

SELF-ISOLATION INFORMATION FOR RESIDENTS

These arrangements are inline with government guidance:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>.

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 Halls 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 IF YOU HAVE SYMPTOMS OF CORONAVIRUS**. 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 via the app here](#).

If you are self-isolating because you have coronavirus symptoms, you must also:

- tell other members of your household that you have symptoms as they will also need to self-isolate
- arrange a test using the NHS website (www.nhs.uk/coronavirus). There is a testing facility located on the University's London Road campus. Anyone with COVID-19 symptoms, however mild, can get a free swab test that takes less than a minute. Tests should be booked or ordered via the government website as soon as symptoms begin or by calling 119 and you can expect your result the next day. Please do not visit the Great Hall for a test without booking a test in advance. Postal test kits also continue to be available through the government website. A [step-by-step guide on home testing](#) including posting your test, is also available.
- you may also, if you wish, 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 for the following reasons:

- 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).

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We would however recommend that you refrain from smoking or try alternatives such as nicotine patches.

If you need to leave your household for **any** of the above reasons **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 test, walk directly to the post box and return immediately
- if attending the COVID 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
- to walk to the nearest priority postbox to post your coronavirus test or to attend the testing facility.
- to evacuate for a fire alarm (see below).

In the unlikely event of an emergency (such as 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 if you can. However, safe and rapid evacuation is the priority, so we do not expect you to follow social distancing or strict one-way systems if they prevent you from evacuating safely. 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.

You **must not visit shops, any University buildings (other than the London Road testing facility if you have a test booking) or any other public areas** whilst you are away from your household area.

It is essential that you **stay in self-isolation in your halls accommodation until the official end date of your self-isolation** that you have been given either by the University's COVID-19 Case Management Team or by NHS Test & Trace. This applies even if you feel fine and are symptom free. It is well known that **COVID-19 can be spread by people who show no symptoms at all.**

You should not travel home or to friend's to isolate there.

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.

SELF-ISOLATION INFORMATION FOR RESIDENTS CONTINUED...



If you use a shared bathroom during your period of self-isolation, **it is essential you clean the bathroom thoroughly with an anti-viral after you have used it.** We will commence our cleaning services again once the period of self-isolation has finished for everyone in your household.

When you let us know you are self-isolating, we will deliver additional cleaning products and cloths to your household for this purpose.

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 whilst you are in self-isolation (such as reporting maintenance, collecting post, arranging waste disposal and asking questions on your behalf) you must provide your consent for this to happen. Please email Reading.Helpdesk@upp-ltd.com, providing your name, room number, student ID, confirming your friend's name, and student ID.

Dispose of all waste using the black bin liners provided to you (see below).

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

HOW WE WILL SUPPORT YOU IF YOU NEED 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 us with updates regarding your self-isolation, to report any issues with your room, to access useful information and to participate in online events.

MAINTENANCE

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

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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 are ready for the bag to be disposed of, or if you need additional bags, you should contact the Halls Hotline - this should be between 09:00 and 12:00, Mon- Fri, 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 door/kitchen for collection once you have contacted the Halls Hotline.

We will then come to your flat door to make a collection and deliver more bags. In corridor style halls you may be given a specific location to place your black bags. Please only leave waste outside your flat/corridor door for collection once you have contacted the Halls Hotline.

PARCELS

You will receive parcel notifications 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/early evening 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 you at 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 whilst you are waiting for an online delivery.

SELF-ISOLATION INFORMATION FOR RESIDENTS CONTINUED...



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.

If you are in catered halls, the catering team will deliver meals in line with your eating plan to your household. Please deliver any waste from this into 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 queries 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

email: studentwelfare@reading.ac.uk or call **0118 378 4777**. The [Essentials webpages](#) provides 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 behaviour that concerns you.

LAUNDRY

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

ACTIVITIES

Remember you can participate in the [home at halls activities and entertainment programme](#) whilst you are in self-isolation. There are lots of different activities and suggestions of things to do to keep busy that you can access for inspiration at: <https://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 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.