

What a **business** should do when a suspected or confirmed case of COVID-19 is 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 a confirmed case?

- ▶ Ensure the person is 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 next steps

What should I do with a suspected case?

- ▶ Ensure the person is at home and self-isolating
- ▶ Get tested (see how below)
- ▶ If you need further advice then please email phnotifications@cornwall.gov.uk who will respond within 24 hours

For both confirmed and suspected cases:

- ▶ Businesses should not close unless advised to do so by PHE or Cornwall Council 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 your customer or staff member tests positive for COVID-19 they must:

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

CHECK

- Customer/staff member isolating
- Test has been arranged by symptomatic customer/staff member
- Phoned PHE for confirmed cases 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