

# Solent University Outbreak Control Plan: Covid 19

Version no	Date	Changes to previous version
1	3 August 2020	N/A
2	9 September 2020	Updates in all sections to reflect guidance received from SAGE (4 September), Universities UK (7 September) and meetings/scenario planning exercises conducted with members of the Southampton Health Protection Board in August 2020
3	30 September 2020	Updates to reflect feedback from Director of Public Health, generic feedback from DfE and Public Health England and internal review of processes. Substantial amendments marked in blue.
4	5 October 2020	Changes to action plan processes for non-symptomatic students asked by NHS Track and Trace to isolate. Marked in blue
5	16 October 2020	Changes implemented 1 October
6	2 November 2020	Changes from 16 October added. UUK checklist added. Additional letters to students and teaching staff included. A summary of the changes for the lockdown period 5 November to 2 December included.
7	29 January 2021	Information added about changes to the Risk Assessment November 20 -January 21. Asymptomatic testing section added.
8	27 <sup>th</sup> September 2021	Amended to reflect significant changes introduced by the Government Guidance issued 19 <sup>th</sup> July 21, 16 <sup>th</sup> August 21 and 27 <sup>th</sup> September 21.

## 1. Purpose and Development of this Plan

- 1.1. This plan outlines the measures taken to prevent, contain and manage the Covid-19 pandemic at Solent University and respond to a local outbreak of Covid-19 in Southampton.
- 1.2. The response procedures follow the measures set out in the University's Incident Management Plan and the Incident Management Flow Chart which are available on the Portal to all University staff. The relevant section of the Incident Management Plan flow-chart is included in the appendix to this document.
- 1.3. This plan links closely to the Southampton Covid-19 Outbreak Control Plan developed by Southampton City Council and reviewed updated regularly to take account of changes in infection rates and in government guidance. The latest version is available on the Council's website.
- 1.4. The Solent University Outbreak Control Plan will also be reviewed and updated where necessary.
- 1.5. There is currently close collaboration between Southampton City Council Public Health Team, University of Southampton and Solent University through the Health Protection Board.

- 1.6. The Universities have agreed to share their Outbreak Control Plans with each other and with the Public Health team to promote consistency of approach and of communications as far as is reasonably practicable.
- 1.7. This plan is aligned to the Southampton Escalation Framework.

## **2. Solent University: key information**

- 2.1. Located at East Park Terrace in Southampton city centre with satellite sites at Southampton City College (St Marys campus), High Street (Below Bar), Warsash and Timsbury Lake.
- 2.2. Warsash and Timsbury Lake are located within Fareham Borough Council and Test Valley Borough Council (Hampshire County Council) respectively, not the city of Southampton.
- 2.3. Solent University residences are located 15 minutes' walk from East Park Terrace in the St Marys area of the city.
- 2.4. There are currently:
  - 2.4.1. 1108 staff
  - 2.4.2. Circa 10,400 students (undergraduate, post graduate and professional courses)
  - 2.4.3. 1249 bed spaces across 5 separate University owned/managed residences.
- 2.5. In January 2021 government guidance on the return of students was followed. In effect, this meant that teaching on campus was limited to a small number of permitted courses or courses which require PSRB (Professional, Statutory of Regulatory Body) assessments and/or mandatory activity. With effect from July 21, the restrictions on face to face teaching have been lifted.

## **3. Governance**

### **3.1. Vice Chancellor's Group (VCG):**

- 3.1.1. VCG oversees the strategic direction and operational management of the University.
- 3.1.2. VCG is chaired by the Vice-Chancellor, the executive group meets weekly and when applicable, will review recommendations from the University's Covid Response Group, Universities UK and the DfE.
- 3.1.3. Meetings are attended by the Senior Communications Officer to ensure swift and accurate communication of key messages and information to staff and students.

### **3.2. Covid Response Group**

- 3.2.1. The original Return to Work group was replaced by a smaller group referred to as the Covid Response Group.
- 3.2.2. The Covid Response Group is chaired by the Chief Operating Officer (COO), who is a member of VCG. Its remit is to review any issues that arise and plan responses, actions and communications.
- 3.2.3. The group also monitors government, PHE and sector guidance and makes recommendations for its implementation in the University for approval by VCG as necessary.
- 3.2.4. Following the relaxation of restrictions in July 21, the Covid Response Group was formally stood down and going forward will meet as required to address any emerging issues.
- 3.2.5. Members of the Covid response are represented on the following groups:

#### 3.2.5.1. **Health Protection Board**

- Chaired by the Director of Public Health and managed by Southampton City Council.
- This group meets fortnightly bringing together senior professional leads from agencies across the Southampton system.
- The Board provides oversight of the development and implementation of the Southampton Outbreak Control Plan.
- Solent University and the University of Southampton are represented on the Board.
- Council representatives on the Board have conducted two scenario planning exercises to identify the measures that the University has in place in the case of suspected and confirmed cases.

#### 3.2.5.2. **University Oversight Group**

- Convened by the local health protection team, this group meets fortnightly.
- It is attended by the University's Safety, Health and Environment Manager and the Head of Student experience.
- There is also representation from the University of Southampton on the group.

### **4. Prevention of a Covid-19 outbreak at Solent University**

#### **4.1. Introduction**

- 4.1.1. Control measures are in place to minimise the spread of infection for staff, students and visitors attending the campus buildings.
- 4.1.2. Although restrictions have been lifted, the University will continue to implement specific control measures aimed to minimise the risk of viral infections. These changes will be reflected in the current version of the Covid-19 Campus Risk assessment.
- 4.1.3. The Covid-19 Campus Risk is made readily available on the University portal.
- 4.1.4. The Covid-19 Campus Risk Assessment is reviewed and updated regularly by the Safety, Health and Environment manager to take account recent changes in government guidance.
- 4.1.5. A Staff Occupational Risk Assessment has been created and is available on the Portal to identify vulnerabilities and allow for mitigating control measures to be put in place.
- 4.1.6. A home working risk assessment and checklist is available on the Portal, the aim of which is to protect the health and welfare of staff when working from home.

#### **4.2. Covid-secure campus**

- 4.2.1. All teaching, learning and office spaces have been returned to normal use. Originally based on the principle of 2m social distancing (or 1m+ with enhanced controls where necessary), the restrictions have now been eased in line with the revised guidance unless stipulated in an activity specific risk assessment e.g. where close face to face activities are required.
- 4.2.2. Managed walking routes were introduced across campus with one-way navigation where possible and Perspex screens where needed. One-way navigation restrictions have now been removed; Perspex screens may remain in place for the time being.
- 4.2.3. Sanitiser stations have been installed at the entrances to all buildings and will remain in use.
- 4.2.4. Cleaning regimes are under constant review and are currently at an enhanced level in high footfall and circulation areas and will continue to focus on frequent touch points and areas which may cause high transmissibility of the virus. They will be kept under review to deal with any outbreaks.

