

## Approved lines to take for Helplines

### Code Subject Categories

- 01.0 Clinical concerns (current case definition)
- 02.0 Virus control and prevention - contact tracing and test results
- 03.0 Virus control and prevention - social distancing and staying at home
- 04.0 Virus control and prevention - decontamination (healthcare and non-healthcare settings)
- 05.0 Virus control and prevention - health hygiene (eg face masks)
- 06.0 Virus control and prevention - ports of entry (eg airport/cruise etc)
- 07.0 Virus control and prevention - public transport
- 08.0 Virus control and prevention - public spaces (eg shops/restaurants/gyms)
- 09.0 Population groups – those in educational settings eg pupils, university students and teachers
- 10.0 Population groups – Healthcare workers
- 11.0 Population groups - all other workers
- 12.0 Population groups – High risk groups
- 13.0 Public safety risk - (packages/post/ takeaways/ mass gatherings (eg concerts)
- 14.0 Travel advice (Should I travel to X/Y/Z)
- 15.0 Sales/ marketing /offers
- 16.0 Repeat enquiry/ complaint
- 17.0 Communications – materials, posters, guidance

Code	Enquiries Subject
01.0	<p data-bbox="255 215 896 247"><b>Clinical concerns (current case definition)</b></p> <p data-bbox="255 284 1272 316"><u>UPDATED CASE DEFINITION – 13 March 2020 – USE FOR ALL FAQs</u></p> <p data-bbox="255 359 739 391"><b>What is coronavirus COVID-19?</b></p> <p data-bbox="255 399 2056 470">COVID-19 is caused by a new strain of coronavirus which was first identified in Wuhan City, China. Coronaviruses are common causes of colds and respiratory infections (viral infections).</p> <p data-bbox="255 475 2087 547">COVID-19 is a new strain of coronavirus and because of that people who have never been exposed to it before are more likely to become infected when they come into contact.</p> <p data-bbox="255 552 2087 624">COVID-19 is circulating in the community so we are now in the delay phase of our response to COVID-19. These viruses are more likely to cause severe symptoms in elderly people.</p> <p data-bbox="255 659 878 691"><b>How can you be infected with COVID-19?</b></p> <p data-bbox="255 699 2096 842">COVID-19 infection usually occurs through close contact with an infected person (less than 2 metres for more than 15 minutes) via coughs and sneezes. A person can also be infected by touching contaminated surfaces / shaking hands with an infected person and touching their eyes nose or mouth afterwards without washing their hands.</p> <p data-bbox="255 877 833 909"><b>What are the symptoms of COVID-19?</b></p> <p data-bbox="255 917 2114 1101">COVID-19 causes symptoms similar to other respiratory viral infections and this includes a continuous new cough and / fever. If you have a cough that you have acquired recently or you have a temperature of 37.8°C or higher you should self-isolate for 7 days from the onset of your symptoms. People who are infected tend to be more infectious in the first 3-4 days and our advice is to self-isolate for 7 days to prevent the spread of infection. If you don't have a thermometer, you may have experienced feeling unusually hot or cold, shivering (at normal room temperature) or feverishness.</p> <p data-bbox="255 1106 2114 1137">Travel and contact history are no longer part of the case definition. Testing will not be offered unless people are admitted to hospital.</p> <p data-bbox="255 1142 1769 1206"><b>DO NOT CALL YOUR GP / GP OOH WITH MILD SYMPTOMS AS THIS WILL HELP REDUCE THE STRAIN ON THIS SERVICE, ALLOWING RESOURCE FOR THOSE WITH MORE SEVERE SYMPTOMS</b></p> <p data-bbox="255 1286 833 1318"><b>What is the risk to the general public?</b></p> <p data-bbox="255 1326 2105 1398">Based on the World Health Organization's declaration that this is a Pandemic; the UK Chief Medical Officers have raised the risk to the public from moderate to high</p> <p data-bbox="255 1433 1290 1465"><b>What do I do if a GP refers a case to the helpline or asks for advice?</b></p> <p data-bbox="255 1473 2105 1544">Advice re self-isolation and testing for Covid-19 has changed recently because we now know that person to person transmission is happening in the community in people who have no history of travel outside of the U.K. If you have previously been advised to self-</p>

isolate the PHA will be in contact with you to provide new advice. It is no longer necessary for anyone to self-isolate unless it is less than 7 days since they have acquired a cough and / temperature. If you have been in contact with someone who has a cough / temperature you do not need to self-isolate unless you develop symptoms yourself. Testing will now only be carried out on patients who require a hospital admission.

