



UK Health
Security
Agency

UKHSA NW COVID-19 Template Resource Pack for Workplaces

Greater Manchester V 1.7 Final

Please always refer to the current version

15th December 2021

GMCA GREATER
MANCHESTER
COMBINED
AUTHORITY


in Greater Manchester

About UK Health Security Agency

The UK Health Security Agency (UKHSA) was formally established on 1 April 2021.

Our Functions:

Prevent

Anticipating and taking action to mitigate infectious diseases and other hazards to health before they materialise, for example through vaccination and influencing behaviour.

Detect

Detecting and monitoring infectious diseases and other hazards to health, including novel diseases, new environmental hazards, other threats through world class health, surveillance, joined-up data, horizon scanning, early warning systems.

Analyse

Analysing infectious disease and other hazards to health to determine how best to control and respond to them. We will do this through coordinated and intelligent data analysis, modelling, and evaluation of interventions based on robust evidence and developing the knowledge base.

Respond

Taking action to mitigate and resolve infectious diseases and hazards to health when they occur, through direct delivery. We will support health protection system partners with tools and advice, engaging with citizens, and flexibly deploying resources, including scaling operations at pace.

Lead

We will provide health protection system leadership, effective preparation and response to the full range of threats to health and strengthen the health protection system and workforce in partnership with:

- wider central government
- the devolved administrations
- public health agencies for Scotland, Wales and Northern Ireland
- local authorities
- the NHS
- academia and industry

Please note that, as COVID-19 is a rapidly evolving situation, guidance may change with little notice.

Therefore, we advise that, in addition to familiarising yourself with the content of this document, you refer to the relevant national guidance (links provided in Section 7)

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Section 1: Local Area Key Contacts

Local Authority Contact Details

Single points of contact (SPOC) for local teams

Area	Email
Bolton	Covid19contacttracing@bolton.gov.uk
Bury	infectionprevention@bury.gov.uk
Manchester	mft.central.coordinationcentre@nhs.net
Oldham	covid.trace@oldham.gov.uk
Rochdale	infectioncontroldutydesk@rochdale.gov.uk
Salford	PHSecretary@salford.gov.uk
Stockport	contact.tracing@stockport.gov.uk
Tameside	covid-19@tameside.gov.uk
Trafford	covidtrace@trafford.gov.uk
Wigan	contact.tracing@wigan.gov.uk

Contact tracing hub contact details

If you require further assistance from the Greater Manchester Integrated Contact Tracing Hub, please email:

gmhscp.contacttracing@nhs.net

Health Protection Team Contact Details

If there is an emergency that requires out of hours support from the North West Health Protection Team, please call 0344 225 0562 (Option 9)

Section 2: Covid-19 Key Messages

2.1 What are the symptoms?

The main symptoms of COVID-19 are:

- new continuous cough (this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual) and/or
- fever (temperature of 37.8°C or higher) and/or
- Loss of or change in, normal sense of taste or smell (anosmia)

2.2 What is the mode of transmission?

COVID-19 is passed from person to person mainly by large respiratory droplets and direct contact (close unprotected contact, usually less than one metre). These droplets can be directly inhaled by a person or can land on surfaces which a person may touch which can lead to infection if they then touch their nose, mouth, or eyes.

2.3 What is the incubation period?

The incubation period (i.e. time between exposure to the virus and developing symptoms) is between 2 and 14 days (usually 4-6 days).

2.4 What is the infectious period?

The infectious period is the time when someone with the virus can pass it on to somebody else. A person is thought to be infectious two full calendar days before symptoms appear, and up to ten days after they start displaying symptoms ([visit national guidance here](#)). If a person tests positive but has not had symptoms the infectious period is two full days before the date of the test, and up to ten days after the date of the test.

2.5 When should a staff member self-isolate?

- If a staff member has any of the symptoms above (cough, fever, loss of taste/smell)
- If a staff member has tested positive either by PCR test or rapid lateral flow test
- If the staff member has been contacted by NHS Test and Trace and told to self-isolate

2.6 A staff member who is not exempt from self-isolation will also need to self-isolate if:

- If a household member of a staff member has any of the symptoms above (cough, fever, loss of taste/smell)
- If the staff member has received a notification from the NHS App and told to self-isolate

2.7 When is a staff member (identified as a contact) exempt from self – isolation?

Contacts, who do NOT have symptoms, are not required to self-isolate if any of the following apply:

- they are fully vaccinated
- they are below the age of 18 years 6 months
- they have taken part in or are currently part of an approved COVID-19 vaccine trial
- they are not able to get vaccinated for medical reason

Anyone aged 5 years and over, who has been identified as a contact of someone with COVID-19 and who is not legally required to self-isolate, is now strongly advised to take a rapid lateral flow device (LFD) test every day for 7 days or until 10 days since their last contact with the person who tested positive for COVID-19 if this is earlier.

Fully vaccinated means vaccinated with an MHRA approved COVID-19 vaccine in the UK, and at least 14 days have passed since the individual received all the recommended doses of that vaccine. If the individual does not meet the exemption criteria, they must self-isolate for 10 full days. [For further information on accessing COVID-19 Vaccines visit here](#)

2.8 Who should get tested?

Anyone who develops any of the symptoms above should arrange to get a PCR test immediately online at [NHS UK](#) or by ringing [NHS119](#)

Anyone who is identified as a contact and is required to isolate for 10 days should arrange a PCR test online at [NHS UK](#) or by ringing [NHS119](#).

Anyone who is identified as a contact but is exempt from isolation should arrange delivery or collection of LFT test kits. Via local chemists or online via <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

You can also get further guidance here: -

<https://www.gov.uk/government/publications/coronavirus-covid-19-testing-guidance-for-employers/coronavirus-covid-19-testing-guidance-for-employers-and-third-party-healthcare-providers>

All staff members should be advised to test twice a week (every 3 to 4 days) using rapid lateral flow tests even if they have no symptoms. These are available from pharmacies and can be ordered for home delivery here at

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

Anyone who has previously tested positive by PCR in the past 90 days should NOT get retested unless they develop symptoms

2.9 What is a close contact?

A 'close contact' is a person who has been close to someone who has tested positive for COVID-19 at any time during their infectious period.

