Keep Hampshire SAFE

These flowcharts aim to help you should you have a case of coronavirus in your business, either amongst your staff or customers/visitors and suppliers. **This flow chart will not cover all scenarios.** Please refer to detailed guidance at – **www.gov.uk/guidance/working-safely-during-coronavirus-covid-19**.

What to do if a member of staff tells you they might have coronavirus symptoms

Tell the individual to **isolate** at home for 10 days and get a **test** – **www.nhs.uk/coronavirus** or call **119**.

Remind individual that their household and **support bubble** need to isolate for 14 days.

If the individual's test result is negative for COVID-19, they can return to work once they are well.

Their contacts can also stop isolating and carry on as normal.

Communications: It is unlikely that any extra communications will be required.

What to do if a member of staff tells you they have tested positive for coronavirus

They will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

The individual testing positive will have been advised by NHS Test & Trace to tell their manager as well as asked to share information about their workplace and close contacts.

NHS Test and Trace will follow up with any contacts who need to self-isolate, usually within 24-48 hours. It is also recommended that managers advise co-workers that there has been a positive case. See **Contact tracing: contact with co-workers** section of guidance for more information. No further action is required.

Cases and contacts can return once the isolation period is complete.

Communications: If required – communication toolkit is available at **www.hants.gov.uk/coronavirus**

What to do if 2 or more members of staff tell you they have tested positive for coronavirus

Contact Public Health England (PHE), Health Protection Team on **03442 253861**. You will be asked to leave a message and a member of the team will get back to you and advise what to do next. They will assess the situation with you and decide what action to take with other staff and potentially customers and agree who will contact those affected.

In the meantime, those testing positive will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

Cases and contacts can return once the isolation period is complete.

Communications: PHE Health Protection Team will provide the initial comms support. Media and social media support to the business will be provided by Hampshire County Council and PHE comms teams working together.

Clean and disinfect rooms/premises as required – **www.gov.uk/government/publications/covid-19-de-contamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings**

Hampshire County Council

hants.gov.uk/coronavirus

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What to do if a customer/visitor/supplier tells you they have tested positive for coronavirus

They will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

The individual testing positive will have been advised by NHS Test & Trace to tell their close contacts and share information about these individuals. (For those in hospitality sector see **guidance** on collecting and sharing contact details).

NHS Test and Trace will follow up with any contacts who need to self-isolate, usually within 24-48 hours. It is also recommended that managers advise employees who may have had close contact that there has been a positive case. See **Contact tracing: contact with co-workers** section of guidance for more information. No further action is required at this stage.

Communications: If required – communication toolkit is available at **www.hants.gov.uk/coronavirus**

What to do if 2 or more customers/visitors tell you they have tested positive for coronavirus

Contact Public Health England (PHE), Health Protection Team on **03442 253861**. Leave a message and a member of the team will get back to you and advise what to do next.

They will assess the situation with you and decide what action to take with other staff and customers and agree who will contact those affected. They will also provide advice regarding communicating with staff, customers and the general public.

In the meantime, those testing positive will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

Communications: PHE Health Protection Team will provide the initial communications support. Media and social media support will be provided by Hampshire County Council and PHE Communication teams working together.

What to do if a supplier tells you that 2 or more people working for them, who have had contact with your business, have tested positive for coronavirus

Check with supplier if they have reported this to Public Health England (PHE), Health Protection Team on **03442 253861** and if so, what action they have been advised to take.

Those individuals testing positive will have been told by NHS Test and Trace to **isolate** at home for 10 days and their household and **support bubble** to isolate for 14 days.

It is recommended that managers advise employees who may have had close contact with the supplier that there have been positive cases. See **Contact tracing: contact with co-workers** section of guidance for more information. PHE Health Protection Team and/or NHS Test and Trace will follow up with any contacts who need to self-isolate, usually within 24-48 hours.

Communications: If required, see comms toolkit at **www.hants.gov.uk/coronavirus**

Clean and disinfect rooms/premises as required – **www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings**

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