

Living Responsibly with COVID-19

General Guidance for Businesses

28th June 2021

As of 1st July 2021, the Bailiwick of Guernsey moves into a final stage of its Exit from Lockdown.

As we reduce and then eventually remove our border restrictions, there needs to be an acceptance that the Bailiwick will see cases of COVID-19 infection as the virus becomes endemic rather than pandemic.

The future will look different. Businesses and their workforces will need to continue adapting as they have throughout the pandemic as we settle into our new normal.

As a community we will need to maintain the positive changes we have all got used to as a result of COVID-19 as we move into our post-pandemic work lives. For example, respiratory and hand hygiene and the 'stay at home' message if you or a member of your workforce is unwell, needs to become the norm.

Basic hygiene and respiratory etiquette will reduce the transmission of ALL viruses, not just COVID-19.

As a community, we need to continue to work together to ensure we stay safe.



What measures should be put in place to avoid transmission of COVID-19 within the workplace?

For those businesses where employees are likely to have close interaction with other members of staff, or the general public within the workplace, then the measures that many businesses have put in place during the pandemic should become the new-normal going forward.

These include:

- Ensuring that any staff experiencing symptoms of COVID-19 stay at home ([COVID-19 Symptoms | States of Guernsey - COVID-19 \(gov.gg\)](#)) and book in for a COVID-19 test
- Good hand hygiene measures - encouraging staff to frequently wash their hands; availability of and easy access to hand gels and anti-bacterial wipes
- Where feasible, limiting shared resources and workstations

- Enhanced hygiene and cleanliness measures – implementing regular wipe down / cleaning of shared surfaces and resources
- Where possible, maintaining social distance in the workplace (ideally a 2-metre distance between staff and customers)
- Encouragement of good respiratory etiquette in the workplace
- Good ventilation, especially in situations where people will congregate in small areas or spaces
- Allowing any vulnerable individuals to wear a face covering in the workplace if desired, including **Clinically Extremely Vulnerable** members of staff ([Protecting those who are vulnerable to severe illness due to COVID-19 | States of Guernsey - COVID-19 \(gov.gg\)](#))

Should I introduce special measures for members of the workforce who have not been vaccinated / fully-vaccinated?

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or unvaccinated members of staff, you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

Should I introduce special measures for members of the workforce who are classed as Vulnerable and/or Clinically Extremely Vulnerable?

. Our advice for employers is they should identify any ‘at risk’ employees and implement risk management measures specifically relating to these individuals.

Measures could include:

- shielding, to minimise the worker’s contact with other members of staff and/or the public
- implementing home-based working for vulnerable staff where feasible
- reducing relevant staff members’ contact with large groups of staff and the general public, where possible
- limiting the individual’s access to shared resources such as workstations, PC keyboards, etc
- providing a workstation / area where 2-metre social distancing is possible
- implementing safety screens between workers / customers, if feasible, where social distancing is not possible

What should I do if a member of staff shows symptoms of COVID-19?

All staff members should be advised not to come into work if they experience symptoms of COVID-19 ([COVID-19 Symptoms | States of Guernsey - COVID-19 \(gov.gg\)](#)) and should be encouraged to have a COVID-19 test.

These individuals should not return to work until they have received a negative result from their test and their symptoms have resolved.

Colleagues do *not* need to go into immediate isolation on having had contact with a symptomatic individual.

What should I do if a member of staff tests positive for COVID-19?

Fully vaccinated contacts of a positive case (2 doses of an MHRA approved vaccine plus 14 days from the date of their second dose) **WILL NOT** be required to self-isolate in most circumstances.

Fully vaccinated contacts are a LOW RISK of contracting a COVID-19 infection. If you have been told informally by a friend, family or event organiser you may be a contact, please contact Public Health Services on tel. 01481 225241.

Where a case is identified that has had contact with a business (or businesses), Public Health Services are likely to, in the first instance, contact a manager or supervisor to identify the staff on duty at the same time as the positive case. An initial interview will determine the nature of the contact (e.g. do they work in the same building or were they a close contact in that they were in close proximity for more than 15 minutes). You do not need to immediately send everyone home.

