

FAQ	Answers
I live with someone, their friends partner has tested positive, do I need to isolate?	Not unless you have been in direct contact with the positive case yourself. If the person you live with has been in contact with the person who has tested positive and they start to show symptoms, then you will need to isolate until they are tested and get a negative result.
I am off work due to COVID, will I be paid?	This will all depend on what your current contract states, further advice can be obtained from HR
I have had notification from the NHS COVID-19 app saying that I need to isolate, what should I do?	There have been a lot of inconsistency with the NHS COVID-19 app, before you take any action seek advice from your line manager and they will seek further guidance from the COVID Team if needed.
I have travelled abroad, what do I need to do when I come home?	We have provided guidance before around travelling abroad. We cannot offer any direct response to this as the guidance may change at any time. Check the governments guidance then seek advice from your line manager who will assist with communication that Livability has sent: https://www.gov.uk/guidance/coronavirus-covid-19-countries-and-territories-exempt-from-advice-against-all-but-essential-international-travel
I have a report form that needs submitted; can it wait for a day or two?	It is critical that all reporting forms are submitted in a timely manner, this enables the COVID Team to act quickly and give advice on what action may need to be undertaken.

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I have been car sharing with a colleague and they have tested positive for COVID. I received an app notification, do I need to isolate?	It is advised to switch off your app when travelling in the same vehicle as a colleague and also whilst at work. Please ensure that all guidance is followed. By doing so will reduce any risk.
I am unsure what close contact means?	Close contact is any face to face contact (under 1 metre) for any length of time – including talking to them or coughing on them. Being within 1 to 2 metres of each other for more than 15 minutes – including travelling in a small vehicle. Please ensure that you follow all guidelines that have been put in place to make you and others safe.
I know the isolation period has recently changed, what is it now?	The isolation period now is 10 full days (employees) . If you have covid you must isolate for this period of time and others in your household need to isolate. If someone in your household tests positive, the whole household is required to isolate for the full 10 days. If you or someone in your household has symptoms, then you need to isolate until a test can be taken and a negative result is received. Please ensure that you get an isolation note to cover the period of absence.