- 4.2.5. A dedicated HVAC (heating, ventilation and air-conditioning) risk assessment has been undertaken, and is under constant review to ensure provision and settings of mechanically ventilated spaces are aligned with national and international guidance, good practice and the latest research. The University is also deploying a number of mobile CO2 monitors across the campus, which are checked daily to ensure air quality is of an acceptable standard
- 4.2.6. A specific preventative maintenance programme has been undertaken to support a safe return to campus for staff and students, following a period of building closures.
- 4.2.7. In spaces that are naturally ventilated, and where windows must remain open to maintain ventilation, stickers have been placed on windows to communicate this.
- 4.2.8. Advisory signage throughout campus has been reviewed to following the removal of key restrictions; therefore, navigational and 2m social distancing signage has been removed. These have now been replaced with “Catch it, bin it, kill it signage” and strongly recommended face coverings signage to aid infection prevention and control.
- 4.2.9. The University is also displaying the COVID Test & Trace QR codes, and encouraging staff, students and visitors to sign in.

### **4.3. On Campus Activity**

- 4.3.1. The University is progressively introducing “New Ways of Working”. Staff have been allocated to 1 of 3 categories to reflect their workstyles; campus, hybrid fixed or hybrid flexible.
- 4.3.2. With effect from 19th July, the current guidance allows staff to return to the workplace. Staff will be permitted to share workstations and there will be an increase in hot desking. Staff will be encouraged to clean down the workstation and will be subsequently issued with their own keyboard, mouse and headsets as part of the control measures.
- 4.3.3. Staff, students, contractors and visitors will be actively encouraged to continue wearing face coverings in all common areas of the University including libraries, other colleagues’ offices, retail and catering outlets.
- 4.3.4. Semester 2 was delivered in line with government guidance. The revised guidance indicates that restrictions on in-person teaching are to be lifted.
- 4.3.5. Academic staff have followed advice and guidance from the Health and Safety team and professional bodies where appropriate. PPE has been purchased as defined by the risk assessment.
- 4.3.6. Activity based risk assessments will continue to be reviewed in light of the revised changes.
- 4.3.7. Catering facilities are being offered on site to encourage students to use facilities with robust risk assessments and track and trace processes. Soft furnishings have been reintroduced.
- 4.3.8. A risk assessed programme of events for Welcome Week was organised taking account of social distancing and limits on numbers to encourage socialising in a controlled environment.
- 4.3.9. A risk assessed programme of events for Freshers Week has also been organised in line with current guidance issued by the Government for Events and Attractions.

### **4.4. Student Experience**

- 4.4.1. The student experience teams (Student Hub, Access Solent, Counselling Services, Solent Futures) are available to support students.
- 4.4.2. Students are able to access mental health support.
- 4.4.3. Access Solent made contact with all vulnerable students to discuss their needs and plans for the coming academic year.
- 4.4.4. Scenario planning exercises have been carried out to identify support to be provided to student’s resident in Southampton if they are required to self-isolate:

#### **4.5. Residences**

- 4.5.1. There are no longer restrictions on forming households.
- 4.5.2. **Single isolator** – to remain in ensuite room. He/she will be given a fridge, microwave and a kettle. Food basics will be issued on request. If in non ensuite accommodation, the residences team would aim to move the student to a vacant ensuite accommodation to self-isolate.
- 4.5.3. Flat isolation – only students displaying symptoms or who have tested positive are required to isolate in their room. A food basics pack will be issued on request. All students arriving at the Residences were asked to declare and prove their vaccination status.
- 4.5.4. Any student that is double vaccinated is not required to self-isolate but must take confirmatory PCR test at the earliest opportunity. Non vaccinated students are required to self-isolate until the outcome of a PCR test is known.
- 4.5.5. Students will be issued with isolation guidelines including contact details if support is needed.
- 4.5.6. The University is working with its catering partner, Sodexo, to plan for substantial outbreaks in the student population.
- 4.5.7. The University has information provided by Southampton City Council on additional sources of support for students living in HMOs (<https://www.southampton.gov.uk/coronavirus-covid19/i-need-help.aspx>)
- 4.5.8. The residences team regularly review the support offered to students, taking account of what is reasonably practicable if the numbers of students self-isolating increases.
- 4.5.9. Members of the Covid Response Group will review the guidance for self-isolation provided by UUK (see checklist) to ensure all reasonable measures are being taken to support students.

#### **4.6. Asymptomatic Testing**

- 4.6.1. DfE have stipulated that staff and students required to attend campus should be tested twice weekly.
- 4.6.2. With effect from 24th May, staff and students are able to access home LFD test kits from Spark Reception. Kits will continue to be supplied until further notice in line with guidance.
- 4.6.3. Staff and students are encouraged to actively participate in twice weekly testing. The University has requested that anyone attending campus has a negative Covid test prior to accessing campus.
- 4.6.4. Staff and students are strongly encouraged to report home test results on the NHS Test and Trace website, whether negative, positive or void. This helps the NHS monitor the spread of the virus.

#### **4.7. Vaccinations**

- 4.7.1. In line with GOV.UK guidance issued 27<sup>th</sup> September 21, the University strongly encourages staff and students to take up both doses of the vaccine.
- 4.7.2. Students are actively encouraged to register with a local GP practice.
- 4.7.3. The University actively participated in the setting up of a temporary pop up clinic, which provided vaccinations, advice & guidance and the issue of home testing kits.

## **5. Guidance to the University Community**

- 5.1. The University recognises the importance of clear communication to educate and reassure the University community and promote positive behaviour to assist with managing Covid-19 in the University.
- 5.2. All communications are conducted through a small staff team in External Relations to ensure consistency of messaging.
- 5.3. The University Portal is the prime source of information for staff and students. There are dedicated pages with guidance, information and FAQs outlining the University's response to Covid-19. Information is also provided via social media channels Links are provided to current government guidance.
- 5.4. The student charter has been updated to take account of Covid 19 measures and expectations of students.
- 5.5. The Student Engagement team have written a commitment statement in conjunction with the University of Southampton to raise awareness of the need for everybody to work together to protect each other and the community.
- 5.6. The University has regular engagement with local Police commanders.
- 5.7. Targeted messages and guidelines have been developed for students to support the preparation for management of cases and outbreaks of Covid 19. The aim is to provide clarity and consistency of advice and instruction

## **6. Partnership Working with Stakeholders in Southampton**

- 6.1. The University has been working closely with the following partners:
  - 6.1.1. **University of Southampton:** There is regular communication between the two Universities in the city. The Health and Safety teams are sharing documentation and good practice and working collaboratively to support other teams in the city
  - 6.1.2. **Hampshire Police:** The Chief Operations officer at Solent University along with colleagues at the University of Southampton hold fortnightly meetings with the Chief Constable.
  - 6.1.3. **Southampton City Council:** colleagues from both Universities held an online meeting with Councillors whose wards have a high student population. University outbreak control measures were shared, and questions were answered.
  - 6.1.4. **Health Protection Board:** This meets fortnightly and has representatives from both Universities. It is chaired by the Director of Public Health and includes representation from all key health protection agencies in the city.
  - 6.1.5. **University Oversight Group** – Convened by the local health protection team, this group meets fortnightly. It is attended by the Head of Estates Planning, the Health and Safety Manager and the Head of Student experience. There is also representation from the University of Southampton on the group.
  - 6.1.6. **Local residents:** The University has received questions from the local community. As a result, it has set up a community page on its website to address frequently asked questions. The updated Student Charter and Community Responsibility agreement underline students' responsibilities as residents of the city of Southampton.
- 6.2. **University staff** have participated in online meetings convened by Southampton City Council where local councillors and residents are able to ask questions about the measures being taken by both universities in the city to help reduce transmission rates.

