

Coronavirus: Operational Test, Track and Trace Process

1. BACKGROUND AND OBJECTIVES

- 1.1 Test, Track and Trace is a method to reduce the spread of Covid-19 and to raise awareness of colleagues and customers in case they develop symptoms. It will also serve to inform actions that colleagues and customers may need to consider to protect vulnerable friends and family. Solon is committed to providing as safe a working environment as is practicable for its colleagues, customers, visitors and contractors, and has specific concern to protect the health and personal safety of those who may be required to work alone.
- 1.2 This process was created in alignment with the Government Test and Trace service (<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>), and is subject to changes as announced by the Government and the NHS.
- 1.3 The document has been divided into 5 sections:
 - A colleague reports Covid-19 symptoms
 - A customer reports Covid-19 symptoms
 - A contractor reports Covid-19 symptoms
 - A colleague reports notification from NHS Test Track and Trace App
 - A colleague who is asymptomatic is tested positive

2 A COLLEAGUE REPORTS COVID-19 SYMPTOMS

- Colleagues who experience coronavirus symptoms (high temperature, continuous dry cough, loss of taste and/or smell), should inform their line manager and Corporate Services as soon as possible. They must self-isolate immediately.
- The line manager and Corporate Services should obtain details of colleagues, contractors and customers the colleague has been in close contact with for more than a few minutes over the previous 48 hours. Close contact is defined as:
 - having face-to-face contact with someone (less than 1 metre away),
 - spending more than 15 minutes within 2 metres of someone and/or

- travelling in a car or other small vehicle with someone (even on a short journey) or close to them on a plane.
- The symptomatic colleague will be asked by their line manager or Corporate Services to arrange testing through the Government portal: <https://www.gov.uk/apply-coronavirus-test-essential-workers> or <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/ask-for-a-test-to-check-if-you-have-coronavirus/>
- The member of staff continuous to self-isolate until results of the test are known.
- Within 24 hours of the initial report, customers and contractors affected will be notified to make them aware of the potential risk, and advise them that we have arranged a test and we will notify them of the outcome.
- On receipt of the test results:
 - If negative, the colleague returns to work and Corporate Services notify those contacted that the result is negative.
 - If positive, the colleague continues self-isolating and refers to NHS for advice on next steps.
 - Corporate Services will then notify those contacted informing them that the result is positive:
 - Colleagues will be signposted to testing arrangements (see above) and NHS guidance. Corporate Services will assist if they are experiencing difficulties. They will also be asked to self-isolate for 14 days.
 - Customers will be signposted to NHS guidance.

It's important that we spell out the urgency of isolation and the need to isolate immediately (avoiding all contact etc.) as soon as a colleague suspects they have symptoms.

Corporate Services will do the tracking immediately after a colleague reports symptoms.

3. CUSTOMER REPORTS SYMPTOMS

- The Customer Service team takes details of the customer(s) and the date upon which they became ill.
- The customer will be encouraged to arrange testing and report findings to us.
- Obtain details of any colleagues and contractors that the customer has been in close contact with in the past 48 hours. A more detailed definition of close contact is given in section 2 above.
- Within 24 hours of a report being received, the Customer Service team will collate information from UH to check whether colleagues and contractors have undertaken any inspection/work within that property or communal area during the 72 hours prior to the customer falling ill.
- If there has not been any close contact, close the trace.

- If a colleague or contractor has been within the property or communal area, contact them and make them aware of the potential exposure risk.
- If there has been direct and close contact, colleagues will be asked to self-isolate for 14 days immediately. If there has been no close contact, the colleague will continue to work as normal. The Management team will assist with making this assessment.
- When the customer confirms test results:
 - If negative, all affected colleagues and contractors are notified that the result is negative and return to work.
 - If positive, all affected colleagues and contractors are notified, continue to self-isolate and refer to NHS for advice on next steps.
 - Customer Service will then notify those contacted informing them that the result is positive:
 - Colleagues will be signposted to testing arrangements (see above) and NHS guidance. Corporate Services will assist if they are experiencing difficulties. They will also be asked to self-isolate for 14 days.
 - Customers will be signposted to NHS guidance.

4. CONTRACTOR REPORTS SYMPTOMS

- The Customer Service team takes details of the contractor(s) and the date upon which they became ill.
- The contractor will be encouraged to arrange testing and report findings to us.
- Obtain details of any colleagues and customers that the contractor has been in close contact with, in person, within the past 48 hours. A more detailed definition of close contact is given in section 2 above.
- If there has not been any close contact, close the trace.
- If the contractor has been within a property or communal area, contact the customers and make them aware of the potential exposure risk.
- If there has been direct and close contact with a colleague, the colleague will be asked to self-isolate for 14 days. If there has been no close contact, the colleague will continue to work as normal. The Management team will assist with making this assessment.
- When the contractor confirms test results:
 - If negative, all affected colleagues and customers are notified that the result is negative and return to work.
 - If positive, all affected colleagues and customers are notified, continue to self-isolate and refer to NHS for advice on next steps.
 - Customer Service will then notify those contacted informing them that the result is positive:

- Colleagues will be signposted to testing arrangements (see above) and NHS guidance. Corporate Services will assist if they are experiencing difficulties. They will also be asked to self-isolate for 14 days.
- Customers will be signposted to NHS guidance.

5. A COLLEAGUE REPORTS NOTIFICATION FROM NHS TEST TRACK AND TRACE APP

We will support colleagues to assist them to adhere to the recommendations made by the NHS Test Track and Trace App. As part of this service, colleagues may have to share details of other colleagues, customers and contractors. This will be done in line with the Data Protection Act 2018 and the GDPR. We will then follow our protocol for a potential colleague exposure, as set out in section 3 above, to manage the incident internally.

6. COLLEAGUE WHO IS ASYMPTOMATIC IS TESTED POSITIVE

- Colleagues who are asymptomatic and tested positive should inform their line manager and Corporate Services as soon as possible. They must self-isolate for 14 days immediately.
- The line manager and Corporate Services should obtain details of colleagues, contractors and customers the colleague has been in close contact with for more than a few minutes over the previous 48 hours. A more detailed definition of close contact is given in section 2 above.
- Within 24 hours of the initial report, customers and contractors affected will be notified by Corporate Services to make them aware of the potential risk and refer to NHS for advice on next steps.
- Colleagues who have been in close contact with the individual who tested positive will be signposted to testing arrangements (see section 2) and NHS guidance. Corporate Services will assist if they are experiencing difficulties. They will also be asked to self-isolate for 14 days.
- Customers and contractors will be signposted to NHS guidance.

Corporate Services will do the tracking immediately after a colleague reports a positive test.

Last updated: June 2020