

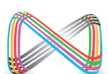


# Reopening West Norfolk safely Guidance for Businesses

March 2021 - Version 1



**Norfolk** County Council  
Public Health



**NORFOLK  
RESILIENCE FORUM**  
preparing for emergencies

Borough Council of  
King's Lynn &  
West Norfolk



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The information in this document is correct at the time of production, however you should always check with main sources such as **gov.uk** for up to date changes.

# Introduction

**In February 2021, the UK government set out its roadmap for easing of lockdown restrictions. The easing is a gradual process, and although dates are mentioned (as earliest dates), the next step in the process will only happen if the numbers of key factors such as infections and vaccinations are demonstrating that it is ok to do so.**

Although the exit from lockdown has now begun, we need to proceed with caution. Coronavirus will be in our community for some time to come, meaning that outbreaks can, and will, occur.

Later in this guidance, the relevant aspects of the roadmap are considered for four of the main business types – hospitality, accommodation, leisure / attractions and retail. You should consider the various aspects of your business, as it may be the case that not everything opens together. This may be particularly relevant for an outdoor attraction that also has indoor play or refreshment areas.

Developments over the past few months, particularly rapid testing and the roll out of the vaccination programme, mean that we now have more strategies to manage Covid whilst re-opening our economy.

Customer confidence will be a key aspect of re-opening the economy. Seeing businesses take customer safety and concerns seriously could be a deciding factor in whether a customer chooses you or someone else. This guide will give you information on key measures which you can take to look after your staff and customers. No single approach is a 'silver bullet' in managing coronavirus / Covid-19 – each are important and when taken as a collective approach, will be more effective.

Getting the balance between providing a service, generating income and ensuring Covid-secure measures are in place and adhered to is not easy. Some of the changes are likely to be beneficial and you may like them to stay; for the ones that are more difficult and restrictive, remember that they are not forever, and if they help your business to stay open then they're probably worth it.

For the purposes of this guidance, the term 'guest' refers to visitors who are staying overnight, 'customer' refers to shorter term transactions such as shoppers, or those receiving a service from a hospitality or leisure provider.

# Using this toolkit

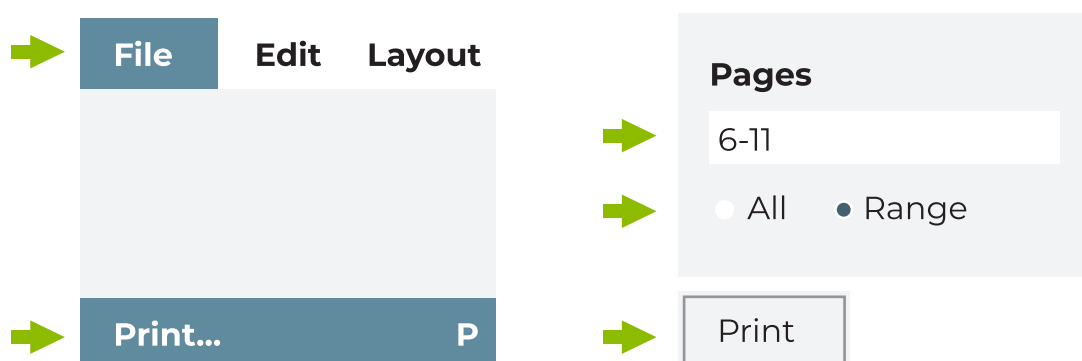
**This toolkit has been designed to provide you with information and guidance to help you reopen and operate your business safely.**

Section 1 is relevant to all businesses and contains information for business managers / owners, information for staff and finally, information for customers.

The remainder of the document is divided into four sections with content tailored to meet the needs of specific sectors: accommodation providers, hospitality sector, leisure & attractions and retail. Each contains information for business managers/ owners and information for customers.

The toolkit also features a range of documents, such as posters and leaflets, which you may find useful to help you communicate important messages to your staff and customers. You can print these off individually directly from this PDF by clicking:

'File' > 'Print...' > 'Pages' > insert page number or page selection e.g. 6-11 > 'Print'



Or, you can access all the documents as individual files at **[www.norfolk.gov.uk/businessstoolkit](http://www.norfolk.gov.uk/businessstoolkit)**. From this page you can download the files if you want to send them electronically to staff or customers.

A final section contains a list of documents that are available in multiple languages which might be useful for staff or customers. These can all be accessed at **[www.norfolk.gov.uk/businessstoolkit](http://www.norfolk.gov.uk/businessstoolkit)**



# UK Roadmap

also check **gov.uk** and Trade Associations for more detailed guidance

## Step 1

8 March

29 March

Education	
<b>8 March</b> <ul style="list-style-type: none"><li>Schools and colleges open for all students</li><li>Practical Higher Education courses</li></ul>	
Social Contact	
<b>8 March</b> <ul style="list-style-type: none"><li>Exercise and recreation outdoors with household or one other person</li><li>Household only indoors</li></ul>	<b>29 March</b> <ul style="list-style-type: none"><li>Rule of 6 or two households outdoors</li><li>Household only indoors</li></ul>
Business & Activities	
<b>8 March</b> <ul style="list-style-type: none"><li>Wraparound care, including sport, for all children</li></ul>	<b>29 March</b> <ul style="list-style-type: none"><li>Organised outdoor sport (children and adults)</li><li>Outdoor sport and leisure facilities</li><li>All outdoor children's activities</li><li>Outdoor parent and child group (max 15 people, excluding under 5s)</li></ul>
Travel	
<b>8 March</b> <ul style="list-style-type: none"><li>Stay at home</li><li>No holidays</li></ul>	<b>29 March</b> <ul style="list-style-type: none"><li>Minimise travel</li><li>No holidays</li></ul>
Events	
<ul style="list-style-type: none"><li>Funerals (30)</li><li>Weddings and wakes (6)</li></ul>	

## Step 3

No earlier than 17 May

At least 5 weeks after Step 2

Education	
<ul style="list-style-type: none"><li>As previous step</li></ul>	
Social Contact	
<ul style="list-style-type: none"><li>Maximum 30 people outdoors</li><li>Rule of 6 or two households indoors (subject to review)</li></ul>	
Business & Activities	
<ul style="list-style-type: none"><li>Indoor hospitality</li><li>Indoor entertainment and attractions</li><li>Organised indoor sport (adult)</li><li>Remaining accommodation</li><li>Remaining outdoor entertainment (including performances)</li></ul>	
Travel	
<ul style="list-style-type: none"><li>Domestic overnight stays</li><li>International travel (subject to review)</li></ul>	
Events	
<ul style="list-style-type: none"><li>Most significant life events (30)</li><li>Indoor events: 1,000 or 50% (plus pilots)</li><li>Outdoor seated events: 10,000 or 25% (plus pilots)</li><li>Outdoor seated events: 4,000 or 50% (plus pilots)</li></ul>	

## Step 2

No earlier than 12 April

At least 5 weeks after Step 1

Education	
<ul style="list-style-type: none"><li>As previous step</li></ul>	
Social Contact	
<ul style="list-style-type: none"><li>Rule of 6 or two households outdoors</li><li>Household only indoors</li></ul>	
Business & Activities	
<ul style="list-style-type: none"><li>All retail</li><li>Personal care</li><li>Libraries &amp; community centres</li><li>Most outdoor attractions</li><li>Indoor leisure inc. gyms (individual use only)</li><li>Self-contained accommodation</li><li>All children's activities</li><li>Outdoor hospitality</li><li>Indoor parent &amp; child groups (max 15 people excluding under 5s)</li></ul>	
Travel	
<ul style="list-style-type: none"><li>Domestic overnight stays (household only)</li><li>No international holidays</li></ul>	
Events	
<ul style="list-style-type: none"><li>Funerals (30)</li><li>Weddings, wakes, receptions (15)</li><li>Event pilots</li></ul>	

## Step 4

No earlier than 21 June

At least 5 weeks after Step 3

All subject for review

Education	
<ul style="list-style-type: none"><li>As previous step</li></ul>	
Social Contact	
<ul style="list-style-type: none"><li>No legal limit</li></ul>	
Business & Activities	
<ul style="list-style-type: none"><li>Remaining businesses, including nightclubs</li></ul>	
Travel	
<ul style="list-style-type: none"><li>Domestic overnight stays</li><li>International travel</li></ul>	
Events	
<ul style="list-style-type: none"><li>No legal limit on life events</li><li>Larger events</li></ul>	

# Who this guidance is for

**The information in this document will be relevant to all businesses.**

It is particularly applicable to those who form part of the visitor economy, and section 2 focuses on the four key areas of hospitality, accommodation, leisure & attractions and retail. Although the information included may be useful to **events** organisers, events are not covered in a detail in this document. This is because at the time of writing there remain many unknowns, including details of the government's events pilots. When further detail is available, we will publish an addendum to this issue.



# 1.0

## Essential guidance for all businesses

## 1.1

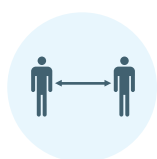
# Information for business owners and managers

## General Prevention

Over the past few months testing and vaccination availability have increased significantly. Even with these additions, we shouldn't forget the importance of key prevention measures. Scientists are learning more all the time about how coronavirus spreads, which means we now know how important ventilation is.

To prepare for re-opening, you should review and update your Covid-Secure Risk Assessment.

### The key prevention principles are:



- **Keeping a safe (2m) distance from those from other households / bubbles**
  - Are you considered how you can best use your space to enable distancing?
  - Have you got adequate signs and floor markers to prompt people?
  - Have you put adequate mitigation measures in place (such as Perspex screens) for when 2m is not achievable?
  - Are you advising your staff against car sharing? If they need to car share, try and keep them to the same small working groups.



- **Keeping hands clean**
  - Do you have sanitizer available at entry / exit points?
  - Do you keep sanitizer containers and the soap / paper towels in washroom areas regularly checked and refilled?



- **Wearing a face covering in public indoor spaces (or outside in crowded areas)**

- Do you have appropriate signage letting people know where they should wear masks on your premises?
- Are your staff adequately trained to manage people who are not wearing masks?



- **Being in a well-ventilated area (preferably outside)**

- Have you identified any outside space which may be available to you? Some may need license changes, so check with your District Council Licensing Authority.
- Have you put measures in place to ensure that the outside space is useable (e.g. rain coverings)?
- Have you arranged your indoor space so that you can make the most of ventilation from doors / windows that can be opened? This is particularly important for activities which may be higher risk because of likelihood of raised voices, lots of shared touchpoints etc.