## **7. Management of a Covid-19 outbreak at Solent University**

- 7.1. Definitions: (See Appendix 1 for definitions included in the Outbreak Control plan produced by Southampton City Council).
- 7.2. Solent University approach to incidents and outbreaks. These processes will remain under constant review to take account of government guidelines and sector best practice. Template letters and flow charts are in the appendix.
- 7.3. Action cards for possible/confirmed cases.

## **8. Possible cases**

### **8.1. Student in University managed residences has symptoms**

- 8.1.1. If the Student is residing in a University Residence, the Student must alert Residence Team and email [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) (if he/she alerts the Student Hub first, Hub will add student to the shared spreadsheet and check that the Residences team are aware)
- 8.1.2. Student is advised to take a PCR test. Student is asked to notify Residence Team of the result.
- 8.1.3. Student is advised to self-isolate until results have come back (double vaccinated students are exempt from isolation).
- 8.1.4. Residence Team will add details of student to shared spreadsheet so that numbers can be tracked.
- 8.1.5. **Student tests positive:** - student to email [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) to confirm this. The student must continue to follow government guidelines. Student may be placed in quarantine if difficult to self-isolate in his/her own room. Flat occupants to be advised to self-isolate for 10 days (except double vaccinated students). Guidance on self-isolation will be provided. Isolation period is 10 days from the date of the onset of symptoms of the first person.
- 8.1.6. The period of self-isolation is currently 10 days.
- 8.1.7. **Student tests negative** – student to email [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) to confirm this. Student can come out of isolation. Members of ‘household’ or flat group that were required to isolate, can also come out of isolation unless one of them has symptoms.

### **8.2. Student who is living in private accommodation/at home has symptoms**

- 8.2.1. Student must email the Student Hub using [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) to alert them with name/student number/accommodation details. If in privately owned student residences, the student must follow any procedures issued by that residence.
- 8.2.2. Student’s name is added to shared spreadsheet so that numbers can be tracked
- 8.2.3. Student is advised to take an LFD test. Student is asked to notify [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) of the result.
- 8.2.4. Student is advised to self-isolate until results have come back. If in a shared flat, all students (with exception of double vaccinated students) should self-isolate until the results of the test are known.
- 8.2.5. **Student tests positive** - student to email [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) to confirm this. The student must continue to follow government guidelines. Flat occupants to be advised to self-isolate for 10 days. Guidance on self-isolation will be provided.
- 8.2.6. **Student tests negative** – student to email [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) to confirm this. Student can come out of isolation. Flat occupants that were required to isolate can also come out of isolation unless one of them has symptoms.

### **8.3. Student has been asked to self- isolate by NHS track and or the NHS Covid-19 App**

- 8.3.1. Student must email the Student Hub using covid.support@solent.ac.uk to inform them that they have been asked to self-isolate. Student should provide name/student number/accommodation details.
- 8.3.2. Student hub will issue an email, if living in University residences / private accommodation outlining self-isolation protocols and sources of support.
- 8.3.3. Others in household or support bubble do not need to self-isolate if they do not have symptoms.
- 8.3.4. Following a positive PCR test, the NHS will advise when the end of isolation is by text or email.

### **8.4. Solent staff member has symptoms**

- 8.4.1. Employee notifies manager. Employee also records via MyView, or the absence line 02382013895 or emails absence.reporting@solent.ac.uk stating their name, department and details of absence.
- 8.4.2. Manager will send the employee home immediately if he/she is currently working on campus and/ or tell the employee to refrain from attending campus until test results are known.
- 8.4.3. If the employee is well enough to work from home, they should do so until test results are known.
- 8.4.4. Manager asks the staff member to take a test and notify their Manager when he/she gets a result.
- 8.4.5. Manager notifies P&D who adds name to a shared spreadsheet.
- 8.4.6. Staff member tests positive - He/she notifies their manager who ensures that P&D are aware and asks that they remain at home for the period required following government guidelines.
- 8.4.7. Staff member tests negative – can return to work as normal.
- 8.4.8. A 'Working at Residences' specific risk assessment is applicable for staff working at residences designed to protect staff and residents alike.

### **8.5. Solent staff dependant has symptoms**

- 8.5.1. Employee notifies manager. Normal University policies apply relating to managing absence and family related absence and should be followed.
- 8.5.2. Check Government guidelines and take a test. Currently, all other household members (not double vaccinated) need to stay at home and self-isolate for 10 days and the person with symptoms will need to book themselves a PCR test.
- 8.5.3. In line with Solent's Remote Working Guidance, in agreement with their manager and where the employee is able to effectively work remotely, they can continue to do so, unless double vaccinated in which case they can return to work as normal (unless they test positive).
- 8.5.4. Any period of absence should be recorded on MyView in the normal way and in line with University Policy.

### **8.6. Obtaining a PCR test**

- 8.6.1. Staff and Students should be clear about the symptoms of coronavirus and when they should get a test. They should get a test if they get any of the following symptoms:
  - 8.6.1.1. a high temperature
  - 8.6.1.2. a new, continuous cough



- 8.6.1.3. a loss of, or change to, your sense of smell or taste
- 8.6.2. Having these symptoms requires immediate self-isolation. They should not leave home until they get their test results, except to post a test kit or for a PCR test appointment.
- 8.6.3. Advice is provided on the Southampton City Council website for Southampton residents.
- 8.6.4. Alternatively tests can be booked on line at GOV.UK at <https://www.gov.uk/get-coronavirus-test> or by phoning NHS 119.
- 8.6.5. PCR test kits can be sent to the home or appointments booked at a walk-in or drive-through test site.
- 8.6.6. This service should not be used if a positive PCR test has been returned in the last 90 days, unless any new symptoms develop.

## **9. Confirmed Case (staff or students)**

- 9.1. Staff and students (and their households) must continue to follow government guidance on self-isolation.
  - 9.1.1. The University will follow PHE guidance if there is more than one confirmed case of Covid-19 in the University community.
  - 9.1.2. The University recognises that any possible or confirmed case of Covid-19 could be an initial case in an outbreak so managing either possible cases or a single confirmed case is of paramount importance.
  - 9.1.3. Areas of the campus may be taken out of use for enhanced cleaning if considered necessary.

## **10. Outbreak**

- 10.1. The University will notify Public Health England and be guided by their advice. Public Health England have on-call mobile phone numbers for the Head of Student Experience and the Head of People Development (Services and Operations).
- 10.2. In the case of an outbreak, the Silver response as outlined in the Incident Management Plan will be initiated. The Chief Operations Officer will act as the Major Incident Coordinator and will convene and chair the Major Incident Team (MIT). The measures outlined in Incident Management Plan will be followed.
- 10.3. In the light of the latest government guidance which states that students should not go home if they test positive, the University will plan for additional help that may need to be offered to students who are isolating.
- 10.4. The Major Incident Team will also be convened in the event of a local lockdown in the Southampton area

## **11. Track and Trace Data**

- 11.1. The University will support NHS Track and Trace by providing as much relevant data as possible.
- 11.2. Campus buildings display the official NHS QR code posters so that customers can 'check-in' at different premises.
- 11.3. The NHS Track and Trace app has been promoted on the University Portal.
- 11.4. Staff should only attend campus on days agreed with their manager.
- 11.5. All staff must swipe in using the Access Control points on campus.