Close contact is considered to be:

- a person who spends significant time in the same household as a person who has tested positive for COVID-19
- a person who has had face-to-face contact (within one metre), with a person who has tested positive for COVID-19, including:
 - being coughed on having a face-to-face conversation within one metre
- a person who has had contact with a person who has tested positive for COVID-19 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 (either as a one-off contact, or added up together over one day)
- 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.
- The wearing of face coverings or other Personal Protective Equipment (PPE) in a workplace will not prevent a staff member being identified as a close contact if social distancing has not been maintained. However, the wearing of face coverings will reduce the risk of transmission and a staff member developing COVID 19 [See guidance on contacts for more information.](#)

2.10 How long does self-isolation last?

•If a person has had a positive lab test result i.e. a confirmed case of COVID19 they must not leave home for **10** days from the onset of symptoms (or the date of test if they have no symptoms).

•If not exempt and a person has been identified as a close contact of a confirmed case, they must not leave home for **10** days from the date they last had contact with the case. (If they live with the case, they have had close contact with they must not leave home for **10** days from the onset of symptoms in the case, or the case's test date if the case is asymptomatic)



2.11 What does self-isolation mean?

Self-isolation means the person should:

- Not go to work or public places
- Not use public transport or taxi

- Not go out to shop – they should order it online or ask a friend to bring it to their home
- Not have visitors in their home except for people providing essential care
- Not go out to exercise – exercise at home or in their garden, if they have one
- Inform their GP practice, hospital, or other healthcare setting that they are self-isolating if they must attend in person

2.12 What are the protective measures that businesses need to put in place?

There are a range of measures and sensible precautions employers can take to manage risk and support their staff and customers. Please see the guidance on working safely during COVID19 which provides different information for a range of workplace settings. <https://www.gov.uk/guidance/working-safely-during-covid-19>

On the 14th December, new measures were brought in by government relating to workplaces and helping people to safely during Covid-19. People were encouraged to work from home if they can, these measures were part of [Plan B](#) with [further guidance on working safely during Covid 19 here](#).

As part of the [Plan B](#) measures it is encouraged that people have the Covid-19 vaccinations. You will find more information on how to get a Covid-19 vaccination [here](#).

It is also encouraged that people wear a face covering in most indoor public places and on public transport, get tested and isolate if required and let fresh air in if you meet in doors, meeting outdoors is safer.

<https://www.gov.uk/coronavirus>

Section 3: Management of a Suspected Case

3.1 What to do if a staff member is unable to attend work because they (or a member of their household) have one or more of the following COVID-19 symptoms:

- new continuous cough and/or
- fever (temperature of 37.8°C or higher)
- Loss of or change in normal sense of taste or smell (anosmia)

Anyone who develops symptoms of COVID-19, or whose household member develops symptoms, must immediately self-isolate and arrange a PCR test. They must not attend work. However from 16th August [there are exemptions for self-isolation](#)

- The member of staff should notify the workplace of their absence.
- The household should be advised to follow [the Stay at home guidance](#), [Stay at home and isolate resource](#) and [Germ Defence](#). For all cases, the first full day of self-isolation starts the day after onset of cough, fever, or losing sense of taste or smell, or the day after the test date if there are no symptoms.

3.2 Anyone in the household with symptoms should get tested via [NHS UK](#) or by contacting NHS 119 via telephone if they do not have internet access. People who live in the same household as someone with COVID-19 can also take a PCR test, as they are at higher risk of being infected even if they don't have symptoms, as per the Stay at home guidance. [Please see the stay at home guidance](#)

3.3 If the PCR test result of the person with symptoms is negative the staff member and any household members who are isolating (who are not exempt) can end self-isolation and return to work provided they feel well.

3.4 Where a case has had a positive assisted LFD and has a negative PCR with a test taken within 2 days of the LFD, the requirement to self-isolate will be rescinded.

(Within two days means the PCR should be taken on the day the LFD test was taken, the next day, or the following day.

3.5 If the PCR test is positive and was taken within 2 days of the LFD test, the period of self-isolation starts from the date of the LFD test. If a case has had a positive self-reported LFD test, they should self-isolate and are encouraged to have a PCR test as soon as possible. If the PCR test is positive isolation begins from the date of the onset of symptoms or the date of the positive PCR test.

3.6 The workplace should record and keep a minimum dataset on staff absences in case this information is required for outbreak management purposes ([see Appendix 2 for suggested template](#)).

3.7 Carry out usual environmental cleaning as per [Guidance for cleaning in none health care setting](#)

You do not need to notify the local authority or UKHSA Health Protection Team when employees report symptoms.

However If there are concerns there may be an outbreak in the workplace, for example, there is an overall increase in sickness absence reporting where COVID-19 is suspected (but where no tests have been done or results are not available) then you should follow the advice in [Section 5](#).

3.8 What to do if someone falls ill while at work?

If they cannot go home by themselves, they should isolate away from others, if possible, in a room where they can be isolated behind a closed door until they can be picked up by a member of their household.

Where possible avoid the use of public transport

If the staff member requires support from another member of staff and a 2 -metre distance cannot be maintained, then the following PPE should be worn by the supporting staff member:

- o Disposable gloves
- o Disposable plastic apron
- o Fluid-resistant surgical face mask
- o Eye protection (goggles, visor) should be worn ONLY if a risk assessment determines that there is a risk of fluids entering the eye from, for example, coughing, spitting, or vomiting.

3.9 The wearing of PPE will reduce the risk of the supporting staff member catching COVID19 but if the ill staff member tests positive then the supporting staff member will be a close contact and need to self-isolate for 10 days. The supporting staff member does not need to self-isolate until the result of the test is known.

