



# CLUB INSURE

R I S K M A N A G E M E N T



# COVID-19: What if...?

Your questions answered

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## **We have been receiving a lot of enquiries from people asking what they should do if someone shows symptoms of COVID-19, tests positive or is asked to self-isolate.**

So, we have put together the following, broken down into different subjects and scenarios.

**REMEMBER:** All clubs, by law, should have their own QR Poster at the entrance and they should either insist on patrons scanning their phones, obtain their contact details separately or refuse entry. They could be subject to a fine if they don't follow this procedure. All the details can be found on the Government's website: <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

Following a positive test by a member/patron, if the app has been used then this should identify who has been in close proximity to the person that has tested positive and the app will let these people know.

Once the NHS Test and Trace have notification of the positive case they should follow the procedures set out at the end of this document (this should also include staff members). Here NHS Test and Trace will ask for the contact details of people that didn't use the app.

### **Schoolchildren**

#### **What if...**

##### **My child is sent home from school with symptoms?**

Your child should [get a test](#) and the rest of the household should self-isolate until the results are back.

##### **My child has tested positive?**

The whole household should self-isolate for 14 days from the day the child's symptoms started (or from the day of a positive test if there are no symptoms). There is no need for other members of the household to get a test, unless they start displaying symptoms, but they should practice social distancing where possible. The child only has to self-isolate for 10 days, but the school may choose to increase that to 14 days. If contacted by NHS Test and Trace\*, this is actually a legal requirement.

##### **My child is sent home to isolate because another child in their class has tested positive?**

Your child has to self-isolate for 14 days (even if they have a test and it comes back negative). The rest of household does NOT need to self-isolate (unless they too have, or get, symptoms) but they should look to socially distance themselves from the child where possible.

### **MEMBERS OF YOUR HOUSEHOLD**

#### **What if...**

##### **A member of my household has symptoms?**

The household member should [get a test](#) and the rest of the household should self-isolate until the individual get the results.

##### **A member of my household has tested positive?**

The whole household should self-isolate for 14 days from the day symptoms started (or from the date of a positive test if there are no symptoms). There is no need for other members of the household to get a test, unless they start displaying symptoms, but they should practice social distancing where possible. The household member who tested positive has to self-isolate for 10 days. If contacted through NHS Test and Trace, this is actually a legal requirement.

##### **A member of my household has been told to isolate because someone in their workplace has tested positive?**

Your household member has to self-isolate for 14 days (even if they have a test and it comes back negative). The

rest of the household does NOT need to self-isolate (unless they too have, or get, symptoms), but they should look to socially distance themselves from the household member where possible.

## YOU

### What if...

#### I have symptoms?

Go home and arrange for a test. You should self-isolate for 10 days from the start of the symptoms.

#### I have tested positive?

You should self-isolate for 10 days and follow the instructions to report it to NHS Test and Trace. They will ask who you have been in close contact with (less than one metre for one minute, or between one and two metres for more than 15 minutes\*\*), so that they can contact those people.

## WORKING ON SITE

### What if...

#### A person on my site has symptoms and has gone home?

No other person needs to self-isolate, but areas where the individual has been should be thoroughly cleaned. Company procedures should be followed, if they are in place.

#### A person on my site has tested positive?

Any area where the individual has worked should be isolated and deep cleaned (desks, cabs etc.). Any individual that has had close contact with the person testing positive (less than one metre for one minute, or between one and two metres for more than 15 minutes\*\*) should be sent home to self-isolate for 14 days. The person testing positive should self-isolate for 10 days. Company procedures should be followed, if they are in place.

#### A person on my site has a family member who has tested positive?

This person should NOT come to site, but self-isolate for 14 days at home. If they are contacted by NHS Test and Trace\*, this is actually a legal requirement.

#### A person on my site has a family member who is showing symptoms?

This person (and everyone else in their household) should self-isolate, while their family member takes a test and gets their results. If the test result is negative, the rest of household can return to work, but the individual who was tested should still self-isolate for 10 days from the start of their symptoms.

#### A visitor who attended my site has symptoms?

There is no need for any employee to self-isolate, but any areas where the visitor has been should be thoroughly cleaned.

## WORKING IN THE OFFICE

### What if...

#### A person in the office has symptoms and has gone home?

No other person needs to self-isolate, but areas where the individual has been should be thoroughly cleaned.

#### A person in the office has tested positive?

Any area where the individual has worked should be isolated and deep cleaned (desks, welfare facilities etc.). Any individual that has had close contact with the person testing positive (less than one metre for one minute, or between one and two metres for more than 15 minutes\*\*) should be sent home to self-isolate for 14 days. The person testing positive should self-isolate for 10 days.

### **A person in the office has a family member who has tested positive?**

This person should NOT come in to the workplace, but self-isolate for 14 days at home (assuming the family member is in the same household). If they are contacted by NHS Test and Trace\*, this is actually a legal requirement.

### **A person in the office has a family member who is showing symptoms?**

This person (and everyone else in their household) should self-isolate, while their family member takes a test and gets their results. If the test result is negative, the rest of household can return to work, but the individual who was tested should still self-isolate for 10 days from the start of their symptoms.

### **A visitor who attended the office has tested positive?**

Any person that had close contact (less than one metre for one minute, or between one and two metres for more than 15 minutes\*\*) with the visitor who has tested positive, should be sent home to self-isolate for 14 days. If they are contacted by NHS Test and Trace\*, this is actually a legal requirement.