- 11.6. Visitors and contractors must also follow sign-in procedures.
  - 11.7. Catering facilities will be open. Sodexo have developed QR code for users to provide track and trace data.
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# Appendices

## Appendix 1

Solent University approach to outbreaks and incidents. Definitions from Southampton City Council Outbreak control plan

### 1. Definitions

- 1.1. A '**possible case**' of COVID-19 is someone that has any of the following symptoms: a high temperature, a new continuous cough, or a loss of, or change in, normal sense of taste or smell (anosmia). Clinicians are also asked to be alert to the possibility of atypical presentations in patients who are immunocompromised. For the latest case definition see the government guidance [COVID-19: investigation and initial clinical management of possible cases](#).
- 1.2. A '**confirmed case**' of COVID-19 refers to someone who has tested positive for COVID-19.
- 1.3. A '**close contact**' is a person who has been close to someone who has tested positive for COVID-19. You can be a close contact anytime from 2 days before the person who tested positive developed their symptoms, and up to 10 days after, as this is when they can pass the infection on to others. A risk assessment may be undertaken to determine this, but a contact can be:
  - 1.3.1. anyone who lives in the same household as another person who has COVID-19
  - 1.3.2. symptoms or has tested positive for COVID-19
  - 1.3.3. anyone who has had any of the following types of contact with someone who has
  - 1.3.4. tested positive for COVID-19:
    - 1.3.5. face-to-face contact including being coughed on or having a face-to-face
    - 1.3.6. conversation within one metre;
    - 1.3.7. been within one metre for one minute or longer without face-to-face contact;
    - 1.3.8. sexual contacts;
    - 1.3.9. been within 2 metres of someone for more than 15 minutes (either as a one-off
    - 1.3.10. contact, or added up together over one day);
    - 1.3.11. travelled in the same vehicle or a plane.
- 1.4. **Exposure**
  - 1.4.1. An 'exposure; refers to a situation where there is one suspected or confirmed case associated with a setting. e.g. an asymptomatic resident or staff in a care home who tests positive on a routine test.
- 1.5. **Cluster**
  - 1.5.1. A 'cluster' refers to 2 or more cases associated with a specific setting in the absence of evidence of a common exposure or link to another case. The end of a cluster can be declared when there are no test-confirmed cases with illness onset dates in the last 14 days.
- 1.6. **Outbreak**
  - 1.6.1. An 'outbreak' is defined by two or more people having COVID-19, symptoms in which there is also an association of time, place and/ or contact between them. However, in some instances, only one case may prompt the need to take measures to protect public health.
  - 1.6.2. The definition of a COVID-19 outbreak in educational settings is two or more confirmed cases of COVID-19 among students or staff within 14 days OR increase in background rate of absence due to suspected or confirmed cases of COVID-19 (does not include absence rate due to individuals shielding or self-isolating as contacts of cases).

## Appendix 2

### 1. Email Templates

Important note: This section has been added in on 30 September 2020. These emails will be sent out by either the Student Hub team or the Residences team. The wording of these emails may be changed. Latest versions held by the Head of Student Experience and / or the Residences team

No	Context
A1	Symptomatic individual in residences
A2	Student in residences with a positive test result
A3	Student in residences with a negative test result
A4	Household of symptomatic individual in residences
A5	Household of student with a negative test result
A6	Household of student with a positive test result
B1	Symptomatic Individual in Private Residences/Private accommodation
B2	Student in Private halls/Private accommodation. (POSITIVE)
B3	Student in Private Halls/Private accommodation (NEGATIVE)
C1.	Asymptomatic student advised to self-isolate by Track and Trace – in Halls
C2	Asymptomatic student advised to self-isolate by Track and Trace – in private accommodation

## Email Templates

### **A1. Symptomatic Individual in Residences**

Dear XXXX

I understand you may have exhibited symptoms of Covid-19, and so I am writing to offer guidance on university procedures and support. If you have not already done so, you should immediately book a test via the [NHS](#) and formally notify the university by emailing [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk). You and your household may each be required to self-isolate until you receive the results of your test – this will usually be within 24 hours.

To be clear, self-isolating means you must not come into contact with anyone else, even if they are within your household. You must not leave your accommodation for any reason other than to take the Covid-19 test. You must not go outside to exercise, attend classes or buy food and medicine.

If you have been double vaccinated with a MHRA-approved vaccine you will need to take a PCR test as soon as possible to check if you have the virus and for variants of concern.

If you need additional support, please contact your Residence team on [reshub@solent.ac.uk](mailto:reshub@solent.ac.uk) or if you have any queries or concerns related to your studies and well-being, please do not hesitate to contact the Student Hub on [student.hub@solent.ac.uk](mailto:student.hub@solent.ac.uk).

Once you have the results of your Covid-19 test, please email [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) and let us know the outcome. If your test is positive, we will let those in your household know that they may need to continue to self-isolate and, we will work with you and the NHS Test and Trace team to identify those you have been in close contact with, who may also need to take additional measures. If your test is negative, we will inform all concerned that they will not need to self-isolate, unless they are experiencing symptoms.

We have put together a Survival Kit to help you pass the time during self-isolation - <https://learn.solent.ac.uk/isolation>. This link will take you to SOL, where you can self-enrol. The kit is full of ideas to help you make the most of self-isolation including exercise ideas, a focus on wellbeing and even access to a range of short courses.

Please don't forget that you will be able to access your learning online through Solent Online Learning. It would be a good idea to email your course team to let them know as well.

We all wish you a speedy recovery and we implore you to stick to the rules related to self-isolation so you can protect your friends and the wider community. We do appreciate that this is a really difficult time for you, and please remember that we are here to support and help you.

With best wishes

### **A2. Student in Residences (POSITIVE)**

Dear xxx

I am so sorry to hear that your test was positive. This means that you must continue to self-isolate for 10 days from the date when you first experienced symptoms. If you don't have symptoms but have tested positive, isolate for at least 10 days from day test was taken (if you develop symptoms during this isolation period, restart 10-day isolation from day you develop symptoms).

As you know, self-isolating means you must not come into contact with anyone else, even if they are within your household. You must not go outside to exercise, attend classes or buy food and medicine.

Please can I check whether you have been on campus recently/ been in contact with any other students? If so, please can you let us know the details of who/when/where?

Your flatmates may also need to self-isolate, but as they may not have contracted COVID-19, it is important that you do not have any direct contact with them. You will have been provided with a microwave, fridge and kettle for your room to help facilitate this.

Please contact the Residence team on [reshub@solent.ac.uk](mailto:reshub@solent.ac.uk) if you are having difficulties accessing food or medicines and the Student Hub if you have any concerns about your studies or well-being ([student.hub@solent.ac.uk](mailto:student.hub@solent.ac.uk) / 02382 015200).

We have put together a Survival Kit to help you pass the time during self-isolation - <https://learn.solent.ac.uk/isolation> This link will take you to SOL, where you can self-enrol. The kit is full of ideas to help you make the most of self-isolation including exercise ideas, a focus on wellbeing and even access to a range of short courses.

We really, really need you to stick to the rules, to make sure that we stop the spread of COVID-19 as quickly as we can and then we can all get back to normal. You have done the right thing in getting a test and going into self-isolation and I would like to thank you on behalf of the university for being so responsible and caring of the wider community.

Take care and we wish you a speedy recovery.

Best wishes

### **A3. Student in Residences (NEGATIVE)**

I am delighted to hear that your test was negative. You did the right thing taking a test and staying in self-isolation – and so I would like to thank you on behalf of the university for being so responsible and caring of those around you.