3.10 Carry out environmental cleaning as per [guidance for cleaning in non-health care settings](#)

3.11 The workplace should record and keep a minimum dataset on staff absences in case this information is required for outbreak management purposes ([see Appendix 2 for suggested template](#))

Figure 1 - Summary of management if a staff member develops COVID-19 symptoms when not in work

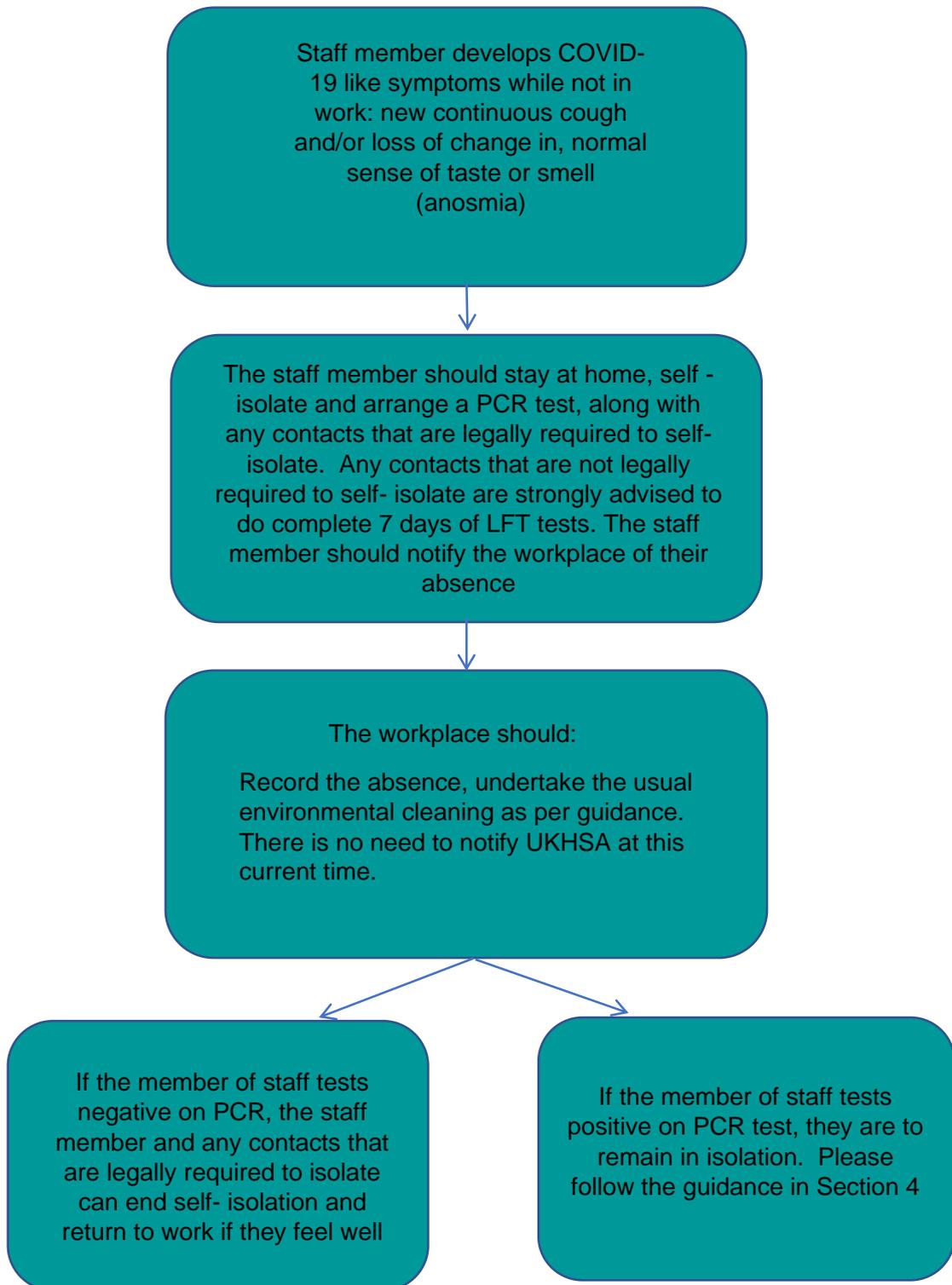
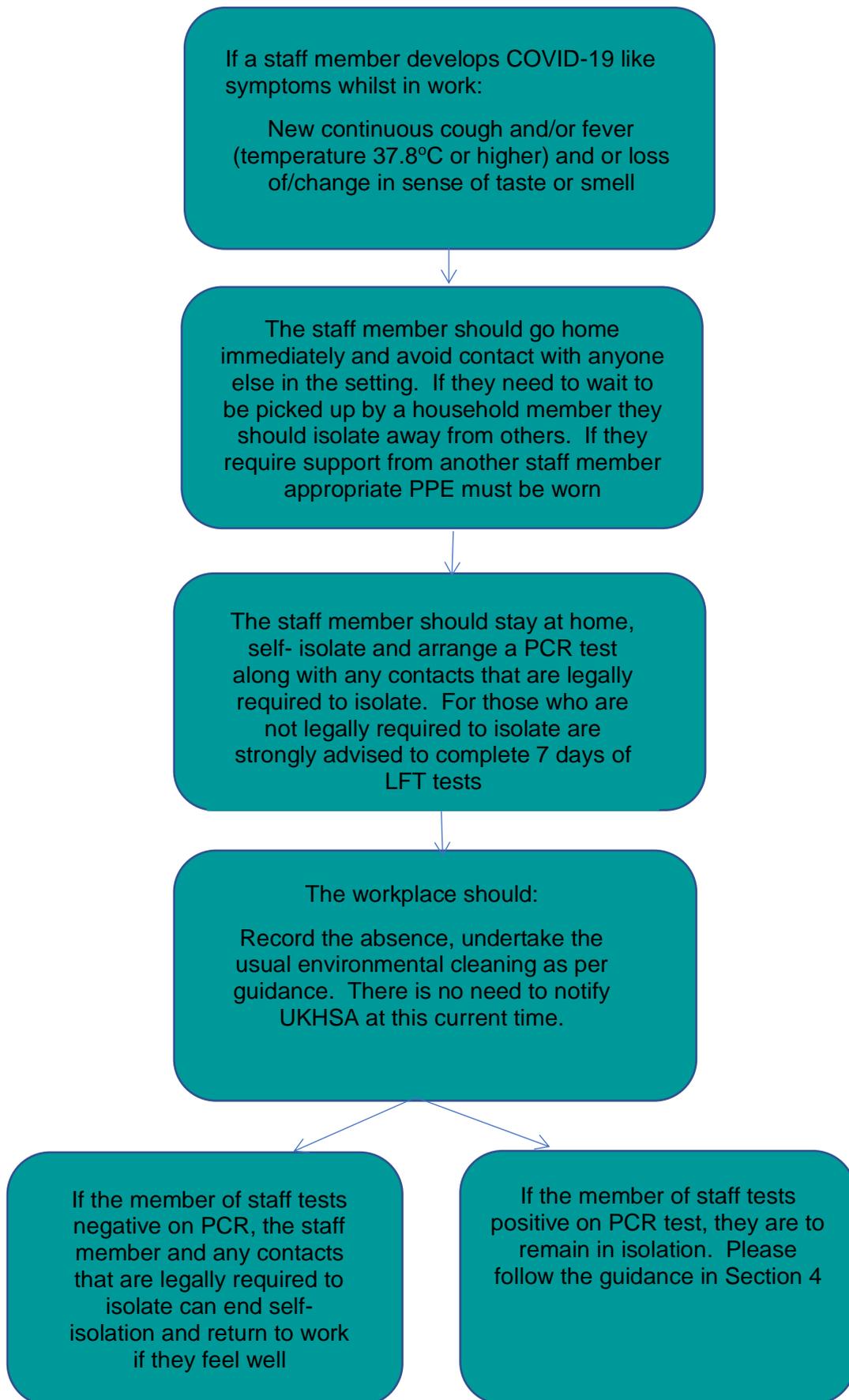


