Liverpool Public Health COVID-19 Resource Pack for Workplaces

Version: 16 November 2021

Adapted from pack produced by UKHSA (formerly PHE)

This guidance applies to the following workplaces:

- Construction and other outdoor work

- Events and attractions

- Hotels and guest accommodation

- Offices, factories and labs

- Restaurants, pubs, bars, nightclubs and takeaway services

- Shops, branches, and close contact services

As COVID-19 is a rapidly evolving situation, guidance may change at short notice. Please refer to the national guidance in addition to this document, and updates from UKHSA/PHE and the local authority.

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Section 1: Key Contacts

Liverpool City Council: environmental.health@liverpool.gov.uk

Section 2: COVID-19 Key Messages

What are the symptoms?

The main symptoms of COVID-19 are: cough, fever, and/or loss of or change in, normal sense of taste or smell. If you have symptoms, even if mild, you should stay at home and get a PCR test. People may have other symptoms, and 1 in 3 people have no symptoms but can still spread infection.

How is it spread?

COVID-19 is passed from person to person mainly through inhaling virus in the air which has been released when an infected individual breathes, speaks, coughs or sneezes. The virus can build up in poorly ventilated rooms, and remain in the air after the infected person leaves if there is no fresh air. It can also be spread by touching contaminated surfaces, if you do not wash your hands.

What is the incubation period?

It usually takes 4 to 6 days to develop symptoms after you have caught the virus. It can happen much quicker – around 2 days, and some people do not develop symptoms until 2 weeks after they have caught the virus.

Once infected, how soon can you spread virus to other people?

An infected person can infect others from two days before symptoms appear, and up to ten days after. Infection can be passed to others even if symptoms are mild or if someone is infected by has no symptoms.

When **must** a staff member self-isolate?

- If a staff member has any symptoms of COVID.
- If a staff member has tested positive either by PCR test or rapid lateral flow test
- If the staff member has been contacted by NHS Test and Trace and told to self-isolate
- If you live with someone who has symptoms of COVID or has tested positive for COVID (unless you are exempt as a contact- see below).

When is a staff member (identified as a contact) exempt from self – isolation?

Contacts, who do NOT have symptoms, are not required to self-isolate if any of the following apply:

- they are fully vaccinated

- they are below the age of 18 years 6 months

- they have taken part in or are currently part of an approved COVID-19 vaccine trial

- they are not able to get vaccinated for medical reasons

Fully vaccinated means vaccinated with an MHRA approved COVID-19 vaccine in the UK, and at least 14 days have passed since the individual received all the recommended doses of that vaccine. If the individual does not meet the exemption criteria, they must self-isolate for 10 full days

Who should get tested?

- Anyone who develops any of the symptoms above, even if mild, should arrange to get a PCR test immediately online at NHS UK or by ringing NHS119

- Anyone who is identified as a contact should arrange to get a PCR test online at NHS UK or by ringing NHS119.

- All staff members should be advised to test twice a week (every 3 to 4 days) using rapid lateral flow tests even if they have no symptoms. These are available from pharmacies and can be ordered for home delivery here https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests

- Anyone who has previously tested positive by PCR in the past 90 days should **NOT** get retested unless they develop symptoms

What is a close contact? See guidance on contacts.

- a person who spends significant time in the same household as a person who has tested positive for COVID-19

- a person who has had face-to-face contact (within one metre), with a person who has tested positive for COVID-19, including being coughed on, or having a face-to-face conversation within one metre

- a person who has had contact with a person who has tested positive for COVID-19 within one metre for one minute or longer without face-to-face contact

- a person who has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes(either as a one-off contact, or added up together over one day)

- a person who has travelled in a small vehicle with someone who has tested positive for COVID-19 or in a large vehicle or plane near someone who has tested positive for COVID-19

Where an interaction between 2 people has taken place through a Perspex (or equivalent) screen, this would not be considered sufficient contact, provided that there has been no other contact such as any of those indicated above.

The wearing of face-coverings or other Personal Protective Equipment (PPE) in a workplace will not prevent a staff member being identified as a close contact if social distancing has not been maintained. However, the wearing of face coverings will reduce the risk of transmission and a staff member developing COVID.

How long does self-isolation last?

