



Covid-19 Positive Case Notification & Action Process

To ensure all colleagues, contractors, tenants and other railway workers such as Network Rail and other TOC employees (for these purposes will be covered by the term 'rail workers') are informed in a timely manner if a positive case of Covid-19 is confirmed within GWR occupied premises, the following process has been introduced. For other locations that GWR colleagues visit, this process must be followed alongside any other local arrangements. On notification from a rail worker of a positive test result, the local line manager will inform colleagues and other interested parties as detailed in the Notification and Action Flowchart. The individual that has tested positive will need to give their consent to share their name with all relevant parties.

For non-GWR premises, the Fire & Emergency Planning Manager or an appointed manager will contact the premises manager to ensure all Covid cleaning activities have taken place before colleagues return.

Once the individual has confirmed their results and that they have been present in the workplace for the proceeding 48 hours, every effort must be taken to identify the areas where they have been and the colleagues who they may have come into contact with. This enables additional cleaning to take place and to support the Public Health England Test and Trace / Wales Test, Trace, Protect processes.

Any colleagues who are displaying symptoms and require a test, are recommended to arrange to attend a Drive-through test as these are administered by the professionals and are likely to be more accurate and the results are available more quickly.

Should more positive tests be confirmed as a result of the initial case, Public Health England / Wales and the Local Authority will be contacted to inform them of a cluster. A workplace assessment will then take place and an action plan will be implemented, where necessary.

	Name & Job Title:	Health & Safety Reps	Document version	Date
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Positive Covid-19 case identified in the workplace

Local Manager:

1. Informs Fire & Emergency Planning Manager, Cleaning Development & Contracts Manager, HRBP, Internal & External Comms and the relevant Rostering dept.

Local Manager :

1. Contacts ALL other local managers (location specific)
2. In conjunction with Regional Managers, sends comms to local colleagues about the case using the colleague notification template
3. If traincrew, share comms with other regions.

Cleaning Contracts & Development Manager:

Arranges for Covid cleans of relevant workplace areas.

Fire & Emergency Planning Manager:

1. Liaises with Local Authority & Public Health England / Wales
2. Liaises with local managers
3. Informs Exec
4. Informs interested parties

PHE /W Test and Trace (Protect) Team:

1. Inform rail workers of being in close contact with case
2. Advises rail workers of self-isolating / testing requirements

If rail worker has NOT been in the workplace for 48 hours before showing

No further action

If rail worker HAS been in the workplace 48 hours before showing symptoms

Local Managers to identify work locations that colleague has used i.e. messrooms, offices, cabs, trains for additional cleaning where applicable and identify colleagues who may have come into close contact with the

Inform colleagues of those locations, if they have come into close contact and reminder that if symptoms present, to self-isolate and arrange for testing to take place (Drive through tests are preferred)

Subsequent Positive case(s) identified

F&EP Manager to take part in Incident Management Group calls with Local Authority & PHE / W

Appropriate action plan to be agreed and implemented.

No further case(s) identified

Monitor situation.

Comms Template 1 – Initial Notification of a positive case in the workplace.



Dear Colleague

This email / message is to inform you that it has been reported that a member of xxx (insert job role) has tested positive for COVID -19.

They have / have not been in the workplace in the last 48 hours. *delete as applicable.

**The below section is not required if the colleague has not been present in the workplace for the previous 48 hours.*

We are in the process of identifying areas where this individual has been and will arrange for additional cleaning to take place using specific products for Covid-19.

Alongside Test and Trace, we are identifying colleagues who this **individual** may have come into contact with and are taking steps to ensure they are isolated and tested as a precaution.

As soon as we have further information, we will let you know. In the meantime, if you have any queries or concerns, please contact your line manager or email pheonix@gwr.com.

Comms Template 2 – Further information regarding a positive case in the workplace.

Dear Colleague

Further to our initial contact we can now confirm that XXX has been present in the following areas:

List all relevant offices, messrooms, trains etc.

As a precaution, although we already have social distancing and enhanced cleaning in place, we have closed the above areas for cleaning using specific products for Covid-19. Once we have cleaned these areas and we can confirm we have minimised risks we will open them up.

Should you have a concern that you believe you are at risk due to spending time in close contact with the **individual** (15 mins within two metres) then please contact the NHS for further advice and inform your line manager.

If you have any further queries or concerns, please contact your line manager or email pheonix@gwr.com.



England

NHS Test and Trace: If you're contacted after testing positive for coronavirus

In England, you'll be contacted by the NHS Test and Trace service if you test positive for coronavirus (COVID-19). You'll be asked where you've been recently and who you've been in close contact with. This will help the NHS contact anyone who may have caught the virus from you.

How you'll be contacted – You'll be contacted by email, text or phone. Text messages will come from NHS tracing. Calls will come from 0300 0135000.

What you'll be asked to do

You'll be asked to sign into the NHS Test and Trace contact tracing website at <https://contact-tracing.phe.gov.uk>.

On the contact tracing website, you'll be asked for information including:

- your name, date of birth and postcode
- if you live with other people
- any places you've been recently, such as a workplace or school
- names and contact details of any people you were in close contact with in the 48 hours before your symptoms started (if you know these details)

If you cannot use the contact tracing website, you'll be asked for this information over the phone.