Figure 2 - Summary of management if a staff member develops COVID-19 symptoms when in work



Section 4: Management of a single confirmed case

The workplace should follow the following steps:

4.1 The confirmed case should be advised to self-isolate and follow the [Stay at Home Guidance](#). Anyone with COVID-19 should be advised to stay at home and self-isolate. You should arrange to have a PCR test as soon as possible. If this PCR test result is positive, you must continue to self-isolate. If staff do not have COVID-19 symptoms, but have a positive PCR test result, they must stay at home and self-isolate.

If a staff member lives in the same household as someone with COVID-19 they are at significantly higher risk of becoming infected. However, if you have been vaccinated with a COVID-19 vaccine, you are less likely to become severely ill if you catch COVID-19. You are also less likely to spread COVID-19 to other people, but it is still possible for this to happen. Therefore:

- If a staff member is aged 18 years 6 months or over and they are not fully vaccinated, they are legally required to stay at home and self-isolate
- If a staff member is fully vaccinated or aged under 18 years and 6 months, they are not legally required to self-isolate. However, they are strongly advised to take an LFD test every day for 7 days, and to self-isolate if any of these test results is positive

4.2 Identify a COVID-19 lead manager or member of the leadership team to oversee the response to positive cases

4.3 The COVID-19 lead should gather the following information to assist with identification of close [contacts \(See Appendix 2 for a Template Form and Checklist to assist with this process\)](#)

4.4 Establish the infectious period for the confirmed case. [See section 2.4](#)

4.5 If the staff member has not been at work during the infectious period, the business does **NOT** need to take any further action.

4.6 If the staff member has been at work during the infectious period identify close contacts of the case during their infectious period. As part of the contact tracing process the manager should also determine whether staff members may have had contact with each other outside the formal workplace e.g. during breaks, car sharing or socialising outside work or live in the same accommodation. This information will help inform whether transmission of COVID-19 has occurred in the workplace. ([See Section 2.9](#))

4.7 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 8-digit NHS Test and Trace Account ID (sometimes referred to as a CTAS number) of the person who tested positive, alongside the names, email address or contact number 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 where required.

4.8 All close contacts (unless exempt) from self-isolation, [See section 2.7](#) should be told to self-isolate for 10 days following their last contact with the case. For example, if the case tests positive on Wednesday 10th and was last in work on the previous Monday 8th, the first day of the 10-day period for their workplace contacts is the Monday 8th.

4.9 Close contacts legally required to self-isolate should take a PCR test. However for those who are not legally required to self-isolate, are now strongly advised to take a rapid lateral flow device (LFD) test every day for 7 days or until 10 days since their last contact with the person who tested positive for COVID-19 if this is earlier. If any of these LFD tests are positive, they should self-isolate to protect other people. If a contact had previously tested PCR positive in the past 90 days, they should NOT get a test unless they develop new symptoms. You can find further guidance [here](#)

4.10 Contact who is isolating - If the staff member is isolating and has tested negative on PCR, they must still complete their 10-day isolation. This is because they can develop the infection at any point up to day 10

(the incubation period for COVID19), so if a person tests negative on day 3 they may still go on to develop infection.

4.11 Staff close contacts that are exempt from self-isolation should take the following extra precautions until 10 days after their most recent contact with the case:

- Carry out daily LFT test prior to attending workplace for 7 days from the last contact with the case. If any of these LFD tests are positive, they should self-isolate to protect other people and arrange a PCR. You can find more information [on arranging a PCR here](#).
- Limiting close contact with people outside their household, especially in enclosed spaces
- Wearing a face covering while at the workplace and where they are unable to maintain social distance
- Limiting contact with anyone who is clinically extremely vulnerable.

4.12 The business should send the identified close contacts and their families a standard letter containing the advice ([see Appendix 3](#)).

4.13 If a workplace contact does develop symptoms, then they should arrange to be tested via [NHS UK](#) or by contacting [NHS 119](#) via telephone if they do not have internet access. Their household should isolate, unless exempt and follow [the Stay at home guidance](#). They should notify the workplace of their symptoms and of the outcome of any test they have.

4.14 If a workplace contact goes on to test positive for COVID-19 they should be managed as a new case, according to [Section 4](#), and the guidance in Section 5 should also be followed.

4.15 Use the working safely guidance to review any COVID-19 secure arrangements that you have in place to identify if any further measures which may be appropriate

4.16 As part of the [Plan B](#) measures it is encouraged that people have the Covid-19 vaccinations. You will find more information on how to get a Covid-19 vaccination [here](#).

Figure 3 - Summary of management if a staff member tests positive for COVID-19

It is also encouraged that people wear a face covering in most indoor public places and on public transport, get tested and isolate if required and let fresh air in if you meet in doors, meeting outdoors is safer.