- If a person has had a positive lab test result, i.e. a confirmed case of COVID19, they must not leave home for **10** full days from the onset of symptoms (or the date of test if they have no symptoms).
- If a person has been identified as a close contact of a confirmed case they must not leave home for **10** full days from the date they last had contact with the case. (If they live with the case they have had close contact with they must not leave home for **10** full days from the onset of symptoms in the case, or the case's test date if the case is asymptomatic)

What does self-isolation mean?

The person in self-isolation should:

- Not go to work or public places

- Not use public transport or taxis

- Not go out to shop – they should order it online or ask a friend to bring it to their home

- Not have visitors in their home except for people providing essential care

- Not go out to exercise – exercise at home or in their garden, if they have one

- Inform their GP practice, hospital or other healthcare setting that they are self-isolating if they must attend in person

What are the protective measures that businesses need to put in place?

Please see the guidance on working safely during COVID19 which provides different information for a range of workplace settings. Employers must continue to follow statutory health and safety requirements, conduct a risk assessment, and take reasonable steps to manage risks in their workplace or setting, as set out in the guidance on working safely during COVID19.

Section 3: Management of a suspected case

- The suspected case should be advised to:

    o Self-isolate until 10 days after the onset of their symptoms

    o Book a PCR test, even if you have had Covid infection previously. You should not attend work.

    o You should also isolate if a someone in your household develops symptoms, unless you are exempt (e.g. fully vaccinated or under 18 years and 6 months).

    o Notify the workplace of your absence.

    o If you develops symptoms at work, you must go home as soon as possible; avoid contact with anyone else in the workplace, stay in a room with a closed door if waiting to be picked up. Where possible, avoid the use of public transport.

- If support is needed from a colleague and a 2 metre distance cannot be maintained, then the supporting colleagues should wear disposable gloves, plastic apron and fluid-resistant surgical face mask. Eye protection (goggles, visor) should be worn ONLY if a risk assessment determines that there is a risk of fluids entering the eye from coughing, spitting or vomiting. This will reduce the risk of the supporting staff member catching COVID but if the ill staff member tests positive, then the supporting staff member will be a close contact and need to self-isolate for 10 days. The supporting staff member does not need to self-isolate until the result of the test is known.

- The workplace should advise the household of the case to follow the Stay at home guidance.

    o The person with symptoms and the rest of their household should isolate for 10 days. For all cases, the first full day of self-isolation starts the day after onset of cough, fever, or losing sense of taste or smell, or the day after the test date if there are no symptoms. Please note, some contacts

are exempt from isolation, e.g. due to full vaccination or age less than 18 years and 6 months.

- o The staff member and anyone in the household with symptoms should arrange for a PCR test via NHS UK or by contacting NHS 119 via telephone if they do not have internet access.

- o If the test result is negative the staff member and their household members can end self-isolation and return to work provided they feel well.

- o Where a case has had a positive assisted rapid test (lateral flow) and has a negative PCR with a test taken within 2 days of the rapid test, the requirement to self-isolate will be rescinded. Within two days means the PCR should be taken on the day the rapid test test was taken, the next day, or the following day.

- o If the PCR test is positive and was taken within 2 days of the rapid test test, the period of self-isolation starts from the date of the rapid test.

- o If a case has had a positive self-reported rapid test, they should self-isolate, and are encouraged to have a PCR test as soon as possible. If the PCR test is positive, the legal period of self-isolation starts from the date of the PCR test. The period for contact tracing goes back two days before the date of the rapid test.

- Carry out environmental cleaning as per guidance for cleaning in non-health care settings

- The workplace should record and keep a minimum dataset on staff absences in case this information is required for outbreak management purposes (see Appendix 2 for suggested template)

- **You do not need to routinely inform the Local Authority or UKHSA/PHE.**

- **If there are concerns there may be an outbreak in the workplace, for example, there is an overall increase in sickness absence reporting where COVID-19 is suspected (but where no tests have been done or results are not available) then you should follow the advice in Section 5.**

Section 4: Management of a single confirmed case
The workplace should follow the steps below:

- The confirmed case should be advised to self-isolate until:

    o 10 days after the onset of their symptoms, OR

    o 10 days after their test day if they have no symptoms

- Identify a manager or member of the leadership team to oversee the response to positive cases

- The manager or appropriate member of the leadership team should gather the following information to assist with identification of close contacts (See Appendix 2 for a Template Form and Checklist to assist with this process):

- Establish the infectious period for the confirmed case:

The infectious period is from two days before symptoms appear, and up to ten days after they start displaying symptoms. If a person tests positive but has not had symptoms, the infectious period is treated as two days before the date of the test, and up to ten days after the date of the test.