Once identified as a close contact, Public Health Services will make arrangements for a COVID-19 test to be taken on the day they are identified, and then again on day 7 and 13.

There may be some cases where a member of staff has been fully vaccinated but would still have to isolate as a contact of a positive case, for example in sectors such as care homes. Public Health will advise during the interview with the contact.

Staff who are unvaccinated or not fully vaccinated would likely have to isolate if they are a contact of a positive case.

A deep clean of the premises should be arranged, which will be prompted by contact tracing through an on-call clinician. The business operator could be advised to close the relevant premises / other area immediately by the clinician, or it may be advised to wait until the close of the business that day before undertaking a deep clean.

COVID-19 deep cleaning guidance can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#))

What should I do if a customer informs the business they have tested positive for COVID-19?

If you receive notification from a customer that they have tested positive for COVID-19, you should contact Public Health Services on tel. 01481 225241 for guidance and information.

As above, if staff are identified as a positive contact, Public Health Services will arrange for COVID-19 testing and advise whether any self-isolation is required.

Is it still recommended that staff continue home-working where feasible?

This is an individual choice for businesses and needs to form part of a Business Continuity Plan.

Is it still advised to socially distance staff and customers in the workplace?

If businesses have the ability to space out staff and /or customers up to 2 metres within the work area, then this is the safest approach to protect both the employer and its employees. This will help

mitigate transmission of both COVID-19 within the workplace and other winter viruses and respiratory illnesses, including flu.

Should staff working across multiple sites / outlets be restricted to working at just one site?

This is an individual choice for businesses and needs to form part of a Business Continuity Plan.

Is it a legal requirement for staff who were in close contact with a positive 'case' of COVID-19 to isolate and undergo testing?

If contacts of the positive case are fully vaccinated (2 doses plus 14 days since the date of the second dose) at the time of their contact with the positive case, they WILL NOT be required to self-isolate in most circumstances. This is because fully vaccinated contacts are at very low risk of contracting a COVID-19 infection. There may be situations where, depending on the nature of their employment, Public Health Services might consider a self-isolation and/or regular testing regime to protect the more vulnerable members of our community.

However, if the Medical Officer of Health determines that an individual has to undertake testing and isolation, this is a legal requirement in accordance with the [Coronavirus Regulations \(guernseylegalresources.gg\)](http://guernseylegalresources.gg)

Do businesses need to pay sick leave to a staff member needing to isolate due to contact with a positive 'case' of COVID-19?

If an employee is unwell and is unable to work, any established business or contractual sickness policies should apply as normal.

Employees who test positive for COVID-19 (with symptoms or not) and who are unable to work remotely, can make a claim for sickness benefit. To receive sickness benefit, an individual must be unable to work for at least 4 days and meet certain contribution conditions. Sickness benefit claims can be made by calling the helpline on 222507.

Employees who have been instructed by Public Health to mandatorily self-isolate and who are unable to work remotely, can make a claim for sickness benefit. As above, the normal rules around sickness benefit still apply and claims can be made by calling the helpline.

Employees are not required to obtain a sickness certificate from their GP if they are unable to work due to a COVID-19 infection. Employees are able to self-certificate for the purposes of claiming sickness benefit.

Individuals who are self-employed, or sole traders can also make a claim for sickness benefit.

What if an employee is not entitled to sickness benefit or needs additional help?

If an employee is not eligible for sickness benefit or they need additional financial help they may be able to claim income support. Income support is a means-tested benefit and the amount of financial support available will depend on the size of the household and level of income.

Additionally, an individual can be deemed to be incapable to work if the States Medical Officer of Health requests they not attend their place of work, if they might have been in contact with a case of infectious disease. In these circumstances, an employee will be eligible to claim sickness benefit if they are not able to work from home.

Sickness benefit and payroll co-funding

Employees

An employee should not be in receipt of sickness benefit and payroll co-funding for the same period. Therefore, if an employer is eligible for payroll co-funding, and is claiming for an employee under this scheme, then the employee must not also claim sickness benefit, incapacity benefit or industrial injury benefit.