The same advice applies to healthcare workers who will only be tested if they require a hospital admission.

**Can humans become infected with COVID-19 from an animal source?**

The original method of transmission was considered to be animal to human however the data shows human to human transmission is the cause of the spread. Now the focus is delaying human to human spread.

**Can people who do not have symptoms transmit COVID-19?**

The currently available data does not provide evidence for transmission of COVID-19 from people who are asymptomatic (people who have no symptoms) or have subclinical infection (in the days before symptoms develop).

02.0 **Virus control and prevention**

**What is the risk to the general public?**

Based on the World Health Organization's declaration that this is a public health emergency of international concern, the UK Chief Medical Officers have raised the risk to the public from moderate to high.

**Is there a vaccine for COVID-19?**

There is currently no vaccine to prevent COVID-19 respiratory disease. The best way to prevent infection is to avoid being exposed to this virus through good hygiene. Hands should be washed regularly and in particular before touching your eyes nose or mouth. If you cough you should cough into a tissue if possible, place the tissue in a bin and wash your hands.

### 03.0 Virus control and prevention – Social Distancing and Staying at home

Coronaviruses can be spread when people with the virus have close, sustained contact with people who are infected. This typically means spending more than 15 minutes within two metres of an infected person, such as talking to someone for instance.

The more you come into contact with the droplets from coughs and sneezes of an infected person, the more likely you are to catch the infection. This is why we ask people who have the infection to stay at home and not to go out and about where they can pass it on. Social distancing could also include things like reducing socialising in public places such as entertainment or sports events; reducing our use of non-essential public transport or home working.

#### **Why staying at home is important**

It is very important that you stay at home for 7 days after you develop symptoms consistent with coronavirus (COVID-19) This will help to protect your family, friends and community, and will help control the spread of the virus. If you leave the house in the 7 days after you develop symptoms, you will come into contact with others who do not have the virus and you may pass it on to them. Self-isolation can end on day 8 after the onset of symptoms if clinical improvement has occurred and your temperature is normal for two days.

#### **What are the symptoms of coronavirus (COVID-19)?**

The most common symptoms of coronavirus (COVID-19) are a continuous and new cough and / fever (temperature > 37.8°C.– If you have either of these symptoms you will need to stay at home for 7 days. If you don't have a thermometer, you may have experienced feeling unusually hot or cold, shivering (at normal room temperature) or feverishness.

This will ensure that you are no longer infectious and that there is no risk of you passing the illness on to others.

#### **I've been at home for a week and I feel fine, can I go back to work?**

You should remain at home until 7 days after your symptoms start. If you are worried that your health is not improving please contact your G.P. for advice.

A cough may persist for several weeks in some people, despite the coronavirus infection having cleared. A persistent cough alone does not mean you must continue to self-isolate for more than 7 days. Self-isolation can end on day 8 after the onset of symptoms if clinical improvement has occurred and your temperature is normal for two days.

### **What do I do if I still have symptoms after 7 days?**

If you have not had any signs of improvement and are concerned about your health please contact your G.P. for advice. Self-isolation can end on day 8 after the onset of symptoms if clinical improvement has occurred and the patient temperature is normal for two days.

### **How do I treat the symptoms?**

You may be able to use over the counter medications to help with some of your symptoms. Use these according to the instructions on the packet/label and do not exceed the recommended dose. Contact your GP / GP OOH if you have more severe symptoms, or you have a pre-existing illness that is becoming difficult to manage.