- **Keeping surfaces clean**

- Are you providing cleaning products so that customers can clean their own equipment (e.g. baskets / trolleys)
- Do you have a cleaning schedule that ensures regular cleaning of touch points?

Following the steps above will lower the risk of viral transfer between people, which means a lower risk of an outbreak happening. Ensuring that staff are appropriately distanced and keep to identified work bubbles means that if one person becomes infected, the number of other staff who would need to isolate is as few as possible.

# NHS Test and Trace

Many businesses, including those in the accommodation, hospitality and leisure sectors are legally required to [register for a QR code](#) and display the poster prominently for customers to use their smartphone NHS Test and Trace app to check in to venues. If you are one of these businesses, make sure you have your poster ready for re-opening.

**You will also need to have a manual back up system for NHS Test and Trace contact details for customers unable to check in with the app (there is a template in this pack).**

# Know your audience

Make sure that all information is available in an appropriate way, so consider the languages, age appropriateness and modes of communications that you use.

**For further guidance on enabling preventive behaviours in businesses, see Business Toolkit Issue 1 ([www.norfolk.gov.uk/business toolkit](http://www.norfolk.gov.uk/business toolkit)).**

# Testing for Covid

**There are currently two types of test available:**

- **PCR Test** – this is for people who are showing symptoms of Covid-19 (new cough, high temperature or loss/change to taste or smell) or who have received a positive result from an unobserved LFT (see below). They can be booked by logging on to [www.nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) or calling **119**. Anyone with symptoms should be self-isolating.
- **Lateral Flow Tests (LFT)** are also known as rapid tests because they produce a result in approximately 30 mins. They are used with people who are not showing symptoms. They can help to detect cases of Covid-19 in people which wouldn't otherwise have been found (as 1 in 3 people with Covid-19 do not have any symptoms).

Over the past months, the use of LFT has increased significantly. Increased availability of these tests mean that they can be incorporated into more regular use. Each positive case that is found and successfully isolated stops further potential cases from happening; when this happens across hundreds of people, it is easy to see the impact that testing can make on the overall numbers.

Anyone with a positive PCR result or a positive LFT that was taken under observation (e.g. at a testing centre or a workplace with trained observers) is required by law to self-isolate.

## **Can I temperature check customers?**

The government and the Medicines and Healthcare Products Regulatory Authority (MHRA) warn that temperature screening products are not a reliable way to detect whether someone has the virus. They only measure skin temperature (rather than core temperature), and also people's temperatures can vary for many reasons.

If you do screen customers, you need to ensure that you have their consent to do so and be clear on what would happen if you detect high temperature.

As a business, you are generally entitled to set your own rules of entry, as long as they are not discriminatory (you must always act within the Equality Act, 2010). You should make your conditions of entry clear to customers ahead of or at point of arrival.

# Workplace Surveillance Testing (WST)

Making regular testing available to a workforce can help to identify additional positive cases. Workers who are infected but have no symptoms may not have any idea that they have the virus. Without testing, they would continue to come to work and could potentially be the cause of an outbreak. Being able to identify such cases (using rapid LFT tests) and enable them to self-isolate will contribute to the functioning of the business.

By detecting additional positive cases, the workplace surveillance testing programme helps to protect those who cannot work from home. The tests are easy to use and give results in around 30 minutes. The testing team at Norfolk County Council will work with businesses to determine a set-up which best suits the business's needs. All tests and any required training are **free of charge to businesses**.

Over 200 Norfolk businesses have already signed up, meaning that over 8,600 employees are now receiving regular twice weekly tests. To arrange an assessment of your needs, simply visit the link below and fill in the declaration of interest form.

[www.norfolk.gov.uk/workplacesurveillancetesting](https://www.norfolk.gov.uk/workplacesurveillancetesting)



# Vaccination

Vaccinating as many people as possible is a key measure to managing coronavirus, and as an employer, you can support this by promoting it among your staff.

Some people are unsure about having the vaccine, for many reasons. If this applies to you or your staff, you can ensure that everyone has access to good quality, reliable information rather than rumour. Included in section 1.2 in this pack is a leaflet addressing some common concerns and a guide on how to talk to staff who may be unsure.

We are learning more all the time about the impact of the vaccines on transmission of the virus. Until more is known and more of the population are fully vaccinated (which means both doses), it is important that everyone continues with additional prevention measures such as distancing and face coverings. People who have received their vaccine, even both doses, still need to follow relevant laws such as those about face coverings or restrictions on meeting other people.

There is useful guidance for employers on the ACAS website <https://www.acas.org.uk/working-safely-coronavirus/getting-the-coronavirus-vaccine-for-work>

# Summary

## As a responsible business owner / manager, you can help keep customers / guests safe by:

- Enabling and encouraging all preventive behaviours – making sure they are aware of and compliant with any current restrictions (e.g. Rule of 6, between household mixing).
- Ensuring they know how to access testing:
  - If a guest has symptoms or suspects they have Covid, call 119 to book a test (using holiday address if they are staying in Norfolk temporarily)
  - If a guest needs to access symptom-free testing to continue their regular regime, check [Symptom-free coronavirus testing - Norfolk County Council](#) for details of current access points / testing sites.
- Keeping your premises as Covid-secure and well-ventilated as possible.
- Encouraging visitors to use your outside space.

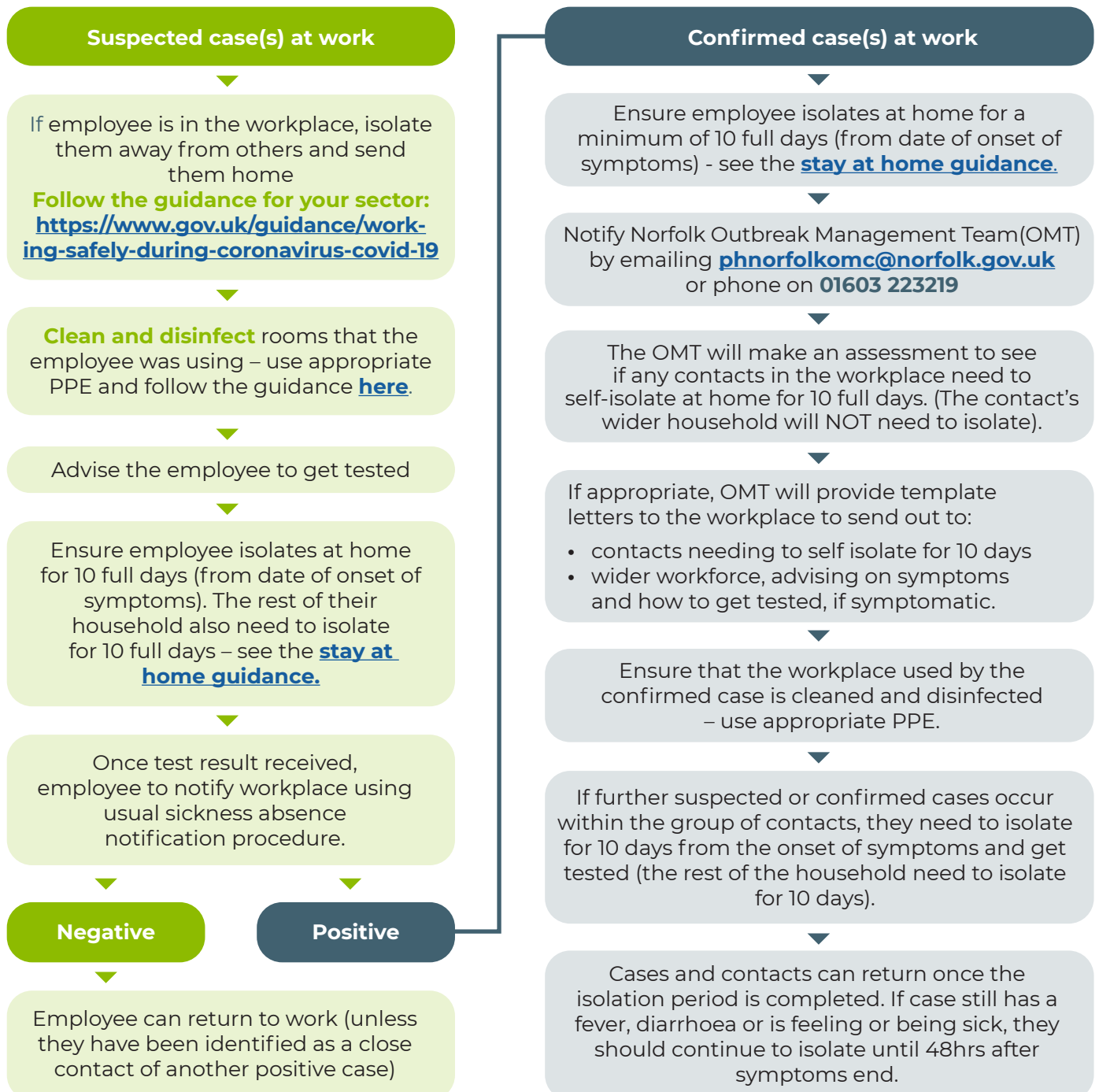
## As a responsible employer, you can help keep your staff safe by:

- Enabling and encouraging preventive behaviours.
- Making sure that the working environment is as Covid-secure and well-ventilated as possible.
- Providing workplace testing.
- Supporting staff to self-isolate when they need to.
- Enabling staff to work from home if their job can be done there.
- Ensuring that staff who have shielded or are vulnerable are protected whilst at work. Make sure that vulnerability to Covid is included in staff risk assessments.
- Promoting vaccines – allowing paid time off to access vaccines, understanding and managing concerns that staff may have and providing good quality information will all help to increase uptake.
- Supporting them to self-isolate if they need to.

## What to do if there is a suspected or confirmed case in your workplace

**A suspected case is anyone with a new continuous cough and or high temperature and or a loss of, or change in, normal sense of taste or smell**

- To notify of case/s or for general questions or concerns, contact the Norfolk Outbreak Management Team on **01603 223219** or email [phnorfolkcomc@norfolk.gov.uk](mailto:phnorfolkcomc@norfolk.gov.uk)
- Read the COVID-19 workplace guidance



The day that symptoms start or a test is taken (if no symptoms) is Day 0, followed by 10 full days of isolation. Employee can return to work (unless they have been identified as a close contact of someone with a positive test, in which case they need to complete their 10 day isolation).

