

MIQFAC Selection Criteria

Situation:

As of 11:59 on Thursday 09 April 2020, all people returning to New Zealand must complete a 14-day isolation period in a managed isolation or quarantine facility (MIQFAC). This process aims to manage the welfare of individuals and protect the overall wellbeing of the country by preventing/minimising the spreading COVID-19. This document provides guidance around the AoG MIQFAC selection criteria.

Definition and Classification:

A Quarantine Facility will accommodate those:

- showing symptoms of COVID-19
- who have tested positive
- who have been in close contact with a confirmed, suspected or probable case of COVID-19,
- who are awaiting test results for COVID-19.

Managed Isolation will accommodate:

- All other arrivals.

Exceptions:

- Those with high risk of non-compliance may be placed in facilities with higher security.
- Unaccompanied minors should have a caregiver who travels to the managed isolation (or quarantine) facility to care for them (this would be agreed before the unaccompanied minor boards the return flights).

Facilities wishing to tender as either a Managed Isolation or Quarantine Facility must meet the following essential criteria:

Essential	
	24/7 on-site liaison/reception
	Units suites or internally accessed rooms available for family groups (bubbles) with private space and private bathroom facilities
	Availability of cots for infants
	Rooms with adequate space to keep children contained, a child safe and friendly environment
	Guests ideally have a secure outside space and can exercise within isolation facilities while maintain appropriate social distancing. If this is not available on site there must be provision for alternative, secure options and facility to access these.
	Room cleaning service (to COVID-19 standard. Once per day and also by exception if needed for incidents). NB * Please refer to updated note below.
	A laundry service (internal or contracted, to meet demand)
	Working waste management facilities
	Access to health professionals – eg, nurse and ability to contact a GP, etc (to be assigned)
	3 meals per day for all guests with room service delivery
	Special diet meals (meeting dietary, allergy, medical, religious requirements, etc)
	24/7 infant feeding resources (hot water, infant formula etc)
	24/7 availability of snacks and drinks
	Options for delivery of supplementary food and essential items (ordering for guests, or guests can order online from supermarkets etc.)
	Appropriate security of the site

* NB: This has since been updated. As cleaning staff entering a room daily would present a health risk, instead rooms are required to undergo a deep clean in between guest stays, and guests are provided with cleaning materials to clean the rooms themselves as required. Unless there were a specific incident could not be managed by a guest then the facility would be expected to arrange any necessary cleaning in a way that minimised risk.

	Controls at entry points to ensure both prevention of egress of those under isolation and so that third parties cannot access guests or the facility (e.g., an approved entry list is used and security staff are aware of entry requirements to the facility)
	Guest privacy is secured
	Sufficient security personnel are in place (over and above routine arrangements)
	Emergency services are briefed on the facility and have contact details etc.
	A complaints management process is in place
	A process to respond to (or refer on) media queries is in place
	Hotel can provide wifi to all guest rooms

The following criteria are preferred but not essential:

Preferred	
	Large Capacity facility. 200+ rooms (larger facilities reduce administrative burden)
	Ability to meet FENZ requirement without mitigation (risk acceptance rests with MoH)
	4 Star or above

The following considerations should be included in the tender process:

Management of existing contractual obligations (i.e., aircrew or permanent residents) mixing with Managed Isolation guests.

TAS requirements are different and facilities that do not meet these criteria could apply to meet these needs.

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