

Social distancing for businesses

Frequently asked questions

These FAQs accompany the important hygiene measures recommended by the Medical Officer of Health.

- **Wash your hands with soap and water for 20 seconds and frequently. Use hand sanitiser gel if soap and water are not available.**
- **Keep surfaces and touch points clean.**
- **Cover your mouth and nose with a tissue or your sleeve when you cough or sneeze.**

It is vital that these principles are applied to all the situations below.

Businesses will need to change day-to-day practices to ensure front and back of house operations embrace social distancing principles. Some businesses will be able to accommodate social distancing but others will not; this will be determined by the adaptability of each business' environment to social distancing requirements rather than the type of business.

Businesses need at all times to consider:

- protection of staff and their families through social distancing
- protection of customers and their families through social distancing
- ensure hygiene principles are observed at all times.

The availability of food, medicine, fuel and similar essential commodities will remain critical to society.

General

Should all my staff who are able to work from home be doing so?

Under the current social distancing advice, all workers who can work from home should now be doing so.

Is it safe to handle cash / cards?

You are recommended to take contactless card / smartphone payments where possible and deal with cash as little as possible.

How many staff should be in my office/building, if we cannot work from home?

Firstly, you should assess if the work is essential. If so, you should maintain the principles of social distancing (ensuring everyone can remain at least 1 metre apart at all times) and introduce additional hygiene measures, such as making hand sanitiser available and increased surface cleaning. Any members of staff who have flu-like symptoms should not be in work.

Is there financial support for me?

We announced a £180m package of support for businesses on Wednesday, 18 March. Further announcements have been made today (Friday, 20 March) on the Coronavirus Employee Subsidy Scheme, which will provide direct financial support to employers. You can find the full information on gov.je

Hospitality (hotels, bars, pubs, restaurants, cafes, coffee shops)

Can kitchen staff continue prepare food for the public?

Yes, if the kitchen allows you to maintain a distance of at least 1 metre distance between staff at all times and follow the current hygiene advice.

Can serving staff give food to customers?

Front of house teams should be able to serve food quickly without compromising the principles of social distancing.

Is it safe for us to deliver takeaways to our customers?

Yes, if your delivery people are able to maintain a distance of at least 1 metre between themselves and the customer and follow current hygiene advice.

It is recommended that you ask for pre-payment when taking orders so that cash isn't exchanged when the delivery is made.

My kitchen is small – how do I maintain safety?

You may need to review your staffing levels and production to ensure you can maintain a distance of at least 1 metre between your staff and your staff and customers. You must also follow current hygiene advice.

The availability of food for Islanders remains critical to society. There is currently no evidence that food is a likely source or route of transmission of the virus. ***More detailed advice on social distancing and hygiene for all businesses offering food and drink is available***

Construction

How do I know how many people I can have on a job/site?

This will be determined by you being able to maintain a distance of least 1 metre between all staff, contractors and clients. Current hygiene advice must be followed at all times.

Sport

Can I still run my fitness club / gym business?

If you choose to remain open, you must ensure that customers and staff are able to maintain a distance of at least 1 metre and follow current hygiene advice.

Can I do personal training outside?

If you choose to continue with your personal training, you must ensure that you and your clients maintain a distance of at least 1 metre and follow current hygiene advice.

Domestic services

Can I still work for my clients/clean my client's house?

If you choose to continue visiting a client's house, you must ensure that you and your clients are able to maintain a distance of at least 1 metre and follow current hygiene advice.

Essential services

Can I continue to see my patients (dentist / nurse / hygienist / chiropodist / chiropractor / physiotherapist)?

Due to the current advice on social distancing, we recommend that you should only see patients who need urgent care and do not have any flu-like symptoms.

Can I continue to provide services to my customers (tradespeople - plumber / electrician / gas technician)?

Due to the current advice on social distancing, we recommend that only emergency repairs and replacements are conducted; you should only enter properties where people do not have any flu-like symptoms, and make sure you are able to maintain a distance of at least 1 metre

Essential retailers

I'm a food retailer – how do I keep my staff safe?

Your staff are essential workers, but wherever possible they should maintain a distance of at least 1 metre between themselves and other workers and customers.

Consider stocking shelves outside customer hours or at low peak hours

How do I manage customer flow?

Due to the current advice on social distancing, you should look to maintain a distance of at least 1 metre between customers and between customers and your staff. This may mean restricted numbers of customers in your stores at one time.

You should also follow hygiene advice.

Non-essential retailers

Do I need to close?

Due to the current social distancing advice, we're recommending that Islanders should only be making essential purchases, such as food, household essentials, fuel and, medicine. It is your decision whether to close or not.

20.03.20