### **Do I call an ambulance if I become seriously ill?**

Seek prompt medical assessment if your illness is worsening. If it's not an emergency, you should call your G.P. / out-of-hours.. If it is an emergency and you need to call an ambulance, dial 999 and inform the call handler or operator that you have symptoms of coronavirus (COVID-19).

**DO NOT LEAVE YOUR HOUSE TO GO TO YOUR GP OR HOSPITAL UNLESS YOU ARE SPECIFICALLY ADVISED.**

### **Reducing the spread of infection**

When you're at home, there are some important habits to get into that can help reduce spread to others in the house:

1. Wash your hands more often than usual, for 20 seconds using soap and hot water or hand sanitiser, particularly after coughing, sneezing and blowing your nose.
2. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue away immediately. Then wash your hands or use hand sanitiser straight away.
3. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

### **Other health and wellbeing concerns**

**I'm pregnant what do I do about my regular midwife appointments/ are there any special precautions I need to take?** It is expected that most pregnant women will experience only mild or moderate cold/ flu like symptoms.

**What if I go into labour?**

Pregnant women are advised not to attend a maternity triage unit, birthing centre or A&E unless in need of urgent pregnancy or medical care. Pregnant women do not appear to be more susceptible to COVID -19 than the rest of the population.

This is a very new virus, the effects of which are being monitored. There is no evidence to suggest an increased risk of miscarriage. There is also no evidence that the virus can pass to your developing baby while you are pregnant (this is called vertical transmission). It is therefore considered unlikely that if you have the virus it will cause abnormalities in your baby. If you think you are in labour, call your maternity unit or midwife and tell them that you have confirmed coronavirus and are self-isolating. They will advise on what you should do next.

As a precautionary approach, pregnant women with suspected or confirmed coronavirus when they go into labour, are being advised to attend an obstetric unit for birth, where the baby can be monitored using continuous electronic foetal monitoring, and your oxygen levels can be monitored hourly. It is not currently recommended that you give birth at home or in a midwife led unit.

**I have a medical/hospital appointment coming up during the time I need to stay at home – what should I do?**

All routine medical and dental appointments should usually be cancelled whilst you are sick and staying at home. Treatments which cannot be postponed (such as dialysis or chemotherapy treatments) should be discussed by phone in advance with your usual healthcare team.

**What about my home visits from health and social care staff?**

If you need a healthcare or care visit at home during this time; contact them before they come to your home and let them know that you are self-isolating due to coronavirus (COVID-19) so they can follow their local employer's guidance. Carers who are providing personal care to a person who is staying at home need to determine if the client is asymptomatic or symptomatic prior to their visit.

**Where should I go if I'm on private healthcare?**

If you have symptoms the advice is that you should stay at home. You do not need to go into a private hospital.

**What if my child becomes unwell with something else and they need to see a doctor?**

If it's not an emergency, call your G.P. / out-of-hours to discuss your concerns.

If it is more urgent or your child requires a visit to GP ask a friend or relative if they can take your child for you .

## **Food, medicines and supplies**

### **How do I get food?**

You will need to ask friends or relatives if you require help with buying groceries, other shopping or picking up medication. Alternatively, you can order by phone or online. Make sure you tell delivery drivers to leave items outside for collection if you order online. The delivery driver should not come into your home.

### **How much food do I need?**

You need to self-isolate for 7 days so consider what essentials you would need. It is fine for friends or family to drop off food for you. Alternatively, you can order by phone or online, such as through take away services or online shopping deliveries. Make sure you tell anyone dropping food and other essentials off for you to leave items outside (or wherever is most appropriate for your home) for collection if you order online. This is so that you do not pass on the virus to others who are delivering to you. The delivery driver should not come into your home. There is no need to stockpile essential items.

### **I am unable to access online shopping, what do I do?**

If you do not have anyone who can help you to get the things you need for your stay at home, you should contact your Local Authority as they may be able to help. Contact details will be on your Local Authority website.

### **How do I get medication or other medical supplies like a thermometer?**

Ask friends, family members or delivery services to carry out errands for you. Remember you can help to protect them by not inviting them in and asking them to leave essentials outside the door for you.

