



Liverpool
City Council

Liverpool City Council COVID-19 Resource Pack for Businesses

Version 1.5



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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 2).**

Section 1: Information about COVID-19

What are the symptoms?

The main symptoms of COVID-19 are:

- 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)

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 the person, or can land on surfaces which another person may touch which can lead to infection if they then touch their nose, mouth or eyes.

What is the incubation period?

The incubation period (i.e. time between exposure to the virus and developing symptoms) is between 1 and 14 days (median 5 days).

When is a person infectious?

A person is thought to be infectious 48 hours before symptoms appear, and up to seven days after they start displaying symptoms.

Section 2: COVID-19 guidance for specific business settings

You should be encouraging your staff to work from home whenever possible. But if your staff do have to return to the workplace, the Health & Safety at Work Act places a requirement on all employers to take steps to safeguard employees, members of the public and themselves. To fulfil this duty in addressing the risk from COVID-19, all companies must review their risk assessments and put in place measures to ensure social distancing is implemented. The Health and Safety Executive has provided details on how to carry out a [risk assessment](#).

Setting specific guidance has been developed by the government to support workplaces to minimise risks of COVID-9 transmission which should feature as part of the risk assessment. Links to this guidance can be found below:

- [Construction and outdoor work](#)
- [Factories, plants and warehouses](#)
- [Labs and research facilities](#)
- [Offices and contact centres](#)
- [Other people's homes](#)
- [Restaurants offering takeaway or delivery](#)
- [Shops and branches](#)
- [Vehicles](#)
- [Heritage Locations](#)
- [Hotels and other guest accommodation](#)
- [Restaurants, pubs, bars and takeaway services](#)
- [The visitor economy](#)

UK Hospitality have published additional guidance for pubs, bars and restaurants, Hotels and other accommodation providers, and the visitor economy. Please follow link to the guide at [UK Hospitality](#).

Cleaning

You may wish to carry out a general clean before reopening. If you are a food business you are required to undertake a [deeper clean](#).

All businesses will also need to consider additional cleaning measures to reduce the spread of the disease. This is outlined in the workplace guidance and additional cleaning measures if somebody that has tested positive for coronavirus has been on your premises.

Guidance on cleaning and use of customer toilets is included within the relevant guidance for workplaces.

Guidance on the reopening of public toilets has also been published and can be found by following this link: [Guidance on the reopening of Public Toilets](#)

You can also find guidance regarding how to clean effectively can be found via the links below:

- www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings
- www.rsph.org.uk
- www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business

Legionella

Stagnant water systems can support the growth of legionella, these can then be released in an aerosol spray which can result in respiratory infection if inhaled. To avoid this the water system should have been flushed on a weekly basis. If this is not the case and your premises has been closed for more than 1 month, the following measures are recommended:

- Flush out the system – please refer to the [guidance](#) to understand how to do this without risk of infection
- Disinfect to 50ppm of free chlorine or equivalent biocide
- Run water heated to 60C through the whole water system
- Carry out a risk assessment

Further guidance can be found in the Charter Institute of Environmental Health new guidance document: [Legionnaires' disease: lockdown risks and reopening safely](#) or the Health and Safety Executive's information on [Legionella risks during the coronavirus outbreak](#).

Reporting of Diseases and Dangerous Occurrences 2013 (RIDDOR)

There has always been a requirement to report accidents and dangerous occurrences in the workplace. Recently there has been a change in the RIDDOR legislation and coronavirus is now reportable if there is a possibility of exposure at work. Further guidance can be found via the [RIDDOR reporting of COVID-19 webpage](#).

“Rule of 6”

New guidelines will be introduced from 14th September limiting the maximum number of people that can gather in a group.

Venues following [COVID-19 secure guidelines](#) will be able to continue to host more people in total - such as religious services in places of worship - but no one should visit in a group of greater than 6.