Please be aware that in a small minority of cases, a test may provide an inaccurate result. If you (or any of your household) develops symptoms, the affected person must seek another [test](#) promptly and the whole household must return into isolation.

Let's be positive and hope that this doesn't happen – but remember that we are here to support you if it does.

Best wishes

### **A4. Household of symptomatic in Residences**

Dear xxxx

I understand a member of your household has exhibited symptoms of Covid-19 and so I am writing to offer guidance on university procedures and support. As you may know, Government legislation

may require you to self-isolate until the results of the test are known – this will usually be within 24 hours.

Please note that you are not required to self-isolate if you are notified you have had close contact with someone with COVID-19 and any of the following apply:

- You are fully vaccinated 14 days after your final dose of an MHRA-approved vaccines that was administered in the UK.
- You are below the age of 18 years and 6 months
- You have taken part in or are currently part of an approved COVID-19 vaccine trial
- You are not able to get vaccinated for medical reasons

If you do need to isolate you should formally notify the university that you are in household isolation by emailing [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk). If you are required to self-isolate and you feel perfectly well, household-isolating means you must not come into contact with anyone outside your household. You must not leave your accommodation area for any reason other than to take the Covid-19 test. You must not go outside to exercise, attend classes or buy food and medicine.

If you develop symptoms yourself, you should immediately book a test via the [NHS](#), and isolate in your room.

You should follow the advice on self-isolation, <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/>

If you need additional support, please contact your Residence team on [reshub@solent.ac.uk](mailto:reshub@solent.ac.uk) or if you have any queries or concerns related to your studies and well-being, please do not hesitate to contact us on [student.hub@solent.ac.uk](mailto:student.hub@solent.ac.uk).

Please don't forget that you will be able to access your learning online through Solent Online Learning. It would be a good idea to email your course team to let them know as well.

We have put together a Survival Kit to help you pass the time during self-isolation - <https://learn.solent.ac.uk/isolation>. This link will take you to SOL, where you can self-enrol. The kit is full of ideas to help you make the most of self-isolation including exercise ideas, a focus on wellbeing and even access to a range of short courses.

We implore you to stick to the rules related to self-isolation so you can protect your friends and the wider community. We do appreciate that this is a really difficult time for you, and please remember that we are here to support and help you.

Best wishes

#### **A5. Household in Residences follow-up (NEGATIVE)**

Dear xxxx

I am very pleased to let you know the Covid-19 test offered to a member of your household has returned negative. This means you no longer need to remain in self-isolation if you were previously, although unfortunately, if others in your household/kitchen are still awaiting test results you may

need to remain in household isolation, but you can use the kitchen, if you are unsure please contact the residence team.

Please be aware that in a small minority of cases, a test may provide an inaccurate result. If you (or any of your household) develops symptoms, the affected person must seek a [test](#) promptly and the whole household must return into isolation.

I appreciate this is a challenging time and I would like to thank you for sticking to the rules and therefore keeping yourself and others safe.

Best wishes,

#### **A6. Household in Residences follow-up (POSITIVE)**

Dear xxxx

I understand a member of your household has tested positive for Covid-19 and so I am writing to offer guidance on university procedures and support.

You will now need to self-isolate for up to 10 days from the positive test result unless you are exempt from self-isolation (as laid out below).

Please note that you are not required to self-isolate if you are notified you have had close contact with someone with COVID-19 and any of the following apply:

- You are fully vaccinated 14 days after your final dose of an MHRA-approved vaccines that was administered in the UK.
- You are below the age of 18 years and 6 months
- You have taken part in or are currently part of an approved COVID-19 vaccine trial
- You are not able to get vaccinated for medical reasons

If you are self-isolating and have not already done so, you should formally notify the university that you are in household isolation by emailing [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk). If you develop symptoms yourself, you should immediately book a test via the [NHS](#), and isolate in your room.

If you are required to self-isolate even if you feel perfectly well, household-isolating means you must not come into contact with anyone outside your household. You must not leave your accommodation area for any reason other than to take the Covid-19 test. You must not go outside to exercise, attend classes or buy food and medicine.

If you need additional support, please contact your Residence team on [reshub@solent.ac.uk](mailto:reshub@solent.ac.uk) or if you have any queries or concerns related to your studies and well-being, please do not hesitate to contact us on [student.hub@solent.ac.uk](mailto:student.hub@solent.ac.uk).

Please don't forget that you will be able to access your learning online through Solent Online Learning. It would be a good idea to email your course team to let them know as well.

We have put together a Survival Kit to help you pass the time during self-isolation - <https://learn.solent.ac.uk/isolation>. This link will take you to SOL, where you can self-enrol. The kit is full of ideas to help you make the most of self-isolation including exercise ideas, a focus on wellbeing and even access to a range of short courses.



We implore you to stick to the rules related to self-isolation so you can protect your friends and the wider community. We do appreciate that this is a really difficult time for you, and please remember that we are here to support and help you.

With best wishes

### **B1. Symptomatic Individual in Private Residences/Private accommodation**

Dear XXXX

I understand you may have exhibited symptoms of Covid-19, and so I am writing to offer guidance on university procedures and support. If you have not already done so, you should immediately book a test via the [NHS](#) and if you live in private halls of residence, you should alert the management team so they can support you. You and your household, unless they are exempt, will each be required to self-isolate until you receive the results of your test – this will usually be within 24 hours. A household is everyone who lives in your shared house or flat – those with whom you share a kitchen or living area. If you live in a studio or bed-sit, then your household is just you.

To be clear, self-isolating means you must not come into contact with anyone else, even if they are within your household. You must not leave your accommodation for any reason other than to take the Covid-19 test. You must not go outside to exercise, attend classes or buy food and medicine.

Exemptions from self-isolation for your household is any of the following categories:

- They are fully vaccinated 14 days after your final dose of an MHRA-approved vaccines that was administered in the UK.
- They are below the age of 18 years and 6 months
- They have taken part in or are currently part of an approved COVID-19 vaccine trial
- They are not able to get vaccinated for medical reasons

If you have any queries or concerns related to your studies and well-being, please do not hesitate to contact us on [student.hub@solent.ac.uk](mailto:student.hub@solent.ac.uk). Once you have the results of your Covid-19 test, please email [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) and let us know the outcome.

If your test is positive, if appropriate, you must let your Halls of Residence know and alert those in your household that they need to continue to self-isolate. We will work with you and the NHS Test and Trace team to identify those you have been in close contact with, who may also need to take additional measures. If your test is negative, you must again inform your management team in your Halls of Residence and your household.

Please don't forget that you will be able to access your learning online through Solent Online Learning. It would be a good idea to email your course team to let them know as well. We have put together a Survival Kit to help you pass the time during self-isolation - <https://learn.solent.ac.uk/isolation>. This link will take you to SOL, where you can self-enrol. The kit is full of ideas to help you make the most of self-isolation including exercise ideas, a focus on wellbeing and even access to a range of short courses.

We all wish you a speedy recovery and we implore you to stick to the rules related to self-isolation so you can protect your friends and the wider community. We do appreciate that this is a really difficult time for you, and please remember that we are here to support and help you.