<https://www.gov.uk/coronavirus>



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A staff member receives a positive PCR test for COVID-19



The staff member should remain at home and not have contact with anyone else. The staff member should inform the workplace of the result and assist with contact tracing



The workplace should:
Record the absence, undertake the usual environmental cleaning as per guidance. There is no need to notify UKHSA at this current time.



Workplace contacts must self-isolate if they are legally required to do so. However, it is strongly advised that those contacts who are not legally required to self-isolate complete 7-day LFT tests

If a workplace contact develops symptoms, they should get arrange a PCR test and their contacts should isolate if they are legally required to do so. If the PCR test is positive, they should be managed as a new case as per section 4

Section 5: Management of multiple confirmed cases and possible outbreaks

5.1 If further staff members test positive for COVID-19 the workplace should follow the steps outlined in Section 4 to identify and exclude contacts of each subsequent confirmed case of COVID19.

5.2 If cases increase you may want to establish a team to assist with coordinating the recording of cases and contacts, and the identification and implementation of further Covid-secure measures, so that you reduce transmission and limit the impact on your business. This will also help you pull together information you may need should the situation develop into a workplace outbreak.

5.3 If cases increase the Covid lead is to record the number of cases and contacts and dates they developed symptoms (or had a positive PCR test if asymptomatic). This will also help you pull together information you may need should the situation develop into a workplace outbreak

If you are aware of multiple confirmed cases (that have tested positive) or there is a high reported absence from the workplace which is suspected to be COVID-19 related within 14 days, please use the table below to guide you as to what further action to take

5.4 Key information to have to hand when calling to report a potential outbreak, where possible, includes: workplace outbreak form in [Appendix 2](#)

Scenarios	Summary of risk	Action required
<p>A confirmed case has worked during their infectious period. Their contacts have been identified and are self-isolating. Unless exempt See further guidance</p>	<p>The risk of transmission has passed in the workplace setting, no further contacts in the workplace have been identified</p>	<p>No further action required</p>
<p>Two or more cases develop symptoms and test positive within 14 days of each other, AND these cases have been identified as direct contacts of one another</p>	<p>This is a likely outbreak</p>	<p>Contact tracing should be undertaken for each case. If the setting has any concern and requires support either with contact tracing or discussing implementation of COVID-safe measures, contact your local SPOC as stated in Section 1 of this document</p>
<p>More than one case develops symptoms and tests positive within 14 days of each other. The cases have potentially spent time close to each other, e.g. they share a workspace or break room, but they have not been identified as direct contacts of each other.</p>	<p>This is a potential outbreak, although it may be that the cases have each caught the infection in the community</p>	<p>Contact tracing should be undertaken for each case. If the setting has any concern and requires support either with contact tracing or discussing implementation of COVID-safe measures, contact your local SPOC as stated in Section 1 of this document</p>

Section 6: Frequently asked questions

Please note

As COVID-19 is a rapidly evolving situation, guidance may change at short notice

We advise that you refer to the national guidance in addition to this document, and updates from UKHSA and your local authority.

Cases and contacts

6.1 What is a household?

A household is taken to mean anyone who the staff member lives with (sharing a bathroom or kitchen).

If someone in a staff member's household is unwell with COVID-19 symptoms, then the staff member should isolate for 10 days if they are legally required to do so ([see section 4](#)) and arrange a PCR test. The isolation starts from the day the household member(s) became ill. Please follow the [Stay at Home Guidance](#).

If the staff member subsequently develops symptoms they should isolate for 10 days from the date they developed symptoms, [arrange a PCR test](#), and [follow the Stay at home guidance](#).

For those who are not legally required to self-isolate, is now strongly advised to take a rapid lateral flow device (LFD) test every day for 7 days or until 10 days since their last contact with the person who tested positive for COVID-19 if this is earlier.

6.2 Should a staff member come to the workplace if a member of their household is unwell?

If someone in a staff member's household is unwell with COVID-19 symptoms, then the staff member should isolate for 10 days starting from the day the household member(s) became ill if they are legally required to isolate unless exempt. They must follow the [Stay at home guidance](#). [See Section 2](#) . If the household person has a negative PCR test the staff member no longer needs to isolate

For those who are not legally required to self-isolate, it is now strongly advised to take an LFD test every day for 7 days or until 10 days since their last contact with the person who tested positive for COVID-19 if this is earlier.

If the staff member subsequently develops symptoms they should isolate for 10 days from the date they developed symptoms, [arrange a PCR](#) test and follow the [Stay at home guidance](#) (unless exempt)

6.3 If a staff member who was a contact of a confirmed case tests negative, can they return to work?

No, they should complete 10 days of isolation unless they are not legally required to self-isolate [See section 2.7](#). This is because they can develop the infection at any point up to day 10 (the incubation period for COVID-19), so if a person tests negative on day 3 they may still go on to develop the infection.

Those who are not legally required to self-isolate are advised to take An LFD test every day for 7 days or until 10 days since their last contact with the person who tested positive for COVID-19 if this is earlier.

6.4 If a further member of their household develops symptoms while the staff member is already in self-isolation does the staff member need to restart their self-isolation period?

No, If the staff member has remained well, they can return to their normal routine at the end of the 10-day period. [Stay at home and self-isolate guidance](#) .

If the staff member has developed symptoms during the 10-day isolation period, they need to be tested and, if positive, self-isolate for a further 10 days from the date of onset of their symptoms.

After the initial 10 days isolation period for the first household case is completed. If any of the household members develop symptoms, then the whole household needs to start a new 10- day self-isolation period unless they are not legally required to self-isolate

6.5 If I am notified by a staff member that they are ill with symptoms of COVID-19. Do I need to advise the rest of the staff to self-isolate?

No, if the person who is ill has not yet been tested, or is awaiting their result, staff can attend the workplace as normal. The staff member who is ill should stay at home, follow the Stay at home guidance and be advised to get tested

If the staff member has a positive PCR test for COVID-19, workplace contacts should be identified and asked to isolate for 10 days unless exempt and to take a PCR test. [See Section 4 for more information.](#) If exempt, contacts should be advised to carry out daily LFD testing for 7 days.