<https://www.gov.uk/government/publications/coronavirus-covid-19-meeting-with-others-safely-social-distancing/coronavirus-covid-19-meeting-with-others-safely-social-distancing>

Section 3: Strategies for preventing COVID-19 in the workplace

The following strategies are recommended to reduce the risk of COVID-19 transmission:

Screening of all staff daily for symptoms of COVID-19 in the past 10 days and household contacts symptoms for the past 14 days via a health declaration form (see appendix a for suggested form)

Hand washing for a minimum of 20 seconds with soap and warm water (or hand sanitiser when hand washing is not available) by all staff when entering the workplace

Regular hand washing throughout the day

Good respiratory hygiene including covering your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze, putting used tissues in the bin immediately and washing your hands afterwards

Maintaining 2 metre social distancing between staff

Cohorting staff when social distancing is not possible to minimise the spread of the virus across the workforce

Ongoing environmental cleaning

It is important to concentrate on regular cleaning of frequently touched items / surfaces. This is likely to be highly effective as high contact surfaces will present the main risk in terms of indirect transmission. So long as regular cleaning is thorough and maintained at all times there is no need for additional cleaning.

- Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.
- Wear disposable or washing-up gloves and aprons for cleaning.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles.
- If an area has been heavily contaminated, such as with visible bodily fluids, use protection for the eyes, mouth and nose, as well as wearing gloves and an apron.
- All the disposable materials should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished.
- Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning.
- 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).

The above strategies are general strategies that apply across all business settings. Business specific guidance can be found by following the links in section 2.

Personal Protective Equipment and Clothing

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks.

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

The exception is clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE. If your organisation is based in this setting, please refer to the relevant [Guidance for PPE in Clinical Settings](#).

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

Face Coverings

A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers.

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. However, customers and workers who want to wear a face covering should be allowed to do so.

Signage

Provide clear guidance on social distancing and hygiene to people on arrival, for example, signage and visual aids. Follow links below to Public Health England Hygiene resources:

[5 moments for hand hygiene: with how to hand rub and how to handwash](#)

[Catch it. Bin it. Kill it.](#)

Section 4 Test and Trace

Test and Trace will allow us to trace the spread of the virus and isolate new infections and play a vital role in giving us early warning if the virus is increasing again, locally or nationally. There are a number of crucial actions that everyone needs to take to ensure test and trace is successful these are:

- Anyone with symptoms isolates, **arranges a test** and remains isolated for 10 days from the onset of symptoms if they test positive
- **Household contacts** of the confirmed case **self-isolate for 14 days**
- Confirmed cases work with the nation test and trace system to **identify their contacts**
- Anyone who is a **contact of a confirmed case** of COVID-19 goes home and **self-isolates for 14 days**

To support with any potential outbreak response identified through the national test and trace system the following should also be in place:

- A **list of all staff** including name, address, date of birth, contact telephone number and details of any additional communication needs these individuals have to be supplied to contact tracers if required.
- A **daily record of staff** attendance/rotas to support contact tracing in an outbreak situation.
- A **single point of contact** for the Local Authority to notify in the case of a staff member or service user testing positive for COVID-19

Supporting staff who are a confirmed case of COVID or have been identified as a contact of a confirmed case

- All staff who have been notified that they are a **contact of a confirmed case** of COVID-19 should **self-isolate immediately**
- The NHS Test and Trace service will provide a notification that can be used as evidence that someone has been told to self-isolate
- Organisations should **continue to communicate with staff** who are in self-isolation and provide support throughout the 10 day period for staff who are confirmed cases and 14 day for contacts of confirmed cases
- Where staff are entitled to **contracted sick pay** this should be paid to staff in self-isolation
- Staff in self-isolation are entitled to **Statutory Sick Pay** for every day they are in isolation, as long as they meet the eligibility conditions. Information for employers on reclaiming Statutory Sick Pay can be found in this guidance:
<https://www.gov.uk/guidance/claim-back-statutory-sick-pay-paid-to-your-employees-due-to-coronavirus-covid-19>

Employers are crucial to ensuring that test and trace is successful by taking the correct action in the below scenarios:

i) What to do if a staff member is unable to attend work because they have COVID-19 symptoms

Anyone who develops symptoms of COVID-19, or whose household member develops symptoms, should immediately self-isolate. They should not attend work and should follow the steps below.

