



RewardGateway
the employee engagement people



5 Example Templates for Coronavirus Communications



This information should not be considered as recommendations or guidance from Reward Gateway, but examples of the templates we used to inform our own staff. It is very important that you continue to monitor the most up-to-date information from your local health service.

Coronavirus: Myth vs Fact

There's a lot of information flying around about coronavirus at the moment, and not all of it from reliable sources. So, let us sort the fact from the fiction and set the record straight on some of the myths surrounding this new virus.

Coronavirus only affects old people

People of any age can get coronavirus. Older people are more likely to become seriously ill if they get the virus, but this is also true of people who have a long-term medical conditions (such as asthma, diabetes or heart disease). Health workers are also more vulnerable because they're likely to have a higher exposure to the virus.

Sources: <https://www.nhs.uk/conditions/coronavirus-covid-19/common-questions/>
<https://www.theguardian.com/world/2020/mar/01/yes-it-is-worse-than-the-flu-busting-the-coronavirus-myths>

Coronavirus is no more dangerous than winter flu

It's true that many people who get coronavirus won't experience anything worse than the usual symptoms of winter flu. However, the overall profile of coronavirus, including its mortality rate, does look more serious. It's thought that, with a fatality rate of 1%, coronavirus is about 10 times more deadly than winter flu.

Source: <https://www.theguardian.com/world/2020/mar/01/yes-it-is-worse-than-the-flu-busting-the-coronavirus-myths>

People can pass on coronavirus even if they don't seem ill

It's thought that people are most contagious (ie. most likely to pass the virus on) when their symptoms are at their worst. It is possible that coronavirus can be passed on before people show any symptoms, but it's not thought to be the main way it spreads.

Source: <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>

It's not safe to receive mail or deliveries from China or other affected areas

There's no evidence you can get coronavirus this way. In fact, viruses like this can't live for long outside the body. So, the risk of catching coronavirus from a mail delivery from an affected area, and been exposed to different conditions and temperatures as it has, is pretty low.

Source: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

We should all avoid public transport and places

Only people who have been to a high risk area in the last 14 days or have been in close contact with someone who has a confirmed case of coronavirus need to avoid being in public. The rest of us should continue going to work, using public transport, and going to public events and places.

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

I should wear a face mask in public

It's widely recommended that only people who have symptoms of coronavirus and those caring for them (like health workers) should wear face masks. There's little evidence they offer many benefits to anyone else. The best way to protect yourself is to try and prevent the spread of viruses by regularly washing your hands with soap and water, covering your nose and mouth with a tissue when you cough or sneeze, and avoiding close contact with people who are unwell.

Sources: <https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>
<https://www.nhs.uk/conditions/coronavirus-covid-19/common-questions/>

Date: 1 March 2020

Coronavirus: Advice for employers

The facts

- As a group, coronaviruses are common around the world. Novel coronavirus (officially known as COVID-19) is a new strain that was first identified in Wuhan City, China in December 2019.
- Common symptoms of coronavirus include a cough, high temperature and shortness of breath. These can progress into more serious symptoms including severe pneumonia and breathing difficulties.
- Most people who get coronavirus recover without the need for special treatment. Only around one in six people who get the virus become seriously ill. Older people and those with long-term health conditions (like asthma, diabetes, or heart disease) are most at risk of developing severe symptoms.
- At the end of February 2020, the risk to public health in the UK was considered moderate.

If an employee becomes unwell

Someone is unlikely to have coronavirus unless they've:

- been to a high risk area (like Hubei province in China, Iran, parts of northern Italy and South Korea) or other areas that are at a higher risk (including, but not limited to, mainland China, other parts of northern Italy, Thailand, Hong Kong, Japan and Singapore) in the last 14 days
- been in close contact with someone who is confirmed to have coronavirus in the last 14 days.

If this is the case for your employee, move them to an area that's at least two metres from other people – ideally in a private room or office – and **call 111**. If they're at home, advise them to call 111 for advice before coming into work.

Will you have to close?

There's no need to automatically close your workplace or send people home if someone with suspected coronavirus has been there. Most cases turn out to be negative, so until the result of the test is confirmed you don't need to take any action. If the result is positive, you'll be contacted by the local Health Protection Team who will tell you what to do.

Protecting your people against coronavirus

The best way to prevent the spread of coronavirus, and all viruses, is good personal hygiene and avoiding close contact with people who are unwell. Make sure employees can regularly wash their hands or have access to other ways to keep their hands clean. It also helps to regularly clean and disinfect objects and surfaces that are frequently touched by lots of people.

Face masks should only be worn by those caring for people with symptoms, like health professionals, and people who have symptoms. There's little evidence they make much difference in protecting anyone else.

Highlight box/pull-out section:

For more information:

- visit **gov.uk** for the latest government guidance for employers and businesses
- go to **acas.org.uk/coronavirus** for useful advice and good practice tips.

