



COVID-19 early outbreak management

Contact centres, offices and operations rooms

Who should use this information?

Owners and managers of single floor and multi floor offices, contact centres and operations rooms. This information provides key steps to quickly identify and contain any potential COVID-19 outbreak. If you are concerned about other possible health issues then you should follow your existing processes.

For England only.

What you should do to manage a possible outbreak

Step 1

Identify

You may be informed of a confirmed case of COVID-19 by NHS Test & Trace, staff, a visitor or your local Public Health England Health Protection Team (PHE HPT).

When you are informed of more than one confirmed case with symptoms dating within 14 days of each other, go to **step 2**.

Step 2

Report

Immediately contact your local PHE HPT for help and advice. Refer to www.gov.uk/health-protection-team for contact details.

Every one of us plays a vital role in stopping the spread of COVID-19. Early engagement with your local PHE HPT is key to minimise any possible wider outbreak in your community. See **page 2** for information you may be asked to provide. Do not worry if you are unable to answer all the questions, your local PHE HPT will help guide you through the process.

Step 3

Respond

Your local PHE HPT will work with you to assess the risks and advise you of what actions to take.

Depending on the outcome, your local PHE HPT and Local Authority may establish an Outbreak Control Team to help support you to manage the situation.

See **page 2** for types of action that could be put in place.



Check now and write the number of your local PHE HPT here:

General guidelines to prevent the spread of COVID-19:

There are important actions that everyone should take at all times to help prevent the spread of COVID-19. Refer to [Working safely during coronavirus](#) guidance or search the title on GOV.UK. This has practical steps to take and explains how you must carry out a COVID-19 risk assessment for your organisation.

The information contained on this card is specifically in relation to an outbreak, and should not replace health and safety and infection steps you already take, or have implemented as a result of consulting the 'Working safely during coronavirus' guidance.

Information your local PHE HPT may request from you:

Details of your organisation

- name of company/organisation
- location (including postcode and Local Authority)
- key contact details: name, phone number, email
- number of staff

Details of the cases

- contact details of the people affected
- when the individual(s) became unwell
- when they were last present in the setting
- nature of the roles/job undertaken by any staff affected
- known links between the individual(s) with COVID-19 (in or out of the setting)
- number of people with which the individual(s) had close contact
- nature of the environment (for example layout and nature of the building)
- details of control measures
- has there been any contact with other agencies? for example Local Authority, Health and Safety Executive (HSE)

Types of actions you may need to put in place include:



Enhanced hygiene, hand washing and cleaning regimes, and use of personal protective equipment (PPE).



Enhanced testing and tracing.



Increased staff/visitors' awareness of and adherence to preventative measures.



Additional measures to limit access or temporary partial closure of the setting or building.

To access more information refer to the guidance below or search the titles on GOV.UK:

- [guidance for contacts of people with confirmed coronavirus \(COVID-19\) infection who do not live with the person](#)
- [COVID-19: cleaning in non-healthcare settings](#)
- [coronavirus \(COVID-19\): safer travel guidance for passengers](#)
- [working safely during coronavirus \(COVID-19\) in offices and contact centres](#)