- If the staff member has not been at work during the infectious period, the business does NOT need to take any further action.

- If the staff member has been at work during the infectious period, the manager should identify close contacts of the case during their infectious period. As part of the contact tracing process the manager should also determine whether staff members may have had contact with each other outside the formal workplace e.g during breaks, car sharing or socialising outside work or live in the same accommodation. This information will help inform whether transmission of COVID19 has occurred in the workplace.

- Employers should call the Self-Isolation Service Hub on 020 3743 6715 as soon as they are made aware that any of their workers have tested positive. Employers will need to provide the 8-digit NHS Test and Trace Account ID (sometimes referred to as a CTAS number) of the person who tested positive, alongside the names of co-workers identified as close contacts. This will ensure that all workplace contacts are registered with NHS Test and Trace and can receive the necessary public health advice, including the support available to help people to self-isolate where required.

- All close contacts (unless exempt* from self-isolation) should be told to self-isolate for 10 days following their last contact with the case. For example, if the case tests positive on Wednesday and was last in work on the previous Monday the first day of the 10 day period for their workplace contacts is the Tuesday.

    Main exemption from self-isolation are: being fully vaccinated, or, below the age of 18 years 6 months

Fully vaccinated means vaccinated with an MHRA approved COVID-19 vaccine in the UK, and at least 14 days have passed since the individual received the recommended doses of that vaccine.

- Close contacts, including those exempt from self-isolation, should be advised to get a PCR test. If a contact had previously tested PCR positive in the past 90 days they should NOT get a test unless they develop new symptoms.

- If the test is negative the staff member contact must still complete their 10 day isolation (unless exempt for self-isolation). This is because they can develop the infection at any point up to day 10 (the incubation period for COVID19), so if a person tests negative on day 3 they may still go on to develop infection.

- Staff close contacts that are exempt from self-isolation should take the following extra precautions until 10 days after their most recent contact case with the case:
  o Limiting close contact with people outside their household, especially in enclosed spaces
  o Wearing a face covering while at the workplace and where they are unable to maintain social distance
  o Limiting contact with anyone who is clinically extremely vulnerable.
- The business should send the identified close contacts and their families a standard letter containing the advice (see Appendix 3).

- If a workplace contact does develop symptoms, then they should arrange to be tested via NHS UK or by contacting NHS 119 via telephone. Their household should isolate and follow the Stay at home guidance. They should notify the workplace of their symptoms and of the outome of any test they have.

- If a workplace contact goes on to test positive for COVID-19 they should be managed as a new case, according to Section 4. Also follow the guidance in Section 5.

- Use the working safely guidance to review covid secure arrangements to identify if any further measures which may be appropriate

You do not need to contact UKHSA/PHE or your Local Authority about a single case, but if you have any concerns or queries please contact environmental.health@liverpool.gov.uk

Section 5: Management of multiple confirmed cases and possible outbreaks

If further staff members test positive for COVID-19 the workplace should follow the steps outlined in Section 4 to identify and exclude contacts of each subsequent confirmed case of COVID19. It is not unusual for self-isolating staff who have been identified as close contacts of a case to report a couple of days later that they have developed symptoms or test positive for COVID19.

As per Section 4, if the person was self-isolating, or did not attend work for another reason, during their infectious period there will be no further public health action required by the workplace. If the person was in the workplace during their infectious period repeat contact tracing should be undertaken as outlined in Section 4.

If cases increase you may want to establish a team to assist with coordinating the recording of cases and contacts, and the identification and implementation of further covid-secure measures, so that you reduce transmission and limit the impact on your business. This will also help you pull together information you may need should the situation develop into a workplace outbreak.

If there are multiple confirmed cases (i.e. have tested positive) or there is a high reported absence from the workplace (suspected to be COVID-19) within 14 days, please use the table below to guide you as to what further action is required.