Self-employed and sole traders

Individuals who are self-employed, or sole traders should not claim both sickness benefit and payroll co-funding for the same period. If you are self-employed and receiving sickness benefit, incapacity benefit or industrial injury benefit, you will need to deduct this from your payroll co-funding claim.

COVID-19 contacts

Clinical questions

T: 01481 756938 or 01481 756969

E: publichealth@gov.gg

Phoneline available 24 hours a day. Email inbox monitored Monday to Friday 09:00-17:00

Non-clinical enquiries

T: 01481 717118

E: covid19enquiries@gov.gg

Monday to Friday 09:00-17:00

Businesses with financial concerns

T: 01481 743803

E: business.support@gov.gg

Critical Travel

T: 01481 747578

E: critical.travel@gov.gg

Monday to Friday 09:00-17:00

Education

T: 01481 733017

E: EducationQueries@gov.gg

Monday to Friday 08:30-17:00

Financial support for individuals

- Sickness benefit

T: 01481 222507

E: benefits@gov.gg

Monday to Friday 8.30 – 16:30

- Income support

T: 01481 222508

E: IncomeSupport@gov.gg

Monday to Friday 8:30 - 16:30

Business Queries

T: 01481 220003

E: trade@gov.gg

Monday to Friday 09:00-17:00

What level of risk does my business operate in, in relation to the potential for transmission of COVID-19 amongst the workforce and/or its customers and also its impact on my business?

High-risk of COVID-19 transmission businesses

High Risk businesses are those where:

- The business has a high proportion of workers who have not been vaccinated / only part-vaccinated
- The business has workers or customers who are at high clinical risk from COVID-19
- Critical work streams can only be carried out by one member of staff
- There is frequent close contact between large numbers of staff and / or customers, without social distancing in place and/or safety screens
- There is close contact between colleagues and customers in small areas of low ventilation, over a sustained period
- There is a high level of sharing of resources, workstations, surfaces, etc where regular cleaning is not feasible or possible
- The business cannot operate remotely
- Individual staff members work across multiple sites, with interaction with multiple colleagues and/or members of the public

Medium-risk of COVID-19 transmission businesses

Medium Risk businesses are those where:

- A high proportion of the workforce is fully vaccinated
- Critical work streams are carried out by just one or two members of staff, but detailed Process Manuals and training guides are in place as a back up
- There is frequent close contact between staff members and / or customers, but in large areas with good ventilation
- There is frequent close contact between staff members and/or customers, in small areas, but safety screens and good ventilation have been implemented
- Frequent hand hygiene is difficult to implement within the business but there are few shared resources
- There is frequent sharing of resources / workspaces, but regular cleaning protocols are in place
- Remote working is possible for some staff, but managed in shifts

Low-risk of COVID-19 transmission businesses

Low Risk businesses are those where:

- All staff members have been fully vaccinated
- Critical work streams can be carried out by multiple individuals
- The business can operate remotely, easily and quickly
- 2-metre social distancing between workers and / or customers can be implemented
- The premises are highly ventilated

- Staff can work remotely from home when required
- There is limited staff and/or customer interaction within the business
- There is limited use of shared resources such as workstations, vehicles, etc within / outside the premises
- There are good hand hygiene processes in place within the workplace
- There is good respiratory hygiene in the workplace
- There are enhanced hygiene and cleanliness measures in the workplace, including frequent cleaning of shared surfaces, areas, etc

COVID-19 Business Continuity planning

Businesses are advised to implement Business Continuity Plans. These should include measures which ensure your business can continue to operate if there was a spread of COVID-19 amongst your workforce, your customers and/or within your business premises.

While double vaccination reduces the symptoms of COVID-19 and its transmission rates, it is still possible for vaccinated individuals to both catch and spread the virus. Therefore, COVID-19 presents a continued risk to businesses, their workforce and their customers.

Those in the workplace who have not been vaccinated or are only part-vaccinated, have a higher risk of both catching and transmitting COVID-19 in the workplace and of experiencing more severe symptoms. Identifying these groups of individuals should therefore form a part of your business continuity planning.