6.6 If I am notified by a staff- member they have had a positive test do I need to advise other staff not to attend work or notify anybody?

If the staff member has tested positive on an **LFD**, then advise that they isolate and arrange a PCR test as soon as possible

If a member of staff tests positive for COVID-19 on **PCR** then workplace contacts should be identified and asked to isolate for 10 days if they are legally required to do so. Those contacts who are not legally required to self- isolate are advised to take a LFD test every day for 7 days or until 10 days since their last contact with the person who tested positive for COVID-19 if this is earlier. [See Section 4 for more information.](#)

6.7 If I am notified by a staff -member they have had a positive test do I need to advise other staff not to attend work or notify anybody?

If the staff member has tested positive on an **LFD**, then advise that they arrange a **PCR** test as soon as possible and isolate. If the member of staff tests positive for COVID-19 on PCR then workplace contacts should be identified and asked to isolate for 10 days unless exempt. Those contacts who are not legally required to self- isolate are advised to take a test every day for 7 days or until 10 days since their last contact with the person who tested positive for COVID-19 if this is earlier.

[See Section 4 for more information.](#)

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 on a PCR test.

6.8 Do I need to contact members of the public/my customers if a staff member tests PCR positive?

For some businesses where close personal contact is frequently required for example, the hairdressers the workplace should identify any customers who meet the definition of a close contact ([See Section 2.9](#)) and notify them that they are a contact and need to self-isolate for 10 days from the date they were exposed unless exempt. If they are exempt, they should be advised to take a daily LFD test for 7 days. Advise customers that their details will be passed to Test and Trace.

The workplace should provide a list of close contacts, both staff and customers to **020 3743 6715** with the index case's **CTAS ID**. The employee who has tested positive will have received this ID from NHS Test and Trace. This will log the contacts on NHS Test and Trace and allow them to receive self-isolation support payment if required.

6.10 A customer has informed me that they have tested positive for COVID19 what should I do?

If the customer has attended the workplace during their infectious period, the manager should assess whether any staff member meets the definition of a close contact ([See Section 2.9](#)) and advise them to self-isolate if necessary unless exempt. (For a staff member to claim for isolation payment they need to be linked as a contact to a case on CTAS therefore the customers CTAS ID would be required).

6.11 Do I need to let my other customers know?

No, if your customers have not been identified as contacts there is no requirement to inform them. If you are aware of multiple cases as outlined in Section 5 please contact the Local Authority Public health team/UKHSA NW health protection team/contact tracing hub who will advise you of further steps to take.

6.12 A household member of a staff member is a contact of someone who tested positive for COVID-19, what should we do?

There is no need to take any action. If a person is known to be a contact of a confirmed case, they will be advised to self-isolate and follow the guidance for contacts. The rest of their household do not need to isolate as long as they did not also have contact with the confirmed case, and as long as nobody in the house has symptoms or tests positive the staff member can continue to attend work.

6.13 Who is considered a contact in a workplace?

[See Section 2.9 – What is a close contact?](#)

[See guidance on contacts for more information.](#)

6.14 Which contacts need to self-isolate?

- All who meet the definition of a close contact unless legally required to do so. **For further information please access section 2**

6.15 A staff member who is a close contact of a confirmed case is exempt from self-isolation, are there any other precautions they can take to lower the risk of transmission to others take?

Yes, there are a number of precautions the staff member can take until 10 days after their most recent contact with the case including:

- Daily LFD Visit <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests> to order
- Limiting close contact with people outside their household, especially in enclosed spaces
- Wearing a face covering in enclosed spaces and where they are unable to maintain social distance
- Limiting contact with anyone who is clinically extremely vulnerable.

6.16 A staff member reports to us that they have had contact with someone with symptoms – what should we do?

If the person is in their household, they should follow [Stay at home guidance](#) unless legally not required to do so. If they are not legally required to isolate, they are strongly advised to complete 7 days of LFD testing.

The staff member should be advised to remain vigilant for symptoms and immediately self-isolate and arrange a PCR test if they develop symptoms.

If a person is not contacted by test and trace, and believes they have been a contact of a positive case, they should follow advice on how not to spread Covid-19 and arrange a test see link to [How to stay safe and prevent coronavirus](#).

6.17 If a staff member has COVID-19 symptoms, has a PCR and tests negative, can they return to work even if they still have symptoms?

If the staff member is not in their isolation period as a contact of a confirmed case, they can return to work when they have recovered (and do not have temperature). If they have tested negative for coronavirus, they could still have influenza or another respiratory illness which they could spread to other members of staff.

If the staff member is a contact of a confirmed case of COVID-19 they must stay at home for the 10-day isolation period unless not legally required to do so and follow [national guidance](#), even if they take a PCR test and this is negative. This is because they can develop the infection at any point up to day 10, so if a person tests negative on day 3 they may still go on to develop the infection.

6.18 Can a staff member who has been advised to self-isolate due to being a close contact come into work if they take daily tests?

No. Any staff members who have been advised to self-isolate must do unless not legally required to do so and should not be encouraged to come to work ([see section 2](#)).

Some critical services and workplaces in sectors that provide essential services may have been approached by their relevant government department and invited to participate in daily contact testing schemes.

Further information is available [here](#)

6.19 If there are confirmed cases, does the workplace need to close?

No, observing guidance on how to be COVID-secure, will help reduce risk of transmission in the workplace. In case of an outbreak requiring staff to self-isolate. The business will not be required to close on Public Health grounds. However, the business may have to complete a business continuity risk assessment on account of staff absence. ([See section 5](#)).

Testing

6.20 What if a staff member has a positive Lateral Flow Test result or a test sample could not be read (void result)?

The staff member should start self-isolation and get a confirmatory follow-up PCR test. Workplace contact tracing is only required if the follow-up PCR test is also positive.

If the PCR test comes back as negative, the case can return to work provided they feel well enough to do so.

6.21 How can a staff member arrange testing?

A staff member can arrange a PCR test via NHS UK or by contacting NHS 119 via telephone Lines are open 7am to 11pm. The staff member must get the test done in the first 8 days of having symptoms. [For further information please go to Get a free PCR test to check if you have COVID-19.](#)

6.22 Will the workplace be informed of any test results?

No, it is the staff member's responsibility to tell their employer if they test positive.

