

## PROCESS MAP - COVID-19 RESOURCE PACK FOR SCHOOLS CHESHIRE WEST AND CHESTER

Child or staff member is unable to attend school because they have COVID-19 symptoms

- Anyone who develops symptoms of COVID-19, or whose household member develops symptoms, **should immediately self-isolate**
- They should not attend school and should follow the steps highlighted on **page 9** of the PHE NW COVID-19 Resource Pack for Schools

Child or staff member develops coronavirus COVID-19 symptoms whilst at school

- If anyone becomes unwell with a new continuous cough, a high temperature or a loss of or change in their normal sense of taste or smell they must be **sent home as soon as possible**
- Follow the steps highlighted on **page 9** of the PHE NW COVID-19 Resource Pack for Schools

Management of a confirmed case

- If a child who attends or staff member who works at an educational setting tests positive for COVID-19 then the school will be contacted by **a contact tracer**
- Follow the steps highlighted on **page 11** of the PHE NW COVID-19 Resource Pack for Schools

Further help and support: Department for Education (DfE)

- Phone: 0800 046 8687
- Email: [dfE.CoronavirusHelpline@education.gov.uk](mailto:dfE.CoronavirusHelpline@education.gov.uk)
- Lines are open from 8am to 6pm, Monday to Friday, and 10am to 4pm at weekends.

Further help and support: Public Health England (PHE)

- Phone: 0344 225 0562
- Email: [ICC.Northwest@phe.gov.uk](mailto:ICC.Northwest@phe.gov.uk)

Further help and support: Cheshire West and Chester Council Public Health Team

- For support with a confirmed case of COVID-19
- Mon-Fri 8am-7pm **0300 123 8123** Sat-Sun **0300 123 7035**
- General COVID-19 related enquiries:  
[healthprotectionsecure@cheshirewestandchester.gov.uk](mailto:healthprotectionsecure@cheshirewestandchester.gov.uk)

Further help and support: Cheshire West and Chester Council School Relationship Team

- Email: [School.RelationshipTeam@cheshirewestandchester.gov.uk](mailto:School.RelationshipTeam@cheshirewestandchester.gov.uk)