on.

Self-Isolation for Symptomatic Individuals

If an individual develops symptoms of COVID-19 they will be directed to self-isolate away from others. Isolation is used to separate people infected with the virus (those who are sick with COVID-19 and those with no symptoms) from people who are not infected. People who are in isolation should stay home until it's safe for them to be around others. In the home, anyone sick or infected should separate themselves from others by staying in a specific "sick room" or area and using a separate bathroom (if available).

Confidentiality and Representing the Bradley's Team

Undertaking the daily telephone calls gives you a unique insight into people's lives at what can be a stressful or worrying time for them. It is important that you approach your work with respectful professionalism.

You will be the 'voice' of the Bradley's Team and the Island's response to the COVID-19 pandemic so it is important that you conduct yourself with credibility: Some of the following may help with this;

- Take some time to read through your notes or guidance before making your daily calls.
- Ensure you explain what you will be doing and why you are doing it.
- Keep to what you say you will do and do not feel pressurised into giving information or promising something that is inappropriate or unachievable.
- Be open and honest if mistakes are made. Ensure you apologise if you have not been able to follow up on a question or query.
- Do not share details about or comment on other people in quarantine or isolation. People need to know they can trust you not to share information about themselves.
- Be mindful that you are representing the Bradley's Team.

The information you are given during the course of this work is confidential and must not be shared with others except the Bradley's Operations Manager and Supervisors.

Given the nature of the calls it may not be appropriate for you to make calls to any members of your family, friends or colleagues who may be in quarantine or isolation. If you believe there is a potential conflict of interest then please raise this so that the call can be reallocated.

During your telephone calls you should not discuss any Legal matters which may be in process or recently concluded.

A command structure has been established to co-ordinate the COVID-19 response; any directions should be taken only from the Operations Manager and not directly from other officials, managers or command posts regardless of their position.

Record Keeping

Clear records **MUST** be kept. The records that you keep can have a significant impact on individuals so it is important that they are accurate.

Your daily Call Sheet must be completed and given to the Operations Manager at 12:00 noon at the latest on the day of the calls.

The records from your calls will be reviewed by the Operations Manager and Clinicians so it is important you record sufficient information and make your meaning clear.

During your daily calls and when you update your Call Sheets you should avoid the use of abbreviations and nicknames.

If any symptoms are reported use the individual's words and descriptions and keep the detail when recording any potential symptoms: For example if someone tells you they "got a real bad chesty cough" add this detail to their record.

Record keeping should be timely; it is important that you update your records immediately after each call.

Ensure you are recording details in the correct section of your Call Sheet and ensure that you save any changes you make.

Preparing For Your Daily Telephone Calls

Telephone calls need to be made on a daily basis to everyone in quarantine and isolation (at Bradley's and outside Bradley's at approved properties); this includes at weekends and on public holidays.

You will be given your daily Call Sheet by the Operations Manager at the start of your shift. This will include details of all the people you will need to make calls to and sections for recording the information from your calls.

All scheduled daily calls should be made between 08:30 and 11:30am. You should not commence your calls until you have your call sheet.

All individuals should be called. For those that are sharing a room at Bradleys, quarantining at home as a family group, or self-isolating separate from others in the home you will need to speak to each person, or confirm that one half of a couple is happy to speak for both people. Parents can answer on behalf of their children.

If you receive no answer to your calls you should try at least three further times during the call period. If you receive no answer then clearly record this on your Call Sheet.

Ensure you are conducting the calls in a quiet room, away from distractions and others: The information you are dealing with is confidential and should be treated as such.

It may be helpful to have a copy of this guidance to hand and you should follow the call structure outlined in the section below.

Content of the Telephone Calls

The following is intended for use as a 'script' to form the basis of each of the telephone calls. Whilst it may feel repetitive it is important that you go through each point during every telephone call. A summary is included as Annex One of this document.

1. Start by introducing yourself and state that you are telephoning on behalf of the Bradley's Team to conduct the daily call.
2. Confirm who you are speaking to. For adults sharing a room, quarantining at home or self-isolating from others you will need to individually talk to each adult, or ascertain clearly at the beginning of the call that the person speaking has the approval of, and is comfortable speaking for their partner.
3. Ask how they are doing generally and how they are coping and passing their time. Often people can look forward to their daily call and enjoy having a short chat.
4. Ask the person if they are experiencing any symptoms from the list below. You should read each symptom out and ask for a 'Yes/No' answer. It is important that you go through each symptom even if the person says that they are fine and don't have any symptoms.
 - a. Fever
 - b. Any Cough
 - c. Fatigue
 - d. Shortness of Breath

- e. Sore Throat
- f. Runny Nose
- g. Sneezing
- h. Nausea, Vomiting or Diarrhoea
- i. Loss of Appetite
- j. Loss of Taste
- k. Loss of Smell
- l. Blurred Vision or sore eyes (such as conjunctivitis)
- m. A Rash
- n. Any other symptoms they are experiencing?

