

What a BUSINESS should do when suspected or confirmed cases of COVID-19 are reported



It's important you act quickly to help protect the customer/staff member and those around them. It is your responsibility to keep others safe.

COVID-19 SYMPTOMS ARE:



A new, continuous cough



or high temperature



or a loss or change to your sense of smell or taste

What should I do with two or more suspected or confirmed cases

- ▶ Ensure they are at home and self-isolating
- ▶ Call Public Health England (PHE) immediately to get advice on **0300 303 8162**
- ▶ PHE will carry out a risk assessment with you and advise on the next steps
- ▶ Businesses should not close unless advised to do so by PHE following the risk assessment
- ▶ **DO NOT** send staff for testing unless they start to show symptoms
- ▶ **Close contacts (as determined by PHE)** need to self-isolate for 14 days, regardless of any test result

How do they book a test?

- ▶ Online: www.nhs.uk/coronavirus
- ▶ Call: 119
- ▶ Use: current accommodation address

If customers or staff members test positive for COVID-19 they must:

- ▶ Stay indoors and self-isolate
- ▶ Phone to inform you

CHECK

- Customers/staff members isolating
- Tests have been arranged by symptomatic customers/staff members
- Phoned Public Health England and risk assessment actioned
- COVID-secure guidance being followed

www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

www.gov.uk/government/publications/covid-19-stay-at-home-guidance