

WHAT TO DO IF THERE'S A COVID-19 OUTBREAK AT YOUR VENUE



Many venues have now reopened or are in the process of reopening. With your establishment now welcoming members of the public, it's more important than ever to follow enhanced health and safety procedures.

Protect your employees and customers by [following official guidance](#) and ensuring increased hygiene and adequate social distancing measures.

But, as we know, you can never eliminate risk completely. If there is a COVID-19 outbreak at your venue, make sure you know what to do next...

1. Identify the outbreak

If a member of staff or customer falls ill with coronavirus symptoms, they should contact your venue and let you know when they last visited you.

Ensure there's adequate signage around your venue and clear instructions in your booking confirmations advising people of the [NHS Test and Trace service](#).

If someone does test positive for coronavirus, they will be asked to provide details of places they have recently visited.

2. Stick to the plan

As part of your risk assessment, you should have a plan in place in case there is a COVID-19 outbreak at your venue. Make sure this plan is regularly reviewed and kept up to date.

3. Contact Public Health England

You should report the suspected outbreak to your [local Public Health England health protection team](#) if there is **more than one case** of COVID-19 associated with your venue.

Where possible, one person within your business should be responsible for contacting local Public Health teams if there is a COVID-19 outbreak at your venue.

4. Follow official advice

Your local Public Health England health protection team will advise you on next steps. If they declare an outbreak, you will need to provide details of symptomatic staff. It's therefore important all employment records (including rotas and other correspondence) are accurate and up to date.

Public Health England will help you to manage the outbreak. This includes implementing control measures, assisting with staff and customer communications and helping to prevent a similar incident occurring in the future.

You should not voluntarily close your venue if an employee or customer with coronavirus visits your premises. You should only close your venue if you have written advice from Public Health England forcing you to. Any other circumstance will not suffice as a policy trigger.

5. Assist in the NHS Test and Trace service

Government guidance states establishments should keep a temporary record of customers and visitors for 21 days. This will help to assist NHS Test and Trace with data requests if needed, thus helping control and contain outbreaks.

Apps such as [MySmartBar](#) will help your venue to adequately and safely record necessary customer data. If you or the NHS Test and Trace service are required to contact past customers, you will be able to do so.

There are many other ways you can keep a record of customers without launching an app or purchasing new software.

For example, providing a QR code which links to a Google Form for customers to input their details is a quick and cost-effective way to collect the data you need.

6. Continually monitor the situation

Continue to follow enhanced hygiene and safety procedures, including thorough cleaning regimes. Ensure all employees monitor their health and inform their line manager immediately if they experience symptoms – however mild. Sick members of staff must not come into work and must be sent home immediately if symptoms develop.

You should continue to monitor the health of your customers, too. Ensure signage is placed around your venue instructing those who feel unwell or who are experiencing COVID-19 symptoms to stay at home.

If you require any further information or assistance, please contact your account handler or email enquiries@ndml.co.uk