

CORONAVIRUS ADVICE

PLEASE READ THE FOLLOWING INFORMATION FOR HEAR4U & HEALTHSCREENS POLICY ON CORONAVIRUS THOROUGHLY AND FOLLOW ALL INSTRUCTIONS:

Coronavirus (COVID-19) is a new illness that can affect your lungs and airways.

Symptoms of coronavirus

The symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath

But these symptoms do not necessarily mean you have the illness.

The symptoms are similar to other illnesses that are much more common, such as cold and flu.

Urgent advice: Call 111 now if you've been:

- to Hubei province in China in the last 14 days
- to Iran, areas of northern Italy in lockdown or "special care zone" areas in South Korea since 19 February
- to other parts of mainland China or South Korea, Thailand, Japan, Hong Kong, Taiwan, Singapore, Malaysia or Macau in the last 14 days and have a cough, high temperature or shortness of breath
- to other parts of northern Italy (anywhere north of Pisa, Florence and Rimini), Vietnam, Cambodia, Laos or Myanmar since 19 February and have a cough, high temperature or shortness of breath
- in close contact with someone with confirmed coronavirus
- Lockdown areas in northern Italy
- Special care zones in South Korea

Please also call 111 if you have travelled to any of the above countries and follow that information.

Do not go to a GP surgery, pharmacy or hospital. Call 111, stay indoors and avoid close contact with other people.

I think I may have come into contact with someone who has coronavirus, what should I do?

Health professionals are working to contact anyone who has been in close contact with people who have coronavirus.

But call 111 for advice if you think you've been in close contact with someone with confirmed coronavirus.

Does the new coronavirus only affect older people, or can younger people also get it?

People of all ages can get coronavirus. Older people, and people with pre-existing medical conditions (such as asthma, diabetes, heart disease) are more likely to become severely ill with the virus.

People of all ages should follow simple measures to stop viruses like coronavirus spreading, for example by washing their hands often with soap and water.

How it's caught and spread

Can I get coronavirus from mail and parcels from China or other affected areas?

There is currently no evidence that you can catch coronavirus from parcels and letters. Viruses like coronavirus cannot live for very long outside the body.

Foreign travel

I've recently travelled to a country that has cases of coronavirus, what should I do?

If someone becomes unwell at work

If someone becomes unwell in the workplace and has recently come back from an area affected by coronavirus, they should:

- get at least 2 metres (7 feet) away from other people
- go to a room or area behind a closed door, such as a sick bay or staff office
- avoid touching anything
- cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow
- use a separate bathroom from others, if possible

The unwell person should use their own mobile phone to call either:

- for NHS advice: 111
- for an ambulance, if they're seriously ill or injured or their life is at risk: 999

They should tell the operator:

- their symptoms
- which country they've returned from in the last 14 days

PLEASE DO NOT COME IN TO WORK IF ANY OF THE ABOVE APPLIES TO YOU OR IF YOU HAVE BEEN IN CONTACT WITH ANYONE KNOWN TO HAVE THE ILLNESS.

**PLEASE SEE BELOW FOR HEAR4U & HEALTHSCREEN POLICY
& CLEANER INSTRUCTIONS**

CORONAVIRUS POLICY

PHASE 1

- Please read and follow the above advice
- Please laminate and place the sign provided at all shop/office entrances
- Ensure stock levels of hand gel, cleaning products, tissues, disinfectant, gloves and masks are sufficient at all times. If you are running low, please contact your immediate manager.
- Inform the cleaner that a deep clean is required every week until further notice and hand her the below instructions. (see appendix 1)
- Upon entering the premises, please use the hand sanitiser, situated inside the entrance.
- Please use the hand sanitiser provided at regular times throughout the day.
- At the start of every day, please use the disinfectant spray provided to spray all door handles in the premises, toilet flush, taps, keyboards, mouse, desks and light switches and use kitchen roll or tissues provided to clean and wipe off excess residue. Please dispose of the tissues in a bag and place in outside bins. DESIGNATE THIS TASK TO SOMEONE TO REPEAT THIS STEP EVERY TWO HOURS AND AT THE END OF EACH WORKING DAY.
- Please ensure that any person entering the premises uses hand sanitiser immediately.
- If someone is showing symptoms of a cough, cold or flu, please provide them with the masks available and politely ask them to wear it whilst in the premises.
- DO NOT SHAKE HANDS, HUG OR KISS ANY PERSONS AT WORK
- If you experience any symptoms of coronavirus whilst at work, please tell your immediate manager, wear a mask and gloves immediately and isolate yourself to a room away from other people and call 111 from your OWN mobile phone.
- When handling any paperwork completed by any other persons apart from yourself, please sanitise your hands immediately afterwards.
- If you cough or sneeze or blow your nose, please do so into a tissue at ALL times and dispose of the tissue in an outside bin.

Appendix 1

Cleaners Instructions

1. Upon entering the premises, use the hand sanitiser provided
2. Please ensure you are wearing protective gloves whilst cleaning
3. Please use disinfectant and disinfect ALL surfaces, do not use polish for the foreseeable future.
4. Please use disinfectant and kitchen roll to disinfect all door handles inside and outside, hand rails, toilets and taps, light switches, keyboards, computers, laptops and printers.
5. Please use disinfectant to mop all flooring
6. Please ensure all carpets are hoovered thoroughly.
7. Please dispose of any waste in the outside bins, including the gloves used whilst cleaning.