

# SELF-ISOLATING (IN 'QUARANTINE') WHEN ARRIVING FROM A NON-EXEMPT COUNTRY

These arrangements are inline with government guidance:

<https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england>

You must familiarise yourself with and follow this guidance.

For clarity, 'your household' means those you live with in your halls flat or house. In corridor style halls, your 'household' is clearly designated with marked signs. If you are unsure, please speak to your local Group reception.

The information below is in addition to government guidance, specific to living in our accommodation.

## WHAT YOU NEED TO DO

You **MUST** tell us that you need to self-isolate (also known as 'quarantine') if you have arrived into the UK from a non-exempt country. You should use the check-in form on arrival to do this or by contacting the Halls Hotline on **0800 029 1984**.

As part of the quarantine process you will have been asked to take a PCR test on the 2nd and 8th day of your quarantine period. Please keep us updated with each of your PCR test results either by email or via the Home at Halls app. If you receive a positive result it is important you fill in this form as soon as possible as it will enable us to provide you with the appropriate support and advice.

While self-isolating, you may if you wish, display the self-isolation sticker that is provided in your room on your room door to alert others so no one accidentally enters your room.

## **SELF-ISOLATING (IN 'QUARANTINE') WHEN ARRIVING FROM A NON-EXEMPT COUNTRY**

In the event of a fire alarm, your safety is our primary concern - please follow our usual evacuation procedure. Please wear a face covering if you can quickly get one and stay two metres away from other people . However, **safe and rapid evacuation** is the top priority, so we do not expect you to follow social distancing or strict one-way systems if they prevent you from evacuating safely.

It is recommended, when you reach the assembly area, you all wait at a distance from others.

In the event of an actual fire, or other scenario where you cannot re-enter the building, please make the Person in Charge aware you are in self-isolation. Please note: fire drills will be conducted as normal and you should evacuate for these.

Try to avoid using the shared kitchen or other communal areas as much as possible, and do not use whilst other residents are present. As with shared bathrooms, you **MUST** clean these areas after use.

If you wish for a friend to act on your behalf for day-to-day issues in halls (such as collecting post, arranging waste disposal and asking questions on your behalf) you must provide your consent for this to happen.

Please email [Reading.Covid@upp-ltd.com](mailto:Reading.Covid@upp-ltd.com), providing your name, room number, student ID, confirming your buddy's name, and student ID. Please state you agree for them to act on your behalf at the end of the period of self-isolation.

# SELF-ISOLATING (IN 'QUARANTINE') WHEN ARRIVING FROM A NON-EXEMPT COUNTRY

Please tell us when your period of self-isolation ends using the home at halls app or by calling the Halls Hotline on **0800 029 1984**.

## HOW WE WILL SUPPORT YOU

### HALLS HOTLINE: 0800 029 1984

You are welcome to continue to use the Halls Hotline for any issues in halls. Please ensure you tell the Halls Hotline you are self-isolating. Please **do not** visit your local Group reception in person.

### HOME AT HALLS APP

You can use the app to provide us with updates regarding your self-isolation, report any issues with your room, access useful information and participate in online events. You can download the app by searching for '**home at halls**' in your app store. Once you have downloaded the app you will be asked to register with your first name, last name, student ID and email address. If you need any help please contact the Halls Hotline. You can also view the app from a desktop, visit [homeathalls.com](https://homeathalls.com)

### MAINTENANCE

Please continue to report any maintenance issues as usual, however, please note that until your self-isolation period has come to an end, we will only attend critical issues in your room. Any planned maintenance, unless critical, will be rescheduled.

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## FOOD

A basic food pack of items to assist you will be delivered to you shortly after your arrival. If you arrive overnight this will be delivered the next morning. The '**Useful Information**' section on the home at halls app provides details of supermarket delivery and other delivered food options. **You should not leave your room to shops in person.** If you live in a catered hall or have purchased a Clever Cuisine plan you will receive an email explaining how your meals will be delivered to you whilst in self-isolation. If you are a self-catered resident, while you are in self-isolation you can pay to have a Clever Cuisine plan delivered to you, visit: <https://www.hospitalityuor.co.uk/clever-cuisine/> for more information.

## KITCHEN AND BEDDING PACKS

If you have ordered a kitchen or bedding pack in advance this should be in your room on arrival. If you did not order one in advance but need a pack, please contact the Halls Hotline and they will provide you with one.

## WASTE DISPOSAL

When you are ready for your bedroom waste to be collected, or if you need additional bags, you should contact the Halls Hotline. We will then come to your flat door to make a collection and deliver another bag. Please only leave waste outside your door for collection once you have contacted the Halls Hotline.

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## POST AND PARCELS

You will receive parcel notifications as normal, however, our staff will deliver these to you by leaving it outside your room door.

## CLEANING

We will continue to complete routine cleaning of common areas of your flat (including bathroom(s), corridors or kitchens). **You are expected to clean the bathroom and kitchen after each use.** You remain responsible for the cleaning of your room (and en-suite if applicable). We will deliver additional cleaning products to your household for this purpose, if you require anything further please let us know by contacting the Halls Hotline.

## VISITORS

You **MUST NOT** have visitors to your flat or your room, in line with our current **'no visitor' policy**. This is especially important when you are self-isolating. It is permitted for friends, family or delivery drivers to drop off food and other essential items to you at the entrance to your flat, area or building.

## WELFARE SUPPORT

If you require welfare support or practical assistance please contact the Student Welfare team in the first instance: [www.reading.ac.uk/student-welfare](http://www.reading.ac.uk/student-welfare) or call **0118 378 4777**.

# **SELF-ISOLATING (IN 'QUARANTINE') WHEN ARRIVING FROM A NON-EXEMPT COUNTRY**

## **SMOKING**

We would recommend you refrain from smoking or try alternatives such as nicotine patches. However, if you must smoke you should be 10m away from the building, do not speak to anyone whilst you are outside and try to keep this as brief as possible. You should wear a face covering when walking to and from your room.

## **ACTIVITIES**

Remember you can participate in the home at halls online activities programme whilst you are in self-isolation. Details of the events can be found on the home at halls app.

## **GENERAL**

We will work collaboratively with you and your warden to provide you with support and services. Please ask if you are unsure about anything and we will seek to provide an answer or solution.

**Thank you for taking these precautions to protect our  
community.**

### **USEFUL NUMBERS**

**Halls Hotline: 0800 029 1984**

**Accommodation Office: 0118 200 5011**

**Welfare Support: 0118 378 4777**