### **Do I need to stockpile my prescription/medication?**

No. You should ensure you have enough medication for 7 days if you have been advised to self-isolate. Ask friends or family members to collect these for you or make arrangements through a medicine delivery service. The people you care for (no access to friends, internet)

### **I think I'm going to get lonely. I'm scared of that. Any suggestions for what I can do to counter that?**

We know that staying at home for a prolonged period of time can be difficult, frustrating and lonely for some people and that you may feel low. It's important to remember to take care of your mind as well as your body and to get support when you need it. Stay in touch with family and friends over the phone or on social media. There are also sources of support and information that can help, including Every Mind Matters which has information especially to help people who are staying at home:

<https://www.nhs.uk/oneyou/every-mind-matters/>

Think about things you can do during your time at home. People who have successfully completed a period of staying at home have kept themselves busy with activities such as cooking, reading, online learning, catching up with chores they've been meaning to do for ages and watching films.

If you feel well enough, you can do light exercise within your home or garden.



### **What about my elderly relative who is dependent on me for care?**

If you have COVID-19 or have the symptoms of COVID-19 you should isolate from your elderly relatives and find alternatives for their care. This is because COVID-19 can cause more severe symptoms in people with weakened immune systems, older people, and those with long term conditions like diabetes, cancer and chronic lung disease. Ask friends or other family members if they can help.

### **Someone in my household is vulnerable/has a long-term condition and is not currently unwell, what support can we get?**

If you live in shared accommodation with a vulnerable person it is important that you follow the advice on handwashing, respiratory hygiene and cleaning above to help reduce the risk of further spread of the infection. Try to avoid close contact with family members as much as possible.

### **I'm a single parent and I'm unwell, what do I do with my child/children?**

If your children are well and you are able to, make plans with your family and friends on how they can help with dropping the children to schools and events.

### **Support, work and finance**

#### **I don't have friends or family nearby, what can I do?**

If you do not have anyone who can help you to get the things you need for your stay at home, you should contact your Local Authority as they may be able to help. Contact details will be on your Local Authority website

#### **I need to work, I can't afford to stay at home.**

It is very important that you stay at home for 7 days after you develop symptoms of coronavirus (COVID-19). This will help to protect your family, friends, colleagues and others, and will help control the spread of the virus. Self-isolation can end on day 8 after the onset of symptoms if clinical improvement has occurred and the patient temperature is normal for two days.

If you need to stay at home you will be eligible for statutory sick pay (SSP) from the first day of your absence from work.

By law, medical evidence is not required for the first 7 days of sickness. After 7 days, employers may use their discretion around the need for medical evidence if an employee is self-isolating.

**I am on benefits/need to go to a Job Centre, what do I do?**

If you can't attend a jobcentre appointment because you need to self-isolate tell the Job Centre as soon as possible. Contact your work coach via your online journal or by phone to explain your situation.

**What do I need to tell my employer?**

Talk to those around you, including your employer, about the importance of staying at home to reduce the risk of spreading infection at work; if you are well, you may be able to work from home.

**Lifestyle**

**Can I walk my dog?**

You should stay at home for 7 days and should ask friends or family members to help if you need your dog to be walked.

**What should I do about my pet?**

Wash your hands before and after contact with your pet.

**Can I go into the garden/a shared garden?**

If you have your own garden it is fine to use it, as long as you keep two metres away from other members of your household

**My neighbour is staying at home, they've been in the garden – am I safe to go out there?**

It is fine to use it, as long as you keep two metres away from the person staying at home or go out at a different time to them.

**I don't have access to outside space, how do I get fresh air?**

You should stay in a well-ventilated room with a window that can be opened. Try to keep the window open as much as possible to enable ventilation and air flow.

**My friends are staying at home too, can we meet up?**

No. The purpose of self-isolation is to prevent potential spread from any one person. If one person in your group of friends becomes unwell during their self-isolation, they would expose all of the group, increase their risk of infection and the group would have to start a further 7 day isolation period.

