

Frequently Asked Questions for Close Contacts under Mandatory Quarantine at Quarantine Centres

Table of Contents

Background

Frequently Asked Questions

General

1. Where are the quarantine centres?
2. Who will notify me if I need to undergo mandatory quarantine?
3. I just have a COVID-19 test done, but waiting the result, can I be exempted from quarantine?
4. How long is the quarantine period?

Before transfer to a quarantine centre

5. When will I be transferred to the quarantine centre?
6. What is the transportation to the quarantine centre?
7. What should I do if I feel unwell while waiting for transfer?
8. I have a chronic medical condition requiring special care or have special needs. Is there any precaution?
9. What if I need a caretaker to accompany me in the quarantine centre?
10. What should I do if I have pet at home?

While staying at the quarantine centre

11. What is provided in the quarantine centre?
12. Can I change to another quarantine centre?
13. Who should I contact for assistance at the quarantine centre?
14. What should I do if I feel unwell?
15. What should I observe for my personal health and hygiene?
16. Is smoking allowed in the quarantine centre?
17. Can I leave my room/unit?
18. Can I leave the quarantine centre for urgent matters during the quarantine period?
19. Can I pass important business items to someone outside the quarantine centre?
20. Can someone visit me at the quarantine centre?

Upon completion of quarantine

21. What is the transport arrangement for leaving the quarantine centre?
22. What should I observe to protect against COVID-19 after completion of the quarantine period?

Other questions

23. What is the arrangement if my home is required to be disinfected while I am staying at the quarantine centre?
24. If someone who quarantines with me in the same unit is confirmed to be a case of COVID-19, will there be any change in my quarantine period?

Background

Under the Prevention and Control of Disease Ordinance (Cap. 599), the Government is empowered to issue quarantine orders to put close contacts of confirmed cases under mandatory quarantine at quarantine centres.

Close contacts under mandatory quarantine order must stay in the quarantine centre for a specified period of time, and those who fail to comply could be fined and imprisoned.

Frequently Asked Questions

General

1. Where are the quarantine centres?

The Government has set up quarantine centres which currently accommodate people who are close contacts of confirmed cases, but without compatible symptoms of COVID-19, for compulsory quarantine.

The list of quarantine centres currently in use can be found at (https://www.chp.gov.hk/files/pdf/quarantine_centre_en.pdf).

2. Who will notify me if I need to undergo mandatory quarantine?

The Centre for Health Protection (CHP) performs epidemiological investigations of confirmed COVID-19 cases and tracing of their close contacts. Authorised officers will contact you for identification and inform you if you are put under mandatory quarantine.

3. I just have a COVID-19 test done, but waiting the result, can I be exempted from quarantine?

No, while waiting the result or with a recent negative test report would not exempt a close contact from quarantine.

If the result comes back positive, further treatment will be arranged.

4. How long is the quarantine period?

The quarantine period is specified on the quarantine order. Under a normal situation, close contacts are subject to quarantine until 14 days after the last contact with the confirmed case (i.e. if last contact is on 1 Jan, the quarantine period will be until 15 Jan at 23:59).

The residents evacuated from an affected building under the isolation order are also subject to quarantine until 14 days after the day of announcement by the Director of Department of Health. (i.e. if the Director of Department of Health makes the announcement on 1Jan, the quarantine period will be until 15 Jan at 23:59).

Before transfer to a quarantine centre

5. When will I be transferred to the quarantine centre?

Normally, most transfers can be arranged within 24 hours after the close contact status has been ascertained by CHP. If necessary, you may contact the Quarantine Centre Taskforce of CHP at 2125 2600 for enquiry related to conveyance of close contacts to quarantine centres.

In case of emergency, please call 999 for immediate assistance.

6. What is the transportation to the quarantine centre?

Close contacts will be picked up from the designated premises (such as place of residence or hospital) to the designated quarantine center. There may be a few other close-contacts of other cases living close by transferred together by one designated vehicle.

7. What should I do if I feel unwell while waiting for transfer?

In case of emergency, please call 999 for immediate assistance and inform the duty officer that you are a close contact waiting for transfer to the quarantine centre.

8. I have a chronic medical condition requiring special care or have special needs. Is there any precaution?

Please inform officers of the Quarantine Centre Taskforce if you have any medical condition or on any long term treatment. Depending on the level of care required, you may be transferred to a quarantine centre with medical support. Please also bring your own medications to the quarantine centre.

People with special needs (such as chronic medical disease, with disabilities, on special diet, breastfeeding women, small children under 3 years of age etc.) may only be arranged to a certain quarantine centre. Therefore, when officers of the Quarantine Centre Taskforce contact you, please inform them for any special needs so the appropriate arrangement can be made.