Planning should include implementation of risk management procedures that reduce the risk of transmission of COVID-19 in the workplace. Plans should also be put in place in the event that a member of the workforce, or a customer in close contact with your workforce, tests positive for COVID-19.

Considerations include:

- Have you identified the level of risk your business operates in, in relation to the transmission of COVID-19 within the workforce / amongst customers?
- If your business operates in a high-risk environment, do you have sufficiently robust risk management policies in place to mitigate this risk?
- What are the minimum staff numbers required to operate your business?
- What measures can be put into place to ensure minimum required staff operating numbers can be achieved, in cases where transmission of COVID-19 within the business has occurred?
- Is it possible to implement shift working, or premises-based 'shifts', which separate groups of staff, to mitigate transmission of the virus amongst the full workforce?
- Do you have the right mix of skills and knowledge within each of the shift groups?
- Can you implement a 2-metre social distance between staff and customers within the premises?

- Can you implement and/or encourage staff home-working without it being detrimental to the business?
- Do your premises have good ventilation such as windows, doors and shutters? Can improved ventilation measures be implemented?
- Is your business set up to operate remotely? Can this be implemented quickly?
- Have you identified the most critical work streams and workers for your business, without which your business cannot operate? Do you have a backup plan should these workers test positive for COVID-19?
- Do staff members have the skills to multi-task in the absence of colleagues? Can training be implemented to upskill staff to cover workstreams?
- Does the business have up-to-date, detailed Process Manuals in place for key service/work areas? Have these been shared with the workforce? In their absence, can Process Manuals be implemented?
- Do you record and have easy access to information on staff access to the business premises by date and time and by area worked in? If not, can you implement these records?
- Is the workforce clear about your COVID-19 protocols and response plans and do they understand them?
- Do you have a protocol in place for contacting staff members easily and quickly, outside of working hours, should the need arise?

Sector Specific Advice

Visitor Accommodation businesses

In addition to the advice above, visitor accommodation providers need to consider specific scenarios which could impact on their units of accommodation.

You should ensure that your employees understand and implement the cleaning requirements for your business, and that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19 pandemic can be found here: ([Cleaning guidance for accommodations hosting critical workers and/or individuals self-isolating | States of Guernsey - COVID-19 \(gov.gg\)](#))

As a business you should also encourage anyone showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test.

As a business you need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or un-vaccinated members of staff, you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

What if a visitor tests positive for COVID-19? If a visiting (vaccinated, partially vaccinated or un-vaccinated) adult or child over the age of 12 tests positive for COVID-19, a member of Public Health Services will contact you as soon as possible to understand your business (how many rooms, total number of visitors etc) and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. You do not need to immediately send everyone home.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts etc.

A positive case of COVID-19 will have to remain isolated in their accommodation until such a time it is determined that they are no longer a risk to the community and released by the Medical Officer of Health, During this time it will not be possible for them to move room within your accommodation – or move to another location.

If you have back to back bookings, you may want to consider not operating at maximum capacity whilst we are still responding to the COVID-19 pandemic.

Hospitality, restaurants and take away businesses

Hospitality, restaurant and take-away businesses need to ensure that their staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory

etiquette, not coming to work if unwell etc). This is particularly important if you have staff working across multiple premises in the Bailiwick.

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or un-vaccinated members of staff you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

As a business you should also encourage anyone showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test.

As a business you need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

If a member of staff or a customer tests positive for COVID-19, a member of Public Health Services will contact you as soon as possible to understand your business (how many covers, approximate number of patrons, have you had a large groups/private parties etc) and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. You do not need to immediately send everyone home. It would be useful if you maintained a record of staff working on specific shifts (with their contact numbers) if you operate a rota system.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts, etc.

Care Home Businesses

Care home businesses need to ensure that their staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory etiquette, not coming to work if unwell etc).

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or un-vaccinated members of staff, you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

As a business you should also encourage anyone showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test.

As a business you need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

As with visitor accommodation, care home businesses need to understand and implement the cleaning requirements for your business and ensure that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19

pandemic can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#)).