**What food should I eat?**

You should eat a normal balanced diet. Drink plenty of water to keep yourself hydrated.

**How do you manage it if you've got toddlers - they won't respect 'rules' in terms of the rooms they go in, the cups that they use etc**

During an outbreak, it is important to reduce the risk of further spread of the infection. If you and your family have been asked to self-isolate it is important you follow the medical advice as closely as possible.

**What do I do with my rubbish and recycling?**

When cleaning you should use your usual household products, like detergents and bleach as these will be very effective at getting rid of the virus on surfaces. Clean frequently touched surfaces.

Personal waste (e.g. used tissues) and disposable cleaning cloths should be stored securely in a rubbish bag. This bag should be placed into another bag, tied securely and kept separate from other waste within your own room. This should be put aside for at least 72 hours before being put in your usual household waste bin. . Wash your hands after handling rubbish bags.

Other household waste can be disposed of as normal.

**I live in a flat and have communal bins, am I allowed out to put the rubbish out?**

Yes as long as you stay at least two metres away from other people.

**Can I go to a funeral/wedding?**

No. You should stay at home for 7 days and avoid contact with others.

**What do I do if I live in shared accommodation, with a shared kitchen and bathroom?**

If you live in shared accommodation (university halls of residence or similar) with a communal kitchen, bathroom(s) and living area, you should stay in your room with the door closed, only coming out when necessary,  
If you share a kitchen with others (such as university halls of residence or similar), and if possible, avoid using it whilst others are present. Take your meals back to your room to eat. Use a dishwasher (if available) to clean and dry your used crockery and cutlery. If this is not possible, wash them by hand using detergent and warm water and dry them thoroughly, using a separate tea towel.

### **How do we exercise?**

If you feel well enough you can take part in light exercise within your home or garden. These can be found online

### **School**

#### **I'm worried about my child's schooling/exams – how is this being handled?**

You will need to contact your child's school/college/university for updates on schooling and exams.

#### **What teaching resources are available for me to help educate my child?**

You will need to contact your child's school/college/university for information on teaching resources.

### **Self-isolation away from home**

#### **Tourists**

If you are a tourist in the UK follow this guidance within your temporary accommodation.

### **Homeless shelters**

Guidance on managing coronavirus (COVID-19) in homeless shelters is in development. The same principles of self-isolation will apply in this setting.

**Keeping the whole family safe (household isolation)**

**Only one of the family is ill, isn't this just forcing everyone to be unwell?**

You should all follow all the good hygiene advice at home. The unwell person should cover their mouth and nose with a disposable tissue when coughing or sneezing and everyone should be washing their hands for at least 20 seconds more often than usual.

Carers should use disposable tissues to wipe away any fluids after the unwell person has sneezed or coughed, dispose of tissues and wash their hands thoroughly for 20 seconds.

04.0

**Virus control and prevention - decontamination (healthcare and non-healthcare settings)**

**Cleaning of shared spaces**

**Direct all enquirers to the online [Covid-19-decontamination-in-non-healthcare-settings](#) guidance.**

The guidance describes the cleaning required, the appropriate disposal of materials, the disinfection of equipment and hard surfaces, and the personal protective equipment (PPE) that should be worn.

Public areas where an individual with symptoms has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with body fluids can be cleaned as directed by any existing workplace risk assessment or manufacturer's instructions on the safe use of their cleaning products.

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

Remove any clothes, soft or fabric window hangings and curtains, bedding and any other laundry items and place in a bag for transportation to the point of laundering. Do not shake items or avoid all necessary agitation.

