# **TECHNICAL APPENDIX 3: example information letters for educational and childcare settings**

**Notes**

1. These letters are template letters that should be adapted as necessary depending on the circumstances of the case/cluster.
2. They should be used as outlined in the Operational Public Health Advice Note for Welsh Government and Key Partners on the Investigation and Management of Clusters and Incidents of COVID-19 in Educational and Childcare Settings (17/07/20)
3. They should only be used when authorised by the regional lead for this case/cluster, or the PHW Consultant in Communicable Disease Control/Consultant in Health Protection or relevant Health Protection Nurse assigned to each region.
4. The information, advice and hyperlinks in them are correct at this time (17/07/20) but should be confirmed as still being appropriate and correct at the point of authorisation.

**Letters**

1. **LETTER FOR PARENT OF A CHILD IDENTIFIED AS A CONTACT OF A CONFIRMED CASE**
2. **LETTER FOR ADULT (e.g. STAFF MEMBER/STUDENT) IDENTIFIED AS A CONTACT OF A CONFIRMED CASE**
3. **WARN AND INFORM LETTER FOR PARENTS**
4. **WARN AND INFORM LETTER FOR ADULTS (e.g. STAFF MEMBER/STUDENT)**

**Letter 1**

**<LA / School Logo Here>**

Date:

Dear Parent or Carer,

**Re: Contact of confirmed case of COVID-19 in XXX (complete name of setting and delete XXX)**

NHS Wales Test, Trace, Protect trace everyone who have been in contact with a person who has tested positive for COVID-19 (Coronavirus).

Your child has been identified as **a contact of a confirmed case of COVID-19** and will now need to **self-isolate for 14 days** **from XXX (confirm dates and delete XXX).** By identifying contacts and asking them to self-isolate for 14 days, we will reduce the possible spread of COVID-19 from those contacts to their family, friends and the wider community.

Self-isolation advice **requires your child to stay at home**, not to go outdoors to exercise, to visit shops, family or friends, or to other public spaces. Please do not invite people to your house. Further information on self-isolation can be found in the link at the bottom of this letter.

If your child remains well then the other members of the household do not need to isolate and can continue with their normal activities. If your child is still well at the end of the 14-day period of self-isolation, they can return to **XXX (complete name of setting and delete XXX)** and their other usual activities.

To reduce the risk of COVID-19 spreading, there are things that everyone in your family can do to help. These include:

* washing hands with soap and water often – do this for at least 20 seconds
* using hand sanitiser gel if soap and water are not available
* washing hands as soon as they get home
* covering their mouth and nose with a tissue or sleeve (not their hands) when they cough or sneeze
* putting used tissues in the bin immediately and washing hands afterwards

Please be **alert for symptoms of COVID-19 in your child,** which are:

* A new or continuous cough
* A high temperature
* A loss of or change to sense of smell or taste

**If your child develops any of these symptoms, even if they are mild:**

* Inform the Test, Trace and Protect (TTP) team who will be in daily contact with you
* If advised by TTP book a test for them by phoning 119 or through the online portal: <https://www.nhs.uk/ask-for-a-coronavirus-test>
* Inform **XXX (complete name of setting and delete XXX)** that they are unwell with COVID-19 symptoms and that you have requested a test
* Your child should remain in self-isolation
* All other household members should isolate for 14 days from when your child developed symptoms
* Do not visit a GP surgery, pharmacy or hospital but if you require medical advice please contact NHS 111 or telephone your GP; if there is a medical emergency phone 999
* If you require medical advice for COVID-19 symptoms or another reason, please inform the healthcare worker that your child is a contact of a case of COVID-19 and in self-isolation
* Please follow the advice provided when your child receives their test result

Further formation on Test, Trace, Protect can be found here <https://gov.wales/test-trace-protect-coronavirus>

Further information on symptoms and self-isolation can be found here <https://gov.wales/symptoms-and-self-isolation-contact-tracing>

For general information on COVID-19 <https://gov.wales/protect-yourself-others-coronavirus>

The COVID-19 online symptom checker can tell you if you need medical help and advise you what to do <https://gov.wales/check-if-you-need-coronavirus-medical-help>

With best wishes,

**Letter 2**

**<LA / School Logo Here>**

Date:

Dear Student/Staff Member **(delete/change as applicable)**

**Re: Contact of confirmed case of COVID-19 in XXX (complete name of setting and delete XXX)**

NHS Wales Test, Trace, Protect trace everyone who have been in contact with a person who has tested positive for COVID-19 (Coronavirus).

You have been identified as **a contact of a confirmed case of COVID-19** and will now need to **self-isolate for 14 days** **from XXX (confirm dates and delete XXX).** By identifying contacts and asking them to self-isolate for 14 days, we will reduce the possible spread of COVID-19 from those contacts to their family, friends and the wider community.

Self-isolation advice **requires you to stay at home**, not to go outdoors to exercise, to visit shops, family or friends, or to other public spaces. Please do not invite people to your house. Further information on self-isolation can be found in the link at the bottom of this letter.

If you remain well then the other members of your household do not need to isolate and can continue with their normal activities. If you are still well at the end of the 14-day period of self-isolation, you can return to your usual activities.