## What if I suspect an outbreak (if several staff are off sick with symptoms that could be Covid-19)?

- Ensure that everyone with symptoms knows they should be isolating at home and getting a test

### Then

- Contact the Norfolk Outbreak Management Team at [phnorfolkmc@norfolk.gov.uk](mailto:phnorfolkmc@norfolk.gov.uk) to notify them or phone on **01603 223219**

The email should indicate:

- a. how many suspected cases
- b. dates of when symptoms started
- c. details of any action taken so far

## What if a customer tests positive after visiting my premises?

If you are contacted by a customer to say they tested positive subsequent to visiting your premises, you should ensure that areas where they have been are thoroughly cleaned (**see guidance at <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>** ). You should also encourage the person to engage with NHS Test and Trace to make sure that any close contacts are contacted with appropriate advice.

## 1.2

# Information for all staff

**In this section you'll find a series of documents that you can use to communicate with staff to encourage them to engage with behaviours that will help reduce the spread of COVID-19 in your workplace setting:**

### **Questions about vaccines for staff**

This document will help you answer any commonly asked questions that staff might have about the COVID-19 vaccine

### **Tips for talking to staff about vaccines**

This document provides some useful tips on how to have conversations with staff about the COVID-19 vaccine

### **Clean surfaces poster**

This poster can be displayed in staff areas to remind workers about the importance of keeping surfaces in shared spaces clean.

### **Stop handwash poster**

This poster can be displayed in staff toilets to remind them to wash their hands properly after every visit.

# QUESTIONS ABOUT THE COVID-19 VACCINE?

## Information for public-facing workers

Your job is important. The amount of contact you have with others could increase your potential to be exposed to the virus. Your health and safety is important to us, so we will support you to get the vaccination when it's offered to you.

People of any age can develop COVID-19 after exposure to the virus. Most people who get it will have a mild, short-lived illness, but many people do develop severe illness and need hospital care. COVID-19 has already caused over 100,000 deaths in this country. Vaccination will play a major part in preventing further deaths from COVID-19 and in helping us get back to a more normal life.

It is normal to have questions about any medicine, including vaccines. If you have not been vaccinated yet because you have concerns, you might find the information below helpful:

### **1. I'm not registered with a GP / don't have an NHS number...**

If the vaccine is being offered to you, you should take it to protect yourself and others whether you are registered with a GP or not.

We would still encourage you to register with a GP. Anyone in England can register and see a GP for free. Your immigration status doesn't matter, and you don't need to have a fixed address. Just contact your local surgery to register with them (find your local GP practice here <https://www.nhs.uk/service-search/find-a-gp>)

### **2. I'm worried that the vaccine will affect my fertility...**

It is a responsible action to consider side effects such as this, especially if you are actively trying to get pregnant. There is no evidence that any of the vaccines being offered in the UK will affect fertility. Dr Edward Morris, President at the Royal College of Obstetricians and Gynaecologists (doctors who specialise in pregnancy related issues), said: "We want to reassure women that there is no evidence to suggest that COVID-19 vaccines will affect fertility. Claims of any effect of COVID-19 vaccination on fertility are speculative and not supported by any data".

When making your decision regarding the vaccine, you should also consider the potential implications of contracting COVID-19 whilst pregnant (which could happen if you don't get vaccinated). Some people become very unwell with it, which can have implications for unborn babies.

### **3. I'm breastfeeding and worried the vaccine could harm my baby...**

Most breastfeeding mothers are careful about what they put into their bodies to make sure they don't harm their baby. You may have seen that there is no evidence that the vaccines are safe in pregnancy / whilst breastfeeding; this is because pregnant and breastfeeding women weren't included in the safety trials.

The experts agree however, that there is no known risk to breastfeeding mothers having the vaccine. Many other vaccines are offered to breastfeeding women. This view is supported by the Royal College of Midwives. If you have any concerns you should speak to your Health Visitor.

The Tommy's website has lots of helpful information: <https://www.tommys.org/pregnancyhub/blogs-stories/covid-19-vaccine-pregnancy-and-breastfeeding>

#### **4. I've heard that the vaccine was developed using animal products – this goes against my beliefs...**

The vaccines on offer in the UK do not contain any animal-derived products. There are no vaccines available that have not used animal testing as part of their development. Organisations such as the Vegan Society acknowledge that the vaccine is a fundamental part of saving lives.

For further details see <https://vegsoc.org/lifestyle/covid-19-vaccines/>

#### **5. I have allergies (or anaphylaxis), so I shouldn't have the vaccine...**

The current advice is that you can still have the vaccine unless:

- you have had a severe allergic reaction to any of the vaccine ingredients (links to this information are given at the end of this document) or
- you experienced anaphylaxis after your first dose of the COVID-19 vaccine

If you are not sure, speak to your GP. Allergies will be discussed before every vaccine given, just to be sure.

#### **6. I'm worried about the safety of the vaccine...**

Questioning safety is a common concern when taking any kind of medication, including vaccines.

The vaccines approved for use in the UK have met strict standards of safety, quality and effectiveness set out by the independent Medicines and Healthcare Products Regulatory Agency (MHRA).

Any coronavirus vaccine that is approved must go through all the clinical trials and safety checks all other licensed medicines go through. The MHRA follows international standards of safety.

Other vaccines are being developed. They will only be available on the NHS once they have been thoroughly tested to make sure they are safe and effective. So far, millions of people have been given a COVID-19 vaccine and reports of serious side effects, such as allergic reactions, have been very rare. No long-term complications have been reported.

## **7. I think it was all done too quickly...**

Because of the seriousness of this pandemic, scientists from around the world have worked together to rapidly develop vaccines. The vaccinations for COVID-19 have been able to move from development to use in the population very quickly when compared with how long medicine development usually takes. This is because finding a vaccine for COVID-19 was so important that lots of effort and resources were dedicated to the process. Work on the vaccine was prioritised, and therefore not caught up in any delays.

## **8. I'm wary of all vaccines...**

Caution is understandable, and if you are feeling uncertain, then accessing the facts and good quality information will help (see the links at the end of the leaflet). Making sure that the information you are seeing / hearing is right is important as there is a lot of misinformation around.

Vaccines have been an important part of good public health for many years now. This is how we manage diseases such as Polio or TB; without mass vaccination, these diseases would continue to spread and kill many people. Many thousands of people in the UK receive vaccines every year with no negative effects.

The more people that are vaccinated against a specific disease, the better the control of that disease.

## **9. My family / friends abroad have had different information to what I'm being told...**

It is not unusual for different countries to give slightly different advice. They will all advise on what is best for their populations. Also, different countries are using different vaccines, so if you are looking up information, make sure it is related to the vaccines on offer in the UK – these are currently:

- the Pfizer/BioNTech vaccine
- the Oxford Astra-Zeneca vaccine.

The Moderna vaccine has now been approved in the UK and likely to be used soon.

## **10. I don't think there's much point with the new variants...**

All viruses change (mutate) as they make copies of themselves to find a way to survive, so it is not unexpected that new variants are emerging.



The vaccines currently being used were developed around earlier variants of the virus, but that doesn't mean that they won't give any protection against new variants. New information is coming out regularly about the effectiveness with different variants.

Because this is all so new, scientists don't know yet exactly how effective the current vaccines are with different degrees of illness with the new variants.

Not having the vaccine means that you will have no protection against any of the variants.

## **11. I'm worried about getting a blood clot...**

Some countries have suspended use of one of the vaccines (Oxford AstraZeneca) due to fears of blood clots. However, the World Health Organisation, the European Medicines Agency and the UK's drug regulators (MHRA) have all said that the benefits of the vaccine outweigh the risks.

More than 17 million people across Europe have had this vaccine, and the numbers of reported blood clots from this group are tiny – in fact there have been less cases than you would expect to see in the population, especially the older population who had the vaccine first.

Issues of blood clots are, however, common in people who contract Covid-19. Your risk of a blood clot would be far greater if you contracted Covid-19 than it is from having the vaccine.

## **12. I've heard I'll have to have a new injection every year...**

We just don't know yet what the future will be for Covid-19 vaccines. Only time can tell how effective the first two doses are on new strains and for how long the protection will last. If we do need a yearly dose, this will be no different from the current flu vaccination programme.

We know that the current vaccinations significantly reduce the risk of severe illness and death in those who have the vaccine.

## **13. I had a bad experience with my first dose...**

Most people had the common side-effects of a sore arm or headache – both of which could be treated successfully with paracetamol for those who are able to take it. It's unfortunate if you were one of the people who experienced worse side-effects from the first dose, as these were less common.

If you expect to feel the same after your second dose, you could try and be prepared by arranging it for a date when you don't have to do too much the next day and perhaps taking paracetamol after you've had your dose. For most people, the short-term side effects of vaccination are preferable to effects of contracting Covid-19.

If your poor experience was related to the environment rather than the vaccine, remember that you can book to have your second dose at a different place if you'd prefer. Just call 119 to re-arrange a different vaccination site.

## 14. Where can I get further information?

If you are looking for information yourself, always use reliable sources such as the NHS <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>

You can find out more about the individual vaccines, including their ingredients, in the links below. The information can be very technical, and if you need someone to explain it or answer your questions about the vaccines, you can ask your doctor (or other healthcare professional such as your midwife) or the healthcare professional who is offering you the vaccination.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/955901/Temporary\\_Authorisation\\_Patient\\_Information\\_BNT162\\_6\\_0\\_UK\\_clean.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/955901/Temporary_Authorisation_Patient_Information_BNT162_6_0_UK_clean.pdf)

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/948335/Information\\_for\\_UK\\_recipients\\_COVID-19\\_Vaccine\\_AstraZeneca.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/948335/Information_for_UK_recipients_COVID-19_Vaccine_AstraZeneca.pdf)

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Whatever your concerns about the vaccines, your GP surgery or other health professionals will be happy to have a chat with you to answer any questions.

**Vaccinations are a key part of ending the pandemic.**

# TIPS FOR DISCUSSING COVID VACCINE WITH STAFF WHO HAVE CONCERNS

When you are with a staff member who tells you that they don't want to have their vaccination, telling them to do it or going straight into reasons why they should is unlikely to persuade them.

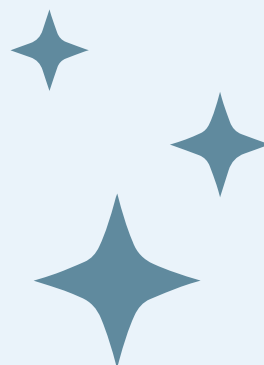
Replying to a decline with something like, "that's ok, you don't have to have it. Getting people vaccinated is an important part of managing a pandemic. It's especially important for staff who are working in higher risk environments such as ours, so if it's ok with you, I'd like to better understand the concerns that you have", may be more likely to start a conversation.

