



Customer
Service

If a business is linked to a case of COVID-19

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www.customerservice.nsw.gov.au

Contents

This pack will help businesses who have been linked to a COVID-19 case communicate with their customers. It includes content and links to download additional materials.

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Summary of action steps

The reality of keeping businesses open during the COVID-19 pandemic means there will be occasions where someone enters a venue who is later diagnosed with COVID-19. In this situation there is a process in place to manage the risk of the virus spreading, and ensure the business is back open and operating as quickly as possible.

Once notified of a link, the local Public Health Unit will advise of next steps and the necessary measures to take before the business can safely reopen.

Keeping business open during the pandemic means we must remain vigilant. All businesses are strongly encouraged to complete a COVID-19 Safety Plan and register as a COVID Safe business to ensure they're meeting all the requirements. It will also let customers and staff know their health is a priority.

To contact your local Public Health Unit, call 1300 066 055.

For more information, visit [guidance for businesses with linked COVID-19 cases](#)

To complete a COVID-19 Safety Plan and register as a COVID Safe business, visit the [COVID Safe businesses page](#) on the NSW Government website.



Summary of action steps

If a **business** is linked to a **COVID-19** case

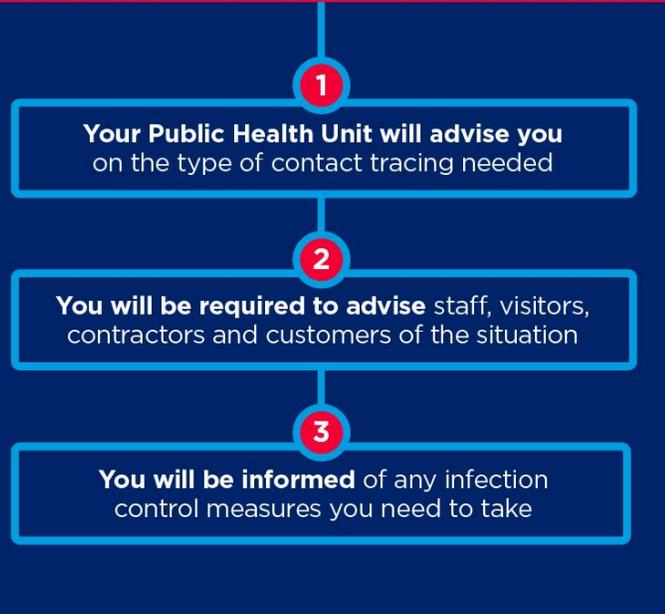
There are **two ways** a business might be informed of a **COVID-19** link:

- 1 being notified by **public health authorities**
- 2 an employee or other contractor notifying that **they have been diagnosed**

Any **business or organisation** should be able to **resume operation** within **48 hrs** after a case has been notified providing:

- ✓ **the premises** has been appropriately cleaned
- ✓ **the Public Health Unit** is satisfied that there is no ongoing risk

Once you have been notified of a **COVID-19** link to your business:



Once a business has been cleared, you can reopen. Employers should continue to ensure their business is COVID Safe and follow the COVID Safe guidelines.



Find the COVID Safe guidelines [for businesses with linked COVID-19 cases](#)

Communicating to staff and customers

If a case of COVID-19 is linked to your business, a critical part of containing the spread of the virus is making staff, visitors, contractors and customers aware of the situation.

You can do this in a range of ways, including via posters, letters or other channels.

Once your business has been cleared to open you may want to again notify customers that your doors are open and reassure them that you have all the appropriate measures in place.

The following content has been designed to help you communicate quickly and easily.



Example email/letter copy to send to customers on closure

Temporary closure due to COVID-19 case

On [date] someone visited our premises who has since tested positive for COVID-19. This means there is a chance that customers who visited our premises on [date] could have been exposed to the virus.

We are working with NSW Health to help identify those customers and staff who may be at risk. If you are considered at risk and need to self isolate the local Public Health Unit will contact you with advice.

We are doing all we can to ensure our premises are safe for our customers and staff.

We know this is a part of running a business during a pandemic. While we're sad to close our doors it is the right thing to do. We are working with the public health authorities and Safe Work NSW to conduct the infection control measures required so we can open our doors again.

We thank our customers, our team and our community for your ongoing support.

Your safety and the safety of our staff will remain our number one priority,

We will be back open again soon.

**Got symptoms?
Get tested.**

Anyone with COVID-19 symptoms should be tested.

