

# 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:



High temperature



New continuous cough



Loss/change of taste or smell

## What should I do with a suspected or 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 the next steps
- Businesses should not close unless advised to do so by PHE 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 to book a test

- visit – [nhs.uk/coronavirus](https://nhs.uk/coronavirus)
  - call – **119**
- Remember to use current accommodation address

## If your customer or staff member tests positive for COVID-19 they must:

- Stay indoors and self-isolate
- Call to inform you

## CHECK

- ✓ Customer/staff member isolating
- ✓ Test has been arranged by symptomatic customer/staff member
- ✓ Phoned Public Health England and risk assessment actioned
- ✓ COVID-secure guidance being followed

[gov.uk/guidance/working-safely-during-coronavirus-covid-19](https://gov.uk/guidance/working-safely-during-coronavirus-covid-19)

[gov.uk/government/publications/covid-19-stay-at-home-guidance](https://gov.uk/government/publications/covid-19-stay-at-home-guidance)