Important

The NHS Test and Trace service will not:

- ask for bank details or payments



- ask for details of any other accounts, such as social media
- ask you to set up a password or PIN number over the phone
- ask you to call a premium rate number, such as those starting 09 or 087

NHS Test and Trace: If you've been in contact with a person who has coronavirus

Follow this advice if you're told by the NHS Test and Trace service that you've been in contact with a person who has coronavirus (COVID-19).

Stay at home for 14 days

If you're told you've been in contact with a person who has coronavirus:

- stay at home (self-isolate) for 14 days from the day you were last in contact with the person – it can take up to 14 days for symptoms to appear
- do not leave your home for any reason – if you need food or medicine, order it online or by phone, or ask friends and family to drop it off at your home
- do not have visitors in your home, including friends and family – except for essential care
- try to avoid contact with anyone you live with as much as possible
- people you live with do not need to self-isolate if you do not have symptoms
- people in your support bubble do not need to self-isolate if you do not have symptoms

If you live with someone at [higher risk from coronavirus](#), try to arrange for them to stay with friends or family for 14 days.

If you get symptoms of coronavirus

If you get any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste):

- [get a test to check if you have coronavirus](#) as soon as possible
- anyone you live with must self-isolate until you've been tested and received your result
- anyone in your support bubble must self-isolate until you've been tested and received your result



What to do when you get your test result

If you test negative (the test did not find coronavirus):

- keep self-isolating for 14 days from when you were last in contact with the person who has coronavirus – as you could get symptoms after being tested
- anyone you live with can stop self-isolating if they do not have symptoms
- anyone in your support bubble can stop self-isolating if they do not have symptoms

If you test positive (you have coronavirus):

- self-isolate for at least 10 days from when your symptoms started – even if it means you're self-isolating for longer than 14 days
- anyone you live with must self-isolate for 14 days from when your symptoms started
- anyone in your support bubble must self-isolate for 14 days from when your symptoms started

Read more about [when to self isolate and what to do](#).

If you do not get symptoms of coronavirus

If you do not have any symptoms of coronavirus:

- you can stop self-isolating after 14 days
- you do not need to have a test

How NHS Test and Trace will contact you

You'll be contacted by email, text or phone.

Text messages will come from NHS tracing. Calls will come from 0300 0135000.

You'll be asked to sign in to the NHS Test and Trace contact tracing website at <https://contact-tracing.phe.gov.uk>.

If you cannot use the contact tracing website, they will call you.



Wales

When to apply for a test

Before requesting a test you must have at least one of the following symptoms:

- a new continuous cough
- a high temperature
- loss of or change to sense of smell or taste

If you develop one of these symptoms follow the [self-isolation guidance](#).

Please do not visit your GP surgery or hospital to request a test, as you may infect others.

The test is only effective for those who are experiencing coronavirus symptoms and needs to be taken in the first 5 days of having symptoms. It only checks if you have coronavirus right now and not if you have already had the virus.

Critical workers

[Apply for a test online \(at GOV.UK\)](#).

[Read more about who is a critical worker](#)

Health Boards and Trusts have their own processes for booking tests. Health care workers displaying symptoms should speak to their occupational health team for advice on how to access a test.

Referrals for social care workers are coordinated via the Local Authorities or Local Resilience Forums (LRFs). Care homes can refer workers for testing as part of the [testing process for care homes](#).

Apply for a test by telephone

Alternatively, you can apply for a test by calling the free number [119](#) between the hours of 7am to 11pm. People with hearing or speech difficulties can call [18001119](#). This service is available to assist you through the process of booking and taking a test but cannot provide clinical advice. If you feel you cannot cope with your symptoms at home or if your condition gets worse, or your symptoms do not get better after 7 days, use the 111 online coronavirus service. If you do not have internet access, call [111](#). In a medical emergency, dial [999](#).



Types of tests

Members of the public and critical workers can apply online for a test. You may be able to choose between a mass drive-through testing centre or ordering a home testing kit.

Home testing kits involve a combined throat and nose swab test. [Read further guidance on how to conduct the test.](#)

Tests taken at a [mass drive-through testing centre](#) in Wales involve either a single dry swab taken from the back of the throat or a combined throat and nose swab.

Will I get a test?

There is very high demand for tests at the moment. Please note that daily allocations of tests will be prioritised for critical workers initially where demand outstrips supply.

Availability of home testing kits are managed at a UK level, whereas slots at the mass drive-through testing centres are managed through the Local Health Boards and Public Health Wales.

If you are having problems securing a test, see [answers to common questions about asking for a coronavirus test \(on NHS\)](#).

Test results

The system and process used to notify the results of tests varies according to the method chosen, and on booking the test you will be given further information on how the result will be provided. You should receive your test result within 72 hours.

If you've had a test at a mass drive-through testing centre in Cardiff, Abercynon, Carmarthen, Llandudno, Newport, Swansea, Margam, Powys Deeside or Cwm near Ebbw Vale, or if you have used a home testing kit, or have had a test outside Wales. You should call the free [119](#) number. People with hearing or speech difficulties can call [18001 119](#). The contact centre is open from 7am to 11pm.

If you have received your test result and have questions or need further advice, please visit [Public Health Wales Information for Individuals Tested for COVID-19 Infection](#).