Scenarios	Summary of risk	Action required
A confirmed case has worked during their infectious period. Their contacts have been identified and are self-isolating.	The risk of transmission has passed, no further contacts in the workplace have been identified	No further action required
Two or more cases develops symptoms and tests positive within 14 days of each other, AND these cases have been identified as direct contacts of one another.	This is a likely outbreak	Contact tracing should be undertaken for each case. If the setting requires support with contact tracing or discussing implementation of COVID-safe measures, contact environmental.health@liverpool.gov.uk
More than one case develops symptoms and tests positive within 14 days of each other. The cases have potentially spent time close to each other, e.g. share a workspace or break room, but they have not been identified as direct contacts of each other.	This is a potential outbreak, although it may be that the cases have each caught the infection in the community	Contact tracing should be undertaken for each case. If the setting has any concern and requires support either with contact tracing or discussing implementation of COVID-safe measures, contact environmental.health@liverpool.gov.uk

Below are some other examples of situations where you might consider calling the Local Authority Public health team or UKHSA/PHE NW Health Protection Team for additional advice

- the number of cases exceeds 5 within 14 days.

- you've taken the action outlined but are still seeing more cases

- you're thinking you might need to close because of the number of people affected

- somebody in your workplace has been admitted to hospital or has died with confirmed COVID-19 and/or you're getting significant interest from local media.

Key information to have to hand when calling to report a potential outbreak, where possible, includes:

- Number of confirmed/possible cases
- Date of onset of symptoms or test in first case and most recent case
- Number of potential contacts
- Total number of staff
- Are any staff in hospital
- Any issues affecting safe operation of the setting

- Any communications already issued to staff

Section 6: Frequently Asked Questions

As COVID-19 is a rapidly evolving situation, guidance may change at short notice. Please refer to the national guidance in addition to this document, and updates from UKHSA/PHE and the local authority.

1. **Should a staff member come to the workplace if a member of their household is unwell?**

The staff member who is a contact of someone at home with COVID symptoms should stay at home and self-isolate for 10 days starting from the day the household member(s) became ill and follow the Stay at home guidance, unless exempt, e.g. fully vaccinated or aged under 18 years and 6 months. If the staff member subsequently develops symptoms they should isolate for 10 days from the date they developed symptoms and follow the Stay at home guidance.

2. **If a staff member who was a contact of a confirmed case tests negative, can they return to work?**

No, they should complete 10 days of isolation unless they are exempt from self-isolation. This is because they can develop the infection at any point up to day 10 (the incubation period for COVID-19), so if a person tests negative on day 3 they may still go on to develop the infection.

3. **If a further member of their household develops symptoms while the staff member is already in self-isolation does the staff member need to restart their self-isolation period?**

If the staff member has remained well, they can return to their normal routine at the end of the 10-day period. The staff member does not need to isolate for longer than 10 days, even if other household members develop symptoms during this period.

If the staff member has developed symptoms during the 10 day isolation period, they need to be tested and, if positive, self-isolate for a further 10 days from the date of onset of their symptoms.

After 10 days if any of the household members develop symptoms then the whole household needs to start a new 10 day self-isolation period.

4. **If I am notified by a staff member that they are ill with symptoms of COVID-19 do I need to advise the rest of the staff to self-isolate?**

If the person who is ill has not yet been tested, or is awaiting their result, staff can attend the workplace as normal. The staff member who is ill should stay at home, follow the Stay at home guidance and be advised to get tested. If anyone in their household usually attends the workplace they should also be self-isolating at home for 10 days unless they are exempt from self-isolation. **If the staff member tests positive** for COVID-19, workplace contacts should be identified and asked to isolate for 10 days. See Section 4 for more information.

5. **If I am notified by a staff member they have had a positive test do I need to advise other staff not to attend work or notify anybody?**

If a member of staff tests positive for COVID-19, workplace contacts should be identified and asked to isolate for 10 days. See Section 4 for more information. Employers should call the Self-Isolation Service Hub on 020 3743 6715 as soon as they are made aware that any of their workers have tested positive.

6. **NHS Test and Trace have told my staff member that they most isolate until a certain date but this is more than 10 days since their onset of symptoms, why is this?**

This may be because the staff member did not get tested until more than five days after their symptoms started. In this scenario the isolation period is calculated as 5 days from the date of the test.