- The staff member should **notify the workplace** of their absence by phone
- The workplace should record and keep minimum dataset (see suggested template in Appendix 2): Reason for absence, date of onset of symptoms, symptoms, etc.
- Direct to [Stay at home](#) guidance for isolation advice for staff member and their households. The person with symptoms should **isolate for 10 days** starting from the first day of their symptoms and the rest of their **household for 14 days**.
- Advise that the staff member should get tested via **NHS UK** or by contacting **NHS 119** via telephone if they do not have internet access. This would also apply to any other household member who develops symptoms.

ii) What to do if someone falls ill while at work

If anyone becomes unwell with a new continuous cough, a high temperature or a loss of or change in their normal sense of taste or smell they must be sent home as soon as possible.

- If a staff member is awaiting collection, they should be moved, if possible, to a room where they can be isolated behind a closed door. Ideally, a window should be opened for ventilation. If it is not possible to isolate them, move them to an area which is at least 2 metres away from other people.
- If they need to go to the bathroom while waiting to be collected, they should use a separate bathroom if possible. The bathroom should be cleaned and disinfected using standard cleaning products before being used by anyone else.
- The workplace should record and keep the details of the incident in case it is needed for future case or outbreak management (see suggested template Appendix 3).

iii) What to do if a staff member tests positive for COVID-19

If a staff member who works tests positive for COVID-19 then the workplace will be contacted by a contact tracer. This contact tracer may be based either in the Local Authority or the local Health Protection Team. Follow the link to guidance on [NHS Test and Trace](#).

The COVID-19 lead for the workplace will be asked to work with the contact tracer to identify direct and close contacts of the case during the 48 hours prior to the staff member falling ill. The social distancing measures put in place by workplaces should reduce the number of other direct/close contacts.

Definitions of a COVID-19 contact

Direct contact without PPE:

- being coughed on, or
- having a face-to-face conversation within 1 metre, or
- having unprotected skin-to-skin physical contact, or
- travel in a small vehicle with the case, or

- any contact within 1 metre for 1 minute or longer without face-to-face contact

Close contact without PPE:

- Extended close contact (between 1 and 2 metres for more than 15 minutes) with a case

All direct and close contacts in the workplace will be advised to **self-isolate for 14 days** starting from the day they were last in contact with the case. For example, if the case tests positive on Thursday and was last in work on the previous Monday the first day of the 14 day period is on the Monday. Household members of contacts do not need to self-isolate unless the contact develops symptoms.

The contact tracer will provide a standard letter to the workplace containing the advice for contacts and their families; the workplace will be asked to send the letter to the identified contacts.

Contacts will not be tested unless they develop symptoms (contract tracer may provide advice on this). If a contact should 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. This would also apply to any household member who develops symptoms.

iv) Cleaning if a symptomatic or confirmed case of COVID-19 has been in the workplace

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

- objects which are visibly contaminated with body fluids
- all potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stairwells

Use disposable cloths or paper roll and disposable mop heads, to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

- use either a combined detergent disinfectant solution at a dilution of 1,000 parts per million available chlorine
or
- a household detergent followed by disinfection (1000 parts per million available chlorine). Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants
or
- if an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses

Avoid creating splashes and spray when cleaning.

All the disposable materials should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished.

v) Customer Logging Toolkit

If you are a business or organisation which has been advised to collect customer, staff and visitor details on entry to your venues, a customer logging toolkit is available with advice and

guidance on collecting the right information to help contain the spread of the virus through the Test and Trace Service.

This will provide you with messaging suggestions for a range of scenarios as well as other marketing materials such as posters and social media assets to help you communicate to your customers that you will be collecting their details. Please follow the link to download the guidance and resources:

<https://coronavirusresources.phe.gov.uk/Test-and-Trace/resources/customer-logging-toolkit/>

vi) Create a QR Code for your venue

You can create a QR Code to capture test and trace information from customers on arrival using the NHS COVID-19 App. This will help to trace and stop the spread of COVID-19.