With best wishes

## **B2. Student in Private halls/Private accommodation. (POSITIVE)**

Dear xxx

I am so sorry to hear that your test was positive. This means that you must continue to self-isolate for 10 days from the date when you first experienced symptoms. If you don't have symptoms but have tested positive, isolate for at least 10 days from day test was taken (if you develop symptoms during this isolation period, restart 10-day isolation from day you develop symptoms).

As you know, self-isolating means you must not come into contact with anyone else, even if they are within your household. You must not go outside to exercise, attend classes or buy food and medicine.

Please can I check whether you have been on campus recently/ been in contact with any other students? If so, please can you let us know the details of who/when/where?

If you live in a flat, those that you share kitchens and/or bathrooms with must also self-isolate (unless exempt), but as they may not have contracted COVID-19, it is important that you do not have any direct contact with them. Speak to the management team in your private Halls of Residence if you have difficulties preparing or accessing food or medicines and the Student Hub if you have any concerns about your studies or well-being ([student.hub@solent.ac.uk](mailto:student.hub@solent.ac.uk) / 02382 015200). If you live in private accommodation and you are struggling to get supplies, please let the Student Hub know as soon as possible and check out the support that is available through Southampton City Council - <https://www.southampton.gov.uk/coronavirus-covid19/i-need-help.aspx>.

Exemptions for your household are the following categories:

- They are fully vaccinated 14 days after your final dose of an MHRA-approved vaccines that was administered in the UK.
- They are below the age of 18 years and 6 months
- They have taken part in or are currently part of an approved COVID-19 vaccine trial
- They are not able to get vaccinated for medical reasons

We have put together a Survival Kit to help you pass the time during self-isolation - <https://learn.solent.ac.uk/isolation>. This link will take you to SOL, where you can self-enrol. The kit is full of ideas to help you make the most of self-isolation including exercise ideas, a focus on wellbeing and even access to a range of short courses.

We really, really need you to stick to the rules, to make sure that we stop the spread of COVID-19 as quickly as we can and then we can all get back to normal. You have done the right thing in getting a test and going into self-isolation and I would like to thank you on behalf of the university for being so responsible and caring of the wider community.

Take care and we wish you a speedy recovery.

Best wishes

### **B3. Student in Private Halls/Private accommodation (NEGATIVE)**

I am delighted to hear that your test was negative. Please tell the management team in your halls of residence (if appropriate) and let your flatmates know as soon as possible. You did the right thing taking a test and staying in self-isolation – and so I would like to thank you on behalf of the university for being so responsible and caring of those around you.

Please be aware that in a small minority of cases, a test may provide an inaccurate result. If you (or any of your household) develops symptoms, the affected person must seek another [test](#) promptly and the whole household must return into isolation.

Let's be positive and hope that this doesn't happen – but remember that we are here to support you if it does.

Best wishes

### **C1. Asymptomatic student advised to self-isolate by Track and Trace – in Halls**

Dear X

I understand that you have been advised to self-isolate by the NHS Track and Trace team, so I am writing to offer guidance on university procedures and support.

If you have not already done so, you should formally notify the university that you are in isolation by emailing [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk). If you develop symptoms yourself, you should immediately book a PCR test via the NHS. You must let us know the outcome of this test by emailing [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk)

If you have been told to isolate by NHS Track and Trace because you have been in close contact with someone, the rest of your household need to isolate until the test result unless they are exempt under the following categories:

- They are fully vaccinated 14 days after your final dose of an MHRA-approved vaccines that was administered in the UK.
- They are below the age of 18 years and 6 months
- They have taken part in or are currently part of an approved COVID-19 vaccine trial
- They are not able to get vaccinated for medical reasons

Even if you feel perfectly well, self-isolating means you must not come into contact with anyone else, even if they are within your household. You must not leave your accommodation for any reason other than to take the Covid-19 test. You must not go outside to exercise, attend classes or buy food and medicine. If you need additional support, please contact your Residence team on [reshub@solent.ac.uk](mailto:reshub@solent.ac.uk) or if you have any queries or concerns related to your studies and well-being, please do not hesitate to contact us on [student.hub@solent.ac.uk](mailto:student.hub@solent.ac.uk).

Please don't forget that you will be able to access your learning online through Solent Online Learning. It would be a good idea to email your course team to let them know as well.

We implore you to stick to the rules related to self-isolation so you can protect your friends and the wider community. We do appreciate that this is a really difficult time for you, and please remember

that we are here to support and help you. We have put together a Survival Kit to help you pass the time during self-isolation - <https://learn.solent.ac.uk/isolation>. This link will take you to SOL, where you can self-enrol. The kit is full of ideas to help you make the most of self-isolation including exercise ideas, a focus on wellbeing and even access to a range of short courses.

Best wishes

## **C2. Asymptomatic student advised to self-isolate by Track and Trace – in private halls/accom**

Dear X

I understand that you have been advised to self-isolate by the NHS Track and Trace team, so I am writing to offer guidance on university procedures and support.

If you have not already done so, you should formally notify the university that you are in isolation by emailing [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk). If you develop symptoms yourself, you should immediately book a PCR test via the NHS. You must let us know the outcome of this test by emailing [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk)

If you have been told to isolate by NHS Track and Trace because you have been in close contact with someone, the rest of your household do not need to isolate.

Even if you feel perfectly well, self-isolating means you must not come into contact with anyone else, even if they are within your household. You must not leave your accommodation for any reason other than to take the Covid-19 test. You must not go outside to exercise, attend classes or buy food and medicine. If you have any queries or concerns related to your studies and well-being, please do not hesitate to contact us on [student.hub@solent.ac.uk](mailto:student.hub@solent.ac.uk).

Please don't forget that you will be able to access your learning online through Solent Online Learning. It would be a good idea to email your course team to let them know as well.

We implore you to stick to the rules related to self-isolation so you can protect your friends and the wider community. We do appreciate that this is a really difficult time for you, and please remember that we are here to support and help you. We have put together a Survival Kit to help you pass the time during self-isolation - <https://learn.solent.ac.uk/isolation>. This link will take you to SOL, where you can self-enrol. The kit is full of ideas to help you make the most of self-isolation including exercise ideas, a focus on wellbeing and even access to a range of short courses.

Best wishes

## Appendix 3

### Current Isolation Guidelines

#### 1. What is self-isolation?

- 1.1. Self-isolation is when you do not leave your home because you have or might have coronavirus (COVID-19). This helps stop the virus spreading to other people.
- 1.2. It's a legal requirement to self-isolate if you are told to by NHS Test and Trace. You could be fined if you do not self-isolate. Self-isolation rules have changed. You will not need to self-isolate in certain situations.