**Below are some key tips to help you get the most out of the conversation:**

1. Help them to feel comfortable – have the conversation in a comfortable, confidential space, not in a busy corridor.
2. Don't judge – people's concerns will be real to them. Allow them to finish telling you what they are worried or concerned about, and don't interrupt them with counter-arguments. Some people may be afraid of having the vaccination, and fear can be a strong emotion.
3. Be empathetic – show understanding of where the person is coming from.
4. Listen properly – use any active listening skills that you have. Some key ones are:
  - Have good eye contact and an open posture
  - Summarizing what the person is saying to you lets them know that they are being heard.
  - Using phrases like "so it sounds like...." or "it seems that...." can be helpful.
5. Refer to beliefs that are worrying them as 'concerns' rather than 'myths'; a myth isn't true so using the word to describe someone's genuine concern instantly dismisses it.
6. Use evidence to show some points that may be helpful (depending on what the concern is) e.g.:
  - Vaccinations are widely used in this country to keep control of other diseases that are known to spread easily and can be fatal, such as TB or measles. Thousands of people have these vaccinations every year with no ill-effects.
7. Use credible sources of information – if information giving is something that might be helpful to the person, make sure that the source of the information is someone that you both agree is trustworthy. NHS has good information relating to vaccines, as do many organisations that represent specific communities and beliefs, such as:
  - **Muslim Council of Britain** [www.mcb.org.uk](http://www.mcb.org.uk)
  - **Catholic Church** [www.cbcew.org.uk](http://www.cbcew.org.uk)
  - **Vegan Society** [www.vegansociety.com](http://www.vegansociety.com)

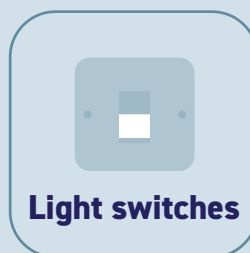


# Coronavirus is still with us.



**Clean surfaces**  
regularly and after any  
possible contamination.

such as



## PROTECT OURSELVES. PROTECT OTHERS. PROTECT WEST NORFOLK.



**Have you washed your hands?**



Wash your hands for at least 20 seconds with soap and water to help prevent the spread of Coronavirus

**PROTECT OURSELVES. PROTECT OTHERS. PROTECT WEST NORFOLK.**

# CORONAVIRUS AND CAR SHARING

## CYCLE, WALK OR DRIVE ALONE TO WORK IF YOU CAN



### IF YOU HAVE TO SHARE A CAR:



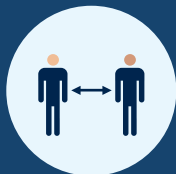
#### HANDS

- Wash your hands before and after any journey
- Clean the car between journeys
  - especially door handles and seatbelts



#### FACE

- Everyone should wear a face covering



#### SPACE

- Space apart from others
- Car share with the same people
  - try to car share with people you're in a work bubble with
- Keep windows open

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## 1.3

# Information for customers / guests/ visitors

**In this section you'll find documents that you can use to communicate with customers, guests or visitors to encourage them to engage with behaviours that will help reduce the spread of COVID-19 in your workplace setting:**

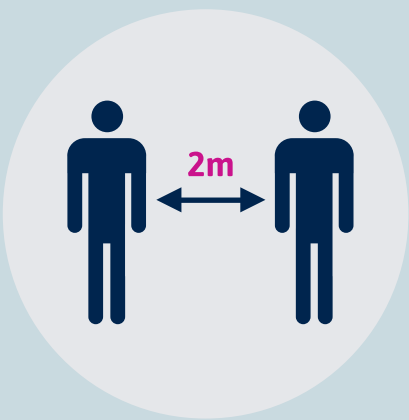
### **Face covering poster**

This poster can be displayed to tell customers that they must wear a face covering inside, maintain safe distance from other customers and wash their hands.

### **Wash your hands here poster**

This poster can be displayed outside toilets or near hand-washing stations to encourage customers to wash their hands properly and regularly.

# YOU NEED TO WEAR A FACE COVERING INSIDE THIS BUILDING



- Make sure it covers your mouth, nose and chin with no gaps at the side.
- You may be asked to remove your face covering to help with communication or for identification.
- Dispose of single use face coverings responsibly.
- Continue to keep your distance and wash your hands regularly.



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# Prevent the spread of Coronavirus

**wash your  
hands here**



**Regularly  
wash your  
hands for at least  
20 seconds  
with soap and water**

**Alcohol gel or  
wipes should be  
used if soap and  
water not available.**

**Aqueous cream  
(mixed with a little water)  
can be used as a soap  
substitute for sensitive skin.**

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# 2.0

## Accommodation providers

## 2.1

# Information for business owners and managers

### Things that you can do to minimise risk to your staff and guests:

- Inform guests at point of booking about Covid-relevant information such as finding testing sites in Norfolk or thinking about how they will travel home safely if they develop symptoms whilst staying with you.
- Ensure that any outside space is useable, appealing and convenient for guests to use.
- Prompt guests to ventilate the property whilst they are present (in a way that does not compromise security or safety).
- Ensure that guests who had been in a rhythm of regular testing at home know how to access tests in Norfolk (if they haven't brought their own supply).
- Ensure that guests who develop symptoms know how to access tests in Norfolk.
- Ensure that you and your guests know what to do in the event of someone developing COVID-19 (or suspected) or needing to isolate as a contact.

## Key points in the roadmap affecting accommodation:

### Step 2 (no earlier than 12 April):

- Domestic overnight stays are allowed (household only).
- Self-contained accommodation (i.e. no shared bathing / entry or exit / catering or sleeping facilities) rentals can begin. Only one household can stay in the accommodation.
- Campsites can re-open (where the only shared areas are for washing / water / toilets / waste disposal; other shared indoor areas such as communal meeting areas must remain closed).
- Government guidance is to minimise travel.

### Step 3 (no earlier than 17 May):

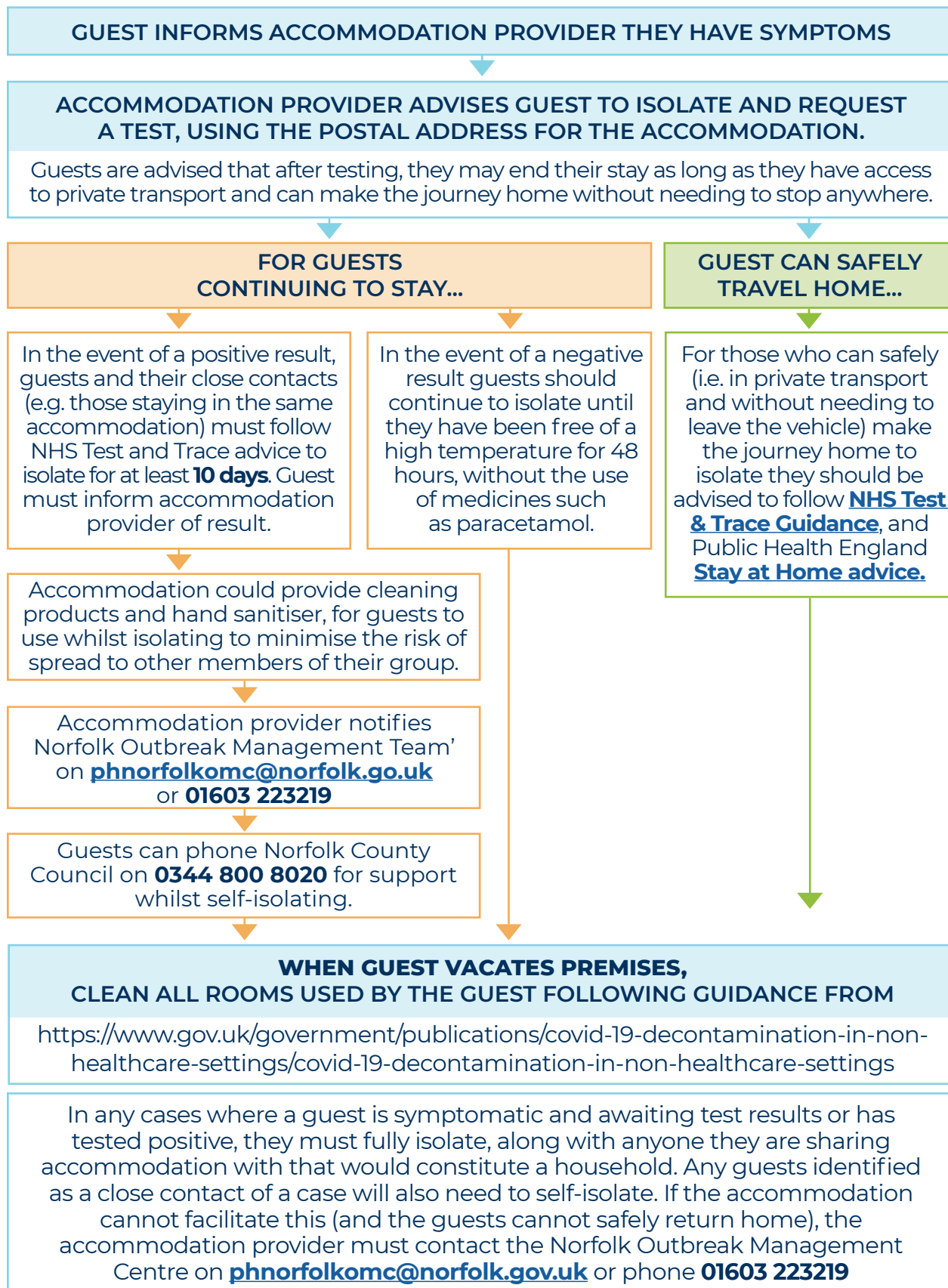
- Other accommodation such as hotels, hostels and B&Bs can re-open.
- Outdoor performances available. This means you can have live music or other acts perform in your outside space.
- International travel may begin.