7. **Do I need to contact members of the public/my customers if a staff member tests positive?**

If social distancing measures are in place than a customer should not meet the definition of a close contact. However, for some personal contact businesses e.g. hairdressers than the workplace should identify any customers who meet the definition of a close contact (See Section 2 – What is a close contact?) and notify them that they are a contact and need to self-isolate for 10 days from the date they were exposed. The workplace should should provide a list of close contacts both staff and customers to 020 3743 6715 with the index case's CTAS ID. The employee who has tested positive will have received this ID from NHS Test and Trace. This will log the contacts on NHS Test and Trace and allow them to receive self-isolation support payment if required.

8. **A customer has informed me that they have tested positive for COVID19 what should I do?**

If the customer has attended the workplace during their infectious period the manager should assess whether any staff member meets the definition of a close contact (See Section 2 – What is a close contact?) and advise them to self-isolate if necessary.

9. **Do I need to let my other customers know?**

If your customers have not been identified as contacts there is no requirement to inform them. If you are aware of multiple cases as outlined in Section 5 please contact environmental.health@liverpool.gov.uk who will advise you of further steps to take.

10. A household member of a staff member is a contact of someone who tested positive for COVID-19, what should we do?

There is no need to take any action. If a person is known to be a contact of a confirmed case they will be advised to self-isolate and follow the guidance for contacts.The rest of their

household do not need to isolate as long as they did not also have contact with the confirmed case, and as long as nobody in the house has symptoms or tests positive.

11. **A staff member who is a close contact of a confirmed case is exempt from self-isolaton are there any other precautions they should take?**

The staff member should take extra precautions for 10 days after their most recent contact with the case including:

- Take a PCR test
- Limit close contact with people outside their household, especially in enclosed spaces
- Wear a face covering in enclosed spaces and when unable to maintain social distance
- Limit contact with anyone who is clinically extremely vulnerable.

12. **A staff member reports to us that they have had contact with someone with symptoms – what should we do?**

If the person is in their household, remind the member of staff of the government guidance not to leave home if anyone in the household has symptoms and for anyone with symptoms to seek a test via NHS UK or calling 119. Workplaces should regularly remind staff members of the Stay at home guidance and the importance of a household self-isolating if anyone in the household develops symptoms.

If the person with symptoms is not in their household, they can continue to attend work unless they have been identified and contacted by NHS Test and Trace and told to self-isolate.

13. **If a staff member has COVID-19 symptoms, gets tested and tests negative, can they return to work even if they still have symptoms?**

The staff member should not return to work until they have recovered. If they have tested negative for coronavirus they could still have influenza or another respiratory illness which they could spread to other members of staff. If the staff member is a contact of a confirmed case they must stay at home and isolate for 10 days, and follow national guidance, even if they test negative. This is because they can develop the infection at any point up to day 10, so if a person tests negative on day 3 they may still go on to develop the infection.

14. **Can a staff member who has been advised to self-isolate due to being a close contact come into work if they take daily tests?**

No. Any staff members who have been advised to self-isolate must do. It's illegal to knowingly require or encourage someone who is being required to self-isolate to come to work. Some critical services and workplaces in sectors that provide essential services may have been approached by their relevant government department and invited to participate in daily contact testing schemes. Further information is available here

15. **If there are confirmed cases, does the workplace need to close?**

Where workplaces are observing guidance on how to be COVID-secure, which will reduce risk of transmission, closure of the whole workplace may not be necessary. Workplaces may need to close if they have widespread transmission among staff or if they have staff shortages due to illness absence or contacts being required to self-isolate. Only the contacts of a confirmed case will need to be advised not to attend setting and self-isolate at home. If there are a number of confirmed cases across the workplace at the same time then they may be advised to close by the Local Authority or by UKHSA/PHE Health Protection Team in consultation with other partners.

16. **How can a staff member arrange testing**

If a staff member has symptoms, they should arrange PCR test via NHS UK or by contacting NHS 119 via telephone Lines are open 7am to 11pm if they do not have internet access. Test sites are open 7 days a week if the staff member is unable to access a test site they can order a home test kit. The staff member must get the test done in the first 8 days of having symptoms.

17. **Will the workplace be informed of any test results?**

It is the staff member's responsibility to tell their employer if they test positive.