#### 2. When to self-isolate

- 2.1. Self-isolate straight away and get a PCR test (<https://www.gov.uk/get-coronavirus-test>) as soon as possible if you have any of these 3 symptoms of COVID-19, even if they are mild:
  - 2.1.1. a high temperature
  - 2.1.2. a new, continuous cough
  - 2.1.3. a loss or change to your sense of smell or taste
- 2.2. You should also self-isolate straight away if:
  - 2.2.1. you've tested positive for COVID-19 – this means you have the virus
  - 2.2.2. someone you live with has symptoms or tested positive (unless you are not required to self-isolate – check below if this applies to you)
  - 2.2.3. you've been told to self-isolate following contact with someone who tested positive – find out what to do if you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/if-youre-told-to-self-isolate-by-nhs-test-and-trace-or-the-covid-19-app/>
  - 2.2.4. You may need to quarantine when you arrive in England from abroad: <https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england>

#### 3. When you do not need to self-isolate

- 3.1. If someone you live with has symptoms of COVID-19, or has tested positive for COVID-19, you will not need to self-isolate if any of the following apply:
  - 3.1.1. you're fully vaccinated – this means 14 days have passed since your final dose of a COVID-19 vaccine given by the NHS
  - 3.1.2. you're under 18 years, 6 months old
  - 3.1.3. you're taking part or have taken part in a COVID-19 vaccine trial
  - 3.1.4. you're not able to get vaccinated for medical reasons
- 3.2. Even if you do not have symptoms, you should still:
  - 3.2.1. get a PCR test to check if you have COVID-19 <https://www.gov.uk/get-coronavirus-test>
  - 3.2.2. follow advice on how to avoid catching and spreading COVID-19 <https://www.nhs.uk/conditions/coronavirus-covid-19/how-to-avoid-catching-and-spreading-coronavirus-covid-19/>
  - 3.2.3. consider limiting contact with people who are at higher risk from COVID-19 <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/>

#### **4. Tell people you've been in close contact with that you have symptoms**

- 4.1. Tell people you've been in close contact with in the past 48 hours that you might have COVID-19.
- 4.2. You should tell them to follow advice on how to avoid catching and spreading COVID-19: <https://www.nhs.uk/conditions/coronavirus-covid-19/how-to-avoid-catching-and-spreading-coronavirus-covid-19/>
- 4.3. They do not need to self-isolate unless they're contacted by the NHS Test and Trace service.
- 4.4. If they get any symptoms of COVID-19, they should self-isolate and get a test as soon as possible.

#### **5. How to self-isolate**

- 5.1. You must not leave your home if you're self-isolating.
  - 5.1.1. do not go to work, school or public places – work from home if you can
  - 5.1.2. do not go on public transport or use taxis
  - 5.1.3. do not go out to get food and medicine – order it online or by phone, or ask someone to bring it to your home
  - 5.1.4. do not have visitors in your home, including friends and family – except for people providing essential care
  - 5.1.5. do not go out to exercise – exercise at home or in your garden, if you have one

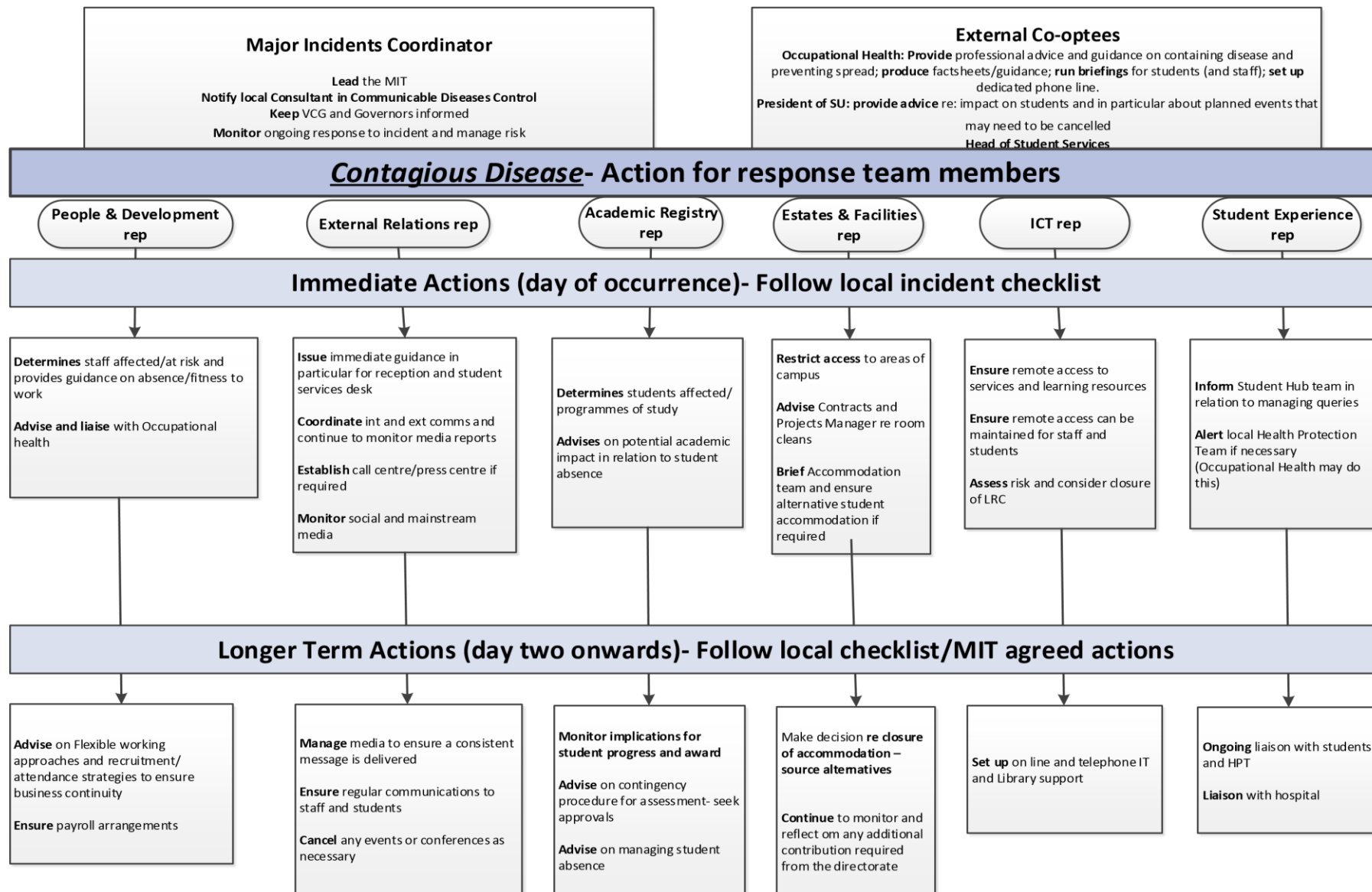
#### **6. How long to self-isolate**

- 6.1.1. If you test positive, your self-isolation period includes the day your symptoms started (or the day you had the test, if you did not have symptoms) and the next 10 full days.
- 6.1.2. You may need to self-isolate for longer if you get symptoms while self-isolating or your symptoms do not go away: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/how-long-to-self-isolate/>