5. If the person reports that they are experiencing any of the symptoms then ask them some follow-up questions such as when that symptoms started, how frequently they are experiencing it etc. Whilst you will not be making any clinical decisions this supplementary information will assist the Operations Manager and Clinical staff that will be reviewing the information.

6. If any symptoms are reported then tell the person that a Clinician may telephone them for a consultation; they should be advised to keep their mobile handset with them, or stay close to their landline phone. As you are not a clinician you should not give any personal views as to whether or not you feel the reported symptoms are anything to worry about. Advise the person that they can contact the Hospital on 22500 if they begin to feel much worse or are feeling very worried. If they are struggling to breath then they should call 911. It is important to tell the individual that they should inform the Operator that they are in quarantine or isolation linked to COVID-19. This information is reiterated in the information packs (Information for Those Quarantining at Approved Properties; Bradley's Camp Information).

7. Occasionally when going through the list of symptoms, people will advise you of other health issues they may have; for example, symptoms linked to long-term conditions or insufficient medications. If anything is reported it should be recorded as 'other medical' and some details given as necessary. You do not need to routinely ask about this.

8. Check they have sufficient resources such as medications, food, cleaning products and things to keep them occupied. The aim is to guide them as to how they can safely source these items rather than provide them: Family, friends and retailers are all able to make deliveries to Bradley's and other approved properties within set times. Deliveries can be made to people's homes as long as strict distancing and no-contact is adhered to.

9. Check the person's understanding of the key restrictions for those in quarantine this will include maintaining two metre distance from others outside of their room, not going into others rooms, ensuring good hand hygiene and regularly cleaning surfaces. Reiterate the penalties for breaking quarantine.

10. For those isolating at approved properties this includes not breaching the property's boundary, not having any visitors and regular cleaning. For those quarantining at approved properties this includes maintaining 5m+ distance from

others outside their bubble (for example those delivering groceries). Reiterate the penalties for breaking quarantine.

11. Ask if there are any housekeeping issues. Record their requests and coordinate with the Operations Team to ensure timely deliveries or actions.

12. Any other day specific guidance as per the sections below.

13. Ask if they have any questions or queries. If you do not know the answer or are not sure then tell them you will try to find out.

14. Thank them for their time and politely end the call.

At certain times during the quarantine period you will need to have some supplementary discussions or ask additional questions:

1. Days One, Two and Three: During the initial period of quarantine or isolation it is really important that you reiterate the key messages and outline what the person should or should not do. It is likely that the person will have more questions during this period. During your calls on these days you should allow more time for each call and check the person's understanding of the restrictions more closely.

2. Days Four, Five and Six: Quarantine and isolation at home can be a difficult time for people and we have seen that around days four, five and six there can be a dip in the person's mood. Even if there have been no concerns raised in this regard, during one of your calls on these days you should explain that quarantine can be quite difficult for people and offer a telephone call from the mental health team. If the person would like you to arrange a call, please check that they are happy for their details to be given to the mental health team.

3. Day Ten to Fourteen: Towards the end of the quarantine or isolation period you will likely be asked about the process for the end of the quarantine or isolation period, and the testing process.

4. Those quarantining at approved properties will receive information on the testing and departure process telephonically, either directly from the Operations Manager or a designated Bradley's Supervisor. If appropriate information on home testing by a medical professional, or the drive-through testing procedure will be outlined.

5. Testing for COVID-19 will take place, unless otherwise specified, on day thirteen.

6. On day fourteen, individuals will receive a letter from the Director of Health confirming a negative test result and that they are cleared to leave the Camp, at the time and date specified within the letter.

7. Those who do not test negative will be contacted telephonically by the Senior Medical Officer to discuss next steps.

8. If the quarantine or isolation period is to be extended then daily calls will continue. You will be given further instruction by the Operations Manager.

9. Additional Information: It may be required, in some instances, after clinical review of reported symptoms or other information received, for you to take additional information during the daily calls. This can include recording temperatures, oxygen saturation levels and pulse rates. People in quarantine or isolation will be given equipment and training from a nurse as required. It is vital that these are accurately recorded for the clinician to review.

After the Telephone Call

You must record the details of your call on the daily Call Sheet immediately after making the call and prior to making any other calls. All sections should be completed.

Ensure your recording is accurate, particularly in relation to any reported symptoms.

Make sure you record any queries or questions arising which need to be followed up.

If during your call it is reported that someone is struggling to breathe, is highly distressed or you have significant concerns for their welfare then you should telephone 911 immediately. Ensure you inform the Operator that the individual is in quarantine or isolation. You should ensure that this is then immediately followed up with the Operations Manager.

Completed call sheets should be given to the Operations Manager immediately after you have finished your calls.

Dealing with Complaints and Frustrations

Given the circumstances it is possible that people may be frustrated with the situation or be under additional stress. As such it is possible that they may vent their frustrations during their daily calls. However, verbal abuse or threats will not be tolerated and any instances of this should be immediately reported to your Call Supervisor.

