

Here are some frequently asked questions and answers to help ensure your business and our community remains Covid-19 safe.

- They provide key advice on your own actions and the support available.
- They advise on your crucial role in the **Test and Trace** process and what you must do if you become aware that a member of staff, customer or visitor has Covid-19 symptoms or tests positive.
- They also explain what measures are in place if local outbreaks occur – and about the Island’s specially-tailored local outbreak plan.

Please remember: The control measures you have brought in to reopen your business safely must remain in place until the alert level is reduced.

Question	Answer
<p>What is Test and Trace, and what does it mean for my business?</p>	<p>Test and Trace is a vital NHS-led service.</p> <p>It is crucial in reducing the spread of the virus in a targeted way.</p> <p>All of us must play our role in supporting Test and Trace – as individuals, families, communities and businesses.</p> <p>These crucial measures will help us return to a more normal way of life that is safe and protects us all.</p> <p>Test: If anyone develops the symptoms of Covid-19 they can be quickly tested and told if they have the virus.</p> <p>Trace: If they are confirmed as Covid-19 positive they will be asked to self-isolate and to give details of their recent contacts. These contacts will be notified and must also self-isolate to reduce the spread.</p>
<p>Who is defined as a ‘contact’ by the Test and Trace service?</p>	<p>A ‘contact’ is a person who has been close to someone who has tested positive for Covid-19 anytime from two days before the person developed symptoms of COVID-19 to up to seven days from the onset of symptoms (this is when they are infectious to others).</p> <p>A contact might be:</p> <ul style="list-style-type: none"> • those who spend significant time in the same household as a person who has tested positive for Covid-19; • sexual partners; • a person who has had face-to-face contact (within one metre), with someone who has tested positive for Covid-19, including: <ul style="list-style-type: none"> ○ being coughed on ○ having a face-to-face conversation within one metre ○ having skin-to-skin physical contact, or

	<ul style="list-style-type: none"> ○ contact within one metre for one minute or longer without face-to-face contact ● a person who has been within two metres of someone who has tested positive for Covid-19 for more than 15 minutes; ● a person who has travelled in a small vehicle or in a large vehicle or aeroplane near someone who has tested positive for Covid-19.
<p>What about the app and its role in Test and Trace?</p>	<p>Island residents were among the first to trial a contact tracing NHS Covid-19 app.</p> <p>The trial ended in June 2020 and Island residents who took part should now uninstall this app.</p> <p>The government is developing a new app, which when rolled out will supplement other forms of contact tracing.</p>
<p>As a business what else can I do to help Test and Trace?</p>	<p>Businesses in some sectors are being asked to collect details and maintain records of staff, customers and visitors to assist with contact tracing.</p> <p>To find out if your business is included, and what you need to do, please visit the Government's page on maintaining records to support NHS track and trace.</p>
<p>How long do I have to keep visitor/guest/customer information?</p>	<p>The current advice is to keep a record of your customers and visitors for 21 days. Please check the latest online guidance for any updates.</p>
<p>What is the council doing to prevent a local outbreak or further local lockdown?</p>	<p>The council has developed a special Covid-19 prevention, incident and outbreak control plan.</p> <p>The plan can be found on the council's website at this link</p> <p>The plan details measures to reduce and contain transmission of the virus if there are local outbreaks - or if we start to see an increase in the number of people testing positive on the Island.</p>
<p>What happens if a member of staff reports they are feeling unwell with Covid-19 symptoms or has a household member with symptoms?</p>	<p>The member of staff MUST immediately self-isolate if they and/or a member of their household have symptoms.</p> <p>More information is available here: https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/</p> <p>The member of staff should also book a test for Covid-19.</p> <p>This can be done at the coronavirus testing centre for the Isle of Wight, at 1 Leisure Medina in Newport.</p> <ul style="list-style-type: none"> • To book an appointment call 119 • To book an appointment online use www.nhs.uk/coronavirus