6.23 Can people be tested if they do not have symptoms?

Yes, if your staff member does not have symptoms, they can still order a PCR test via [NHS UK](#). (If they have been positive in the previous 90 days, they should not take a PCR test, but they can order rapid lateral flow tests (LFT) to be sent to their home.

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

6.24 If a staff member has tested PCR positive, do they need to have a negative test result before they return to the workplace?

No. Someone who has tested positive for COVID-19 should not normally be retested during their illness. Where the person is well and has completed their isolation period after the first positive result, they should not be a risk to others.

However, anyone who tested positive and has fully recovered, but then goes on to develop symptoms again.

6.25 Can our pregnant members of staff work?

Many pregnant women should be able to remain at work, but as pregnant women are at greater risk of severe illness from COVID-19 this should be discussed with occupational health.

If the workplace does not have an occupational health setting does not have an occupational health setting the woman should discuss this with her own GP.

Employers will need to take this into account in their [risk assessment](#). The Health and Safety Executive (HSE) has published [guidance on protecting vulnerable workers](#), including advice for employers and employees on how to talk about [reducing risks in the workplace](#).

6.26 Should staff who were previously shielding, or who are classed as clinically extremely vulnerable due to pre-existing medical conditions, attend work?

From 19 July 2021, the government no longer instructs people to work from home including those previously shielding.

However, employers still have a legal responsibility to protect their employees and others from risks to their health and safety. You should be able to explain to your staff the measures you have in place to keep your staff safe at work. This could include requesting employees to undertake regular testing for COVID-19 to identify people who are asymptomatic.

The Health and Safety Executive (HSE) has published guidance on protecting vulnerable workers, including advice for employers and employees on how to talk about reducing risks in the workplace [working safely through Covid 19 guidance](#).

Guidance for people identified as clinically extremely vulnerable from COVID19 is available [here](#).

6.27 Should staff who have family in the clinically extremely vulnerable group, or who were previously shielding, be coming to work?

Yes, staff members who live with someone who is clinically extremely vulnerable are able to return to work. If staff have a specific concern they should speak to their GP. For information on Covid Vaccination please visit:

<https://www.gov.uk/government/publications/covid-19-vaccination-easy-read-resources/information-on-covid-19-vaccination-easy-read-guide>

Staff

6.28 Can the workplace still have temporary/agency/bank staff come in if there have been multiple cases?

Yes, if they observe COVID safe measures implemented as part of the workplace risk assessment.

If there are concerns about a potential outbreak and you need to seek support from the Local Authority, ensure you make the LA team aware of these roles as part of your discussion.

There is also information to help you in [Section 5](#) if you have concerns about an outbreak.

6.29 Can staff, for example, cleaners and caterers, work for two or more workplaces?

Yes, if they observe the workplace measures and precautions that are in place.

6.30 What can workplaces do to reduce the risk of COVID19 transmission?

Please see [the guidance on working safely during COVID-19](#) which provides different information for a range of workplace settings.

Cleaning

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

NHS Test and Trace App

6.31 Can I tell my staff to turn off the app while they are at work?

No. Only in the following circumstances should the contact tracing app be turned off:

- The staff members are working behind a fixed Perspex (or equivalent) screen and are fully protected from other people (both colleagues and/or customers)
- Staff members store their phones in lockers or other communal areas
- In these circumstances, staff should be reminded to turn contact tracing back on once they leave the workplace.

6.32 Which venues in England should display the official NHS QR code poster?

Certain types of business are encouraged to display the official NHS QR code poster such as hospitality venues, leisure services and close contact services. Further information is available [here](#).

Daily Contact Testing in Workplaces

6.33 Can my workplace enrol in a Daily Contact Testing Scheme?

The initial roll-out covers workplaces in sectors that provide essential services, including food distribution and production, emergency services, transport networks, defence, prisons, waste collection and energy.

Daily contact testing is only available to workplaces that have been approved to take part in the workplace daily contact testing scheme.

Further information can be found <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance#daily-contact-testing>

Financial support

6.34 What financial support is available for staff who are identified as contacts and need to self-isolate?

Financial support may be available for those who have a positive confirmed PCR test and have a CTAS ID via several routes:

- Employer's sick leave or special leave policy.
- Statutory Sick Pay
- If you're on a low income and you're asked to self-isolate by NHS Test and Trace, you may be able to get a £500 Test and Trace Support Payment.

Further information on how to apply can be found [here](#).

Cleaning

6.35 What additional cleaning is necessary following a symptomatic or confirmed case?

Further information can be found here the [guidance for cleaning in non-health care settings](#)

6.36 Do toilets need to be cleaned after every use?

No. Toilets are frequently touched surfaces, so they need to be cleaned frequently throughout the day, but not after every use (except if used by a symptomatic person whilst waiting to go home). **Further information can be found as per 6.32**

Section 7: National Guidance Documents

This local guidance document has been based on national UKHSA, NHS and government guidance. Hyperlinks to key national guidance are displayed here for reference (click on the link to be taken to the relevant guidance/information online).

Social distancing for different groups

- [Stay at home: guidance for households with possible coronavirus \(COVID-19\) infection](#)

- [Stay at home and self- isolate guidance](#)

- [Guidance on social distancing for everyone in the UK](#)

- [Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19](#)

- [Covid information and Covid vaccines in easy read format or other languages](#)

- [Booking a Covid Vaccine appointment](#)

Guidance for contacts

- [Guidance for contacts of people with possible or confirmed COVID19](#)

Specific guidance for workplace settings

- [Working safely during coronavirus](#)

- [Guidance for those working in a health and social care setting](#)

- [Business support](#)
- [Guidance and support for employees during coronavirus](#)
- [Health and Safety Executive: Coronavirus: latest information and advice](#)
- [Health and Safety Executive: Working safely during the coronavirus outbreak](#)
- [The Advisory, Conciliation and Arbitration Service \(ACAS\): Coronavirus: advice for employers and employees](#)

Testing

- [NHS: Testing for coronavirus](#)
- [NHS Test and Trace in the Workplace](#)

Infection prevention and control

In addition to specific guidance provided for workplace settings above, the following general guidance should also be reviewed

- [Cleaning in non-healthcare settings](#)
- [5 moments for hand hygiene: with how to hand rub and how to handwash. Posters](#)
- [Catch it. Bin it. Kill it. \(Poster\)](#)

Coronavirus Resource Centre

Posters and resources

Section 8: GM Resources

GM Growth Hub Covid-19 Advice and Resource Hub

Coronavirus support for businesses - [GC Business Growth Hub](#)

GM Chamber of Commerce Covid-19 Support Site

[Welcome | Greater Manchester Chamber of Commerce](#)

GM Combined Authority Covid Information page.