If a member of staff or a care home resident tests positive for COVID-19, a member of Public Health Services will contact you as soon as possible to understand your business (how many rooms, total number of visitors etc) and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. You do not need to immediately send everyone home. It would be useful if you maintained a record of staff working on specific shifts (with their contact numbers) if you operate a rota system.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts, etc.

Care home providers should ensure that they have the necessary stocks of Personal Protective Equipment (PPE) in place should this be required.

Health care workers

States of Guernsey and private sector health care providers need to ensure that their staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory etiquette, not coming to work if unwell, etc).

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or un-vaccinated members of staff, you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

As a business you should also encourage anyone showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test.

As a business you need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

Both States of Guernsey and private sector health workers will need to understand and implement the cleaning requirements for your business and ensure that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19 pandemic can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#))

If a member of staff or a service user tests positive for COVID-19, a member of Public Health Services will contact you as soon as possible to understand your business and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. You do not need to immediately send everyone home. It would be useful if you maintained a record of staff working on specific shifts (with their contact numbers) if you operate a rota system.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts, etc.

Health care providers should ensure that they have the necessary stocks of Personal Protective Equipment (PPE) in place should this be required.

For health care providers who provide care in a service user's home, consideration should be given to the vaccination status of the care provider and the service user and their family. Staff should not be providing services if they are unwell. In addition, you should encourage service users to let you know if they (or a member of their family) has COVID-19 symptoms or are unwell with other symptoms. A risk assessment should then be carried out before services are provided.

The Committee for Health & Social Care has well tested process in place where a positive case has been identified in health care environment. If you need any assistance in preparing your business continuity plans etc, please get in touch on 717118.

Schools, colleges and early years providers

All education providers need to ensure that their staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory etiquette, not coming to work if unwell etc).

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or un-vaccinated members of staff, you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

As an education provider you should also encourage anyone (staff or students) showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test.

As a business you need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

Both States of Guernsey and private sector education providers will need to understand and implement the cleaning requirements for your business and ensure that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19 pandemic can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#)).

If a member of staff or a student tests positive for COVID-19 a member of Public Health Services will contact you as soon as possible to understand your business and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. You do not need to immediately send everyone home.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts etc.

The Committee for Education, Sport & Culture has well tested process in place where a positive case has been identified in an education establishment. If you need any assistance in preparing your business continuity plans etc, please get in touch on 733017.

Construction businesses

Construction businesses need to ensure that their staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory etiquette, not coming to work if unwell etc). This is particularly important if you have staff working on multiple sites across the Bailiwick.

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or un-vaccinated members of staff, you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

You should also encourage anyone (employees, third-party contractors etc) showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test.

You need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

Construction businesses will need to understand and implement any cleaning requirements and ensure that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19 pandemic can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#))

If a member of staff or a contractor tests positive for COVID-19 a member of Public Health Services will contact you as soon as possible to understand your business and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. It would be useful if you maintained a record of staff working on specific shifts (with their contact numbers) if you operate a rota system. You do not need to immediately send everyone home.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts, etc.

Retail businesses

Retail businesses need to ensure that their staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory etiquette, not coming to work if unwell etc). This is particularly important if you have staff working across multiple premises in the Bailiwick.

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or un-vaccinated members of staff, you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

You should also encourage anyone showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test.

You need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

Retail businesses will need to understand and implement any cleaning requirements and ensure that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19 pandemic can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#))

If a member of staff or a contractor tests positive for COVID-19 a member of Public Health Services will contact you as soon as possible to understand your business and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. It would be useful if you maintained a record of staff working on specific shifts (with their contact numbers) if you operate a rota system. You do not need to immediately send everyone home.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts, etc.

Transport Providers

Transport providers need to ensure that their staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory etiquette, not coming to work if unwell etc). This is particularly important if you have staff using more than one vehicle during the day.

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or un-vaccinated members of staff, you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

You should also encourage anyone showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test.

You need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

Transport providers will need to understand and implement any cleaning requirements and ensure that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19 pandemic can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#)). Transport providers who collect passengers from the ports should consider a deep clean of the vehicle following each transfer.