### **A visitor who attended the office has symptoms?**

There is no need for any employee to self-isolate, but any areas where the visitor has been should be thoroughly cleaned.

## **SHARING A VEHICLE**

### **What if...**

#### **I've shared a vehicle with someone who has tested positive?**

If you shared the vehicle while the person had symptoms, or was contacted by NHS Test and Trace, then you should go home and self-isolate for 14 days. It is more likely that NHS Test and Trace\* will contact people who are required to self-isolate, based on the time/day that the vehicle was shared.

#### **I've shared a vehicle with someone who is showing symptoms?**

There's no reason for you to self-isolate, but the vehicle should be thoroughly cleaned and the person showing symptoms should arrange for a [test](#).

#### **I've shared a vehicle with someone who has a family member who is showing symptoms?**

There is no reason for you to self-isolate or take any action.

#### **I've shared a vehicle with someone who has a family member who has tested positive?**

There's no reason for you to self-isolate or take any action, unless the person you shared the vehicle with was showing symptoms.

## **TEST AND TRACE**

### **What if...**

#### **I get a message from the NHS Test and Trace App\* telling me to self-isolate because I've been in contact with someone who has tested positive?**

The advice is to go home and self-isolate for 14 days, but this is not a legal requirement.

#### **A member of my household gets a message from the NHS Test and Trace App\* telling them to self-isolate?**

There's no reason for you to self-isolate.

\*Note 1: NHS Test and Trace and the NHS Test and Trace app (NHS COVID-19 app) are two different things. If you are contacted by NHS Test and Trace you are legally required to self-isolate and could be fined if you ignore the rule. If you're contacted through the App, our advice is to self-isolate but it's not a legal requirement. The individual has to make a decision as to whether they have indeed been close to someone, hence the reason to follow social distancing wherever possible.

\*Note 2: If you have symptoms and get a test and it comes back negative, you will receive an email from the NHS. The email will tell you that you should only return to work 48hrs AFTER any symptoms of fever have stopped, and you should still discuss returning to work with your employer.

\*\*Note 3: The distances and times for being a contact or close contact do not change, even if the subjects were/are wearing face coverings or other PPE, unless in a clinical situation.

## PAY SCENARIOS

### What if...

#### **An employee has to self-isolate due to having symptoms?**

SSP is payable from day one. If the company has a company sick pay scheme in place, you could pay full pay.

#### **An employee has tested positive?**

SSP is payable from day one for two weeks. If the company has a company sick pay scheme in place, this should be adhered to.

#### **An employee doesn't feel safe to come into work and wants to self-isolate, but they don't have the facilities to work from home?**

Your company should go through their concerns and the measures they have put in place to ensure that it is a COVID-secure environment. If the employee still does not wish to come in and cannot work from home, then either this can be taken as a period of holiday or unpaid leave. There is no need to pay SSP in this scenario.

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### When information should be shared with NHS Test and Trace

NHS Test and Trace or Public Health Officers will ask for these records only where it is necessary, for example, if your premises have been identified as the location of a potential COVID-19 outbreak. You and your staff must not share this information with anyone else and respect individuals' privacy.

NHS Test and Trace will work with you, if contacted, to ensure that information is shared in a safe and secure way. You must share the requested information as soon as possible to help them identify people who may have been in contact with the virus and help minimise the onward spread of COVID-19.

NHS Test and Trace will handle all data according to the highest ethical and security standards and ensure it is used only for the purposes of protecting public health, including minimising the transmission of COVID-19.

If you are contacted by NHS Test and Trace, contact tracers will:

- call you from 0300 013 5000
- send you text messages from 'NHStracing'
- ask you to sign into the NHS Test and Trace contact-tracing website

Local contact tracers may contact you from a different phone number or ask you to call them back. If you are unsure if the telephone number is genuine, check with your local council. More information can be found on your local council website.

Contact tracers will never:

- ask you to dial a premium rate number to speak to them (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- ask about protected characteristics that are irrelevant to the needs of NHS Test and Trace

- provide medical advice on the treatment of any potential coronavirus symptoms
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

## **How NHS Test and Trace will take steps to minimise transmission**

If you receive a request for information from NHS Test and Trace, this does not mean that you must close your establishment. NHS Test and Trace will, if necessary, undertake an assessment and work with you to understand what actions need to be taken.

Depending on the circumstances and the length of time that has elapsed, this could include arranging for people to be tested, asking them to take extra care with social distancing and/or – in some circumstances – asking them to self-isolate. NHS Test and Trace will give you the necessary public health support and guidance. Your staff will be included in any risk assessment and NHS Test and Trace will advise them what they should do.

If a staff member, customer or visitor tells you they have tested positive for COVID-19, you should tell them to stay at home and self-isolate as soon as possible (along with the rest of their household) and encourage the individual to inform NHS Test and Trace of their recent contacts. You must not use the information you have collected to contact people.

NHS Test and Trace will provide the necessary public health advice and support if they assess an individual was on your premises while potentially infectious. If NHS Test and Trace identifies more than one case of COVID-19, or any other specific risk circumstances, at your venue you will be contacted to receive support and to share the contact details you have collected so that they can contact anyone who may have been exposed to the virus.

If you identify that there is more than one case of COVID-19 on your premises, you should contact your local health protection team to report the suspected outbreak.

## **ANY QUESTIONS?**

**If you would like to speak to one of the team regarding any of the subjects covered in this guide, please contact us on 0345 076 6435 or email [riskmanagement@club-insure.co.uk](mailto:riskmanagement@club-insure.co.uk)**

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