It is important that you remain calm and professional and allow people to voice their concerns. Make a note of any specific concerns and advise that you will pass this to the Operations Manager or Shift Supervisor, in order to try and find a resolution. Do not promise anything that it is not in your power to deliver.

As you are representing the Health Team and the official response to COVID-19 you need to be mindful of what messages you are giving. If you are uncomfortable with any call then politely end the call and advise the Operations Manager who can then assist with developing an appropriate response to the situation.

Frequently Asked Questions.

When will my quarantine or isolation period end?

o The period of quarantine and isolation is set at fourteen full days. The day that the person enters quarantine or isolation is counted as day zero. For example if they start their quarantine or isolation on the 1st of the month their 14 day period will finish at 23.59 on the 15th of the month.

I need some more of my prescribed medication, can you get this for me?

We would ask that family or friends collect any required medications from the pharmacy on the behalf of person's quarantining at approved properties and deliver these to them. Alternatively, the Pharmacy can be contacted to arrange delivery but for non-urgent medications delivery may incur a fee. Medications will need to be paid for as usual.

I have a gift for someone, why can't they collect this from me, or why can't I give it to them?

There is the possibility that anything the person in quarantine or isolation touches could potentially be contaminated with COVID-19: Sending gifts out of an approved property during the quarantine or isolation period could pass on the virus.

If someone breaks quarantine – by leaving the boundary of their property, or by passing any items (letters, parcels, etc) to anyone outside of their 'bubble' (those persons they have travelled with) - any reported incidents will be investigated by the Saint Helena Police Service and offenders may be subject to prosecution for breaching a condition of isolation where upon conviction a penalty of a fine up to £5000 and/or a term of imprisonment may be imposed.

Have any of the other people in quarantine or isolation showed symptoms of COVID-19?

It is not appropriate to share personal information with anyone else. The information you have about people in quarantine and isolation MUST be kept confidential.

Annex One: Telephone Calls Prompt Sheet

- Introduce yourself and state that you phoning on behalf of the Health Team to do the daily 'check-in' call.
- Confirm who you are speaking to.
- Ask how they are doing generally.
- Ask if they (or their children, if relevant) are experiencing any of the following symptoms?
 - a. Fever
 - b. Any Cough
 - c. Fatigue
 - d. Shortness of breath
 - e. Sore Throat
 - f. Runny Nose
 - g. Sneezing
 - h. Nausea, Vomiting or Diarrhoea
 - i. Loss of Appetite
 - j. Loss of Taste
 - k. Loss of Smell
 - l. Blurred Vision or sore eyes (such as conjunctivitis)
 - m. A Rash
 - n. Any other symptoms you are experiencing?

(If they answer yes to any of the symptoms then take some additional details.)

- Record any other health issues if mentioned – you do not need to specifically ask about this.
- Check they have sufficient resources such as medications, food, cleaning products and things to keep them occupied. Ask about any housekeeping requirements.
- Check their understanding of the key restrictions.
- Ask if they have any questions or queries.
- Thank them for their time and politely end the call.

Annex Two: Process for Daily Calls to those in Quarantine and Isolation Staff and Responsibilities

- **Senior Medical Officer (SMO):** Single point of contact for receiving and following up on any reported symptoms or other health issues for those in quarantine or isolation.
- **Operations Manager:** will undertake this role. They retain responsibility for the daily calls and follow-up for those at Bradley's and at approved properties.
- **Call Handlers:** These are Bradley's Camp Supervisors. They have had specific training to undertake the daily calls. Responsible for conducting all of their allocated calls.

Daily Process from Day 1-14 of Quarantine Period*

1. Operations Manager populates call sheets for each Call Handler for that day.
2. Call Sheets given to Supervisors at the start of their shift during Team briefing, around 07:00-07:15hrs.
3. Call Handlers make all calls between 08:30 and 11:30hrs. Record their calls on the Call Sheets.
4. Completed Call Sheets (hard copies) are given to Operations Manager by 12:00 noon.
5. Operations Manager checks all Call Sheets once received. Any gaps in information or queries are discussed with the Call Handler.
6. It might be necessary to do a physical or visual check on someone who is not answering their phone. Liaising between the Operations Team initially can quickly ascertain if the resident has been seen that morning and then appropriate action taken. It might be that a resident is out exercising, or has been wearing headphones and has not heard their phone.
7. Operations Manager ensures all information from the completed Call Sheets is transferred to the daily master sheet.
8. Operations Manager collates details of any individuals' reporting symptoms and raises this to Senior Medical Officer via telephone and e-mail.
9. Call Handlers log details of any un-successful calls and makes calls to those individuals, or undertakes a visual check on the resident, if they are at Bradley's.
10. Call handlers/ Supervisors and Operations Manager follow up on any queries or questions raised. Operational issues are delegated to the relevant operations staff, and included in the 14:00 handover meeting.