Date: 1 March 2020

Sources:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

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

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

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

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>

<https://www.acas.org.uk/coronavirus>

Coronavirus: Advice for employees

The facts

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Worried you have coronavirus?

The symptoms of coronavirus are also common to colds and flu. It's unlikely you have coronavirus if you have not:

- been to a high risk area (like Hubei province in China, Iran, parts of northern Italy and South Korea) or other areas that are at a higher risk (including, but not limited to, mainland China, other parts of northern Italy, Thailand, Hong Kong, Japan and Singapore) in the last 14 days
- been in close contact with someone who is confirmed to have coronavirus in the last 14 days.

If you think you have coronavirus, or think you may have come into contact with someone who has, **call an emergency line for advice**. Don't go to a GP surgery, pharmacy or hospital.

If you have recently returned to your home country from abroad, use the **NHS online coronavirus service** to get specific advice.

How do I protect myself?

The best way to protect yourself from coronavirus is to follow the same steps we should all take to prevent the spread of colds and flu:

- cover your mouth and nose with a tissue when you cough or sneeze and throw tissues away immediately after use
- wash your hands often with soap and water, or other antibacterials if soap and water aren't available
- try to avoid close contact with people who are unwell.

It also helps to regularly clean and disinfect objects and surfaces that are frequently touched by lots of people.

Highlight box/pull-out section:

Visit **[nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)** for the latest information and advice

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

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

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

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

How to prevent the spread of coronavirus

Coronavirus, like other common viruses such as colds and flu, spreads from person to person through small droplets that come from the nose or mouth. These are spread when a person with the virus coughs or sneezes.

While the current risk of getting coronavirus in the UK is not high, there are simple steps we can all take to stop viruses spreading.

1. **Cover your mouth and nose with a tissue when you cough or sneeze.**
If you don't have a tissue, cough or sneeze into your elbow rather than your hands.
2. **Put tissues in the bin straight away.**
And clean your hands as soon as you can.
3. **Wash your hands often with soap and water.**
Or use other antibacterials if soap and water isn't available.
4. **Don't touch your eyes, nose or mouth if your hands are not clean.**
It's thought droplets can land on surfaces or objects and transfer to people who touch them and then their eyes, nose or mouth.
5. **Try to avoid close contact with people who are unwell.**
That means remaining more than a metre away from anyone who is coughing or sneezing.

For the latest information, go to [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

Highlight box/side bar:

Are you washing your hands properly?

- Wet your hands with clean, running water and apply soap.
- Lather your hands including the backs, between your fingers, and under your nails.
- Scrub for at least 20 seconds and rinse.

Highlight box/side bar:

Is it safe to use public transport?

NHS guidance says you should continue to go to work, use public transport, and go to public places as normal unless, in the last 14 days, you have:

- returned to the UK from a high risk area (including China, Iran, parts of South Korea and Northern Italy)
- been in close contact with someone who has a confirmed case of coronavirus.

In either of these circumstances, you should **call 111** immediately for advice.

Date: 1 March 2020

Sources:

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

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

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

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

<https://www.who.int/news-room/q-a-detail/q-a-coronaviruses>

If you've been on a recent trip or about to go abroad:

Here's what you need to know about the coronavirus if you're journeying abroad or have just returned.

If you've just returned to the UK...

You need to **call an emergency line** immediately if, in the last 14 days, you've been:

- to a high risk area including Hubei province in China, Iran, 'lock down' areas of northern Italy, or 'special care zones' in South Korea
- to other areas that are at a higher risk (including mainland China, other parts of northern Italy, Thailand and Japan) **and** have symptoms of coronavirus, such as a cough, high temperature or shortness of breath
- in close contact with someone who has a confirmed case of coronavirus.

Go to **nhs.uk/coronavirus** for a full list of higher risk areas and advice if you've recently travelled to one of them.

Highlight box:

If you're concerned you may have coronavirus, contact 111. Do not go to a GP surgery, pharmacy or hospital.

If you're about to travel outside the UK...

Make sure you get the latest advice for the country you're travelling to at **www.gov.uk**

It's also a good idea to check the impact the outbreak may have on your travel insurance coverage and be aware there could be extra screening or monitoring checks when you enter or leave other countries. Visit **travelhealthpro.org.uk** for more recommendations and travel advice.

If you come into contact with someone who has coronavirus while you're away:

- follow local public health advice or speak to a health provider
- contact your travel insurance company as soon as possible.

If you become ill while you're away:

- stay indoors and avoid contact with other people
- contact a health provider and/or your insurance company for advice
- check with a health provider that you're fit to travel before you do.

Highlight box:

The Foreign Office advises against all travel to Hubei Province in China and all but essential travel to mainland China.

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Sources:

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

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

<https://travelhealthpro.org.uk/news/499/novel-coronavirus-covid-19-general-advice-for-travellers>

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>