

## Positive Cases for Staff or Customers

### Staff - Individual Case

If you become aware that a staff member has symptoms or has tested positive for Covid-19:

There is no requirement for you to contact the Public Health Agency (PHA) Track and Trace in respect of the staff member with the Covid-19 diagnosis. All positive test results are sent to the Contact Tracing Centre where PHA makes contact with the person to ascertain who they have had close contact with over a defined time period. If that person has identified other staff members and there's been contact that meets the definition of "close", PHA will contact you with advice. However, you may wish to reassure other staff members that if there's been contact that meets the definition of "close" PHA will contact you/them with advice.

It is important if a staff member has symptoms that they do NOT come in to work and that they work through the steps to get tested.

### Customer - Individual Case

If you become aware that a customer has symptoms or has tested positive for Covid-19:

There is no requirement for you to contact PHA Track and Trace in respect of the customer with the Covid-19 diagnosis. All positive test results are sent to the Contact Tracing Centre where PHA makes contact with the person to ascertain who they have had close contact with over a defined time period. If that person has identified other staff members and there's been contact that meets the definition of "close", PHA will contact you with advice.

A customer that has symptoms or has tested positive CAN leave your premises and return home to isolate. They should avoid all further contact with people in doing so.

### Multiple Cases/Cluster/Outbreak

If cases are linked to your premises as a source, the PHA or local EHO will contact you and work with you with regard to the measures you are required to take.

### Recording Details for Track and Trace

All hospitality businesses should be recording details of staff, customers and visitors so that this information can be provided to PHA if a case is identified. It is sufficient to only record a name, telephone number and date/time of arrival/departure. You should retain this information for 21 days before destroying it.