If a member of staff or a contractor tests positive for COVID-19 a member of Public Health Services will contact you as soon as possible to understand your business and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. It would be useful if you maintained a record of staff working on specific shifts (with their contact numbers) if you operate a rota system. You do not need to immediately send everyone home.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts, etc.

Business providing services in people's homes or offices – e.g. cleaning, care services etc

If you are a business providing services in people's homes or offices you need to ensure that your staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory etiquette, not coming to work if unwell etc). This is particularly important if you have staff working in multiple locations during the day.

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or unvaccinated members of staff you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

You should also encourage anyone showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test. In addition, you should encourage your clients to let you know if they (or a member of their family) have COVID-19 symptoms or are unwell with other symptoms. A risk assessment should then be carried out before services are provided.

You need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

Staff will need to understand and implement any cleaning requirements and ensure that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19 pandemic can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#)).

If a member of staff tests positive for COVID-19 a member of Public Health Services will contact you as soon as possible to understand your business and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. It would be useful if you maintained a record of staff working on specific shifts (with their contact numbers) if you operate a rota system. You do not need to immediately send everyone home.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts, etc.

Large event organisers / hosts

Large event organisers/hosts need to ensure that their staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory etiquette, not coming to work if unwell etc). You should also encourage anyone (staff or students) showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test. Guidance for organisers of large events can be found here:([Stage 3 of the Bailiwick's Exit from Lockdown | States of Guernsey - COVID-19 \(gov.gg\)](#)).

You need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

Organisers will need to understand and implement the cleaning requirements and ensure that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19 pandemic can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#))

If a member of staff or event attendee tests positive for COVID-19 a member of Public Health Services will contact you as soon as possible to understand your business and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. A list of attendees (and their contact numbers) of the event will be extremely useful in these circumstances.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the event organiser, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts, etc.

Gyms, sports clubs and sports class operators

Gyms, sports clubs and sports class operators need to ensure that their staff understand and comply with the basic hygiene measures that should be in place (hand washing, respiratory etiquette, not coming to work if unwell, good ventilation, etc). This is particularly important if you have staff working across multiple premises in the Bailiwick.

Un-vaccinated or part-vaccinated individuals continue to be at higher risk of catching, experiencing stronger symptoms from, and transmitting the COVID-19 virus.

If you have partially vaccinated or un-vaccinated members of staff, you should consider which elements of their role increase their risk of contracting COVID-19. You will need to ensure that they understand these risks if you are unable to re-deploy them to another area of your business.

You should also encourage anyone showing symptoms of COVID-19 to call the clinical helpline in order to arrange a COVID-19 test.

You need to be aware that staff may have to take time off unexpectedly to care for children who are unwell and isolating until they receive a negative COVID-19 test result.

Gym and sports class businesses will need to understand and implement any cleaning requirements and ensure that they have the necessary equipment to undertake a deep clean if required. Full details on cleaning considerations during a COVID-19 pandemic can be found here: ([Health and safety for businesses and workplaces during COVID-19 \(HSE Guidance\) | States of Guernsey - COVID-19 \(gov.gg\)](#)).

Where business offer the use of shared sports equipment such as dumbbells, treadmills, etc, it is recommended that suitable disinfectant wipes and hand sanitisers are readily available, with clients actively encouraged to use them.

Where implementing social distancing between clients and staff is not feasible, then consideration could be given towards maximum numbers of individuals in any class or room at one time. Similarly, running classes in areas where there is good ventilation is recommended.

If a member of staff, a contractor or a customer tests positive for COVID-19, a member of Public Health Services will contact you as soon as possible to understand your business and to identify any close contacts that will need to be tested. They will also ask questions regarding the vaccine status of your staff. It would be useful if you maintained a record of staff working on specific shifts (with

their contact numbers) if you operate a rota system. A list of class attendees (and their contact numbers) will also be extremely useful in these circumstances.

You do not need to immediately send everyone home.

Public Health Services will provide the positive case with specific instructions regarding their testing and self-isolation requirements. They will also contact you, as the business owner, in order to provide detailed information regarding cleaning required, self-isolation of staff contacts, etc.