

# St Helens Borough Council Outbreak Management Plan

## Appendix 3: Example letters and forms

### Template 1: Letter for parents of ill child

Date: DD/MM/YYYY

Dear (insert name of parent)

We are sorry to hear that (insert name of child) is feeling unwell and we wish them a full recovery.

As your child is showing symptoms of COVID-19 and to follow the health guidance, we are asking you to keep your child at home for 10 full days and arrange for testing via <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested-or-via-119>. All members of your household, including siblings, must remain at home and not leave the house for 10 full days.

The isolation period includes the day the first person in your household's symptoms started (or the day their test was taken if they did not have symptoms) and the next 10 full days. This means that if, for example, your 10 day isolation period starts on the 15th of the month, your isolation period ends at 23:59 hrs on the 25th and you can return to your normal routine.

Household members should not go to work, school or public areas and exercise should be taken within the home.

We are asking you to do this to reduce the further spread of COVID-19 to others in your community. Please see the link below to the PHE Staying at Home Guidance or see the attached guidance (Appendix 1)

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

If you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period. However, if you have to stay at home together, try to keep 2 metres (3 steps) away from each other and do not share towels including hand towels and tea towels.

Should the test be negative, the household can stop isolating and your child can stop isolating as soon as they start to feel well again.

#### **Symptoms of COVID-19**

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- new continuous cough and/or
- high temperature and/or
- a loss of, or change in, normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness.

If your child does develop symptoms, you can seek advice from NHS 111 at <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/> or by phoning 111.

### How to stop COVID-19 spreading

There are things you can do to help reduce the risk of you and anyone you live with getting ill with COVID-19:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Wash your hands as soon as you get home
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-to-avoid-spreading-coronavirus-to-people-you-live-with/>

### Do you need help? St Helens Together

If you're isolated by coronavirus and need help, please call 01744 676767 to find out what support is available.

There are volunteers around St Helens who can do things like:

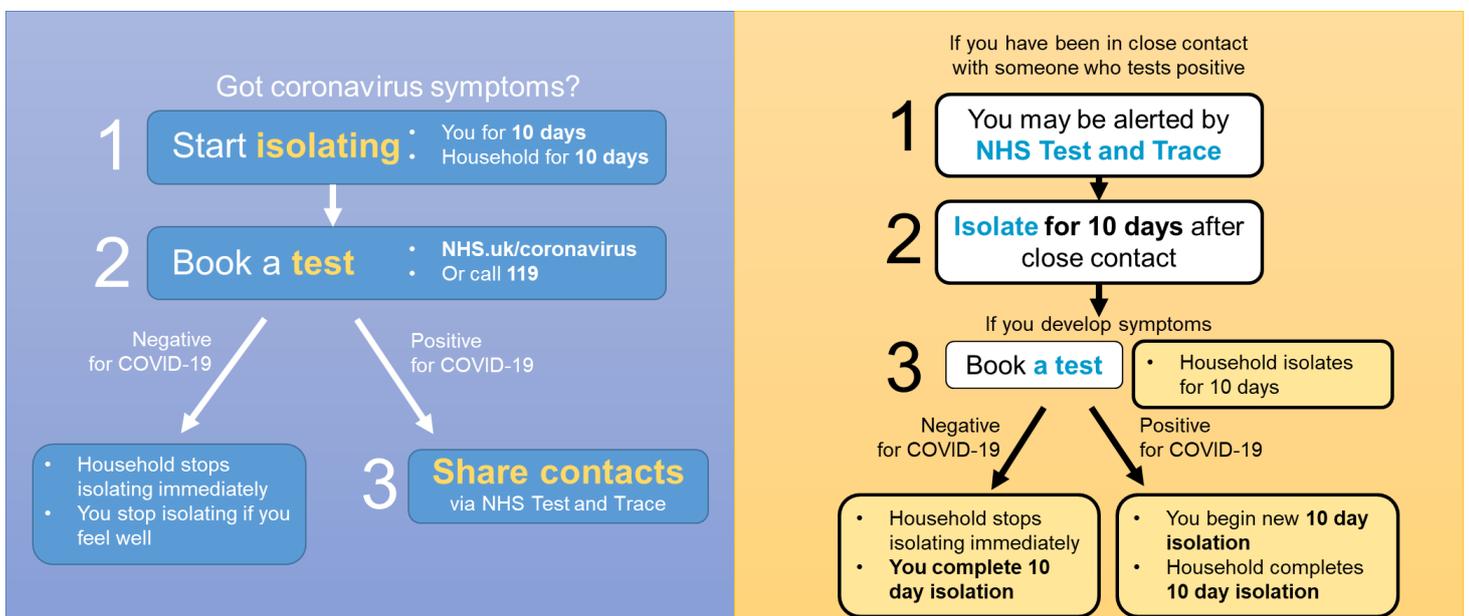
- Pick up your food shopping, essential supplies or medication and leave them on your doorstep
- Have a friendly chat with you on the phone
- Walk your dog

