



# COVID-19 early outbreak management

## Shops and branches

### Who should use this information?

Owners, managers and operators of shops and branches e.g. bank branches, job centres. This information provides key steps to quickly identify and contain any potential COVID-19 outbreak. If you are concerned about other possible health issues then you should follow your existing processes.

*For England only.*

### What you should do to manage a possible outbreak?

#### Step

# 1

#### Identify

If an employee or customer has symptoms of COVID-19 however mild, they must self-isolate for at least 10 days from when the symptoms started and arrange to have a test for COVID-19. Visit: [www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/](https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/) or call 119.

If they test positive for COVID-19, they'll be asked by the NHS Test and Trace service to provide details of anyone who they have been in close recent contact with. This will not automatically be all their co-workers, but anyone who meets the definition of a close contact. A close contact is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms.

You may be informed of a confirmed case of COVID-19 by NHS Test & Trace, an employee, guest or your local Public Health England Health Protection Team (PHE HPT). The individual with COVID-19 will have been advised what to do by NHS Test and Trace (including how long to self-isolate for). You should continue to follow the 'Working safely during coronavirus' guidance (see **page 2**).

When you are informed of more than one confirmed case, go to **step 2**.

Refer to [NHS Test and Trace: workplace guidance](#) or search the title on GOV.UK for further advice.

#### Step

# 2

#### Report

Contact your local PHE HPT for help and advice on 0300 303 8162.

Early engagement with your local PHE HPT is key to minimise any possible wider outbreak in your community. See **page 2** for information you may be asked to provide. Do not worry if you are unable to answer all the questions, your local PHE HPT will help guide you through the process.

#### Step

# 3

#### Respond

Your local PHE HPT will work with you to assess the risks and advise you of what actions to take.

Depending on the outcome, your local PHE HPT and Local Authority may establish an Outbreak Control Team to help support you to manage the situation.

See **page 2** for types of action that could be put in place.

## General guidelines to prevent the spread of COVID-19:

There are important actions that everyone should take at all times to help prevent the spread of COVID-19. Refer to [Working safely during coronavirus](#) guidance or search the title on GOV.UK. This has practical steps to take and explains how you must carry out a COVID-19 risk assessment for your organisation.

The information contained on this card is specifically in relation to an outbreak, and should not replace health and safety and infection steps you already take, or have implemented as a result of consulting the 'Working safely during coronavirus' guidance.

## Information your local PHE HPT may request from you:

### Details of your organisation

- name of organisation
- location (including postcode and Local Authority)
- key contact details: name, phone number, email
- number of staff, volunteers, typical size of congregation and notable demographic factors

### Details of the cases

- contact details of the people affected, where appropriate
- when the individual(s) became unwell
- when they were last present on the premises
- nature of the roles/job undertaken by any staff/volunteers affected
- known links between the individual(s) with COVID-19 (in or out of the premises)
- number of people with which the individual(s) had close contact
- nature of the environment (for example layout and nature of the building)
- details of control measures
- has there been any contact with other agencies? for example Local Authority, Health and Safety Executive (HSE)

## Types of actions you may need to put in place include:



Enhanced hygiene, hand washing and cleaning regimes, and use of personal protective equipment (PPE)



Increased staff awareness of and adherence to preventative measures



Additional measures to limit access to the place of worship



Temporary closure of the premises

## To access more information refer to the guidance below or search the titles on GOV.UK:

- [guidance for contacts of people with confirmed coronavirus \(COVID-19\) infection who do not live with the person](#)
- [COVID-19: cleaning in non-healthcare settings](#)
- [government's safer travel guidance for passengers](#)
- [COVID-19: guidance for mass gatherings](#)
- [COVID-19: guidance for the safe use of places of worship during the pandemic](#)