	<p>If the person who is unwell is at a workplace, they should leave work to self-isolate straight away and, if possible, wear a face covering en-route and avoid public transport.</p> <p>If they test positive for coronavirus, the NHS Test and Trace service will become involved.</p>
<p>What do I need to do if a member of staff or person who has visited my business advises me that they have tested positive?</p>	<p>The member of staff or visitor would need to submit the details of close contacts to the Test and Trace service.</p> <p>Co-workers/contacts identified and who have been in close contact with a positive case will be contacted by the service and should self-isolate.</p> <p>The identity of the person who has tested positive will not be disclosed.</p> <p>The Test and Trace service may also get in touch with your business, if there is a need for any further actions.</p> <p>You must follow the specific cleaning guidance set out by the government.</p>
<p>Can I get all members of my staff tested?</p>	<p>Members of staff should only book a test if they develop symptoms of Covid-19.</p> <p>For the latest guidance on eligibility, visit: Coronavirus (COVID-19) getting tested</p>
<p>Can someone who is self-isolating be tested and if they are negative return to work?</p>	<p>No. The incubation period for the virus varies between individuals.</p> <p>If you have a test and the result is negative, you must still complete the full period of self-isolation, as you may still become infectious at a later point in the 14 day period.</p> <p>You must complete the full period of self-isolation.</p>
<p>Can I get evidence that a staff member has been asked to self-isolate?</p>	<p>Employees can use this link to request an isolation note to show their employers: https://111.nhs.uk/isolation-note/</p> <p>Employers may need this if they are going to claim a Statutory Sick Pay rebate.</p>
<p>Will my whole workforce be told to self-isolate if someone tests positive?</p>	<p>Only those who have had close recent contact with someone who then tests positive for Covid-19 will be asked to self-isolate by the Test and Trace service.</p>
<p>What if a member of staff tests positive for coronavirus and self-isolates - but asks their employer not to share their medical information? Does data confidentiality mean that the employer can't alert other employees that this person has been in contact with, so they can self-isolate?</p>	<p>The employer should honour the employee's right to privacy.</p> <p>The member of staff, however, will need to submit the details of close contacts to the Test and Trace service. They will then let any co-workers/contacts know if they have been in close contact with a positive case and should self-isolate.</p> <p>They won't disclose the identity of the person who has tested positive.</p>

Can I request information to see who has potentially infected my employees or customers?	The Test and Trace service will not share this information with employers, for privacy reasons.
Do I immediately need to close my businesses if someone with symptoms or who has tested positive for Covid-19 has been in my premises?	<p>No. But you must follow the test and trace workplace guidance as well as specific cleaning guidance set out by the government.</p> <p>This scenario should be considered in the risk assessment for your business and all employees should be aware of the procedures to follow.</p> <p>In accordance with the Island’s Covid-19 prevention, incident and outbreak control plan you may be contacted by Public Health England or Environmental Health. This will be on a case by case basis.</p>
What if a visitor using accommodation has symptoms of Covid-19?	Guests who are experiencing symptoms should immediately self-isolate, tell their accommodation provider and book a test. The council has produced a poster with further advice.
What is an outbreak?	<p>An ‘outbreak’ is defined as two or more people having Covid-19 symptoms in which there is also an association of time, place and/or contact between them.</p> <p>However, in some instances, only one case may prompt the need to take measures to protect public health.</p>
What should I do if I know there is more than one person who has tested positive for Covid-19 in a workplace?	<p>If there is more than one case of Covid-19 associated with a workplace, employers should contact their local Public Health England Health Protection Team to report the suspected outbreak.</p> <p>The team will carry out a risk assessment, provide public health advice and where necessary establish a multi-agency incident management team to manage the outbreak.</p> <p>You can find your local health protection team here: https://www.gov.uk/health-protection-team</p>
What support/advice will be provided if there is a positive case of Covid-19 linked to my business, and do I need to plan for anything in advance?	<p>You must follow the test and trace workplace guidance as well as specific cleaning guidance set out by the government.</p> <p>In accordance with the Island’s Covid-19 prevention, incident and outbreak control plan, you may be contacted by the local Public Health England Health Protection Team or the council’s Environmental Health Team.</p> <p>This will be determined on a case by case basis and the outcome of an initial risk assessment of what action is required.</p> <p>Swift actions to control the outbreak may minimise it, and prevent it travelling further.</p>
What will I be asked to do if one or more people have tested positive at my business?	You may be contacted by a member of the Public Health England Health Protection Team who will give advice.

	<p>You may also be contacted by the council's Environmental Health Team to discuss the Covid-19 controls in your business.</p> <p>The actions will be determined on a case by case basis and a risk assessment of what is required.</p> <p>Employers are expected to respond to any advice (eg on cleaning) or notices issued by enforcing authorities rapidly and within any timescales imposed.</p>
<p>What further action could happen if I am not able to implement measures to manage the risk of Covid-19 in my business?</p>	<p>Failure to complete a risk assessment which takes account of Covid-19 or completing a risk assessment but failing to put in place sufficient measures to manage the risk, could constitute a breach of health and safety law.</p> <p>The actions the enforcing authority can take include the provision of specific advice to employers to support them to achieve the required standard, through to issuing enforcement notices to help secure improvements.</p> <p>Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with fines and even imprisonment for up to two years. There is also a wider system of enforcement, which includes specific obligations and conditions for licensed premises.</p> <p>Please view our webpages or make contact with the team eh@iow.gov.uk if you require any advice.</p>
<p>What information will be shared/made public in the event of a case or outbreak linked to my business?</p>	<p>Business must be mindful of their responsibilities around maintaining records of customers/visitors, as well as the law protecting personally identifiable information, known as the General Data Protection Regulation (GDPR).</p> <p>Personal data that is collected for NHS Test and Trace, which you would not collect in your usual course of business, must be used only to share with NHS Test and Trace.</p> <p>It must not be used for other purposes, including marketing, profiling, analysis or other purposes unrelated to contact tracing, or you will be in breach of GDPR.</p> <p>You must not misuse the data in a way that is misleading or could cause an unjustified negative impact on people, for example to discriminate against groups of individuals.</p> <p>More information is available.</p>