There is also a community hub operating, from which food parcels are delivered each week to our most vulnerable residents.

Yours sincerely,

Headteacher

### Appendix 1



## Template 2: For parents of a child who has tested positive for COVID-19

Dear Parent,

We are aware that your child has recently tested positive for COVID-19. I would therefore like to take this opportunity to let you know what steps you should now take.

Your child who has tested positive must self-isolate for 10 full days; isolation period includes the day your child's symptoms started (or the day your child's test was taken if they do not have symptoms), and the next 10 full days. This means that if, for example, the symptoms started at any time on the 15th of the month (or if they did not have symptoms but their first positive COVID-19 test was taken on the 15th), their isolation period ends at 23:59 hrs on the 25<sup>th</sup>. Their household contacts must also self-isolate for 10 full days starting from the same date.

Self-isolation means that you must not leave home because you have or might have coronavirus (COVID-19).

This means you must not:

- Go to school, work or public places
- Do not use public transport or taxis
- Do not go out to shop – order it online or ask a friend to bring it to your home; alternatively, you can call 01744 676767 to find out what support is available
- Do not have visitors in your home except for people providing essential care
- Do not go out to exercise – exercise at home or in your garden, if you have one

Further advice on self-isolation is available from:

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

We are asking you to do this to reduce the further spread of COVID-19 to others in the community.

If your child is well at the end of the 10 day period of self-isolation, then they can return to usual activities.

If anyone else in the household develops symptoms of coronavirus, then they will be eligible for testing and this can be arranged via <https://www.nhs.uk/ask-for-a-coronavirus-test> or by calling 119. There is no need to get tested if you do not develop symptoms; you will still need to self-isolate for 10 full days even if the test is negative.

The symptoms of coronavirus (COVID-19) are:

- A high temperature
- A new, continuous cough

- A loss or change to your sense of smell or taste

## Need help?

If you're isolated by coronavirus and need help, please call 01744 676767 to find out what support is available.

There are volunteers around St Helens who can do things like:

- Pick up your food shopping, essential supplies or medication and leave them on your doorstep
- Have a friendly chat with you on the phone
- Walk your dog

There is also a community hub operating, from which food parcels are delivered each week to our most vulnerable residents.

## Further Information

Further information is available at

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Yours sincerely

Headteacher

## Appendix 1



## Template 3: For parents of direct close contacts of COVID-19

Date: DD/MM/YYYY

FOR PARENTS OF CLOSE CONTACTS OF COVID-19 at (INSERT NAME OF SCHOOL)

Dear Parent,

We have been advised by Public Health England that there has been a confirmed case of COVID-19 within the school.

We have followed the national guidance and have identified that your child (name) has been in close contact with the affected child. In line with the national guidance, your child must now stay at home and self-isolate until ADD DATE (10 full days after contact). Please note that you will not necessarily be contacted by NHS Test and Trace as the school has been asked to identify all school contacts.

Self-isolation means the child/staff member should:

- Not go to school, work or public places
- Not attend any other out of school activities or go around to a friend's house
- Not use public transport or taxis
- Not go out to shop – order it online or ask a friend to bring it to your home
- Not have visitors in your home except for people providing essential care
- Not go out to exercise – exercise at home or in your garden, if you have one
- Inform GP practice or hospital or other healthcare setting that they are self-isolating if they must attend in person

Further advice on self-isolation is available from:

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

We are asking you to do this to reduce the further spread of COVID-19 to others in the community.