**Legal restrictions on numbers and travel will stop when we reach Step 4 (no earlier than 21 June). Preventive measures including face coverings and social distancing are likely to continue beyond Step 4.**

# NORFOLK ACCOMMODATION



## PROCESS FOR GUESTS WITH (SUSPECTED) CORONAVIRUS



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## 2.2

# Information for guests

**In this section you'll find documents that you can use to provide guests with important information about how to stay safe whilst they stay with you and when they are enjoying everything Norfolk has to offer. These can be printed, or if you prefer, sent/mailed to guests in advance of their stay. You will also find documents in section 1.3 that will be useful for your business.**

### **Coronavirus prevention 4-page leaflet**

This comprehensive leaflet contains information for guests to enable them to enjoy their visit to Norfolk safely. It includes essential prevention measures and guidance on how to plan days out safely. This is a useful resource for all guests and should be printed, left in each room or provided at check-in or sent to guests in advance of their stay.

### **Stay safely with us poster**

This poster can be printed and displayed in communal areas. It includes essential information on simple steps guests can take to reduce the spread of COVID-19 and what guests should do if they develop symptoms.

### **2-page leaflet**

You can print this leaflet and give it to customers when they check in. It provides information on what guests should do if they develop COVID-19 symptoms or asked to self-isolate whilst staying with you – including where they can go for help and support.

### **On public transport poster**

This poster can be displayed in communal areas to remind guests about what steps they can take to make traveling on public transport in Norfolk as safe as possible.

### **Norfolk Trails poster**

This poster can be displayed in communal areas to encourage guests to take simple steps that will enable them to enjoy Norfolk's beautiful countryside safely.



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# CORONAVIRUS PREVENTION

**INFORMATION FOR VISITORS 2021**



**PROTECT OURSELVES. PROTECT OTHERS. PROTECT WEST NORFOLK.**

# NORFOLK LOVES VISITORS AND VISITORS LOVE NORFOLK!

Our county has many beautiful sites and fun attractions that we want to share with you.

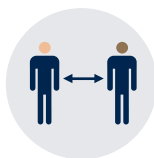
We don't want to share coronavirus, and so we've put together some information that we hope will be helpful for you to have an **ENJOYABLE AND SAFE VISIT.**



Look out for the **'We're Good to Go'** mark, which shows the venue has followed the Government and industry COVID-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.

If you (or anyone in your travel party) have any symptoms of coronavirus (cough, high temperature or change to sense of smell / taste), then **PLEASE DON'T VISIT JUST YET.** You need to isolate at home and get a coronavirus test.

**WHEN YOU ARE HERE, PLEASE FOLLOW THE GENERAL ADVICE TO PREVENT THE SPREAD OF CORONAVIRUS - EVEN IF YOU HAVE BEEN VACCINATED.**



- Wash your hands regularly
- Follow social distancing
- Use face coverings where appropriate
- Cough / sneeze into tissues / sleeves.
- Keep rooms well ventilated by opening windows (where safe).



# STAY HAPPY

PLAN YOUR VISIT AND DAYS OUT AHEAD OF TIME



## **CAN YOU MAKE THE MOST OF OUTDOORS?**

Being outdoors has a much lower risk, so use outdoor space when you can. If you pop an extra layer in your bag, you'll be able to stay outside for longer.



## **HAVE YOU CHECKED WITH THE ATTRACTIONS WHETHER YOU NEED TO GET TICKETS IN ADVANCE?**

So that visitors can follow social distancing, most attractions / venues can now only allow a smaller number of people in at any time. To help this, they may be operating a pre-book system, so if you just turn up without booking you might be disappointed.



## **DO YOU HAVE A BACK-UP PLAN TO HELP AVOID CROWDS?**

If you turn up at your favourite beach and it is too busy to enjoy safely, then consider an alternative location for your day out.



## **ARE YOU PREPARED TO QUEUE?**

So that people can be safe many shops, food outlets and even toilets will have a limit on the number of people allowed in at any one time, which is likely to mean queueing outside at busy times. We can't guarantee the weather, so an umbrella may be a good idea!



## **HAVE YOU PLANNED YOUR TRAVEL AROUND THE COUNTY?**

Walking or cycling is a great way to travel if you can. If you are using public transport you will have to wear a face covering, and if you are driving you may need to queue for car parks.

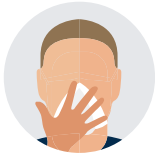
# STAY SAFE

BE PREPARED TO STAY SAFE ON THE GO



## DO YOU HAVE HAND SANITIZER WITH YOU SO YOU CAN KEEP YOUR HANDS CLEAN?

You should use it whenever you've touched shared surfaces such as payment machines or hand rails.



## DO YOU HAVE TISSUES WITH YOU?

Use them to catch coughs and sneezes.



## DO YOU HAVE A FACE COVERING WITH YOU?

You will need one (unless you are exempt) for public transport or in shops.



## ARE YOU ABLE TO MAKE CONTACTLESS PAYMENTS?

Contactless cards or phone apps can help you to avoid handling payment machines or cash.



## HAVE YOU DOWNLOADED THE NHS TEST AND TRACE APP?

This is so that you could be contacted in the unlikely event of an outbreak of coronavirus being linked to a place you have visited (if your details are collected manually, they will be destroyed after 21 days).

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**PLEASE REMEMBER** that all the above measures and suggestions are designed to make your visit as enjoyable and safe as possible.

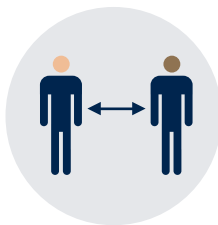
# STAY SAFELY WITH US THIS SUMMER 2021



## THE SAFETY OF OUR GUESTS AND STAFF IS IMPORTANT TO US.

You may have noticed some changes we have made to minimise the risk of Coronavirus during your stay.

### EVEN IF YOU HAVE BEEN VACCINATED, YOU SHOULD:



- Wash hands frequently and carry hand sanitizer when you're on the go
- Social distance from people outside of your own household and avoid crowds
- Wear face coverings where appropriate
- Catch coughs / sneezes
- Keep rooms well ventilated by opening windows where possible and safe
- If you are in a regular pattern of symptom-free testing at home (LFT / rapid tests), carry on whilst you're with us.



### IF YOU DEVELOP SYMPTOMS OF CORONAVIRUS DURING YOUR STAY WITH US YOU SHOULD:



- **Start to isolate immediately**
- **Book a test.** If you are isolating whilst you are with us, use your holiday address when you book your test
- **Let a member of staff know that you have become unwell with coronavirus symptoms**

WE HAVE DONE EVERYTHING WE CAN TO MAKE YOUR STAY AS SAFE AS POSSIBLE, BUT IF YOU NOTICE THAT WE HAVE MISSED SOMETHING, PLEASE LET A MEMBER OF STAFF KNOW STRAIGHT AWAY.

## ENJOY YOUR STAY!!!

# WHAT TO DO IF YOU HAVE COVID SYMPTOMS OR NEED TO SELF-ISOLATE WHILE VISITING IN 2021

If you develop **COVID-19** symptoms during your visit, don't ignore or try to hide your symptoms. It's important you act quickly to help yourself and protect those around you. **IT IS YOUR RESPONSIBILITY TO STAY SAFE AND KEEP OTHERS SAFE.**

## COVID-19 SYMPTOMS ARE:

- A new, continuous cough
- High temperature
- A loss or change to your sense of smell or taste

## IF YOU FEEL UNWELL AND EXPERIENCE ANY COVID-19 SYMPTOMS YOU MUST:

- Stay indoors and self-isolate (details on how to do this are later in the guide)
- Arrange a test using your holiday address

## DO NOT IGNORE YOUR SYMPTOMS:

Self-isolating and getting tested quickly is the best way that you can stay safe and protect others. You **MUST** tell your accommodation provider. If you need medical advice while you wait for your test results, please contact your regular (home) GP or **call 111**. If you are staying or travelling with others, they must also self-isolate and take the right action based on your test result.

## HOW DO I BOOK A TEST?

- Online: [www.nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)
- Call: 119

Please use the address of your holiday destination:

Test results are sent by text or email. You don't need to wait for your results if you are due to return home before your result arrives. You **MUST** return home the most direct way and do not use public transport.

## WHAT SHOULD I DO IF MY TEST IS POSITIVE?

If you feel well enough to travel and don't need to use public transport, you should return home as quickly and directly as you can. If you feel so unwell that you can't travel or can't avoid public transport, you should continue to isolate and call 111 for further advice. It is important not to use public transport. You must also tell your accommodation provider that you have tested positive. If you are unwell and can't return home, you will be expected to pay all costs for your stay to your accommodation provider.

## MY TEST WAS NEGATIVE, CAN I STAY?

Stay and enjoy your visit as planned but if you need medical help please call your own regular GP or 111.

## WHO TO CONTACT IF YOU'RE UNWELL?

- If you are ill and need medical advice, **call 111 or your own GP**
- In a medical emergency, **call 999**



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# SELF-ISOLATION WHILST VISITING NORFOLK

If you cannot safely return home and need to self-isolate in Norfolk, this means not leaving your accommodation or having visitors there. This news can be shocking and upsetting, but there is support available to you.



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	Do I need to isolate?	Do others in my visiting party need to isolate?
I have symptoms	Yes - for 10 full days (unless you receive a negative results from a PCR test)	Yes - for 10 full days
I have tested positive	Yes - for 10 full days	Yes - for 10 full days
Someone else in my visiting party has tested positive/has symptoms	Yes - for 10 full days	Yes - for 10 full days
I have been identified as close contact of someone with covid-19	Yes - for 10 full days	No



Covid-19 spreads easily by contact and by touching of surfaces. To help reduce the risk of others in your visiting party becoming infected, you can;

- Wash your hands often and thoroughly and use hand sanitiser
- Keep windows open and rooms well ventilated where safe to do so
- Stay in one room all the time if you can, eat your meals there
- Clean surfaces and objects that you touch a lot (such as door handles)
- Do not share towels with anyone else

If you are contacted by NHS Test and Trace, you should tell them details of who you have been in contact with and where you have visited. This will help reduce the spread of Covid-19 and help to save lives.

## HOW TO GET SUPPORT WHILST ISOLATING

### Community and volunteer support:

- If you are running out of food, medication or need help with practical things like dog walking, please contact Customer Services at Norfolk County Council on **0344 800 8020**
- NHS Volunteer Responders can also help with shopping for food, picking up medication prescriptions and befriending, call on **0808 196 3646**
- Visit the Norfolk Community Directory for information on a range of support, including restaurants that deliver and mental health support on: Home | Norfolk Community Directory

### Financial Support:

- If you have been told to self-isolate by NHS Test and Trace, you can apply for a self-isolation note to be able to give to your employer to show that you must not go to work: <https://111.nhs.uk/isolation-note/>  
You could also get statutory sick pay to help support you financially: [www.gov.uk/statutory-sick-pay](http://www.gov.uk/statutory-sick-pay)
- Please look on your own local council's website for any financial support they may offer such as Hardship Funds. They will also have information on any grants available from the government.

