## **COVID-19 – Staff/Client/Visitor Confirmed Case Procedure**

**Business name:**

**Date effective:**

**Current Framework Setting:**

**Current Omicron Phase:**

## **Staff Member**

If you have received a positive COVID-19 test result **we ask that you please notify XXX immediately.**

Once notification of a positive case of Staff Member is received, as per Ministry of Health Guidelines, we will work with public health officials to determine the level of exposure and risk of transmission, from this we will follow their recommendations on further steps required to continue safe business operation for staff and clients.

In terms of Staff Member’s isolation required we follow the Guidelines set by Ministry of Health for Omicron Phase X.

The Staff Member needs to be released by public health officials, before they can resume work (and normal life) in some cases they may have some mild, longer-term symptoms (such as cough, tiredness, loss of smell etc.) this is common and does not mean they are still infectious. As long as clearance has been received from public health, they will be deemed safe to return to work (normal life).

[Click here for more details from the Ministry of Health - Omicron in the community: what this means for you](https://www.health.govt.nz/covid-19-novel-coronavirus/covid-19-response-planning/omicron-community-what-means-you).

## **Client/Visitor**

If a customer who is a confirmed (or probable) COVID-19 case has visited the premises while infectious, we may not necessarily be contacted by public health. Whether we are contacted following a customer visit will depend on the level of risk and the type of interaction the customer has had while on the premises. This will be assessed by public health officials - from this we will follow their recommendations on further steps required to continue safe business operation for staff and clients.

**Important:**

Staff confidentiality is imperative. Employers are not permitted to disclose a staff member’s name but do have to disclose if a staff member has tested positive for COVID-19.

In a small workplace – it may become obvious as the staff member will not be at work, however staff are NOT permitted to advise clients, family, friends or anyone outside of the workplace that another staff member has tested positive.