**Guidance on what to do if you are a student self isolating in College accommodation (and how to get through it)**

All students are encouraged to have basic store cupboard food for 24-48 hours in case they receive an alert.

Those who are isolating because of symptoms or an index case in their household are encouraged to work together and to draw on the support of friends to ensure that they are kept supplied with food and other necessities.

Please note that our aim is always to provide sufficient support to our community.

The service levels and offering may vary depending on number of isolations in College and available resources.

**If you are self-isolating because you have symptoms and are awaiting a test, have subsequently been confirmed as positive for COVID-19 or have been contacted by PHE and advised to self-isolate then please refer to the following guidance;**

This is what you will need to do:

* If you haven’t already been in touch with the Lodge regarding your symptoms or your self isolation, please contact them at [lodge@st-hughs.ox.ac.uk](mailto:lodge@st-hughs.ox.ac.uk) or call 01865 274900
* The College’s Welfare Team will already have prepared for this eventuality and will be ready to help and support you where they can

Do not allow visitors or household members in your room

**Cleaning:**

* You must stay in your room except to visit the bathroom/toilet (wear a face covering in the corridor, stairs etc.). If you are not in en-suite accommodation then the household should allocate a bathroom for your use. If this is not possible then strict cleaning protocols should be followed to reduce the risk of transmission. Keep your own toiletries and towel separately in your own room
* Clean the toilet and bathroom with warm water and detergent every time you use them, sanitize touch points, door handles, doors, taps etc before after use.
* Rubbish should be kept in your room in the bin-liners provided until the isolation period is over. If you require urgent collection of waste, please contact the Accommodation Team
* If you require additional cleaning supplies or bin bags please email [accommodation.manager@st-hughs.ox.ac.uk](mailto:accommodation.manager@st-hughs.ox.ac.uk) or the Housekeeping Team [housekeeping@st-hughs.ox.ac.uk](mailto:housekeeping@st-hughs.ox.ac.uk)

**Catering option available:**

1. You are encouraged to ask your household members to bring meals to your bedroom door, knock and leave. In this scenario, College will be able to provide disposable plates and cutlery upon request. Your household can arrange to bring you food deliveries, or other items you need but they should minimise any further contact (i.e. not do washing-up or laundry for you as this will increase the risk of transmission)
2. Meal packs ordered from College will be delivered and left at the household boundary and charged to your battles. The current offerings are:

**ISOLATION THREE MEAL PACK - £8.50 PER DAY**

**DAY 1:**

**If you order BEFORE midday, the below will be delivered the same day:**

* Monday – Friday               1x hot lunch, 1x hot dinner, 1x packed breakfast (delivery 12.00 – 13.00 and 17.00 – 18.00)
* Saturday – Sunday           1x hot lunch, 1x sandwich dinner, 1x packed breakfast (delivery 12.00 – 13.00)

**If you order AFTER midday, but before 5pm, the below will be delivered the same day:**

* Monday – Friday               1x hot dinner, 1x packed breakfast (delivery 12.00 – 13.00) £5.50 for today

**Last minute packs If you order AFTER kitchen closure**

* Saturday – Sunday           1x pot noodle, 1x packed breakfast £5.00 for today

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**DAY 2 until END OF ISOLATION/CHOSEN END DATE**

The below will apply to each day until your isolation ends and be charged at £8.50 per day:

* Monday – Friday               1x hot lunch, 1x hot dinner, 1x packed breakfast (delivery 12.00 – 13.00 and 17.00 – 18.00)
* Saturday – Sunday           1x hot lunch, 1x sandwich dinner, 1x packed breakfast (delivery 12.00 – 13.00)

1. Any student in isolation can simply email the Accommodation Team and inform them that a friend will be collecting a meal for them from the take away slot (Monday-Friday 11.30-12.15) in the Dining Hall and that the meal will be charged in the usual way to the student at the till

If you require College to provide meals, please contact the Accommodation Team as soon as possible and include any dietary requirements / allergens at the time of the booking at [accommodation.manager@st-hughs.ox.ac.uk](mailto:accommodation.manager@st-hughs.ox.ac.uk)

**Maintenance:**

* All necessary maintenance issues or emergency repairs should be reported via the usual process by completing the ‘[Maintenance Request form’](https://www.st-hughs.ox.ac.uk/currentstudents/facilities/request-form/) on the College website, **Please** **specify that you are isolating.** If urgent help is needed, call the Lodge on 01865 274 900 giving your name and room number, and specify that you are isolating.
* If the fire alarm sounds, you should leave your room immediately, in an orderly fashion, wearing a face covering and social distancing from others at all times.
* You must wait with your household group at the specific fire assembly point set up for your isolation period. (Your fire assembly point is designated at the time of household isolation and identified with an “A” board).
* You should await the Porters’ instructions before returning to the building, even if the fire alarm stops ringing. This is to ensure that we can protect other households from cross contamination.

