Resource Document for Workplaces

Date: 24/09/2020

Thank you for contacting the London Coronavirus Response Cell (LCRC). Please read through this document carefully. There are several documents in this resource pack.

Documents included:

- [Actions for suspected and confirmed cases](#)
- [Contact definition](#) and [actions for contacts](#)
- [Scenarios](#)
- [Frequently asked questions](#)
- [Links to resources](#)
- [Template Letters](#)

Please be aware that national guidelines and advice are subject to change due to the ongoing research and the current state of covid-19 levels in the country. Always check the links for the most up to date guidance and advice.

If you have further questions, please contact us and quote your reference number.

Kind Regards,

The London Coronavirus Response Cell

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Actions for suspected case, 1 confirmed case, 2+cases

Type of case	Workplace Action
Suspected Case - Symptomatic, no covid test	**If in work** - Send employee home **Not at work** - Clean area they have worked in. - Advise the employee to get tested - Advise they must isolate for 10 days (household contacts for 14 days) **Once tested** **Positive** – continue to self -isolate for the 10 days (from symptom onset) and if they no longer have a temperature and feel well they can return to work Identify workplace contacts. **Negative** – They may return to work if they are well **The employee should NOT attend work between symptom onset and test date.**
Confirmed case(s) - Positive covid test, symptomatic and asymptomatic	If the case has attended work in the 2 days before the onset/test date or 10 days after the workplace must: 1. Confirmed case must remain off work for 10 days from onset of symptoms (or from test date). a. They can return to work after the 10 days if they are feeling well and do not have a temperature (if they still have a cough they may return to work). 2. Clean the area the confirmed employee was working in 3. Identify workplace contacts (see contacts section) and send them home to self-isolate for 14 days. 4. Review in your infection, prevention and control measures especially if multiple contacts have been identified. 5. Inform the LCRC if any other employees test positive for Covid-19 If your employee did not attended work the 2 days before the onset/test date or 10 days no further action needs to be taken. But it would be a good opportunity to review your infection, prevention control measures.
Links	
Symptoms	https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/
Testing	https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/
Cleaning	https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings

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Travel	
Self-isolating from travel	Please check the travel guidance regularly as it is constantly changing. Anyone who returns from a non-exempt country must self-isolate for 14 days even if they have a test and it comes back negative.
Links	
Exemption from isolating	https://www.gov.uk/government/publications/coronavirus-covid-19-travellers-exempt-from-uk-border-rules/coronavirus-covid-19-travellers-exempt-from-uk-border-rules
Foreign Travel	https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk

Contact Definition

Contacts are people who have come into contact with confirmed covid cases (see definition below). Due to covid-19 being a new disease, definitions and actions are subject to change. Below is the current guidance however please regularly check the links below for updates on definitions and actions.

https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person

What is meant by a 'contact'

A 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). For example, a contact can be:

- **people who spend significant time in the same household as a person who has tested positive for COVID-19**
- **sexual partners**
- **a person who has had face-to-face contact (within one metre), with someone who has tested positive for COVID-19, including:**
    - **being coughed on**
    - **having a face-to-face conversation within one metre**
    - **having skin-to-skin physical contact, or**
    - **contact 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**
- **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.

Contacts of a person who has tested positive for COVID-19 need to self-isolate at home because they are at risk of developing symptoms themselves in the next 14 days and could spread the virus to others before the symptoms begin

If you are a contact of someone who has tested positive for COVID-19, then you will be notified by the NHS Test and Trace service via text message, email or phone. If you are notified, please follow the guidance in this document closely.

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Actions for Contacts	
Workplace Contact	Send contacts home, they must self-isolate for 14 days. If they become symptomatic, advise they get tested.
	If one of your employees is identified as a contact through test and trace, they must remain self-isolated for 14 days, even if they test negative.
	You do not need to contact trace contacts of contacts
	If they have been told to isolate as they are a contact of a household member or a contact of someone outside the workplace they must continue to do so. You do not need to identify their contacts in the workplace unless they test positive.

<div align="center" style="color:red">**If a contact tests negative, they must still isolate for 14 days**</div>

Contact links	
Testing	https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/
Definition of contact	https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person

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Scenarios	
Scenario 1	**Workplace Action**
One confirmed case, who is now isolating. Another employee has started showing symptoms.	That employee must leave the workplace and get tested. If they are confirmed identify workplace contacts, advise the contacts must isolate for 14 days. Inform the LCRC that you have another confirmed case.
Scenario 2	
A employee has just returned from overseas.	If they have returned from a country which is not on the travel exempt list, they must isolate for 14 days even if they have a negative test.
Scenario 3	
Employee's family member is symptomatic.	The employee must self-isolate for 14 days. If the family member tests negative, they may return to work. However, if they test positive the employee must remain self-isolated. If they become symptomatic, they must get tested.
Scenario 4	
Multiple staff members who have tested positive and have multiple workplace contacts, some of which are showing symptoms.	The staff who have tested positive must self-isolate for 10 days and workplace contacts must be identified and isolate for 14 days.

The symptomatic employees must isolate for 10 days.