If your child is well at the end of the 10 days period of self-isolation, then they can return to usual activities.

Other members of your household can continue normal activities provided your child does not develop symptoms within the 10 day self-isolation period.

Please see the link below to: Guidance for contacts of people with confirmed coronavirus (COVID-19) infection who do not live with the person:

<https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person>

## **What to do if your child develops symptoms of COVID-19**

If your child develops symptoms of COVID-19, they should remain at home for at least 10 days from the date when their symptoms appeared. Anyone with symptoms will be eligible for testing and this can be arranged via <https://www.nhs.uk/ask-for-a-coronavirus-test> or by calling 119.

All other household members who remain well must stay at home and not leave the house for 10 days. This includes anyone in your 'Support Bubble'.

The isolation period includes the day the first person in your household's symptoms started (or the day their test was taken if they did not have symptoms) and the next 10 full days. This means that if, for example, your 10 day isolation period starts on the 15th of the month, your isolation period ends at 23:59 hrs on the 25th and you can return to your normal routine.

Household members should not go to work, school or public areas and exercise should be taken within the home.

Household members staying at home for 10 days will greatly reduce the overall amount of infection the household could pass on to others in the community

If you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period.

Please see the link below to the PHE 'Stay at Home' Guidance:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

## **Need help?**

If you're isolated by coronavirus and need help, please call 01744 676767 to find out what support is available.

There are volunteers around St Helens who can do things like:

- Pick up your food shopping, essential supplies or medication and leave them on your doorstep
- Have a friendly chat with you on the phone
- Walk your dog

There is also a community hub operating, from which food parcels are delivered each week to our most vulnerable residents.

## **Symptoms of COVID-19**

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- new continuous cough and/or
- high temperature and/or
- a loss of, or change in, normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness.

If your child does develop symptoms, you can seek advice from NHS 111 at <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/> or by phoning 111.

### How to stop COVID-19 spreading

There are things you can do to help reduce the risk of you and anyone you live with getting ill with COVID-19