**Academic Work:**

* If a period of isolation means you will (or may) miss an in-person teaching arrangement, you should inform the tutors concerned; the [College Office](mailto:college.office@st-hughs.ox.ac.uk) can do this for you if you ask them
* Tutors are anticipating a term of mixed in-person and online teaching; please do not worry about missing content. If you are too unwell to work, let your tutor know so that alternative arrangements can be made
* Try to use your work to break up the day; draw up a schedule, or keep track of the hours you work, remembering to give yourself targets and rewards

**Health and Welfare:**

* In a medical emergency call 999 give your name and location. Then inform the Lodge on 01865 274900. The Lodge is manned 24/7
* For non-emergency health advice, ring 111 or email the [College Nurse](mailto:sarah.dragonetti@st-hughs.ox.ac.uk)
* During office hours (Monday-Friday 9.00-17.00, you can also email [accommodation.manager@st-hughs.ox.ac.uk](mailto:accommodation.manager@st-hughs.ox.ac.uk) if you require assistance with any aspect of your stay. Out of these hours, please contact the Lodge
* The MCR and JCR will be available for virtual support to students in self-isolation. The common rooms also have dedicated Facebook pages, as well as groups for freshers
* Wear a face covering when answering your door and avoid face-to-face conversation at less than 2 metres
* Arrange to make contact with someone by text/phone at least twice daily so they can check all is well
* Contact the College welfare contact if you feel more unwell and need medical or nursing assistance - don’t delay

For the latest government advice see <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

There’s no doubt that self-isolating is hard for most people who have to do it. Here are some tips for getting through it:

* Ensure you have everything you need to feel physically safe, secure and well. Don’t let anything get in the way of reaching out and accessing any help you need. Don’t be shy or worry about burdening others. They will be glad to help in any way possible
* Use everything you know about what makes you feel good, safe and cared for and do your best to create these conditions in your temporary situation. For example, if exercise is important to you, find a way to exercise in your temporary space. If you thrive when you have some structure and routine, create some structure to guide you through these two week
* Remind yourself why you are here, and what excites you about the year ahead
* If there are difficult feelings around for you, find a way to express them: talk to a friend or family member, or write in a journal…
* … but don’t get stuck ruminating on difficult feelings. Accept the things you can’t change, and be purposeful about taking the positive steps you can. Form a clear, positive intention for how you will use these two weeks and take some action.
* Try to make use of available opportunities to connect with your Oxford community on-line. After all, for humans, feeling seen, heard and understood by other humans does more than anything else to help us feel safe and secure
* Be proud of yourself for coping as well as you can in difficult circumstances, and compassionate with yourself when you find it hard

And there are some other online resources here <https://www.ox.ac.uk/node/4822923>

The [University Counselling Service](https://www.ox.ac.uk/students/welfare/counselling) has produced a [series of blogs and podcasts](https://www.ox.ac.uk/students/welfare/counselling/coronavirus?wssl=1) to support students during the coronavirus pandemic.

The [Student Space](https://c/Users/Dan%20Selinger/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/O55I1GMM/studentspace.org.uk) website features a collection of resources to support university students during the coronavirus pandemic. These may help you to manage at present, and to anticipate and prepare yourself to meet some of the challenges ahead

Oxford SU has also produced a series of [tips and tricks for students in self-isolation](https://www.oxfordsu.org/news/article/6013/Self-Isolation-Tips-amp-Tricks/)

All Oxford students can now also access free online support 24/7 through [Togetherall](https://togetherall.com/en-gb/) - a free service giving you access to a global welfare community.

**If you are self-isolating as a household because another household member has tested positive for COVID 19 then please refer to the following guidance:**

* You must all stay within the household spaces allocated to your group as advised. You are required to self-isolate if a member of the household develops COVID-19 symptoms and books in for a test. If the test is negative the self-isolation is likely to last for less than 48 hours, if the test is positive then you will be required to self-isolate for 14 days
* Do not allow any visitors into the household
* Try to minimise the contact time you spend with other household members if they show signs of symptom

**Cleaning:**

* There will be no College provided cleaning during the period of isolation so you will have to work together to keep the household clean and sanitized which will reduce the risk of transmission

Try to separate cooking and eating utensils and tea towels as far as possible. Clean up thoroughly after yourself with soap/detergent and warm water. Clean your own crockery, cutlery, cups, glasses etc - store them separately