05.0

### **Virus control and prevention - health hygiene (eg face masks)**

#### **How can I help prevent the spread of respiratory viruses?**

There is currently no vaccine to prevent COVID-19. The best way to prevent infection is to avoid being exposed to this virus. However, there are general principles you can follow to help prevent the spread of respiratory viruses, including:

- Wash your hands with soap and water for at least 20 seconds:
  - After using the toilet
  - Before eating any food, including snacks
  - Before cooking
  - After taking public transport
  - On return to home from school, work or other settings
- If soap and water are not available use an alcohol-based hand sanitiser. Alcohol hand sanitisers can be bought in most pharmacies, supermarkets and many other outlets
- Cover your cough or sneeze with a tissue, then throw the tissue in a bin. [[www.england.nhs.uk/south/wp-content/uploads/sites/6/2017/09/catch-bin-kill.pdf](http://www.england.nhs.uk/south/wp-content/uploads/sites/6/2017/09/catch-bin-kill.pdf)] and then wash your hands with soap and water or use a hand sanitiser
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people who are sick with a flu-like illness
- keep surfaces in the home and work environment clean
- If you are worried about your symptoms, please use the NHS111 online coronavirus service at <https://111.nhs.uk/service/covid-19> or call NHS 111, do not go directly to your GP or another healthcare environment

Facemasks play a very important role in clinical settings, such as hospitals. However, there is very little evidence of widespread benefit from their use outside of these clinical settings. If used facemasks must be worn correctly, changed frequently, removed properly, disposed of safely and used in combination with good universal hygiene behaviour in order for them to be effective. Research also shows that compliance with these recommended behaviours reduces over time when wearing facemasks for prolonged periods.

## 06.0

### Virus control and prevention - ports of entry (eg airport/cruise etc)

#### What are you doing at airports?

- We are working closely with airlines and airport operators to ensure they have posters and leaflets reflecting the latest advice, symptoms and what to do if they get them. As well as English these materials are being provided in 9 additional languages from affected areas to ensure this support and advice can be given to those non-English speakers at airports. These materials are also available at all international airports, ports and international train stations.
- We are testing and assuring the established arrangements already in place for caring for unwell people arriving at airports at airports to make sure each part of the system is ready locally and providing guidance and briefing to staff so they know what to expect and how best to respond.
- In addition enhanced monitoring is in place for all direct flights from areas affected outside of Europe which includes:
  - China including Hong Kong
  - Iran
  - Japan
  - Malaysia
  - Singapore
  - South Korea
  - Taiwan
  - Thailand
  - Vietnam

#### What is enhanced monitoring at airports?

- Enhanced monitoring bolsters the public health measures already in place by requiring an early warning of any illness on direct flights from effected areas so appropriate steps can be taken to both care for any unwell passengers and follow-up if needed. It also provides all passengers from these regions, whether category 1 or 2, with the information to make sure they know what the symptoms are, what to do if they get them and on the self-isolation process if required. Specifically:
  - Broadcasting of an inflight message encouraging passengers to report any inflight illness.
  - Provision of information leaflets to passengers (in flight or upon disembarkation) to enable and encourage reporting of illness at the time of arrival or later should symptoms develop.



- Early warning by the pilot of any passenger illness as soon as possible from aircraft in transit with a response (nil or otherwise) requested no later than 60 mins before arrival time to allow medical staff to be ready to respond if needed and provide assurance.
- The pilot will flag any unwell passengers through the duty doctor at the Heathrow Health Control Unit who will only allow disembarkation after a risk assessment.
- If anyone is flagged as being unwell, they will be met by a medical team who will assess the person and they will be taken for appropriate treatment.

**Why aren't you covering indirect flights with enhanced monitoring?**

- This is a rapidly developing issue. Governments focus has been on insuring direct flights from areas defined by the case definition are covered by enhanced monitoring as we know this is where the majority of those arriving in the UK come from.
- With the increasing suspension direct flights from affected areas we are working with the Department for Transport and Border Force to identify the most popular indirect routes to extend enhanced monitoring to. This approach will be kept under continuous review.
- Information is displayed in international UK airports to help travellers self-identify and take the correct action and a public awareness campaign is further raising awareness on this issue and there are established approaches to look after those who feel unwell at ports.