Do

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards

### Further Information

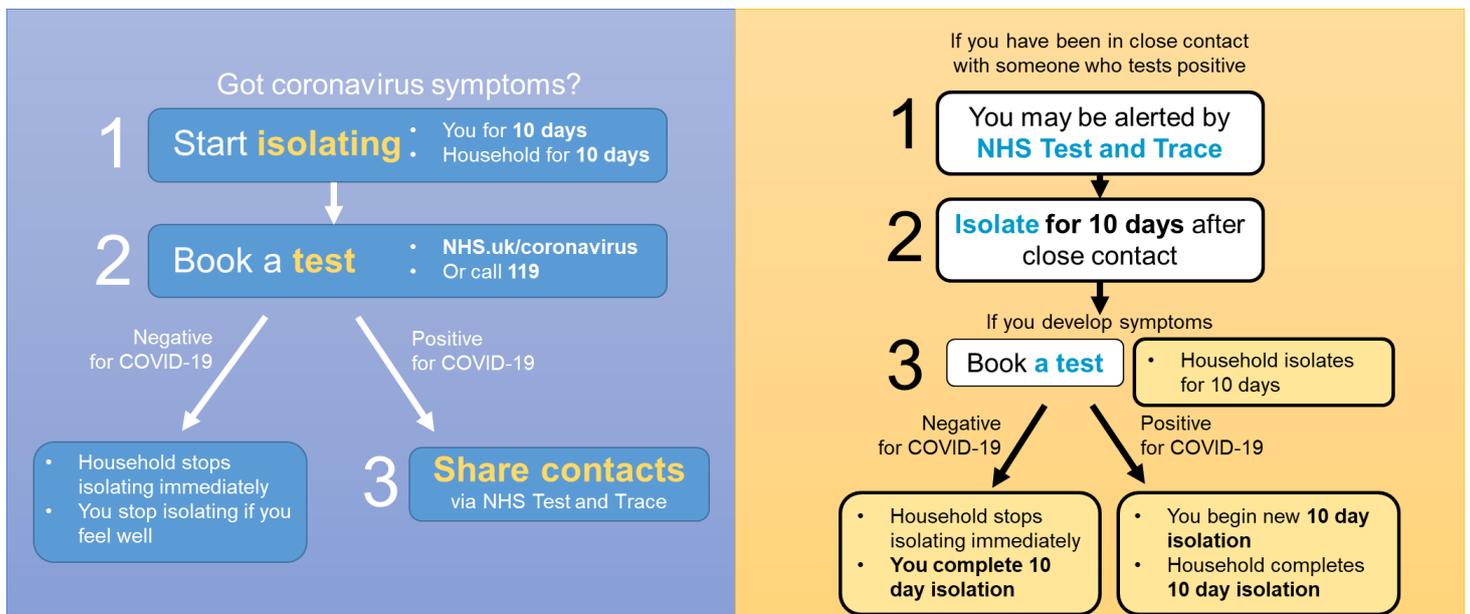
Further information is available at

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Yours sincerely

Headteacher

### Appendix 1



## Template 4: pupil without close contact

Dear Parent,

We have been advised that there has been a confirmed case of COVID-19 within the school.

We have carried out a full risk assessment and identified all those who have been in close contact with the affected case and have recommended that they stay at home and self-isolate until 10 full days after their last contact.

Your child has **not** been identified as a close contact and therefore does not need to make any change to their usual routine, including school attendance.

The most common symptoms of COVID-19 are recent onset of a new continuous cough, and/or a high temperature, and/or a loss of, or change in, normal sense of taste or smell (anosmia). If your child, or anyone in your household, develops these symptoms, your whole household must remain at home and not go to work, school or public areas. You should arrange testing for the person who has developed symptoms. When the result is known further advice will be available.

Testing can be arranged by calling 119 or via the NHS website: [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

### How to stop COVID-19 spreading

There are things we can all do to help reduce the risk of you and anyone you live with getting ill with COVID-19:

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards

### Further information

Further information is available at <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Yours sincerely,

Headteacher

## Template 5: staff member without close contact

Dear Colleague,

We have been advised that there has been a confirmed case of COVID-19 within the school.

We have carried out a full risk assessment and identified all those who have been in close contact with the affected case and have recommended that they stay at home and self-isolate until 10 full days after their last contact.

You have **not** been identified as a close contact and therefore you do not need to make any change to your usual routine, including coming to school.

The most common symptoms of COVID-19 are recent onset of a new continuous cough, and/or a high temperature, and/or a loss of, or change in, normal sense of taste or smell (anosmia). If anyone in your household develops these symptoms, your whole household must remain at home and not go to work, school or public areas. You should arrange testing for the person who has developed symptoms. When the result is known further advice will be available.

Testing can be arranged by calling 119 or via the NHS website: [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

### How to stop COVID-19 spreading

There are things we can all do to help reduce the risk of you and anyone you live with getting ill with COVID-19:

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards

### Further information

Further information is available at <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Yours sincerely  
Headteacher

## Template 6: Outbreak Letter for School – Advice to Parents

Dear Parents,

Over the last **xxx** weeks we have been made aware of cases in our school community who have tested positive for COVID-19.

We are continuing to monitor the situation and are working closely with the local Public Health Team and Public Health England. This letter is to inform you of the current situation and provide advice on how to support your child. Please be reassured that for most people, coronavirus (COVID-19) will be a mild illness.

The school remains open and providing your child remains well they can continue to attend school as normal. We will keep this under review.

### **What to do if your child develops symptoms of COVID-19**

If your child develops symptoms of COVID-19, they should remain at home for at least 10 full days from the date when their symptoms appeared as advised in:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

You should arrange for testing for your child via:

<https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested> or 111.nhs.uk or primary care.

All other household members who remain well must stay at home and not leave the house for 10 full days.

The isolation period includes the day the first person in your household's symptoms started (or the day their test was taken if they did not have symptoms) and the next 10 full days. This means that if, for example, your 10 day isolation period starts on the 15th of the month, your isolation period ends at 23:59 hrs on the 25th and you can return to your normal routine.

Household members should not go to work, school or public areas and exercise should be taken within the home.

