**FAQs- Someone with Covid-19 has been in my business**

1. **What do I need to do if a customer informs me that they have tested positive for Covid-19 after being in my bar / restaurant?**

You MUST also notify the Council’s Single Point of Contact (SPOC) of any confirmed or suspected cases using the [COVID-19 notification online form](https://forms.office.com/Pages/ResponsePage.aspx?id=wLSfsgQNn0q0YsEpSx4bR9tXQ9E6yUNFhF53j9taESNURU43RjVSUUwyRTlDVk9UWE1QVjhENTlNWiQlQCN0PWcu) or by typing the following link into your internet browser: **bit.ly/3frSiue**

The information on your notification will be assessed and you may be contacted by Environmental Health.

1. **What do I need to do if a member of staff informs me that they have tested positive for Covid-19?**

You MUST also notify the Council’s Single Point of Contact (SPOC) of any confirmed or suspected cases amongst your staff using the [COVID-19 notification online form](https://forms.office.com/Pages/ResponsePage.aspx?id=wLSfsgQNn0q0YsEpSx4bR9tXQ9E6yUNFhF53j9taESNURU43RjVSUUwyRTlDVk9UWE1QVjhENTlNWiQlQCN0PWcu) or by typing the following link into your internet browser: **bit.ly/3frSiue**

The information on your notification will be assessed and you may be contacted by Environmental Health.

You will then need to identify if any of your other staff are close contacts of the employee confirmed as having Covid-19.

1. **What is a close contact?**

A close contact is

* 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.

1. **How do I identify close contacts amongst my staff?**

In order to identify who a close contact is of an employee with Covid-19 you will need to look at their work activities in the 48 hours before their symptoms began. Think about

* Their work activities or workstation
* Who was on the same shift
* Who did the case spend time with on their breaks?
* Did they travel to work with anyone?
* Have they been socialising outside of work with other staff?

Once you have that information look at the what a close contact is (See question 3) and whether any of the staff identified are close contacts.

It is important to remember that the wearing of face coverings (and visors) does not remove an individual from being a close contact. However, where staff have been protected by a Perspex screen and have had no contact in or out of work with the case, this then is deemed not to be a close contact.

1. **What do staff identified as close contacts need to do?**

Anyone identified as a close contact needs to self-isolate at home for 14 days starting from the date they last had contact with the case because they are at risk of developing symptoms themselves and could spread the virus to others.

Staff should only go for a test if they are displaying symptoms of Covid-19. Even if the test result is negative they must not return to work until the end of the 14 day isolation period.

You may wish to direct them for the link below for further guidance.

[**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**](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)

1. **Can staff not identified as a close contact come to work?**

Yes. Staff who have not had close contact with the original confirmed case do not need to take any precautions and can continue to attend work.

1. **A colleague who was at work has been advised to self-isolate and is awaiting test results. What should we do?**

Unless you or anyone at work are showing symptoms, there is no need to self-isolate and should continue to work.

1. **Do I need to close my business if a customer or employee has tested positive?**

No. There is no need to close the workplace unless to have been instructed to do so.

1. **Do I need to carry out additional cleaning if someone with Covid-19 has been in my business?**

Yes, you will need to ensure that any work stations or areas in which they employee has spent time have been thoroughly cleaned.

Follow the directions on [GOV.UK - Covid-19 Decontamination in non-healthcare-settings](http://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings)

1. **I’m worried about the mental health of my staff self-isolating how can I help?**

If you have concerns about the mental health of your staff then you may wish to direct them to the link below.

[things we can all do to help take care of our mental health and wellbeing](https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/)

1. **What do I do if a member of staff tells me they are a close contact to someone confirmed as having Covid-19?**

If a member of staff has been identified as a close contact, then they must not come to work. They must remain at home and self-isolate for 14 days.

1. **My staff don’t speak English, do you have this information in other languages?**

<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>

1. **What should I do if an employee develops symptoms of Covid-19 while at work?**

If an employee develops [symptoms](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection#symptoms) of Covid-19 however mild, they need to be sent home to self-isolate for at least 10 days from when their symptoms started. They should arrange to have a test to see if they have Covid-19. You may wish to direct them to [testing](https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/) to arrange.

1. **Can I contact anyone at the Council for further information or support?**

Yes, if you have any further questions or require our support you can email [psr@newcastle.gov.uk](mailto:psr@newcastle.gov.uk)