

Self-isolation information for residents



The information provided in this document is in addition to government guidance, specific to living in our accommodation. Our arrangements are in line with [government guidance available](#). You must familiarise yourself with, and follow, this guidance.

Your household: 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 Halls reception.

Self-isolation: What you need to do

You [must tell us if you have symptoms of COVID-19](#) and it is important you use the **Home at Halls app** or call the **Halls Hotline on 0800 029 1984** to keep us informed about your self-isolation status. Watch our [video on how to report symptoms using the app](#).

If you are self-isolating because you have COVID-19 symptoms, you must:

- Tell members of your household as they will also need to self-isolate.
- As soon as symptoms begin, [book or order a postal test on the government website](#) or by calling 119 and you can expect your result the next day. Anyone with COVID-19 symptoms, however mild, can get a free swab test that takes less than a minute. There is testing available at the University's London Road campus at the Great Hall. Tests must be booked in advance. If you order a postal kit, please [read the step-by-step guide](#).

Let us know using [this form](#) if you receive a positive test result as soon as possible so we can support and advise you.

You may also display the self-isolation sticker provided on your room door to alert others so that no one accidentally enters your room.

You must stay inside your household, except:

- To walk to the nearest priority postbox to post your COVID-19 test or to attend a testing facility.
- To go to the front entrance of the building to meet someone delivering food or essential supplies (if it is not possible for someone who is not self-isolating to collect these for you).
- To smoke if you need to (10m away from the building). However, we recommend that you refrain from smoking or try an alternative such as nicotine patches.
- To evacuate for a fire alarm*

If you need to leave your household for any of the reasons outlined, you must:

- Wash/sanitise your hands before leaving your own space.
- Wear a face covering.
- Collect your delivery as quickly as possible and return immediately to your own space.
- If posting your COVID-19 test, walk directly to the post box and return immediately.
- If attending the COVID-19 testing facility, walk directly to the facility and return immediately.
- Keep a distance of at least 2 metres and not stop to talk to anyone on the way.
- Return to your household directly once your task is complete.

***In the unlikely event of an emergency** (such as a fire alarm), your safety and rapid evacuation is our primary concern – please follow our usual evacuation procedure. We do not expect you to follow social distancing or strict one-way systems if they prevent you from evacuating safely. Wear a face covering if you can get one quickly and stay 2 metres away from other people if you can. In the event that there is a fire or other scenario where you cannot enter the building, please tell the Person In Charge you are in self-isolation.

You must **stay in self-isolation in your halls accommodation until the official end date of your self-isolation** – as notified by the University's COVID-19 Case Management Team or by NHS Test & Trace. This applies even if you feel fine and do not have symptoms. It is well known that COVID-19 can be transmitted by those who do not have any symptoms.

You should not travel to self-isolate in another location, for example your family home or a friend's house.

You must not visit shops, any University buildings (except the London Road testing facility if you have a booking) or any other public areas if you leave your household for the reasons previously indicated.

If you live in the same household as someone who has tested positive for COVID-19 you **MUST isolate for 10 days** from when their symptoms began.

Cleaning

When you let us know you are self-isolating, we will deliver additional cleaning products and cloths to your household for this purpose. It is essential you clean any shared bathroom facilities thoroughly with anti-viral product after use during your self-isolation. We will resume our cleaning services once the self-isolation period has finished.

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. Dispose of all waste using the black bin liners provided to you.

You must provide written consent if you would like a friend to act on your behalf with day-to-day issues in halls while you self-isolate. For example, you may want your friend to report maintenance, collect post, arrange waste disposal and ask questions on your behalf. To provide consent, email Reading.Helpdesk@upp-ltd.com providing your name, room number, student ID, as well as your friend's name and their student ID.

Tell us when your period of self-isolation ends using the Home at Halls app or call the Halls Hotline on 0800 029 1984.

How we will support you to self-isolate

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 operative you are self-isolating. Please do not visit your local Hall reception in person.

HOME AT HALLS APP

You can use the app to provide updates regarding your self-isolation, to report any issues with your room, to access useful information and to participate in online events.

MAINTENANCE

Report any maintenance issues as usual. However, we will only attend critical issues in your flat until your household's self-isolation period has finished. Any planned maintenance, unless critical, will be rescheduled.

WASTE DISPOSAL

When you let us know you are self-isolating we will provide you with black bin liners. All waste from your room, kitchen and bathroom must be placed in these bags. When you're ready for the bag to be disposed of, or need additional bags, you should contact the Halls Hotline between 9:00 and 12:00 Monday to Friday if at all possible. We will then come to your flat door to make a collection and deliver another bag. Please only leave waste outside your flat/corridor door for collection once you have contacted the Halls Hotline.

PARCELS

You will receive a parcel notification as usual. We will deliver these to just inside the door of your flat or to the kitchen of your household in corridor style halls, normally late afternoon or early evening from Monday to Friday.

CLEANING

We will not clean common areas of your flat (including bathroom(s) corridors or kitchens) until three days after your household has completed their self-isolation. You are expected to clean the bathroom and kitchen after each use. **You remain responsible for cleaning 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

Visitors **are not currently permitted in Halls** and this is even more important when you are self-isolating. It is permitted for friends, family or delivery drivers to drop off food and other essential items to the entrance of your flat, area or building. If you need to leave your household to collect a delivery, you must follow our guidance at the beginning of this document.

FOOD

The '**useful information**' section on the Home at Halls app provides details of supermarket delivery and other delivered food options. We can provide you with some basic food supplies while you are waiting for an online delivery. These will be offered to you once you have registered your self-isolation on the Home at Halls app or via the Halls Hotline. If you need to leave your household to collect a delivery, you must follow our guidance at the beginning of this document.

Food delivery services such as Uber Eats, Deliveroo and Just Eat offer delivery of basic food items. You can also purchase food for delivery from local shops such as Co-op, Waitrose and ALDI. There is usually a £10 minimum order and a delivery charge. The food is normally delivered within an hour.

If you are in catered halls the catering team will deliver meals in line with your eating plan to your household. Please dispose of any waste from this in the bin bags provided by the Halls team.

If you are in self-catered halls but would like the catering team to provide and deliver meals to you, you can purchase a 'self-isolation meal plan'. You can select and pay for this at www.clevercuisine.com under 'buy a plan'.

If you have any questions or would like to discuss specific dietary requirements, get in touch with the team at clevercuisine@reading.ac.uk.

WELFARE SUPPORT

If you require welfare support or practical assistance please contact the Student Welfare Team in the first instance at studentwelfare@reading.ac.uk or call 01183 784 777. The Essentials webpages (www.reading.ac.uk/essentials) provide full details on the range of support available across the University. You can also contact covid-support@reading.ac.uk to let us know about any **behavior that concerns you**.

LAUNDRY

You must not visit or wash your clothes in the halls launderette areas. Current government guidelines are **you must wait until three days after the end of your self-isolation period to visit a launderette**. We can provide you with suitable detergent for hand washing any essential items while you are self-isolating.

ACTIVITIES

Remember you can participate in the Home at Halls activities and entertainment program while you are in self-isolation. There are lots of different activities and suggestions of things to do at <http://blog.homeathalls.com>. You can find details of live events and sign up for these on the Home at Halls app. The team will also provide you with an activities pack.

GENERAL

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

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