If there are multiple people in the workplace who have tested positive or are showing symptoms there may be an outbreak in the workplace setting. Please contact the LCRC and we will work with you to manage the situation. Please take your time to review your current infection, prevention and control measures. |
Scenario 5	
Unable to social distance in the workplace.	Review the specific government guidelines and any sector specific guidelines for your specific workplace setting. If you have more concerns or cannot implement the guidance please contact the LCRC for further advice.
Scenario 6	
Confirmed cases and communication to other employees	To avoid rumours transparency is the best option. At the end of this document there are template letters you can send out to your employees. Please review them and adapt to your situation.
Scenario 7	
Employee unable to get a test.	Due to the high levels of testing required it can be difficult to get tested. The employee must continue to self-isolate for the 10 days and keep trying to get tested.

Please note that the guidance may change so please keep checking the relevant government site. If you are unsure if the guidance has changed or have not recently contacted the LCRC please contact us for up to date guidance

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FAQ	
Guidance	
I am worried another business is not following the government guidelines	Please speak to your local authority or trade representative. The LCRC will not be able to investigate these concerns due to the high number of enquiries.
I have a question about covid-19 who do I contact?	First check the government guidance. There's a lot of guidance on the government site which may assist you in your enquiry. There are links in the resource section of this document to this government guidance. If you are a certain sector there may be specific guidance released by a governing body or union, please keep checking their site for guidance. If the government guidance does not answer your questions the LCRC may be able to help. However due to the increasing volume of enquiries the LCRC may take a few days to respond.
Contacts	
My employee is a classed as a contact, they have taken a covid test, can they return to work?	No. Due to the nature of covid-19, it can take up to 14 days to develop. If a contact of a confirmed case decided to get tested and this was negative, they must remain in isolation for 14 days.
Should I send my employees home just to be safe?	Please use the government definition of contacts. If they meet that definition they will need to self-isolate. If they do not, you do not need to send them home.
Testing	
How do I or my employees get tested?	Please go onto the testing site (see links to resources for the link).
Should I get tested?	People should only get tested if they are symptomatic.
Cleaning	
How do we clean the area when we have had a suspected or confirmed case?	See the 'links to resources' and select the 'decontaminating in non-clinical environment' link
Closure	
Do I need to shut my workplace down?	In the vast majority of cases you will not need to shut the workplace down. If the outbreak is complex or large then an incident team may discuss closure, with the

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	managers of that workplace. In most occasions the workplace will not be closed.
Travel	
A member of staff has travelled to a country not on the exempt list. If they take a covid-19 test do they have to continue to self-isolate. Are there any other options so they do not need to self-isolate?	Everyone must self-isolate for 14 days if they have arrived from a country not on the exempt list. If an employee decides to take a covid test after they return to the UK, if it is negative, they still must self-isolate as the disease can developed up to 14 days after contact with a covid positive case There a few professionals who are excluded. See the travel section in 'links to resources'

Links to Resources

Workplace	
Workplace specific guidance	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19#social-distancing-in-the-workplace---principles
5 steps to working safely	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely
Managing risks and risk assessments at work	https://www.hse.gov.uk/simple-health-safety/risk/index.htm
COVID-19 definitions	
Symptoms	https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/
Contact definitions	https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person?utm_source=76efcee2-4b1c-4ec3-96ca-e3ac6b5b6c96&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate
Infection, Prevention and Control	
How to wash your hands	https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/
Testing	
Requesting a test (government site)	https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested
Who can get a test (NHS site)	https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/ask-for-a-test-to-check-if-you-have-coronavirus/
Cleaning	
Decontamination in non-healthcare setting	https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings
Travel	
Foreign Travel	https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk
Exemption	https://www.gov.uk/government/publications/coronavirus-covid-19-travellers-exempt-from-uk-border-rules/coronavirus-covid-19-travellers-exempt-from-uk-border-rules
Safer travel (local)	https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers
Isolating	
Stay at home guidance	https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance
Other	
Coronavirus – if you're worried about working	https://www.citizensadvice.org.uk/work/coronavirus-if-youre-worried-about-working/

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Template Letters

The following letters are templates to be sent out to staff if you have confirmed cases or contacts in the workplace. Please review each before you send them out and adapt for your own situation.

Letter A – Employee letter - Member of the workplace who tested positive for COVID-19 who DID NOT attend work while infectious

Letter B – For staff NOT identified as CONTACTS

Letter C – For staff identified as CONTACTS

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Letter A – Employee letter - Member of the workplace who tested positive for COVID-19 who did not attend work while infectious

Dear ……………..

Public Health England (PHE) has contacted <workplace> to inform us that a member of staff is being treated for confirmed novel coronavirus (COVID-19) and is currently receiving appropriate clinical care. We have been working closely with PHE to understand the implications of this for us as an organisation.

We have taken advice from the London Coronavirus Response Centre (LCRC - PHE) who have assessed that the risk to other employees is low as the case did not attend work when they were infectious and that at this stage we do not need to take any further action.