### Other support:

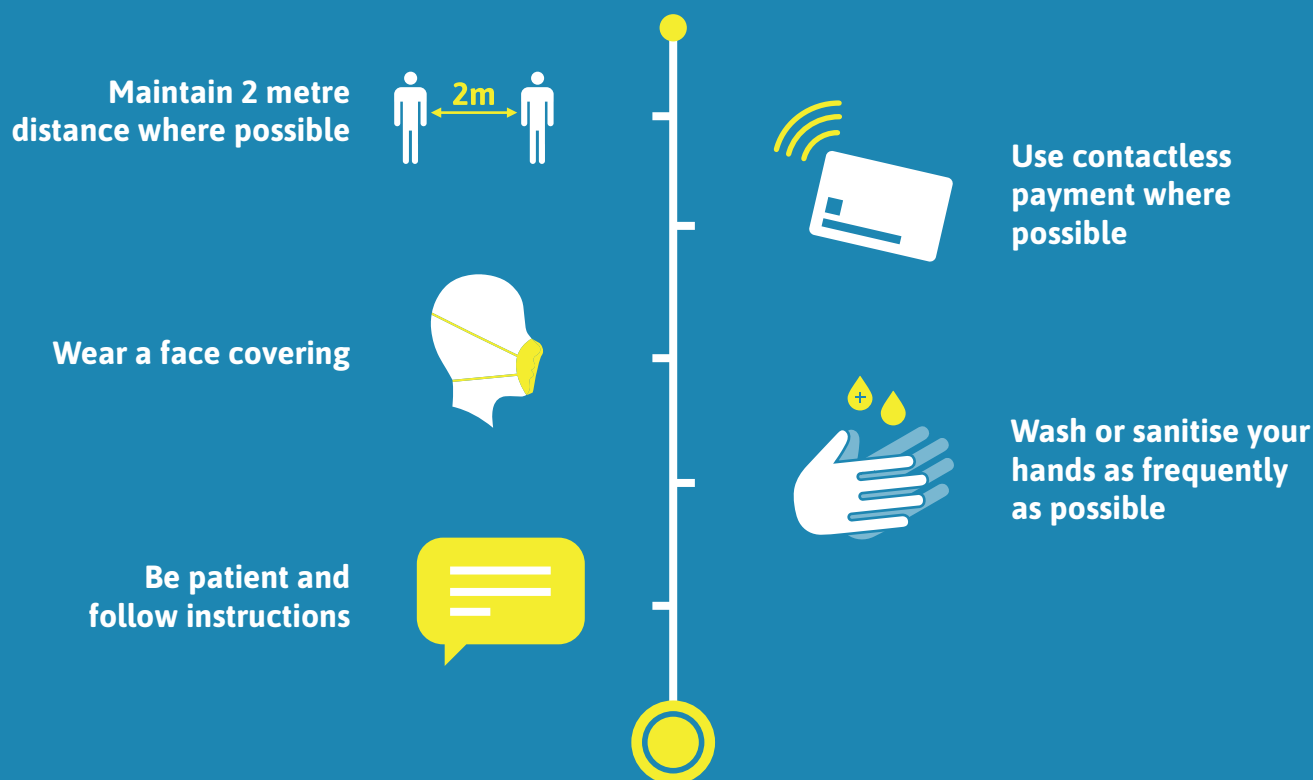
- If you feel well, and want to exercise, this must be done in your own accommodation or private garden (not a shared garden). Eating well, getting enough sleep and keeping alcohol within recommended limits will all help too, you can visit The NHS website - **NHS ([www.nhs.uk](http://www.nhs.uk))** for more information.
- If you're feeling anxious, overwhelmed or having suicidal thoughts please know it's better to reach out and ask for help than keep it bottled up. There are several numbers you can call in Norfolk:
- First Response - **0808 196 3494**
- Samaritans – **116123**
- Text **SHOUT** to **85258**
- [www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/](http://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/)

### Domestic Abuse:

- There's no excuse for domestic abuse. Call the National Domestic Abuse Helpline on **0808 2000 247**  
Call **999** in an emergency. Or visit [www.norfolk.gov.uk/domesticabuse](http://www.norfolk.gov.uk/domesticabuse)

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# ON PUBLIC TRANSPORT



## COMPLETING YOUR JOURNEY

When finishing your journey you should:



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# Please enjoy our Norfolk Trails and Public Rights of Way Responsibly

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**Wash hands before and after  
any visit to the countryside.**

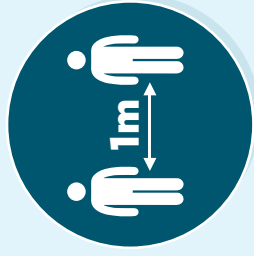


**Warn others when you are behind  
and only pass when it's safe to do so.**

**Some areas of the trail might be  
narrow. Respect other users.**



**Look for alternative sites if it's busy  
– stay local if you can.**

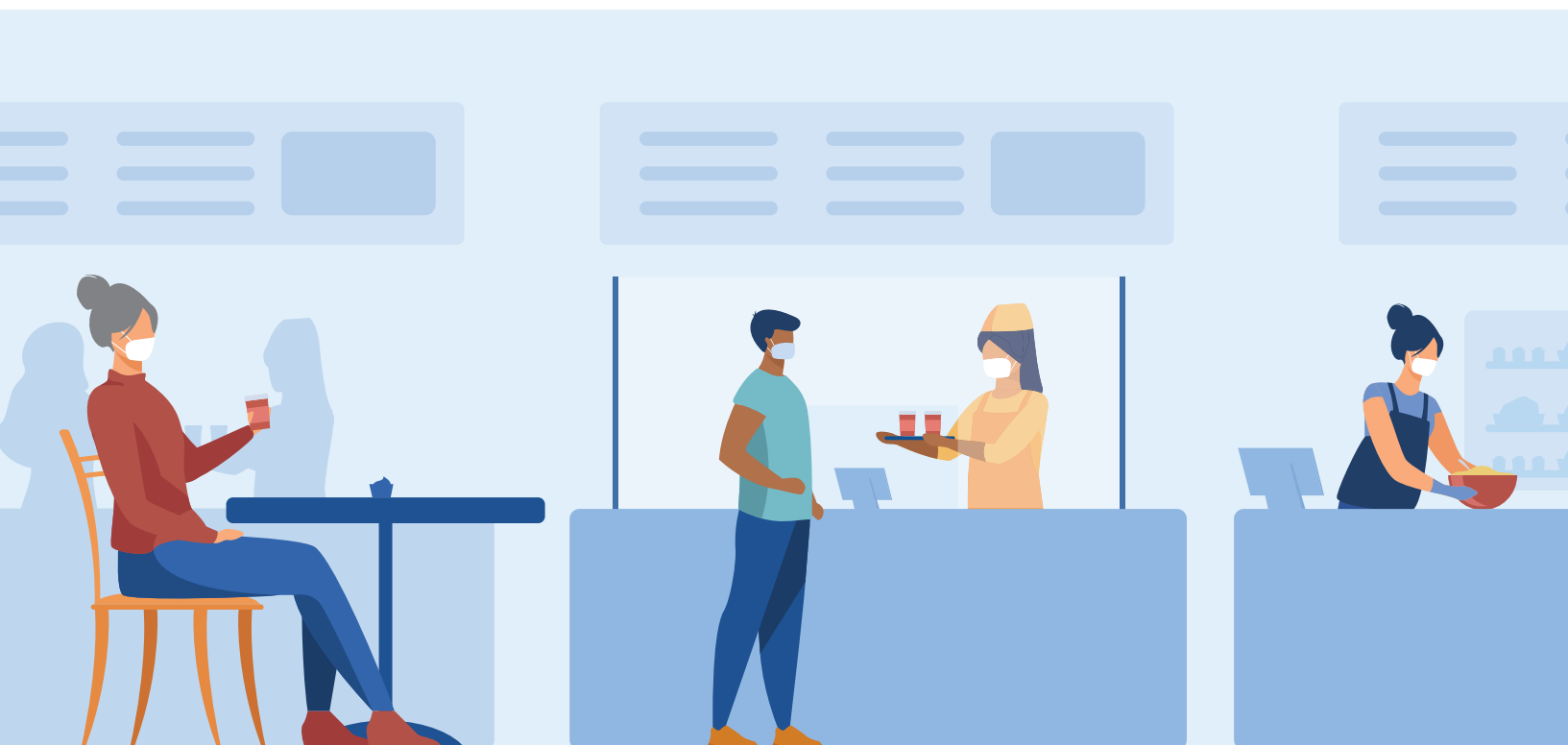


**Maintain at least a 1 m+ distance  
when using the countryside.  
Stay safe. Protect others.**



**Don't touch your face after  
touching gates or handrails etc.**

**Wash your hands or use hand  
sanitiser as soon as possible after.**



# 3.0

## Hospitality sector



## 3.1

# Information for business owners and managers

### Things that you can do to minimise risk to your staff and customers:

- Consider using a booking system and fixed 'table hire' slots for customers.
- Ensure that you have good instructions on what you want customers to do (signage on what to do on arrival etc). Not all venues operate the same systems which can be confusing for customers.
- Transmission of the virus is increased when people speak more loudly, such as shouting or singing. Think about how your environment can affect these and try to minimise the risk (e.g. loud music will require people to shout more, so limiting the volume will help).
- Ensure you follow the legal requirements relating to:
  - NHS Test and Trace (QR poster and contact details)
  - Arrangement of tables 2m apart (or 1m with mitigation such as screens)
  - Outside shelters following guidance on 50% enclosure limits (otherwise they are classed as indoors. The restrictions for this are the same as for the smoke-free legislation. A helpful guide for how to calculate 50% of your structure can be found here <https://www.leicester.gov.uk/media/179619/smoking-shelters-guidance-2017.pdf>

## Key points in the roadmap affecting hospitality:

### Step 2 (no earlier than 12 April):

Outdoor hospitality available. This means you can:

- Serve food and drinks to customers outside. It must be table service only, where people order, eat and drink at their tables.
- Customer groups will be subject to the Rule of 6 or from 2 households.
- Host weddings, wakes or receptions up to 15 people in outdoor settings (weddings must be approved settings).
- Weddings (up to 15 people) can be hosted indoors in premises where an exemption to indoor use exists, such as 'approved hotels'.