Symptoms include:

- fever (≥37.5°)
- cough
- sore throat
- difficulty breathing
- loss of smell
- loss of taste

Other reported symptoms of COVID-19 include: fatigue, runny nose, muscle pain, joint pain, nausea/vomiting, diarrhoea, loss of appetite or other flu symptoms.

Testing is free, quick and easy
health.nsw.gov.au/coronavirus

[Link to download](#)

[Links to translations](#)

Example email/letter copy to send to customers on re-opening

Back in business

We are happy to be back open from [date] and back to serving our community. We have followed all the NSW Health guidance to ensure we can safely reopen, and we assure you that we continue to be vigilant.

[For businesses with a COVID Safe plan] Our COVID Safe plan remains in place and your safety continues to be our priority.

But we can't do this alone. We're asking all our customers to support the measures we have in place – these include:

- [e.g. hand sanitiser]
- [e.g. regular cleaning of all surfaces]
- [e.g. single use napkins/menus]
- [e.g. staff wear masks]
- ...

Help us keep our community safe and help NSW stay in business.

A sincere thank you to our customers, our team and our community for your ongoing support, and we can't wait to have you back here soon.



The poster features a blue header with the text 'COVID-19' and 'Keep yourself and your loved ones safe'. Below the header is a photograph of hands being washed under a running faucet. To the right of the photo is a list of five safety instructions, each accompanied by a small icon: a hand with soap bubbles, a hand covering a nose and mouth, a person coughing into their elbow, a house with a person inside, and a person with a stethoscope. At the bottom of the poster is the NSW Government logo and contact information for the National Coronavirus Helpline.

COVID-19

Keep yourself and your loved ones safe

Clean your hands thoroughly for at least 20 seconds with soap and water, or an alcohol-based hand rub

Cover your nose and mouth when coughing and sneezing with a tissue or your elbow. Put the tissue in the bin and wash your hands

Avoid close contact with anyone with cold or flu-like symptoms

Stay in if you feel unwell

Get tested if you are unwell. Testing is free, quick and easy

NSW GOVERNMENT

For more information call the National Coronavirus helpline on **1800 020 080** (available 24/7). For free help in your language call **13 14 50**.

www.nsw.gov.au/covid-19

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[Link to download](#)

Social media tiles for your channels

Tiles targeted at customers:



Post:

We are happy to be back open and serving our community. Your safety is our priority, but we can't do it alone. The best thing you can do is be a COVID Safe customer. Follow the rules, be patient. Together, we can make a difference.



Post:

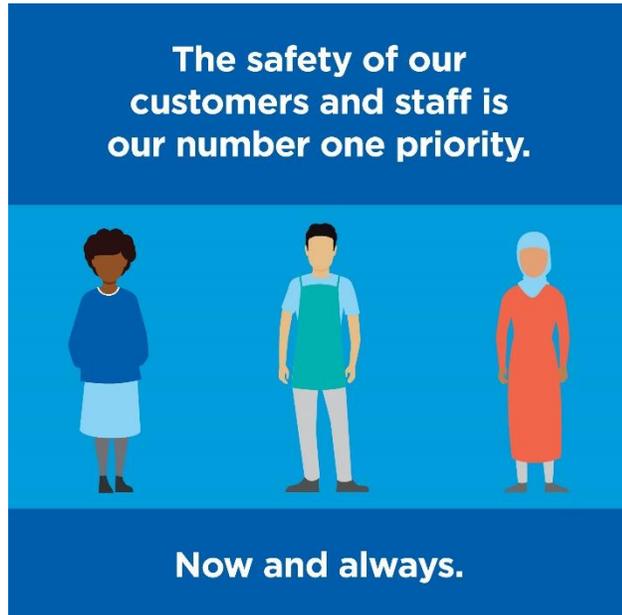
The safety of our customers and staff is our number one priority. But we need your help. Support the measures we have in place. Stay home if you feel unwell or if you are waiting for COVID test results.