18. **Can people be tested if they do not have symptoms?**

People should only be tested by PCR if they have symptoms or are a contact of a confirmed case. If your staff member does not have symptoms and are not eligible for a PCR test for other reasons, they can order free rapid (lateral flow tests) to be sent to their home. https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests

If you or a staff member are not sure about different test types, you can find out which COVID-19 test you should get. https://www.nhs.uk/conditions/coronavirus-covid-19/testing/get-tested-for-coronavirus/

19. **What if a staff member has a positive rapid (Lateral Flow) Test result or a test sample could not be read (void result)?**

The staff member should start self-isolation and get a confirmatory follow-up PCR test. Workplace contact tracing is only required if the follow-up PCR test is also positive. If the PCR test comes back as negative, the case can return to work provided they feel well enough to do so.

20. **If a staff member has tested positive, do they need to have a negative test result before they return to the workplace?**

No. Someone who has tested positive for COVID-19 should not normally be retested during their illness. Where the person is well and has completed their isolation period after the first positive result, they should not be a risk to others. However, anyone who tested positive and

fully recovered, but then goes on to develop symptoms subsequently should self-isolate and be retested for COVID-19.

21. **Can our pregnant members of staff work?**

Most pregnant women can remain at work. There is a long-standing requirement for employers to put in place measures to ensure workplace safety where a significant health and safety risk is identified for a new or expectant mother. Some pregnant workers will be at greater risk of severe illness from coronavirus. Employers will need to take this into account in their risk assessment. The Health and Safety Executive (HSE) has published guidance on protecting vulnerable workers, including advice for employers and employees on how to talk about reducing risks in the workplace.

22. **Should staff who were previously shielding, or who are classed as clinically extremely vulnerable due to pre-existing medical conditions, attend work?**

From 19 July, social distancing measures have ended in the workplace and it is no longer necessary for the government to instruct people to work from home including those previously shielding. However, employers still have a legal responsibility to protect their employees and others from risks to their health and safety. You should be able to explain to your staff the measures you have in place to keep your staff safe at work. This could include requesting employees to undertake regular testing for COVID-19 to identify people who are asymptomatic. The Health and Safety Executive (HSE) has published guidance on protecting vulnerable workers, including advice for employers and employees on how to talk about reducing risks in the workplace

Guidance for people identified as clinically extremely vulnerable from COVID19 is available here

23. **Should staff who have family in the clinically extremely vulnerable group, or who were previously shielding, be coming to work?**

Staff members who live with someone who is clinically extremely vulnerable are able to return to work.

24. **Can the workplace still have temporary/agency/bank staff come in if there has been multiple cases?**

Yes, as long as they observe the guidance on social distancing and other workplace measures and precautions. Local risk assessment should be undertaken and staff advised to stay home and self-isolate if they are unwell, if they are assessed as being a contact of a confirmed case in a setting or anyone in their household has symptoms.

If a staff member is well, and has not been identified as a close contact in any of their workplaces they can continue to work as normal but should do so following the relevant guidance for the setting to minimise contact and ensure social distancing is in place.

If there are concerns about a potential outbreak, as per Section 5, you should ensure the local UKHSA/PHE Health Protection Team and Local Authority are aware of staff in these roles as part of your discussions.

25. **Can staff, for example, cleaners and caterers, work for two or more workplaces?**

Yes, as long as they observe the workplace measures and precautions that are in place. Local risk assessment should be undertaken and staff advised to stay home and self-isolate if they are unwell, if they are assessed as being a contact of a confirmed case in a setting or anyone in their household has symptoms.

If a staff member is well, and has not been identified as a close contact in any of their workplaces they can continue to work as normal but should do so following the relevant guidance for the setting to minimise contact and ensure social distancing is in place.

26. **What can workplaces do to reduce the risk of COVID19 transmission?**

Please see the guidance on working safely during COVID19 which provides different information for a range of workplace settings.

- Measures that can te taken include:
    - Improving ventilation in your premises
    - Minimising contact and mixing by reducing the number of people each person has contact with by using 'fixed teams or cohorting, as much as possible, review layout of your setting and use screens or barriers to separate people and use back-to-back or side-to-side working instead of face-to-face, and timetables (such as staggered break times)
    - Reducing the number of people workers come into contact with e.g. use fixed teams or cohorting,
    - Promoting good respiratory hygiene among staff/customers e.g. providing hand sanitiser, using posters promoting the 'catch it, bin it, kill it' approach
    - Minimising contact with individuals who are unwell by ensuring that those who have coronavirus (COVID-19) symptoms, or who have someone in their household who does, do not attend work.
    - Cleaning frequently touched surfaces often, using standard products https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings
- Employees should be strongly advised NOT to share cars unless they are from the same household/support bubble

27. **Can I tell my staff to turn off the NHS Test and Trace app while they are at work?**

No. Only in the following circumstances should the contact tracing app by turned off:

- The staff member are working behind a fixed Perspex (or equivalent) screen and are fully protected from other people (both colleagues and/or customers)

- Staff members store their phones in lockers or other communal areas

In these circumstances, staff should be reminded to turn contact tracing back on once they leave the work place.