### Step 3 (no earlier than 17 May):

- Indoor hospitality available. This means you can serve food and drink to customers inside – subject to the Rule of 6 or from 2 households. Customers must be seated to consume food and drinks, and if your premises are licensed to sell alcohol customers must also order from their table.
- Welcome larger groups to your outside space (up to 30)
- Host weddings, receptions and wakes indoors for groups up to 30 people.
- Outdoor performances available. This means you can have live music or other acts perform in your outside space.

**Legal restrictions on numbers and providing hospitality will stop when we reach Step 4 (no earlier than 21 June). Preventive measures including face coverings and social distancing are likely to continue beyond Step 4.**

#### Group limits

You should use common sense to limit this. For example, if 2 households of 8 visit your premises as one group, you have 16 individuals mingling closely together. Although the law allows this, it may not be a good idea dependent on the Covid risk still in the community.

## 3.2

# Information for customers

**In this section you'll find documents that you can use to provide customers with important information about reducing the spread of COVID-19 whilst eating or drinking in your business. You will also find documents in section 1.3 that will be useful for your customers.**

### **Nice to be back posters**

These posters can be displayed to remind customers about the symptoms of COVID-19, when they need to book a test and how. There are several different versions of the poster for different types of hospitality business, so you should find one that suits you.

A close-up photograph of a hand holding a glass under a beer tap, pouring a golden beer with a thick white head of foam. The background is blurred, showing other taps and a bar setting.

# NICE TO BE BACK?

**BUT IF YOU'VE  
GOT SYMPTOMS  
DO YOURSELF  
AND YOUR MATES  
A FAVOUR.**

If you have any of these coronavirus symptoms – new continuous cough, high temperature or loss or change to your sense of smell or taste – stay at home and get a test.

It's free, it's easy and it's quick.

**[NHS.uk/coronavirus](https://www.nhs.uk/coronavirus) or Call 119**

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# READING THIS IS EASY.

## SO IS GETTING A TEST.

DON'T SPREAD IT. **GET TESTED.**

If you have any of these coronavirus symptoms – new continuous cough, high temperature or loss or change to your sense of smell or taste – stay at home and get a test.

Everyone can get tested if they have symptoms.  
**It's free, it's quick and it's easy.**

Book one at  
**[nhs/uk/coronavirus](https://nhs.uk/coronavirus) or call 119**

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# TAKE A DEEP BREATH IN...

## WHAT DO YOU SMELL?



A loss or change to your sense of smell or taste is a sign you could have coronavirus.

If you have any of these coronavirus symptoms – new continuous cough, high temperature or loss or change to your sense of smell or taste – stay at home and get a test.

Everyone can get a test if they have symptoms.  
**It's free, it's quick and it's easy.**

**NHS.uk/coronavirus or Call 119**

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# TAKE A DEEP BREATH IN...

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Everyone can get a test if they have symptoms.  
**It's free, it's quick and it's easy.**

**NHS.uk/coronavirus or Call 119**

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# TAKE A DEEP BREATH IN...

CAN YOU SMELL  
THE HOPS?



A loss or change to your sense of smell or taste is a sign you could have coronavirus.

If you have any of these coronavirus symptoms – new continuous cough, high temperature or loss or change to your sense of smell or taste – stay at home and get a test.

Everyone can get a test if they have symptoms.  
**It's free, it's quick and it's easy.**

**NHS.uk/coronavirus or Call 119**

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**Norfolk County Council**  
Public Health

Borough Council of  
King's Lynn &  
West Norfolk







# TAKE A DEEP BREATH IN...

## WHAT DO YOU SMELL?

A loss or change to your sense of smell or taste is a sign you could have coronavirus.

If you have any of these coronavirus symptoms – new continuous cough, high temperature or loss or change to your sense of smell or taste – stay at home and get a test.

Everyone can get a test if they have symptoms.  
**It's free, it's quick and it's easy.**

**[NHS.uk/coronavirus](https://www.nhs.uk/coronavirus) or Call 119**

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# 4.0

## Leisure and attractions

## 4.1

# Information for business owners and managers

### Things that you can do to minimise risk to your staff and guests:

- Make use of outdoor space the preferred option (e.g. at food outlets).
- Ensure occupational capacity and queueing systems / areas enable social distancing.
- Allow enough time between customers for adequate cleaning.
- Monitor capacity in places where crowds are likely (e.g. children's play equipment).
- Ensure hand sanitizer is available and common touch points are regularly cleaned.



## Key points in the roadmap affecting leisure:

### Step 2 (no earlier than 12 April):

- Most outdoor attractions including zoos, theme parks and drive-in performances can re-open. Indoor areas within the attractions must stay closed until the next step (e.g. play areas or indoor exhibition buildings).
- Rule of 6 or 2 households outdoors will apply to these settings
- Some indoor leisure (e.g. gyms) can re-open for individual or single household groups use only. Steam rooms and saunas must remain closed until the next step.

### Step 3 (no earlier than 17 May):

- Remaining outdoor entertainment such as outdoor theatres and cinemas can re-open.
- Indoor areas of 'outdoor' attractions (e.g. play areas or indoor exhibition buildings) can re-open.
- Indoor entertainment and attractions such as theatres, cinemas, museums and children's play areas can re-open. Indoor events will be subject to capacity restrictions.
- Rule of 6 or 2 households applies indoors

### Step 4 (no earlier than 21 June):

- Nightclubs can re-open
- Legal restrictions on numbers will end

**Preventive measures including face coverings and social distancing are likely to continue beyond Step 4.**

**The following document can be used to capture details of customers for NHS Test and Trace purposes.**

**CORONAVIRUS IS STILL WITH US, so we must all play our part to help support NHS Test and Trace to help prevent the spread in Norfolk.** Customers should leave their name and contact details when entering your pub or restaurant. If customers are in a household party, this can be the details for one member of the party who would be able to contact the other members if necessary. Please assure customers that their data will only be used for the purpose of NHS Test and Trace and will be destroyed after 21 days. **This form should not be left in a public place and should be completed by a member of staff.**

Name of customer or nominated lead of group (If details of lead, please indicate the total number of the group)	Date and time of visit	Mobile contact number	Alternative contact details (If phone number not available)



## 4.2

# Information for customers

**In this section you'll find documents that you can use to provide visitors with important information about reducing the spread of COVID-19 whilst visiting your facility / attraction. You will also find documents in section 1.3 that will be useful for you.**

**Thank you for giving space to breathe poster**

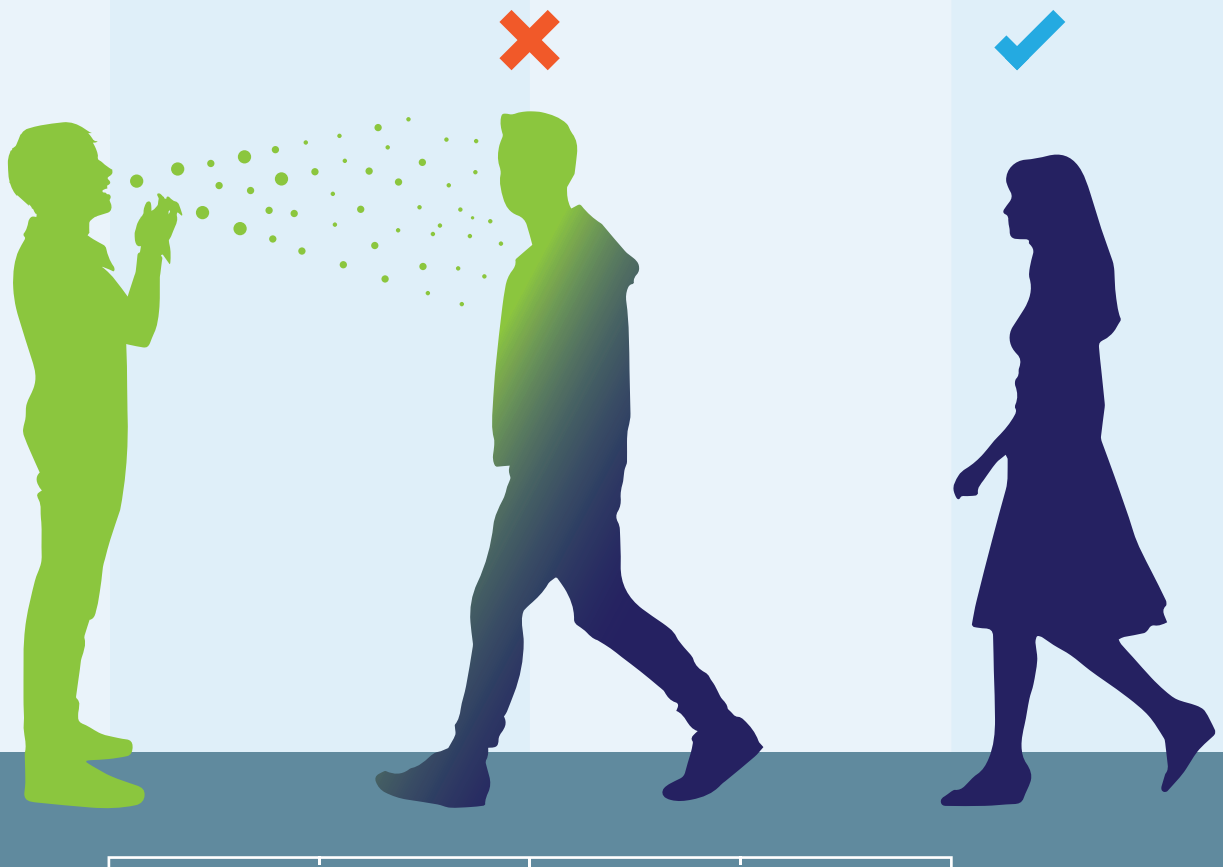
This poster can be displayed to remind visitors about the importance of keeping a safe distance from the people around them.





# Thank you

for giving others space  
to breathe



Please keep your distance to help prevent  
the spread of Coronavirus.

