

HANDS  
FACE  
SPACE

# Covid-19 Isolation FAQs

This document was last updated on  
5th November 2020



home at halls

# How to notify us of isolation / positive test result



home at halls



## TELL US

on the [Home at Halls app](#) by updating your Covid status, the Home at Halls app can be downloaded from the Google Play Store or Apple Store.

Please ensure that you keep your Covid status up to date on the app, including when you receive your test results and whether your symptoms worsen. [Please do not create a new submission](#), simply update the case you have open. You can also provide updates by calling our Reception team on 0115 9518670.

## ISOLATE

if you or anyone in your flat are experiencing [symptoms](#) of Covid-19 or they have received a positive test result. You should not visit any of the communal areas on site if you are self isolating.

## NOTIFY

the University of your Covid status using their [web form](#). This will then alert the relevant support teams.

## TEST

through the [NHS website](#) if you think you have COVID-19 symptoms.

## 1. What is a Household?



If you are living in an ensuite room with shared kitchen facilities, everyone within this flat is one household.

If you are living in standard accommodation with shared bathroom and kitchen facilities, everyone within this flat is one household.

If you are living in a studio room, this becomes one household.

## 2. Takeaways / Supermarket deliveries / Family care package



Please contact Reception on 0115 9518670 if you place a food order for delivery / are expecting a delivery from a family member, so we can assist the driver with access to your flat/room. This should be addressed to our Reception (Broadgate Park Reception, Turnpike Lane, Beeston, Nottingham, NG9 2RX).

If you require any over the counter medication such as paracetamol, please make sure you include this in your food delivery / family care package.

## 3. Waste collection



During self isolation, we will provide you with clear bin liners. All waste from your room, kitchen and bathroom must be double bagged. Where possible please separate recycling and general waste. We will collect your rubbish bags from outside your flat on a Monday, your rubbish bags must be placed outside your flat / studio by 9am on this day. Any rubbish not correctly double bagged will not be collected.

If you need additional bags please contact the main reception on 0115 951 8670.

## 4. Laundry access



During self isolation, you will not be permitted to access the communal laundry facilities either in your designated block or main amenities building. If you have any urgent washing to do, please hand wash this in your sink in your room/bathroom.

## 5. Smoking



Please be aware that smoking is not permitted inside the building.

Students can leave their room / flat if they wish to smoke. Please ensure you wash your hands thoroughly before leaving the flat / corridor and wear a face covering whilst travelling to the designated smoking area. Please minimise contact with surfaces and return to the flat as soon as finished wearing a face covering. Please thoroughly wash your hands on return to the flat.

## 6. Exercise / Outdoor Activity



Exercise is good for your mental health. During self isolation you can exercise in your own bedroom, visit the health and wellbeing at home information from the University Sports Department for some [exercise ideas](#).

Discussions are underway to establish an outdoor exercise programme, as soon as details are available, we will share these with you.

## 7. Post collection



Mail delivered to your mailbox should be left there until your self isolation period ends. We will endeavour to deliver this to your flat / studio during your period of isolation.

If for any reason you need urgent access to your mail please contact Reception on 0115 9518670.

## 8. Medicines, prescriptions and health concerns



If you require essential medications i.e. insulin or items that would be classified as controlled medication, please ensure that you are registered with Cripps Health Centre so that we can support delivery to your flat / room.

Please contact Reception on 0115 9518670 to arrange this.

## 9. Wellbeing and pastoral support



Please contact the on-site Warden & Tutor team using the details below; Warden & Tutor team Monday-Sunday, between 9:30pm to 5am on numbers: 07880 092658 or 07880 092659. For Albion House: 07880 092660, Cloister House: 07980961820

Join our online [Meet Your Neighbour](#) weekly drop-in sessions every Thursday until December 17th, drop in anytime between 6.30pm - 7.30pm using Teams (Microsoft O365).

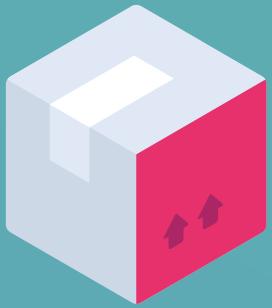
The University Counselling Service is accessible to you if you think it may be of benefit to speak to a Counsellor. To access this complete our short online registration form, then email the service with contact details. A member of the admin team will contact the client and arrange the appointment. [Student self-referral form](#)

Useful numbers to also be aware of:

Call Samaritans on 116 123 if you want to talk to someone about how you are feeling

University Mental Health Advisory Service operate a duty service (Mon-Friday 9am-5pm) 0115 7484652

## 10. Support and care packages available



Trent Vineyard can offer support through their established volunteer programme the following agreed services between 2-6pm, where needed, 6 days a week:

1. Delivery of free essentials food pack
2. Help with parcel/post delivery
3. Help posting a parcel/post (pre-paid postage only)
4. Help delivering and/or posting any pre-organised Covid Test kit
5. Help with medication deliveries (Excluding students registered at Cripps Health Centre)

If this support is required please complete the online [Trent Vineyard form](#).

If you need to nominate someone to act on your behalf whilst you are self isolating, please email [broadgateenquiries@upp-ltd.com](mailto:broadgateenquiries@upp-ltd.com) providing the persons full name, address details and student ID.

## 11. Our service to you



### Cleaning

For shared accommodation we will not clean communal areas of your flat during your self isolation period. When you notify us that you are self isolating, we will arrange for a cleaning pack to be delivered. If you need additional supplies, please contact Reception on 0115 9518670.

Cleaning will recommence, at least 72 hours after the end of the flats self isolation period.

### Maintenance

If you are currently self isolating we will only be able to carry out limited emergency repairs during this time (such as loss of power or fire alarm activations), non-essential repairs will be deferred until the situation has changed.

Where we attend to carry out an emergency repair or investigate a fire alarm you may be asked to move from the area whilst we carry out the repair. Please continue to report maintenance requests through the Home at Halls app.

## 12. Fire evacuation



If the fire alarm activates during your isolation period, you must evacuate the building immediately, adhering to social distancing. When leaving your flat/studio room, please wear a face covering at all times. When you exit the building please go to the designated fire assembly point and maintain social distancing at all times.

## 13. In an emergency you need to contact:

Contact Reception on 0115 9518670.

## 14. Useful Links

<https://www.nottingham.ac.uk/coronavirus/index.aspx>

<https://www.nottingham.ac.uk/currentstudents/healthyu/mental-health/bodymind.aspx>

<https://studentspace.org.uk/>

<https://trentvineyard.org/students/need-help>