



Covid-19 Frequently Asked Questions for Hospitality Providers

With the easing of lockdown, has coronavirus gone away?

No. Although people are now allowed to holiday, coronavirus is still prevalent through the UK and there is currently no vaccine. In order to stop the virus spreading everyone needs to play their part in managing the risks of Covid-19. This includes measures such as social distancing; encouraging more frequent hand washing and good respiratory etiquette (catch it, bin it, kill it). Other sensible measures you can take to manage risk include minimising time spent in contact using fixed teams and partnering for close-up work and increasing hand and surface washing.

What extra things do I need to do because of coronavirus?

You should be familiar with the [national guidance](#) on keeping workers and customers safe during COVID-19 in restaurants, pubs, bars and takeaway services.

You must make sure that a risk assessment for your business addresses the risks of COVID-19, using the guidance to inform your decisions and control measures. This includes:

- Ensuring enhanced cleaning of your venue before reopening and during resumed service
- Ensuring both workers and clients who feel unwell stay at home and do not attend your venue.
- Ensuring that customer toilets are kept open and promote good hygiene, social distancing, and cleanliness in toilet facilities
- Setting clear use and cleaning guidance for toilets with regular reminders and signage to maintain hygiene standards, as well as providing hand sanitiser in multiple locations in addition to washrooms
- Managing service at your venue e.g. maintaining social distancing (2m, or 1m with risk mitigation where 2m is not viable) and encouraging contactless payment
- Keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed
- Keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed
- Ensuring all workers are kept up to date with how Covid-19 safety measures are being implemented or updated



You should display a notice in your workplace to show you have followed the national guidance. This is available to download [here](#).

What are the symptoms of coronavirus?

- A high temperature -you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- A loss or change to your sense of smell or taste

What happens if a staff member develops any of these coronavirus symptoms?

They must inform you and immediately self-isolate at home for at least 10 days from when their symptoms started. Any of their household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the household became ill.

Those with symptoms must arrange for a test by calling the Testing Helpline which is open daily (Monday to Sunday) between 8am and 5pm.

Testing Helpline 01626 204950

You should direct them to the [national guidance](#) for additional information for households with possible or confirmed coronavirus (COVID-19) infection.

You should assist the Test and Trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed.

Anyone who requires emergency healthcare should dial 999

What happens if a patron develops any of these coronavirus symptoms?

They must immediately self-isolate at home or if on holiday in their holiday accommodation, as well as those in their holiday party. They should also inform their accommodation provider.

Those with symptoms must arrange for a test by calling the Testing Helpline on **01626 204950** (Monday to Sunday, 8am-5pm).



If a holiday maker tests positive, they will be evacuated from the islands to the mainland free of charge. The Local Incident Response Team will arrange their Personal Evacuation Plan.

You should assist the Test and Trace service by keeping a temporary record of your customers and visitors for 21 days and assist NHS Test and Trace with requests for that data if needed.

Anyone who requires emergency healthcare should dial 999

Where can I access more advice?

[Keeping workers and customers safe during COVID-19 in restaurants, pubs, bars and takeaway services](#)

[Testing and tracing for coronavirus](#)

[UK Hospitality Track and Trace Guidance for businesses](#)

[The British Beer and Pub Association Guidance for Covid-19](#)

[Guidance on hygiene and food safety requirements for food businesses to reopen and operate safely during COVID-19.](#)

[Staying secure during COVID-19](#)

[Guidance COVID-19: cleaning in non-healthcare settings](#)

[Guidance on the mental health and wellbeing aspects of coronavirus \(COVID-19\).](#)

[Statutory Sick Pay \(SSP\): employer guide](#)

Local Incident Response Team: outbreak@scilly.gov.uk