You should create and display a QR code if you are:

- a business, place of worship or community organisation with a physical location that is open to the public
- an event which is taking place in a physical location

If you have more than one venue, you need to create a separate QR code for each location. You can add multiple locations in the service.

Please follow the link to the webpage: <https://www.gov.uk/create-coronavirus-qr-poster>

vii) Arrangements for management of a possible outbreak

You should nominate a Single Point of Contact within your workplace to manage the outbreak, and work with the Health Protection Team and Environmental Health.

If you identify a case, who is either symptomatic, or who have had a positive test, they must stay at home and self-isolate for 10 days. You will need to identify close contacts of those cases and ensure they also self-isolate for 14 days. Contacts do not need to be tested unless they become symptomatic.

Definition of close contacts are:

- **Direct contact:** Face to face contact with a case for any length of time, within 1m, including being coughed on, a face to face conversation, unprotected physical contact (skin to skin) or travel in a small vehicle with a case. This includes exposure within 1 metre for 1 minute or longer
- **Proximity contact:** Extended close contact (between 1 and 2 metres for more than 15 minutes) with a case.

You must also ensure that you undertake a deep clean of the premises, and refer to the guidance for cleaning of non-clinical settings linked above in the document.

Single Cases:

If you are notified by NHS Test and Trace of a confirmed case in your workplace, please notify the **Liverpool City Council Environmental Health Team** on environmental.health@liverpool.gov.uk

Two or More cases:

In addition to notifying the environmental health team of confirmed cases, please also contact the Cheshire and Mersey Health Protection Team. The agencies will provide advice to your business on how to prevent further transmission

Cheshire and Mersey Health Protection Team (Public Health England)

0344 225 0562 (option 1)

Out of hours advice 0151 434 4819

candmhpu@phe.gov.uk

PHE Action Cards

COVID-19 early outbreak management information has been created to make sure that people who run businesses or organisations:

- *know how to recognise and report an incident of coronavirus (COVID-19)*
- *are aware of measures local health protection teams may advise in order to contain it*

This “step by step” information is contained within ‘[action cards](#)’ that have been designed for specific situations where an outbreak could occur. These action cards have been produced for each of the following business settings and can be downloaded from <https://www.gov.uk/government/publications/reporting-outbreaks-of-coronavirus-covid-19/covid-19-early-outbreak-management>

- Commercial Workplaces – *offices, contact centres*
- Consumer Workplaces – *retail, hair and beauty salons, spa’s and gyms*
- Education Settings – *schools, colleges, universities*
- Food and Drink – *restaurants, bars, pubs, take aways*
- Industrial Workplaces – *manufacturing, food production*
- Institutions – *prisons, armed forces and defence*
- Residential – *hotels, hostels, campsites*
- Small and Large gatherings – *tourist attractions, cultural sites, cinemas, libraries*
- Travel – *public transport, airports, taxis*

viii) Prevention / Preparation

Test and Trace is a service developed by the NHS to help people who develop symptoms of Coronavirus to be tested quickly. The service will also trace all recent close contacts of anyone who tests positive.

Anyone of us could catch the virus or have been in contact with a person who tests positive and asked to self-isolate for 14 days.

NOW IS TIME TO THINK:

- WHO WOULD SUPPORT YOU: If you can't go out who will be able to help you get your shopping and essentials? Ask your family, friends or neighbours if they can help – have a plan
- WHO COULD YOU SUPPORT? Also, think if someone you know is asked to self-isolate how you can help them with shopping etc. Think of neighbours who may not have any family or close friends

Together we can help each other

ix) Advice Line info to give to stakeholders (NOT for general public circulation)

Anyone of us could catch the virus or have been in contact with a person who tests positive and asked to self-isolate for 14 days.

Liverpool City Council are asking for your help in identifying people who have been asked to self-isolate and have NO means of support from friends or family. They may need help with:

- Shopping
- Emergency Foodbanks
- Collecting Prescriptions
- Employment rights, finances or finding work
- Or just having a friendly voice just to speak to

Our advice line **0151 233 3066** is open 8am to 6pm Mon-Fri. An online form is also available at <https://liverpool.gov.uk/covidsupport>

We are asking you to either pass on these details or make contact on their behalf.