Household members staying at home for 10 full days will greatly reduce the overall amount of infection the household could pass on to others in the community.

If you can, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period.

### **Need help?**

If you're isolated by coronavirus and need help, please call 01744 676767 to find out what support is available.

There are volunteers around St Helens who can do things like:

- Pick up your food shopping, essential supplies or medication and leave them on your doorstep
- Have a friendly chat with you on the phone
- Walk your dog

There is also a community hub operating, from which food parcels are delivered each week to our most vulnerable residents.

### **Symptoms of COVID-19**

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- new continuous cough and/or
- high temperature
- a loss of, or change in, normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness.

If your child does develop symptoms, you can seek advice from NHS 111 at <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/> or by phoning 111.

### **How to stop COVID-19 spreading**

There are things you can do to help reduce the risk of you and anyone you live with getting ill with COVID-19:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Wash your hands as soon as you get home
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards

### **Further Information**

Further information is available at <https://www.nhs.uk/conditions/coronavirus-covid-19/>

Yours sincerely

Headteacher

## Template 7: COVID-19 Warn and Inform Briefing Sheet

### COVID-19 Information

We are writing to notify you of confirmed case(s) of coronavirus in the school or college which your child attends. Please would you read the following guidance carefully. Your child has not been identified as a close contact of the person who has tested positive for COVID-19. If your child is well, you do not need any specific treatment, or to change what you are doing. However, like anybody else during this current situation, you are being asked to monitor your own health, looking out for any symptoms such as cough or fever.

### What symptoms should I be concerned about?

You should look for any of the following symptoms:

- New continuous cough
- Fever (a temperature of 37.8°C or higher)
- Loss of, or change in, normal sense of taste or smell (anosmia)

### If your child develops these symptoms, however mild, at any point

You can arrange for your child to be tested via [NHS UK](#) or by contacting NHS 119 via telephone if you do not have internet access. Your child would need to self-isolate for 10 full days since the date of onset of symptoms, and all their household contacts for 10 full days also, if the test is positive:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>

If the result is positive, contact St Helens Track and Trace Team on 01744 676767.

### If you need to seek medical advice

Seek prompt medical attention if your illness is worsening. If it's not an emergency, contact NHS 111 online.

If you have no internet access, you should call NHS 111.

If it is an emergency and you need to call an ambulance, dial 999 and inform the call handler or operator that you have coronavirus (COVID-19).

### Need help?

If you're isolated by coronavirus and need help, please call 01744 676767 to find out what support is available.

There are volunteers around St Helens who can do things like:

- Pick up your food shopping, essential supplies or medication and leave them on your doorstep
- Have a friendly chat with you on the phone
- Walk your dog

There is also a community hub operating, from which food parcels are delivered each week to our most vulnerable residents.

## Template 8: Forms to record absences and illness

### Template to record absences

In the event of a COVID-19 outbreak, the table will ensure that important information is recorded in one place and is easily accessible

Date	Name	Class /Team	Reason for absence*	Date of onset of symptoms	Symptoms **	Has the child/staff been assessed by GP, NHS 111 etc? Y/N/NK	Has the child/staff been tested? Y/N/NK	Is the child/staff reporting a positive test result? Y/N/NK	Is the child/staff in hospital? Y/N/NK

**Reason for absence\*:** Ill, Household member ill, Contact of a confirmed/suspected case, Shielding, Other e.g. dental appointments

**Symptoms** \* T = Temp ( $\geq 37.8$  C), C = Cough, D = Diarrhoea, V = Vomiting, ST = Sore Throat, H = Headache, N = Nausea, LST = Loss of smell/taste, Other

## APPENDIX 2 – Template to record illness

In the event of a COVID-19 outbreak, the table will ensure that important information is recorded in one place and is easily accessible

Date	Name	Class	Date/Time of onset of symptoms	Symptoms*	Time between detection of symptoms and isolation at school	Did staff member wear PPE? ** Y/N

**Symptoms** \* T = Temp ( $\geq 37.8$  C), C = Cough, D = Diarrhoea, V = Vomiting, ST = Sore Throat, H = Headache, N = Nausea, LST = Loss of smell/taste, Other

**\*\* Only required if social distancing could not be observed**