9. What if I need a caretaker to accompany me in the quarantine centre?

Permission is required for a caretaker to accompany close contacts in the quarantine centre. Relevant information of the caretaker including full name and HKID number should be provided for consideration. If approved, the caretaker is required to stay in the quarantine centre until the end of the quarantine period and follow the instructions of relevant staff at the quarantine centre.

10. What should I do if I have pet at home?

Although some pets have found to be infected with COVID-19 virus, they did not show any symptoms of infection and there is no evidence showing that the virus can be transmitted from the animal to human.

You may arrange your pet to be looked after by a reliable friend or relative. As a precautionary measure, your pet will be collected and taken care by the Agriculture, Fisheries and Conservation Department (AFCD) with your consent. If your pet is a mammalian species, it will be delivered to the designated animal keeping facilities of AFCD for quarantine and veterinary surveillance. Samples will be repeatedly collected and tested for COVID-19 virus as appropriate. Your pet will be returned to you if the test results are negative.

While staying at the quarantine centre

11. What is provided in the quarantine centre?

Quarantine centres provide free accommodation with basic furniture, basic personal necessities (such as tooth paste, tooth brush, towel, toilet paper, shampoo and body wash), and three meals per day with vegetarian meals as an option. You are advised to pack your personal belongings as required, such as personal electronic devices with mobile data. You are also suggested to bring enough clothes as there is no laundry service at the quarantine centre.

12. Can I change to another quarantine centre?

You are not allowed to change the quarantine location during the compulsory quarantine period for the sake of infection control.

13. Who should I contact for assistance at the quarantine centre?

You will be provided with a designated telephone number for assistance at the quarantine centre upon your arrival. Should you have any questions during your stay or require any supplies, please call the designated number for assistance. The quarantine centre provides basic daily necessities and food only. If you need any essential items not supplied by the quarantine centre, please ask a family member or friend to bring over these items. Please contact staff at the quarantine centre for permission in advance.

14. What should I do if I feel unwell?

You should call the designated telephone number of the quarantine centre for help. Paramedics or healthcare professionals may assess your condition or transfer you to the hospital for further management if necessary.

15. What should I observe for my personal health and hygiene?

Please stay inside your room at all times and keep your mobile phone in working condition for communication with staff. Please follow instructions of staff for medical surveillance, including monitoring body temperature and symptoms regularly, and saving specimens for testing of COVID-19. Please also follow instructions of staff to maintain personal hygiene such as proper disposal of wastes.

16. Is smoking allowed in the quarantine centre?

Smoking is prohibited in all quarantine centres.

17. Can I leave my room/unit?

No, you must stay inside your room/unit at the quarantine centre. Leaving your room/unit without permission is a criminal offence and offenders are subject to a maximum imprisonment of six months and a fine of \$25,000.

18. Can I leave the quarantine centre for urgent matters during the quarantine period?

Close contacts under mandatory quarantine must stay in the quarantine centre during the whole quarantine period. Temporary leave to attend personal matters is not allowed. Consideration will only be given to requests under very exceptional circumstances.

19. Can I pass important business items to someone outside the quarantine centre?

In order to minimize the possible risk of infection or community transmission, items

that are taken into the quarantine centre are not allowed to be passed outside the quarantine centre before the end of your quarantine period.

20. Can someone visit me at the quarantine centre?

No visit is allowed at the quarantine centre. If you need any essential supply to be brought over by a family member or friend, please contact staff at the quarantine centre for arrangement (please observe the time slots and limitations for delivery as advised by staff).

Upon completion of quarantine

21. What is the transport arrangement for leaving the quarantine centre?

You may choose to leave the quarantine centre immediately upon completion of the quarantine period, or leave after breakfast on the following day. You may take the transportation to the nearest MTR station arranged by the quarantine centre.

22. What should I observe to protect against COVID-19 after completion of the quarantine period?

Maintaining appropriate social distance with other people as far as possible, and maintaining strict personal and environmental hygiene at all times is key to personal protection against infection and prevention of the spread of COVID-19 in the community. Please stay tuned on health advice on the "COVID-19 Thematic Website" (www.coronavirus.gov.hk).

Other questions

23. What is the arrangement if my home is required to be disinfected while I am staying at the quarantine centre?

If you are informed by CHP that your home needs disinfection while you are staying at the quarantine centre, please ask relatives or friends who have access to your home to

open the door and allow staff of the Food and Environmental Hygiene Department to carry out disinfection inside your home. If this is not feasible, you may hand over your keys to quarantine centre staff who will pass them to personnel performing disinfection of your home. Disinfection will be performed and your keys will be returned as early as possible before the end of the quarantine period.

24. If someone who quarantines with me in the same unit is confirmed to be a case of COVID-19, will there be any change in my quarantine period?

Your quarantine period will be extended, as specified in the quarantine order.