Please note that this helpline should NOT be used for any other purpose.

Together we can get through this.

Section 5: Staff Health and Wellbeing

The Public Health website <https://www.liveyourlifewell.info/> is a one stop shop for information and advice on looking after your health and wellbeing.

During the Coronavirus (COVID-19) outbreak because of so much uncertainty staff members may be feeling anxious, stressed or worried. In times like these, mental health can suffer. People don't always know that it is happening. It could range from feeling more on edge than usual, angry, frustrated with others, sad or generally having foggy head to anxiety and depression.

Because there is so much information out there on mental health it can sometimes seem overwhelming of just where to go to get information or support. The Live your Well Website shows what support is available in Liverpool based on how people are feeling.

It ranges from self-help tips, phone support, counselling to urgent help if someone is having suicidal thoughts or self-harming.

Our mental health and physical health go hand in hand and the <https://www.liveyourlifewell.info/> website gives information about how small changes can make you feel good plus help boost your immune system.

The website also gives lots of useful information on:

- The importance of keeping active. Its important to keep active. Moving more can work wonders for both your physical and mental health and it doesn't have to cost a penny.
- Smokers may experience more severe symptoms from Coronavirus if they are infected. There has never been a better time to quit smoking with free help and support from our stop smoking service Smokefree Liverpool.
- Also, we need to keep an eye on how much alcohol we are drinking. Alcohol weakens the immune system and the body's ability to cope with infectious disease including Coronavirus (COVID-19).
- During the Coronavirus (COVID-19) outbreak eating well will help support your immune system.

The website gives information on local services that help provide support for the above.

Section 6: National Guidance Documents

This local guidance document has been based on national PHE, 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

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

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

Guidance for contacts

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

Testing

[NHS: Testing for coronavirus](#)

Infection prevention and control

[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 – Promotional Resources

<https://coronavirusresources.phe.gov.uk/>

Hospitality Sector Advice

<https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>

<https://www.ukhospitality.org.uk/page/coronavirus>

Appendix 1 Suggested template for all staff screening

1. Date.....

2. Full Name.....

3. Reason for visit

Staff Visitor Emergency contractor

4. Health Screening questions:

In the past 14 days have you had

a) A high temperature? Yes No

b) A new and continuous cough? Yes No

c) Loss of or change in, normal sense of taste or smell (anosmia) Yes No

Do you currently live with anyone who in the past 14 days has had:

- A new and continuous cough 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)
- Yes No

If the answer to any of the questions in section 4 is yes then entrance to the workplace should be refused

5. Temperature screening check – please record temperature in the box below

If the temperature is 37.8 Degrees Celsius or above entry to the workplace should be refused

Signed..... Date.....

APPENDIX 2 – Template to record workplace absences

In the event of a COVID-19 outbreak, the table will ensure that important information is recorded in one place and is easily accessible

Date	Name	Reason for absence*	Date of onset of symptoms	Symptoms **	Has the staff member been assessed by GP, NHS 111 etc? Y/N/NK	Has the staff member been tested? Y/N/NK	Is the staff reporting a positive test result? Y/N/NK	Is the staff member in hospital? Y/N/NK

Reason for absence*: Ill, Household member ill, Contact of a confirmed/suspected case, Shielding, Other e.g. dental appointments

Symptoms * T = Temp (≥ 37.8 C), C = Cough, D = Diarrhoea, V = Vomiting, ST = Sore Throat, H = Headache, N = Nausea, LST = Loss of smell/taste, Other

APPENDIX 3 – Template to record illness at workplaces
In the event of a COVID-19 outbreak, the table will ensure that important information is recorded in one place and is easily accessible

Date	Name	Date/Time of onset of symptoms	Symptoms*	Time between detection of symptoms and isolation at work

Symptoms * T = Temp (≥ 37.8 C), C = Cough, D = Diarrhoea, V = Vomiting, ST = Sore Throat, H = Headache, N = Nausea, LST = Loss of smell/taste, Other

**** Only required if social distancing could not be observed**