**Why aren't you covering Italy?**

- We are covering flights through Italy. All flights are covered by posters and leaflets at ports in 9 different languages as well as established local arrangements for ensuring unwell passengers are taken care of. In addition, a bespoke poster for Italy has been deployed to all airports, seaport and international train terminals to provide clarity to passengers on how the new definition applies to them
- PHE is rapidly working with Department for Transport, DHSC and other cross government partners on what further proportionate port health measures could be put in place for those arriving from Italy, taking on board the rapidly developing

	<p>situation, the public health control measures already put in place in Italy and the regions extensive air and surface connectivity with the UK.</p>
07.0	<p><b>Virus control and prevention - public transport</b></p> <p>Whilst travelling or at an airport, bus station, underground station or train station, there is no need to avoid other travellers. Take usual Infection prevention precautions including washing your hands or using hand sanitiser after using the toilet facilities; before eating food or snacks or if you are in close contact with someone who is unwell.</p>
08.0	<p><b>Virus control and prevention - public spaces (eg shops/restaurants/gyms)</b></p> <p><b>In outdoor public spaces</b></p> <p>There is very little risk to the public of contracting COVID-19 in open spaces unless you come into close contact (less than 2 metres for more than 15 minutes) with someone who is ill with COVID-19.</p> <p><b>Leisure activities e.g. shops, restaurants, gyms, cinemas, theatres, sporting events</b></p> <p>Whilst in shops, pubs, restaurants, gyms, cinemas, theatres, and sporting events there is no need to avoid other users who are well. Take usual Infection prevention precautions including washing your hands or using hand sanitiser after using the toilet facilities; before eating food or snacks or if you are in close contact with someone who is unwell.</p> <p><b>Places of worship</b></p> <p>Whilst in places of worship there is no need to avoid other worshippers who are well or to change normal faith practices. Take usual infection prevention precautions including washing your hands or using hand sanitiser after using the toilet facilities; before eating food or snacks or if you are in close contact with someone who is unwell.</p>

09.0

**Population groups – those in educational settings eg pupils, university students and teachers**

**Even in the presence of a confirmed case of COVID-19, it is unlikely that PHA would advise a school to close.**

**There are no health reasons why a school should be close unless there is a positive case AND the PHA Health Protection Team have advised you that the school should close**

**There are no health reasons why a school should undertake a clean unless there is a positive case AND PHA HPT have advised that you undertake a clean**

#### **Childcare settings, Schools and other Educational Facilities**

- Pupils, students, staff and visitors should wash their hands:
  - before leaving home
  - on arrival at school
  - after using the toilet
  - after breaks and sporting activities
  - before food preparation
  - before eating any food, including snacks
  - before leaving school
  - on return home from school
- Whilst in educational settings there is no need for students to avoid any other students who are well.
- if you are worried about your symptoms or those of a child or colleague, please use the NHS 111 online coronavirus service at <https://111.nhs.uk/service/covid-19> or call NHS 111. Do not go directly to your GP or other healthcare environment
- **the Government is advising that students do not go on international school trips.**
- see further information on the **Public Health England Blog** and the **NHS UK website**.

**WHEN TO STAY HOME FROM AN EDUCATIONAL SETTING**

All pupils, students and teachers should stay at home for 7 days after the onset of the following symptoms: temperature of more than 37.8 C and/or a continuous and new cough. If you don't have a thermometer, you / your child may have experienced feeling unusually hot or cold, shivering (at normal room temperature) or feverishness.

**If you are a pupil, student or teacher who does NOT fall within the categories above then there is no need to stay away from school, university or college or take any further action. Public Health Agency and the office of the Chief Medical Officer are clear in their advice that schools DO NOT need to close.**

If a pupil, student or teacher is confirmed as having COVID-19 the school/university/college will be contacted by Public Health Agency who will advise on next steps and decontamination of public areas if required. A risk assessment will be carried out with the advice and support of the local Health Protection Team

If a confirmed case occurs in an educational setting the local Health Protection Team will provide you with advice and will work with the head teacher, principal and/or management team of that setting.

**Contact from a teacher wanting to close or quarantine a school**

Direct to Public Health Agency Health Protection Team for specific advice. Direct to **E-Bug** resource portal for teachers which includes a Public Health England section for teachers.