However, it is very important that you are aware of the common symptoms of COVID-19 and know what action to take if either you or a member of your family develop symptoms and how to avoid spreading the infection as detailed below: -

Symptoms of COVID 19 - The most common symptoms of coronavirus (COVID-19) are recent onset of:

- New continuous cough, and/or
- High temperature, and/or
- A loss, or change, in your normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness. If you do develop symptoms, you can seek advice from NHS 111 at NHS UK. Check if you have coronavirus symptoms or by phoning NHS111. Do not go directly to your GP or other healthcare environment. You will also need to arrange a test as advised at Coronavirus-covid-19-getting-tested

Should you develop symptoms please inform your manager.

How to stop COVID-19 spreading - There are things you can do to help reduce the risk

- Maintain social distancing should at all times, this includes all communal areas such as staff rooms, stock rooms, kitchens and corridors.
- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Wash your hands as soon as you get home
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Further information is available Staying Safe Outside Your Home

There is more information here - https://www.nhs.uk/conditions/coronavirus-covid-19/

Please be assured we are following the national guidance about reducing the spread of infection in the workplace and will take further advice from PHE should we need to do so.

Yours sincerely

Workplace Manager/OH (name)

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Letter B – FOR STAFF NOT IDENTIFIED AS CONTACTS

Dear Colleagues

Re: Novel Coronavirus (COVID-19)

Public Health England (PHE) has contacted <workplace> to inform us that a member of staff is being treated for confirmed novel coronavirus (COVID-19) and is currently receiving appropriate clinical care. We have been working closely with PHE to understand the implications of this for us as an organisation.

We have completed a risk assessment with PHE, and the advice we have received is for a small number of people to be made aware of their exposure and to stay at home for a period of 14 days since the date of their exposure. We have notified these individuals directly.

If you have not been advised directly that you are a close contact with the person (based on PHE guidelines), then the risk of catching COVID-19 from this person is very low.

However, it remains important that you are aware of the common symptoms of COVID-19 and know what action to take if either you or a member of your family develop symptoms and how to avoid spreading the infection as detailed below: -

Symptoms of COVID 19 - The most common symptoms of coronavirus (COVID-19) are recent onset of:

- New continuous cough, and/or
- High temperature, and/or
- A loss, or change, in your normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness. If you do develop symptoms, you can seek advice from NHS 111 at NHS UK. Check if you have coronavirus symptoms or by phoning NHS111. Do not go directly to your GP or other healthcare environment. You will also need to arrange a test as advised at Coronavirus-covid-19-getting-tested

Should you develop symptoms please inform your manager.

How to stop COVID-19 spreading - There are things you can do to help reduce the risk

- Maintain social distancing should at all times, this includes all communal areas such as staff rooms, stock rooms, kitchens and corridors.
- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Wash your hands as soon as you get home
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Further information is available Staying Safe Outside Your Home

There is more information here - NHS UK - COVID-19

Please be assured we are following the national guidance (working-safely-during-coronavirus-covid-19) about reducing the spread of infection in the workplace and will take further advice from PHE should we need to do so.

Yours sincerely,

Date: 24/09/2020

\<Manager's name and details\>

Letter C – FOR STAFF IDENTIFIED AS CONTACTS

Dear Colleague,

Re: Novel Coronavirus (COVID-19)

As you may be aware, Public Health England (PHE) has contacted <workplace> to inform us that a member of staff has confirmed novel coronavirus (COVID-19). We have been working closely with PHE to understand the implications of this for us as an organisation.

We have completed a risk assessment with PHE and have identified you as a close contact with the confirmed case. In line with national guidance you are advised to self-isolate for a period of 14 days from last exposure to the individual. The last date of isolation will be <insert date>. This means you must stay at home and not leave your house, including coming to work, even if you feel well. Other members of your household can continue normal activities provided you do not develop symptoms within the 14-day self-isolation period.

Please see the link to the [PHE Staying at Home Guidance](#)

In addition to following the guidance it is essential that you are aware of the common symptoms of COVID-19 and know what action to take if either you or a member of your family develop symptoms and how to avoid spreading the infection as detailed below:

Symptoms of COVID 19 - The most common symptoms of coronavirus (COVID-19) are recent onset of:

- New continuous cough, and/or
- High temperature, and/or
- A loss, or change, in your normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness. If you do develop symptoms, you can seek advice from NHS 111 at [NHS UK. Check if you have coronavirus symptoms](#) or by phoning NHS111. Do not go directly to your GP or other healthcare environment. You will also need to arrange a test as advised at [Coronavirus-covid-19-getting-tested](#)

Should you develop symptoms please inform your manager.

How to stop COVID-19 spreading - There are things you can do to help reduce the risk of spreading the virus

- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Maintain social distancing and/or isolation in accordance with national guidelines

There is more information here - [NHS UK - COVID-19](#)

Please be assured we are following the national guidance ([working-safely-during-coronavirus-covid-19)](#) about reducing the spread of infection in the workplace and will take further advice from PHE should we need to do so.

Yours sincerely,

Date: 24/09/2020

Employee/manager details

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