To reduce the risk of COVID-19 spreading, there are things that everyone in your family can do to help. These include:

* washing hands with soap and water often – do this for at least 20 seconds
* using hand sanitiser gel if soap and water are not available
* washing hands as soon as they get home
* covering their mouth and nose with a tissue or sleeve (not their hands) when they cough or sneeze
* putting used tissues in the bin immediately and washing hands afterwards

Please be **alert for symptoms of COVID-19,** which are:

* A new or continuous cough
* A high temperature
* A loss of or change to sense of smell or taste

**If you develop any of these symptoms, even if they are mild:**

* Inform the Test, Trace and Protect (TTP) team who will be in daily contact with you
* If advised by TTP, book a test by phoning 119 or through the online portal: <https://www.nhs.uk/ask-for-a-coronavirus-test>
* Inform **XXX (complete name of setting and delete XXX)** that you are unwell with COVID-19 symptoms and that you have requested a test
* Continue to self-isolate
* Whilst the test result is awaited, all household members should self-isolate for 14 days from when you developed symptoms
* Do not visit a GP surgery, pharmacy or hospital but if you require medical advice please contact NHS 111 or telephone your GP; if there is a medical emergency phone 999
* If you require medical advice for COVID-19 symptoms or another reason, please inform the healthcare worker that you are a contact of a case of COVID-19 and in self-isolation
* Please follow the advice provided when you receive your test result

Further formation on Test, Trace, Protect can be found here <https://gov.wales/test-trace-protect-coronavirus>

Further information on symptoms and self-isolation can be found here <https://gov.wales/symptoms-and-self-isolation-contact-tracing>

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With best wishes,

**Letter 3**

**<LA / School Logo Here>**

Date:

Dear Parent or Carer,

**Re: Information regarding a confirmed case of coronavirus in XXX (complete name of setting and delete XXX)**

NHS Wales Test, Trace, Protect has been informed of a confirmed case of COVID-19 (Coronavirus) in **XXX (complete name of setting and delete XXX)**.

**XXX (complete name of setting and delete XXX) remains open.** It is working closely with Public Health Wales, the Local Authority and NHS Wales Test, Trace and Protect to ensure that all the appropriate measures are in place to protect students, staff and the wider community. This letter is to inform you of the current situation and to provide advice on how to support your child.

All close contacts of the case have been identified and have received appropriate advice to self-isolate. **Your child has not been identified as a close contact and therefore does not need to self-isolate and does not require testing for COVID-19.** They can continue to attend **XXX (complete name of setting and delete XXX)** as usual.

However, as a precaution, please be alert for any symptoms of COVID-19:

* A new or continuous cough
* A high temperature
* A loss of or change to sense of smell or taste

**If your child develops any of these symptoms, even if they are mild:**

* Book a test for them by phoning 119 or through the online portal: <https://www.nhs.uk/ask-for-a-coronavirus-test>
* Inform **XXX (complete name of setting and delete XXX)** that they are unwell with COVID-19 symptoms and that you have requested a test
* Your child should self-isolate for 10 days from when their symptoms started
* All other household members should isolate for 14 days from when your child developed symptoms
* Do not visit a GP surgery, pharmacy or hospital but if you require medical advice please contact NHS 111 or telephone your GP; if there is a medical emergency phone 999
* Please follow the advice provided when your child receives their test result

To reduce the risk of COVID-19 spreading, there are things that everyone in your family can do to help. These include:

* washing hands with soap and water often – do this for at least 20 seconds
* using hand sanitiser gel if soap and water are not available
* washing hands as soon as they get home
* covering their mouth and nose with a tissue or sleeve (not their hands) when they cough or sneeze
* putting used tissues in the bin immediately and washing hands afterwards

Further information on symptoms and self-isolation can be found here <https://gov.wales/symptoms-and-self-isolation-contact-tracing>

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With best wishes,

**Letter 4**

**<LA / School Logo Here>**

Date:

Dear Student/Staff Member **(delete/change as applicable)**

**Re: Information regarding a confirmed case of coronavirus in XXX (complete name of setting and delete XXX)**

NHS Wales Test, Trace, Protect has been informed of a confirmed case of COVID-19 (Coronavirus) in **XXX (complete name of setting and delete XXX)**.

**XXX (complete name of setting and delete XXX) remains open.** It is working closely with Public Health Wales, the Local Authority and NHS Wales Test, Trace and Protect to ensure that all the appropriate measures are in place to protect students, staff and the wider community. This letter is to inform you of the current situation and to provide advice on what you need to do.

All close contacts of the case have been identified and have received appropriate advice to self-isolate. **You have not been identified as a close contact and therefore do not need to self-isolate and do not require testing for COVID-19.** You can continue to attend **XXX (complete name of setting and delete XXX)** as usual.

However, as a precaution, please be alert for any symptoms of COVID-19:

* A new or continuous cough
* A high temperature
* A loss of or change to sense of smell or taste

**If you develop any of these symptoms,** **even if they are mild:**

* Book a test by phoning 119 or through the online portal: <https://www.nhs.uk/ask-for-a-coronavirus-test>
* Inform **XXX (complete name of setting and delete XXX)** that you are unwell with COVID-19 symptoms and that you have requested a test
* You should self-isolate for 10 days from when your symptoms started
* All other household members should isolate for 14 days from when you developed symptoms
* Do not visit a GP surgery, pharmacy or hospital but if you require medical advice please contact NHS 111 or telephone your GP; if there is a medical emergency phone 999
* Please follow the advice provided when you receive your test result

To reduce the risk of COVID-19 spreading, there are things that everyone in your family can do to help. These include:

* washing hands with soap and water often – do this for at least 20 seconds
* using hand sanitiser gel if soap and water are not available
* washing hands as soon as they get home
* covering their mouth and nose with a tissue or sleeve (not their hands) when they cough or sneeze
* putting used tissues in the bin immediately and wash hands afterwards

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For general information on COVID-19 <https://gov.wales/protect-yourself-others-coronavirus>

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With best wishes,