**10.0 Population Groups – Healthcare workers**

**Healthcare workers** who have a cough that they have acquired recently and/ they have a temperature of 37.8°C or higher they should self-isolate for 7 days from the onset of symptoms. People who are infected tend to be more infectious in the first 3-4 days and our advice is to self-isolate for 7 days to prevent the spread of infection. Testing of health care worker will no longer take place in UK including Northern Ireland. If you don't have a thermometer, you may have experienced feeling unusually hot or cold, shivering (at normal room temperature) or feverishness.

**11.0 Population groups - all other workers**

All employees should stay home from work if they have the following symptoms: temperature 37.8c or higher and/ a continuous and new cough should self-isolate for 7 days from the onset of symptoms. If you don't have a thermometer, you may have experienced feeling unusually hot or cold, shivering (at normal room temperature) or feverishness.

Asymptomatic employees do not need to stay away from work or take any further action



	<p>If an employee is confirmed as having COVID-19 the employer will be contacted by Public Health Agency who will advise on next steps and decontamination of the office if required. Risk assessment carried out with office staff with advice and support of local HPT</p>
12.0	<p><b>Advice to higher risk groups</b></p> <p>Generally, it is believed that coronavirus can cause more severe symptoms in elderly people</p>

13.0

**Public safety risk - (packages/post/ takeaways and mass gatherings (eg concerts))**

**Can I get COVID-19 from food/takeaways?**

It is highly unlikely that COVID-19 can be spread through food as the virus does not survive on surfaces or in food. It is good hygiene practice to always wash your hands or use hand sanitiser before you eat.

**Can I get COVID-19 from post/packages**

The virus does not survive well outside the body and so it is highly unlikely that the virus can be spread through post or packages.

**Can I attend mass gatherings?**

That there is presently no rationale to close or cancel sporting events, but this may change as the situation evolves.

Anyone with flu-symptoms should avoid the risk of spreading their infection, whatever that infection may be, by staying at home and recovering.

For those hosting sporting events, whatever their size, attendees and participants should stay up to date on the government's latest advice on how to avoid catching or spreading the virus.

For those travelling to sporting events overseas, the [Foreign Office's travel advice](#) should be followed and travellers should note that apart from the countries and territories named in that advice, the government is not presently advising against travel to anywhere else.

For those who offer community and leisure services, such as running a local football team; or running a gym; hand hygiene should be strongly promoted and encouraged and equipment should be thoroughly cleaned and wiped down after use.

14.0

**Travel advice (Should I travel to X/Y/Z)**

**Foreign & Commonwealth Office (FCO) travel advice**

The FCO is currently advising against all travel to Hubei Province, and against all but essential travel to the rest of mainland China and to Italy. If you're in China and able to leave, you should do so. See the [latest travel advice for China](#).

	<p>The FCO is also advising:</p> <ul style="list-style-type: none"> <li>• against all travel to the cities of Daegu, Cheongdo and Gyeongsan in South Korea</li> <li>• against all but essential travel to Italy:</li> </ul> <p><b>Where can I get the most up to date advice regarding travelling to affected regions?</b></p> <p>We recommend that you look at the Foreign and Commonwealth Office website at <a href="https://www.gov.uk/guidance/travel-advice-novel-coronavirus">https://www.gov.uk/guidance/travel-advice-novel-coronavirus</a> for the most up to date information</p>
15.0	<p><b>Sales/ marketing /offers</b></p> <p>Our response to this threat highlights the unique strengths and capabilities of PHE to work with others key public bodies and government agencies to protect the public and reduce the speed of the spread of infectious diseases.</p> <p>We will not be requiring your services at this time. We thank you for your interest in PHE.</p>
16.0	<p><b>Repeat enquiry or complaint</b></p> <p>We are receiving a very high volume of enquiries.</p> <p>PHE will not be addressing your further correspondence at this time as our correspondence service must focus on addressing enquiries from those that have not already received a substantive response.</p>
17.0	<p><b>Communications – materials, posters, guidance</b></p> <p>Further information is available on <a href="#">GOV.UK</a> and the Public Health England <a href="#">Blog</a></p>