Post:

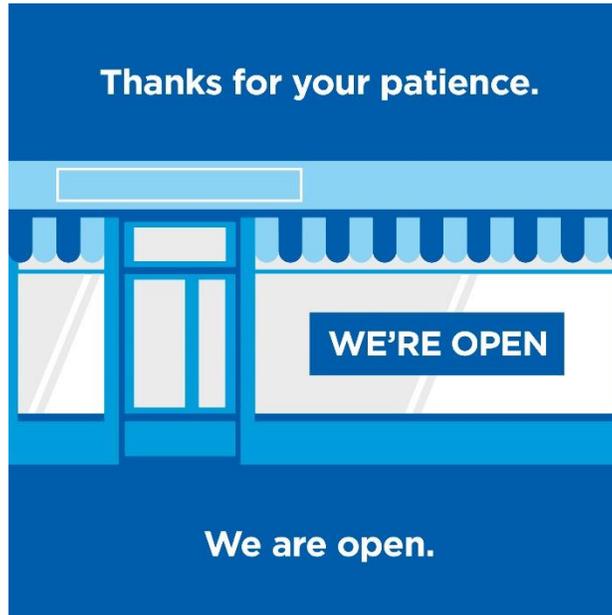
We're open again. Our COVID Safe plan remains in place and your safety is our priority. Help us keep our community safe and our doors open.

Social media tiles for your channels (non-branded)



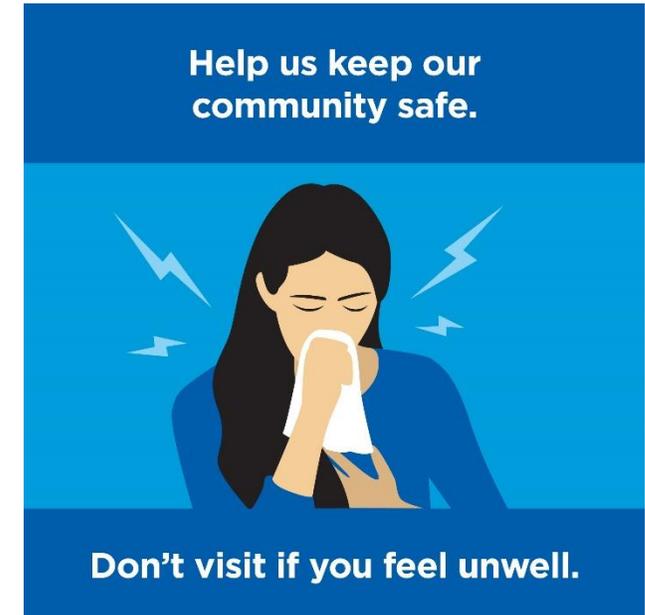
Post:

We're excited to be back open and serving our community. Pay us a visit and see the measures we have in place to keep you safe.



Post:

We know this is part of running a business during a pandemic. Our doors are back open and we're doing all we can to keep our customers and staff safe.



Post:

Simple things can make a difference and help keep businesses like ours open. Wash your hands thoroughly, if you feel unwell stay in and get tested. We can all play a role.

Thanks to our customers and
community for your patience.

We're back and open for business.



Your safety is our number one priority.

Ask us about the COVID safe
measures we have in place.

> BE COVID SAFE. HELP NSW STAY IN BUSINESS.

Additional messaging for impacted businesses

These example key messages explain **what** has caused your business to close, **how** you are keeping people safe and **why** customers should feel comfortable to return when you reopen. Include the three elements in each communication where possible.

What caused your business to close

- As we've continued to operate during this pandemic, we have done all we can to ensure our premises are safe for our customers and staff
- Unfortunately [on date] someone visited our premises who has since tested positive for COVID-19
- This means there is a chance that customers who visited our premises on [date] could have been exposed to the virus

How you are ensuring your customers and staff are safe

- We know this is a part of operating our business during a pandemic and we will always do the right thing
- We are working with NSW Health to help identify those customers and staff who may be at risk
- We've closed our doors and are working with public health authorities and Safe Work NSW to conduct the infection control measures required and ensure we do everything we need to open our doors again
- We thank our customers, our team and our community for their support
- [for registered COVID Safe businesses] We are a registered COVID Safe business and are committed to protecting the community and preventing the spread of COVID-19

Why customers can now return as you have reopened safely

- We have opened our doors again
- We've implemented [state what you're doing now to keep people safe]
- Our safety measures remain in place and we continue to be vigilant
- [for registered COVID Safe businesses and/or have a COVID Safe Plan in place] Our COVID Safe plan remains in place so please support us in staying COVID Safe
- We can't do this alone. We need all our customers to do the right thing.
- The safety of our customers and staff is our number one priority
- Help us keep our community safe and help NSW stay in business

Implementing infection control

If a case of COVID-19 is linked to your business you will be directed by public health authorities to implement certain infection control measures.

This might include cleaning and disinfection or ensuring all staff are tested for COVID-19, regardless of if they're showing symptoms.

The following is an overview and links to the full details on what is involved.



Information on infection control

Cleaning if linked to a case of COVID-19

What will I need?