* Rubbish will be collected from the household boundary on Mondays, Wednesdays and Fridays between 10am and 11am. Prior to putting out waste, please wash your hands thoroughly, double bag and seal the waste and place it by the household boundary
* If you need more cleaning materials please contact [accommodation.manager@st-hughs.ox.ac.uk](mailto:accommodation.manager@st-hughs.ox.ac.uk) or Housekeeping team [housekeeping@st-hughs.ox.ac.uk](mailto:housekeeping@st-hughs.ox.ac.uk)

**Laundry:**

If you need some laundry doing whilst in self-isolation, please contact the local company, Oxwash, to make the necessary arrangements.  The contact details are as follows :-

Oxwash 01865 688325 **-** <https://www.oxwash.com/oxford> **-** Please explain to Oxwash that you are in self-isolation and liaise with our Porter at the Lodge to collect/deliver the washing to your door.

**Catering:**

1. Your friends outside the household, peer supporters or someone from the College can arrange to bring food, shopping, or other items you need and leave them at the household boundary. They must not enter beyond any isolation A- board signs. Don’t stand and talk to them if they bring you things and wear a face covering when picking items up from the household boundary

You are encouraged to place joint online grocery orders. Make sure the delivery is clearly marked for yourself (Building, Room Number, Address, Names) and the Porter will bring the delivery across to your household boundary.

1. You will also be able to order take-away meals to be delivered to your household boundary from the Wordsworth Tea Room,Mondays-Fridays between the hours of 14.00-17.00 only, visit [www.upay.co.uk](http://www.upay.co.uk) . Make a note on your order of your building, room number and state that you are self isolating and would like this delivered.

**Due to limited resources, we ask for a minimum order of a main meal per order, at which time you can also order additional items such as drinks and snacks. Orders outside of these times will not be delivered or refunded due to it being peak time**

1. If you require immediate grocery supplies, the College is offering Essential Meal Boxes which could last you for a few days ranging from £15-£25 per box, [more information here](https://www.st-hughs.ox.ac.uk/wp-content/uploads/2020/10/Isolation-box-2.pdf).

**Health and Welfare:**

* Contact the College welfare contact if you feel unwell and need medical or nursing assistance - **don’t delay**.

Please note that if you develop symptoms during your household isolation period it is important that you follow the normal procedures and book a test through EAS <https://www.ox.ac.uk/coronavirus/health/covid-testing>

**Contacts:**

Lodge: 01865 274 900 [lodge@st-hughs.ox.ac.uk](mailto:lodge@st-hughs.ox.ac.uk)

Nurse: [sarah.dragonetti@st-hughs.ox.ac.uk](mailto:sarah.dragonetti@st-hughs.ox.ac.uk)

Domestic Bursar: [rahele.mirnateghi@st-hughs.ox.ac.uk](mailto:rahele.mirnateghi@st-hughs.ox.ac.uk)

Catering Manager: [catering@st-hughs.ox.ac.uk](mailto:catering@st-hughs.ox.ac.uk), [carl.tipler@st-hughs.ox.ac.uk](mailto:carl.tipler@st-hughs.ox.ac.uk)

Accommodation Manager: [accommodation.manager@st-hughs.ox.ac.uk](mailto:accommodation.manager@st-hughs.ox.ac.uk)

Academic Registrar: [thea.crapper@st-hughs.ox.ac.uk](mailto:thea.crapper@st-hughs.ox.ac.uk)

* **JCR** Welfare Representatives:

[aaron.jones@st-hughs.ox.ac.uk](mailto:aaron.jones@st-hughs.ox.ac.uk), [jessica.curry@st-hughs.ox.ac.uk](mailto:jessica.curry@st-hughs.ox.ac.uk), [alice.gadsby@st-hughs.ox.ac.uk](mailto:alice.gadsby@st-hughs.ox.ac.uk) .

Questions can also be directed to [jcr.president@st-hughs.ox.ac.uk](mailto:jcr.president@st-hughs.ox.ac.uk)

The Freshers’ Rep is [zaynab.sarguroh@st-hughs.ox.ac.uk](mailto:zaynab.sarguroh@st-hughs.ox.ac.uk)

* **MCR** Welfare Representatives:

[katharina.friege@st-hughs.ox.ac.uk](mailto:katharina.friege@st-hughs.ox.ac.uk), [ricardo.delucaetuma@st-hughs.ox.ac.uk](mailto:ricardo.delucaetuma@st-hughs.ox.ac.uk)

Questions can also be directed to [mcr.president@st-hughs.ox.ac.uk](mailto:mcr.president@st-hughs.ox.ac.uk)