28. Which venues in England should display the official NHS QR code poster?

Certain types of business are encouraged to display the official NHS QR code poster such as hospitality venues, leisure services and close contact services. Further information is available here.

29. What financial support is available for staff who are identified as contacts and need to self-isolate?

Financial support may be available via a number of routes:

- Employer's sick leave or special leave policy.

- Statutory Sick Pay

- If you're on a low income and you're asked to self-isolate by NHS Test and Trace, you may be able to get a £500 Test and Trace Support Payment.

Further information on how to apply can be found here.

The employer should ask the staff member who tested positive for their CTAS ID number as this will be required for any contacts identified by the workplace to receive the payment if eligible. The employer can register the workplace contacts directly with the Contact Tracing Advisory Service by calling 020 3743 6715. The workplace contacts with then be contacted by NHS Test and Trace and receive the 8-digit code to support their application for Test and Trace payments.

30. What additional cleaning is needed following a symptomatic or confirmed case?

It is important to concentrate on regular cleaning of frequently touched items / surfaces. This is likely to be highly effective as high contact surfaces will present the main risk in terms of indirect transmission. So long as regular cleaning is thorough and maintained at all times there is no need for additional cleaning.

- Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.

- Wear disposable or washing-up gloves and aprons for cleaning.

- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles.

- If an area has been heavily contaminated, such as with visible bodily fluids, use protection for the eyes, mouth and nose, as well as wearing gloves and an apron.

- All the disposable materials should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished.

- Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning.

- For further information, please see the guidance for cleaning in non-health care settings

31. **Do toilets need to be cleaned after every use?**

No. Toilets are frequently touched surfaces, so they need to be cleaned frequently throughout the day, but not after every use (except if used by a symptomatic person whilst waiting to go home). Increase the frequency of cleaning toilets to at least five times a day, at regular intervals. Apart from gloves and apron, there is no need for additional PPE.

Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

- use either a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine, or,
- a household detergent followed by disinfection (1000 parts per million available chlorine). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants, or,
- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses

Avoid creating splashes and spray when cleaning. All the disposable materials should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished.

Section 7: National Guidance Documents

This local guidance document has been based on national UKHSA/PHE, NHS and government guidance. Hyperlinks to key national guidance are displayed here for reference.

Stay at home: guidance for households with possible coronavirus (COVID-19) infection

Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19

Guidance for contacts of people with possible or confirmed COVID19

Contacts who are not required to self-isolate

Working safely during coronavirus

Health and Safety Executive: Working safely during the coronavirus outbreak

NHS: Testing for coronavirus

Cleaning in non-healthcare settings

5 moments for hand hygiene: with how to hand rub and how to handwash. Posters

Catch it. Bin it. Kill it. (Poster)

Coronavirus Resource Centre : Posters and resources

Appendix 1 – Absence Recording Templates

Please find below example templates which you may wish to use for recording details of staff absence and illness. Please note these documents and their contents should be managed and stored in line with your local data protection policies.

Template workplace absence record app 2

Template workplace sickness record.docx

Appendix 2 – Case Management Checklist

Please find a template form and checklist to assist with the management of individual cases and their contacts.

Management checklist App 1.docx

Appendix 3 – Template Workplace Letters

Please find below template letters which you may wish to distribute to staff in the event of one or confirmed cases of COVID-19 in the workplace. The letters should be updated with your workplace branding/stationery and the relevant date. The highlighted sections will need amending prior to distribution.

Letter for a staff member who is a confirmed case of COVID-19

template letter for confirmed staff case.d

Letter for a staff member identified as a workplace contact of a confirmed case of COVID-19

template letter for close contacts.docx

Letter for staff members who are not confirmed cases or workplace contacts, notifying them of the case(s) of COVID-19 in the setting

[Word document icon]

Template letter to
staff (NOT contacts) v