- ✓ **Detergent** - that can be mixed with water
- ✓ **Disinfectant** - with alcohol concentration of >70%, chlorine or oxygen bleach
- ✓ **Personal Protective Equipment (PPE)** - disposable gloves and aprons, safety eyewear
- ✓ **Surgical masks**
- ✓ **Cloths** - disposable or reusable
- ✓ **Mops and buckets**

Before disinfecting:

- ✓ Wear appropriate PPE
- ✓ Prevent access to the area
- ✓ Open doors and windows for air circulation

Then disinfect:

- ✓ All areas of suspected or confirmed contamination
- ✓ Common areas and touch points (e.g restrooms, door handles)
- ✓ Use either the 2-step or 2-in-1 cleaning process outlined on safeworkaustralia.gov.au

Tips to remember:

- ✓ **Turn off power sources** and isolate electrical equipment
- ✓ **Read product labels for safety** and instructions including PPE
- ✓ **Wash or sanitise hands** before and after using PPE
- ✓ **Use disposable gloves** where possible

Finished cleaning?

- ✓ **Throw away** - PPE, cloths, and covers in a rubbish bag in general waste
- ✓ **Launder** - reusable cleaning equipment e.g mop heads, reusable cloths and dry fully
- ✓ **Empty** - or re-clean equipment such as buckets with a fresh solution of disinfectant

For full information about what to do if your business is linked to a case of COVID-19, visit nsw.gov.au



Useful links

- [Guidance for businesses with linked COVID-19 cases](#)
- SafeWork Australia cleaning products [checklist](#)
- SafeWork guidance on [cleaning to prevent the spread of COVID-19](#)
- SafeWork cleaning [FAQs](#)

Information on infection control

More information:

- See SafeWork Australia for a [checklist](#) on what cleaning products you will need, and what surfaces you should clean.
- For step-by-step guidance on cleaning and disinfection following a case or suspected case of COVID-19, download the [cleaning toolkit](#).
- For more information on how to clean if someone in your workplace is suspected or confirmed to have COVID-19, go to the SafeWork Australia cleaning [FAQs](#)

swa.gov.au/coronavirus

CHECKLIST: Cleaning

This checklist will assist you to implement health and hygiene measures at your workplace and do a review of your facilities. Don't forget to also check our [COVID-19 website](#) for additional measures for your industry.

Routine cleaning

What do I need?

- Detergent, either as a solution that can be mixed with water, or as wipes, or
- A 2-in-1 detergent and disinfectant solution, or wipes which can be used for routine cleaning.

When should I clean?

- Clean your workplace at the end of the work day using a detergent, or a 2-in-1 detergent and disinfectant solution.

Focus on:

Frequently touched surfaces such as tabletops, door handles, light switches, desks, toilets and toilet doors, taps, TV remotes, kitchen surfaces and cupboard handles

- Clean objects and surfaces used repeatedly by lots of people frequently throughout the day using a detergent, or 2-in-1 detergent and disinfectant solution.

For example:

Trolleys and baskets, checkouts, EFTPOS machines, handrails, elevator buttons

- Clean surfaces and fittings that are visibly soiled or after any spillage as soon as possible using a detergent, or a 2-in-1 detergent and disinfectant solution.
- Instruct workers to clean personal property that has been brought to work and is likely to be handled at work or during breaks with a detergent or 2-in-1 detergent and disinfectant solution, or wipes.

For example:

Sunglasses, mobile phones, ipads, car keys

How to safely clean

- Read the product label and Safety Data Sheet for the cleaning product(s) before using and make sure you follow all instructions, including all required personal protective equipment (PPE). [Also make sure the product is suitable for use on the surface you are cleaning.](#)
- Instruct workers to wear gloves when cleaning and ensure they know to wash their hands thoroughly with soap and water, or to use alcohol-based hand sanitiser if they cannot wash their hands, both before and after wearing gloves.
- If possible, use disposable gloves when cleaning and discard after each use. Otherwise, only use reusable gloves for routine cleaning and do not share gloves between workers.

After cleaning

- Dispose of any disposable cloths in a rubbish bag, or launder reusable cloths in the usual way.

Cleaning if someone in my workplace is suspected or confirmed to have COVID-19

Preparing to clean

- Prevent access to the areas that were used by the suspected or confirmed case as well as any common areas (break rooms, bathrooms) and any known or likely touch points.
- Open outside doors and windows if possible to increase air circulation.

What do I need?

- A detergent, as a solution that can be mixed with water, and





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