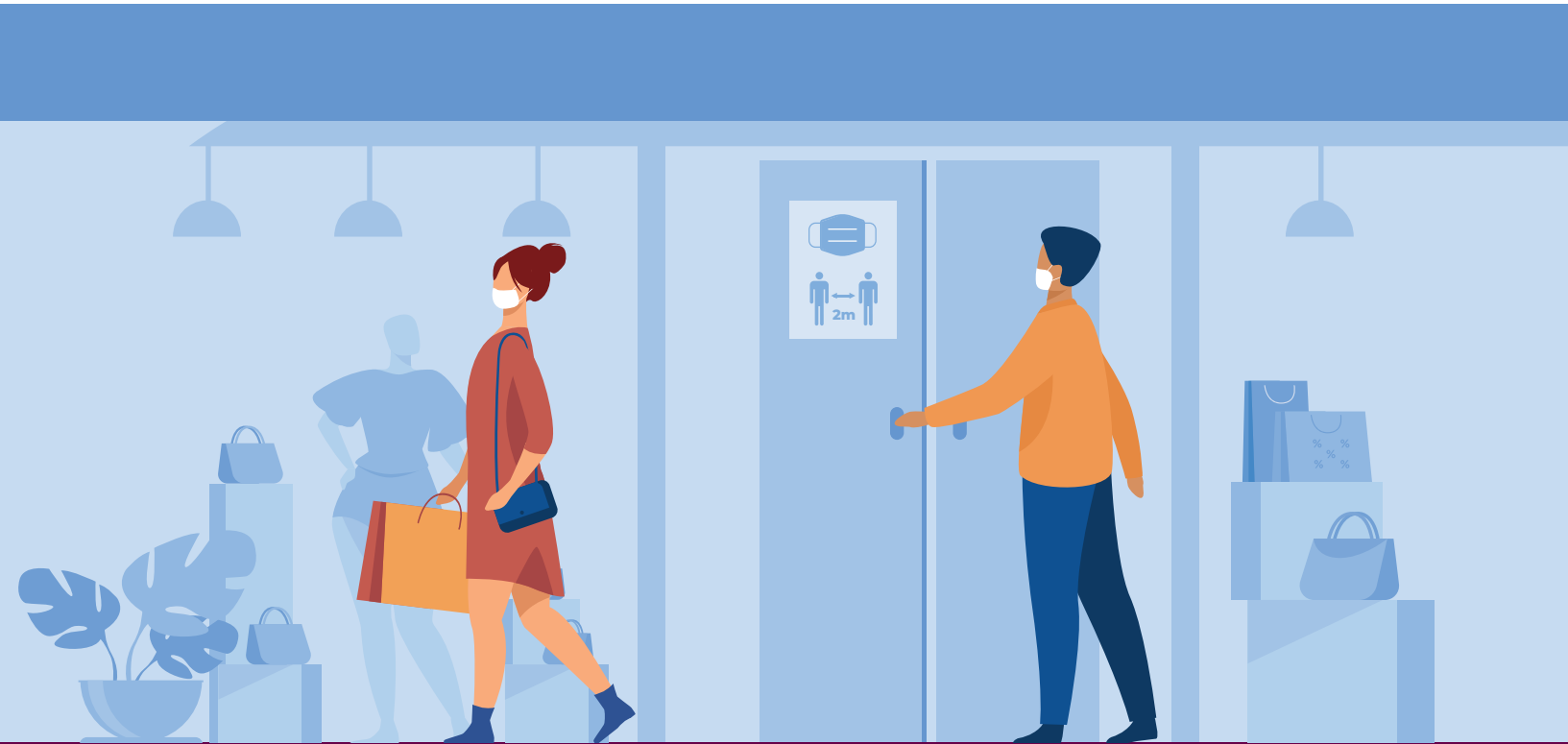
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# 5.0

## Retail

# 5.1

## Information for business owners and managers

### **Things that you can do to minimise risk to your staff and guests:**

- Continue to promote any online sales or click & collect services, especially to customers who may be more vulnerable.
- Consider the layout of your shop to limit crowding in any area.
- Consider 'by appointment only' access to your premises to help limit numbers. If this would be a new way of operating for your business, make sure that you advertise it well outside of your premises and online.

### **Key points in the roadmap affecting retail:**

#### **Step 2 (no earlier than 12 April):**

- All retail re-opens.
- Personal care services such as hairdressers and salons re-open.
- The rules around social contacts mean that people should only enter business premises alone or with their own household group.

**Preventive measures including face coverings and social distancing are likely to continue beyond Step 4.**

## 5.2

# Information for customers

**In this section you'll find documents that you can use to provide customers with important information about reducing the spread of COVID-19 whilst visiting your shop. You will also find documents in section 1.3 that will be useful for you.**

### **Thank you for keeping away from me v1 poster**

This poster can be displayed inside/outside of shops to encourage customers to keep a safe distance from the people around them, even if they are queuing outside shops.

### **Thank you for keeping away from me v2 poster**

This poster can be displayed inside/outside to encourage customers to keep a safe distance from the people around them, even if they are queuing outside shops.



# Thank you for keeping away from me

Regards, the customer in front



Please keep 2m apart from other shoppers.

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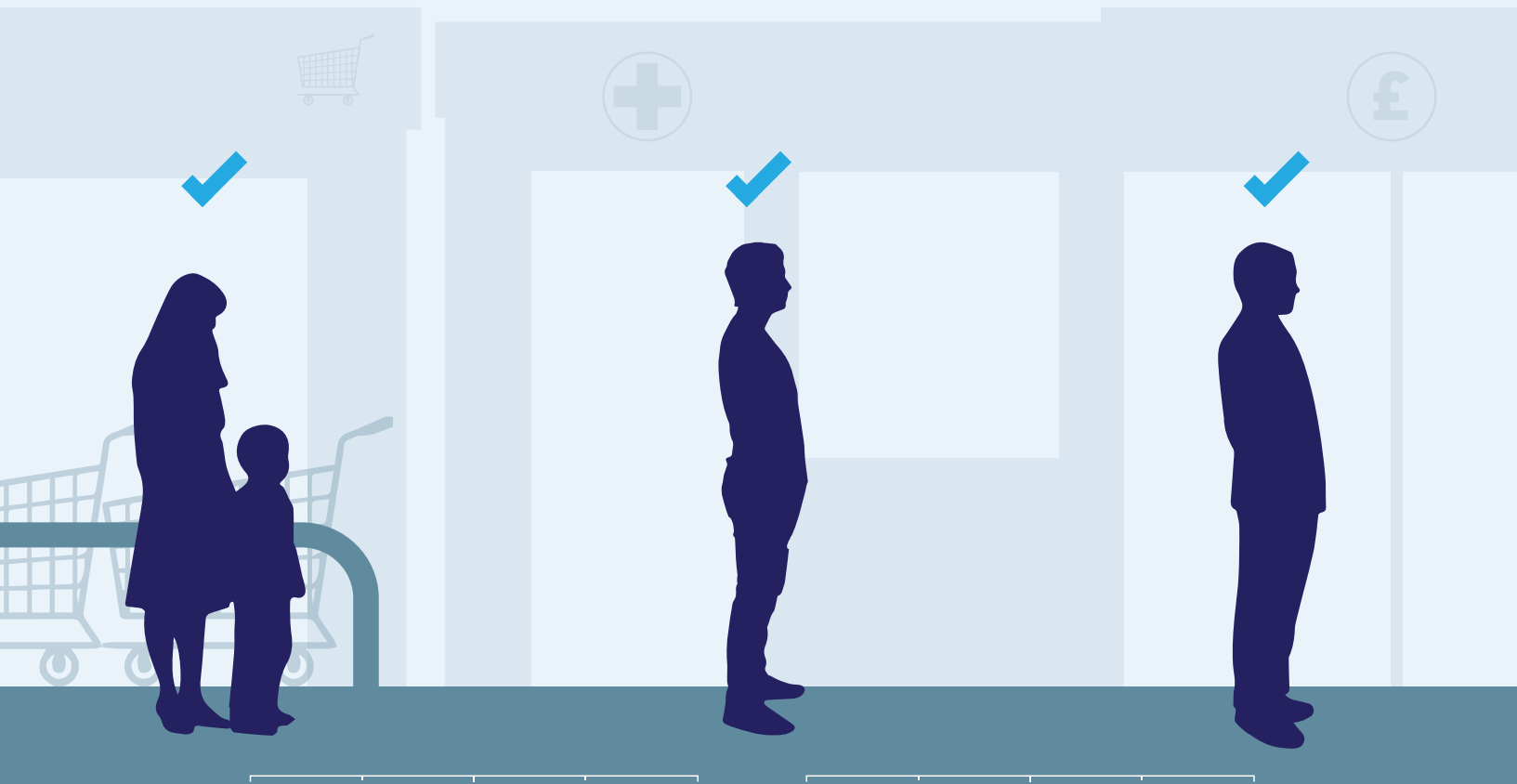
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# 6.0

## Translated materials

# 6.0

## Translated materials

**A wide range of documents are available in multiple languages to help communicate important messages to people who do not speak English as their first language. You can access all of the following documents at [www.norfolk.gov.uk/business toolkit](http://www.norfolk.gov.uk/business toolkit)**

### **Keep your hands clean poster**

One poster containing phrases repeated in English, Bulgarian, Russian, Romanian, Lithuanian and Polish.

### **Keep your distance poster**

One poster containing phrases repeated in English, Bulgarian, Russian, Romanian, Lithuanian and Polish.

### **Got symptoms? Stay home poster**

One poster containing phrases repeated in English, Bulgarian, Russian, Romanian, Lithuanian and Polish.

### **Do not share poster**

One poster containing phrases repeated in English, Bulgarian, Russian, Romanian, Lithuanian and Polish.

### **Cover your mouth and nose poster**

One poster containing phrases repeated in English, Bulgarian, Russian, Romanian, Lithuanian and Polish.

### **Got symptoms Get a free test poster for workers**

Available in Arabic, Bulgarian, Latvian, Polish, Portuguese, Romanian, Russian, Tetum, Turkish.

### **Self-isolation information for workers**

Available in Arabic, Bulgarian, Chinese, Kurdish, Lithuanian, Polish, Romanian and Russian.

### **Support to help people self isolate**

Arabic, Bulgarian, Chinese, Estonian, Hungarian, Kurdish, Latvian, Lithuanian, Polish, Portuguese, Romanian, Russian, Slovak and Spanish.

### **Car sharing poster for workers**

Available in Polish, Portuguese, Romanian and Lithuanian.

### **Questions about vaccines for staff**

Available in Arabic, Bulgarian, Chinese, Estonian, Hungarian, Kurdish, Latvian, Lithuanian, Polish, Portuguese, Romanian, Russian, Slovak and Spanish.