[Greater Manchester Combined Authority Coronavirus](#)

Appendix 1: Case Management Checklist



Checklist workplace settings v6.docx



Workplace Pack Case Management Checklist



Checklist for



Checklist for food processing and meat

Appendix 2: Absence Recording Templates

Please find below example templates which you may wish to use for recording details of staff absence and illness. Please note these documents and their contents should be managed and stored in line with your local data protection policies.

The template is for collecting relevant public health information and not recommended as a substitute for any additional information collected about absence in accordance with workplace policy.



Template Workplace Absence Record.docx



Template Workplace Illness Record.docx

Appendix 3: Template Workplace Letters

Please find below more template letters which you may wish to distribute to staff in the event of one or confirmed cases of COVID-19 in the workplace. The letters should be updated with your workplace branding/stationery and the relevant date. The highlighted sections will need amending prior to distribution.

To support you more, the stay at home and isolate guidance will also help you and your employees. For Covid Information and Covid Vaccination information in easy read formats and other languages please go to

<https://www.gov.uk/government/publications/covid-19-vaccination-easy-read-resources>

Letter for a staff member who is a confirmed case of COVID-19



Template letter to staff V3.docx

Letter for a staff member who has been identified as a workplace contact of a confirmed case of COVID-19



Template Letter staff contacts v2.docx

Letter for staff members who are not confirmed cases or workplace contacts, notifying them of the case(s) of COVID-19 in the setting



Template Letter staff not contacts v1.docx

Document Changes

Version	Status	Author	Details of Change/Superseded document
v0.1	DRAFT	Emma Savage Katie Smith Merav Kliner	First draft of document
v0.4	DRAFT	Emma Savage Katie Smith Merav Kliner	Draft version of document.
v1.0	FINAL	Emma Savage Katie Smith Merav Kliner	Final version of document for circulation
v1.1	LOCAL GM VERSION	Emma Savage Katie Smith Merav Kliner Theresa Shryane Katie Bretherton	First version localised for Greater Manchester
V1.2	Local GM version	Theresa Shryane	<p>Page 7 incubation period changed to 10 days.</p> <p>Page 8 close contact in relation to 15 min within 2m,(either as a one-off contact, or added up together over one day) added</p> <p>Page 12 refers to 14-day self-isolation for contacts: this has been changed to 10.</p> <p>Page 16, 22, 27 reference to “CTAS” changed to “Account ID” as is used in NHS T&T</p> <p>P16 Do not wait for the staff member to be contacted by track and trace. Start contact tracing immediately that you are informed of the positive result. added</p> <p>3 Template letters updated with 10 day exclusion advice. Information added to algorithm</p> <p>P24/26 Update references to asymptomatic testing.</p> <p>P24 if a staff member has a positive result from a rapid test. Workplace contact tracing should commence immediately. If the follow-up PCR test is negative, the case can return to work.</p> <p>P25 Removed ref to local restrictions, linked to national res.</p> <p>P27 added info on financial support for businesses.</p> <p>P31 Added links to GM Growth Hub Covid-19 Advice and Resource Hub - Coronavirus support for businesses - Homepage GC Business Growth Hub, the GM Chamber of Commerce Covid-19 Support Site - Welcome Greater</p>

			Manchester Chamber of Commerce (gmchamber.co.uk), and the GM Combined Authority Covid Information page - Coronavirus - Greater Manchester Combined Authority (greatermanchester-ca.gov.uk).
V1.3	Local GM version	Theresa Shryane	P24 update to FAQ re lateral flow and PCR testing
V1.4	Local GM Version	Andrea Evans	<p>P6 Bury SPOC email updated</p> <p>P7 Removed link to National Guidance</p> <p>P7 Added a new link to Covid Testing</p> <p>P7 Wording reflects 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</p> <p>P11 updated wording to reflect the changes around LFD Testing and PCR guidance</p> <p>P12 moved wording from page 11 However If there are concerns there may be an outbreak in the workplace, for example, there is an overall increase in sickness absence reporting where COVID-19 is suspected (but where no tests have been done or results are not available) then you should follow the advice in Section 5.</p> <p>P26 additional information on testing in the workplace</p> <p>P32 Link to action card removed</p> <p>P32 Removed link to Practical actions for businesses-link and resource no longer available</p> <p>P13 updated wording on Fig 1</p> <p>P16 updated wording on Fig 2</p>
V1.5	Local GM Version	Andrea Evans	<p>P6 updated Bury SPOC email</p> <p>P9 hyperlink changed for Covid testing</p> <p>P9 hyperlink changed for contact guidance</p> <p>P10 added self-isolation guidance hyperlink</p> <p>P11 replaced should with must</p>
V1.6	Local GM Version	Reviewed Andrea Evans /Theresa Shryane	<p>P4 Content pages updated</p> <p>P9 added in when a staff member should self-isolate</p> <p>P9 added who should get tested</p> <p>P10-11 added in guidance from Step 4 changes</p> <p>P11 updated the business measures put in place</p> <p>P11 added in self isolation exemption guidance</p> <p>P14 “unless exempt” added to flow chart</p> <p>P17 added in “unless exempt” to flow chart</p> <p>P20 “unless exempt added to flow chart</p> <p>P19 added in isolation exemptions</p> <p>P33 Added additional guidance links</p> <p>P36 &37 updated letters with additional links to self-isolation exemptions</p> <p>Appendix 3 letter updated</p>
V1.7	Local Gm Version	Andrea Evans /Theresa Shryane	Appendix 3 case letter updated

