Emergency Action Plan

If anyone becomes unwell with a new, continuous cough, loses their sense of taste or smell, or has a high temperature in the business or workplace, they should be sent home and advised to follow the [stay at home guidance](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection).

At the time of writing (20 August 2021), the government is not recommending that you need to close your business/workplace if one person develops symptoms on your premises. 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 eight-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.

Our single point of contact (SPOC) is [insert name of person]. Where possible, they will lead on contacting local Public Health Teams.

You should keep monitoring the government’s [guidance for employers](https://www.gov.uk/guidance/working-safely-during-covid-19) as it is reviewed and updated regularly. Please bear in mind that not all cases of symptoms will be confirmed as coronavirus (COVID-19). You may also wish to contact your local Health Protection Team, who will be able to advise if there have been any other confirmed COVID-19 cases in your area.

If the person with symptoms needs clinical advice, they should go online to NHS 111 or call 111 if they don’t have internet access. In an emergency, call 999 if they are seriously ill or injured or their life is at risk. They should not visit their GP, pharmacy, urgent care centre or a hospital.

Anyone who is showing symptoms qualifies for a test. Tests can be booked online via the relevant government website. Persons who cannot use the online services should instead contact the NHS Test and Trace service on 119 (or on 0300 303 2713 in Scotland only) to arrange a test. A decision on their return to the workplace can be made based on receiving these results.

When someone first develops symptoms and orders a test, they will be encouraged to alert the people that they have had close contact with in the 48 hours before symptom onset. If any of those close contacts are co-workers, customers, visitors or anyone else, the employer will need to notify those people.

Potential or confirmed close contacts should follow government [guidance for people with confirmed coronavirus (COVID-19) infection who do not live with the person](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).

Employers may need to keep staff informed about COVID-19 cases among their colleagues.

It is worth noting that the name of the test and trace service differs in each country within the UK.

Anyone who has been in recent close contact with a person showing symptoms of COVID-19, or a person identified as an asymptomatic carrier of the virus through testing, will need to be notified by the employer.

Employees will need to follow the government guidance in regard to self-isolation. This will include those individuals that have had a single, double or no vaccination. The link can be found here: NHS Test and Trace: what to do if you are contacted - GOV.UK (www.gov.uk)

You should clean and disinfect any surfaces that the unwell person has had significant contact with, such as worktops that they may have sneezed on or areas of floor where they have vomited. Closing the premises to do a ‘deep clean’ should not be necessary if your employees are following the recommended handwashing and hygiene precautions.

An investigation will need to be completed to decide on whether the incident needs to be reported under RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).

It is very important at this time that we all follow a consistent, proportionate approach to avoid further spread of the virus or burdening the health services unnecessarily. Please ensure that you review the government guidance on a daily basis and follow it as closely as possible. Do not attempt to diagnose symptoms yourself or gamble on following guidance from unofficial sources. Sources such as the NHS or the World Health Organisation that are directly referenced in the government guidance are still acceptable. If you have had a tested and confirmed COVID-19 case on your premises, the NHS Test and Trace service or your local Health Protection Team will be in touch to take over the risk assessment process and advise you about what to do next.

If multiple cases of COVID-19 appear in a workplace, an outbreak control team from either the local authority or Public Health England will, if necessary, be assigned to help you manage the outbreak. Employers should seek advice from their local authority if necessary.

## NHS COVID-19, Protect Scotland and StopCOVID NI apps

It is recommended that employers encourage employees with a personal phone to download the relevant test and trace app and keep the app running.

Employers should download the app onto all work phones and instruct employees to keep the app running during working hours. Employees should be encouraged to keep the app on during non-working hours.

Where employees are visiting a premise inside of work hours, the employee will be instructed to scan into that venue using the app.

The app uses Bluetooth technology to determine if you have been in close contact within anyone who has received a positive test. They must have also been using the app at the time.

If you get a notification that you have been in close contact with someone who has had a positive test, you should self-isolate for 10 days. The app will then give you a countdown on the number days left to self-isolate. Employees should notify their employer immediately.

Employers would not normally need to self-isolate any other employee at this stage unless told otherwise by the app or NHS Test and Trace / Test and Protect.

# Suspected Cases Action Chart

* (OPTIONAL) Suspected COVID-19 case to seek clinical advice from NHS 111 online
* Arrangements should be made to ensure the person is tested for COVID-19

Suspected COVID-19 case to be sent home immediately to self-isolate

Staff who helped the suspected COVID-19 case to wash their hands thoroughly

Clean and disinfect any contaminated surfaces

If the person is tested and confirmed as a COVID-19 case

* Follow the Confirmed Cases Action Chart (on the next page) and any advice from the Health Protection Team
* Report the incident to the HSE if it falls under the criteria of RIDDOR

Suspected COVID-19 case discovered

# Confirmed Cases Action Chart

* (OPTIONAL) COVID-19 case to seek clinical advice from NHS 111 online

COVID-19 case to be sent home immediately to self-isolate   
(if not already doing so)

Staff who are identified as having been in close contact with the confirmed COVID-19 case to follow the guidance

Clean and disinfect any contaminated surfaces

Report the incident to the HSE if it falls under the criteria of RIDDOR

COVID-19 case confirmed or the workplace is contacted regarding a confirmed case

* Employer calls 020 3743 6715 and notifies them of a confirmed case
* [NHS Test and Trace: what to do if you are contacted - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works)