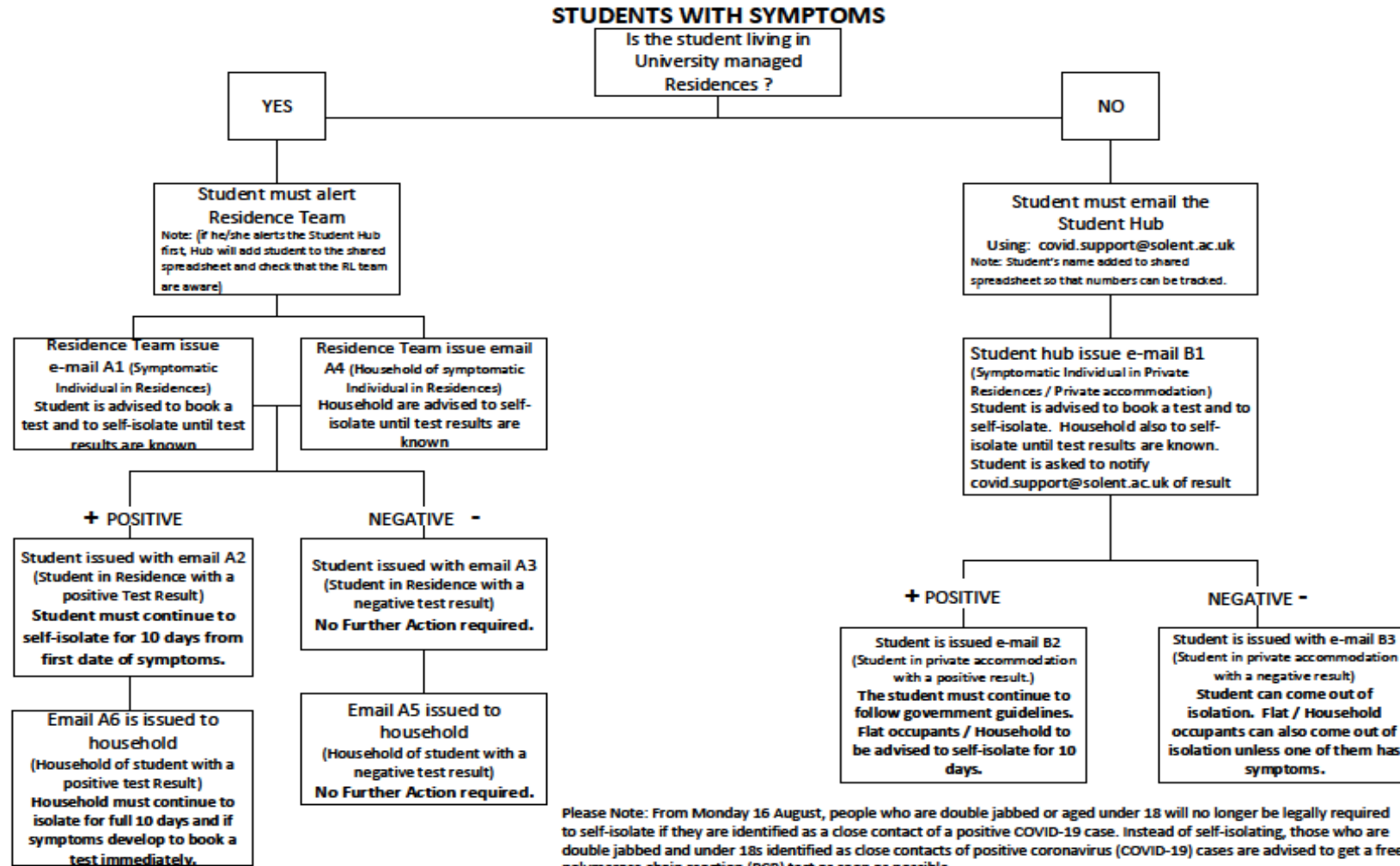
#### **7. Help and support while you're staying at home**

- 7.1. While you're self-isolating:
  - 7.1.1. you can get help with everyday tasks, like collecting shopping or medicines, from an NHS volunteer
  - 7.1.2. you might be able to get sick pay or other types of financial support if you're not able to work.
  - 7.1.3. Find out about help and financial support while you're self-isolating at: <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/help-and-financial-support-while-youre-self-isolating/>

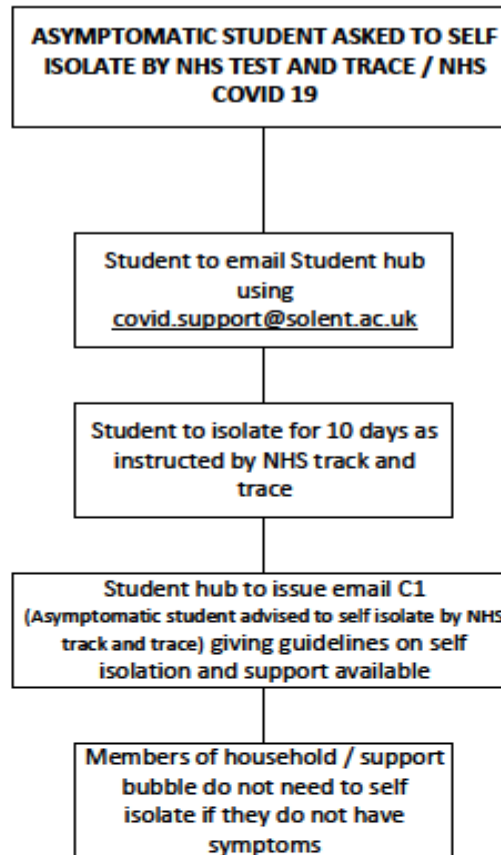
Please contact [covid.support@solent.ac.uk](mailto:covid.support@solent.ac.uk) if you require any further advice or guidance.



## Appendix 5 - Managing student cases flow charts







# CHECKLIST: SUPPORTING STUDENTS WHO ARE REQUIRED TO SELF-ISOLATE



Self-isolation and regular testing are together key to containing the spread of COVID-19. Universities recognise that it can be challenging for students to self-isolate. This could be because of difficulties with their ongoing learning, problems with getting supplies or with their housing and finances, or with being able to access support for their health and wellbeing.

Universities may wish to use this checklist as a guide for supporting students who are self-isolating. The checklist can be used as a framework for individual universities to adapt to their own institutional settings and contexts. It covers a range of key issues to consider and should be read alongside relevant national and local guidance.

## Communication

- Provide a COVID-19 contact where affected students can report symptoms, raise any other issues and seek support.
- Stay in regular, proactive and personal contact with students throughout their self-isolation period to encourage them to raise any issues or concerns and so you can identify those getting into difficulty. Check-in proactively with all members of a student household where some or all are self-isolating.
- Send regular updates to affected students, parents, wider staff and students and the wider community. Provide regular messages of reassurance about the support available if students have to self-isolate and encourage engagement in asymptomatic testing.
- Regularly provide information about how to access health, wellbeing and hardship support, including how to reach university support services and local NHS services. This should include information about temporary GP registration, and, if an option, how they register with the university health centre or GP.

## COVID-19 information

- Make sure that students have access to and understand authorised COVID-19 advice and guidance including local and national rules. Highlight new guidance updates to students, especially when they need to change their behaviour.
- Encourage all students and staff to download the [NHS app](#) which provides, alongside its contact tracing function, clear guidance on symptoms and self-isolation.
- Offer further COVID-19 related health advice, available from [NHS Choices](#) or from the NHS-validated [Coronavirus support app](#).
- Provide [guidance](#) on minimising transmission among the university community and within higher education settings, including student households.

## Mental health and wellbeing

- Encourage students to use student wellbeing and mental health support services by clearly signposting these services.
- Carry out regular individual check-ins via phone, text, email or in person, using these to inform a register of students at risk needing further targeted interventions.
- Encourage students to disclose any pre-existing or current mental health issues or other health conditions.
- Work with students' unions to provide peer support and safe social interactions, alongside wider measures to support students to keep socially active and connected during self-isolation, for example through online activities offered by clubs and societies.
- Provide and signpost students to virtual events, activities and inclusive physical activity for entertainment, health and wellbeing.
- Signpost to [Student Space guidance](#) on staying well in self-isolation.
- Ask students if they would like family or friends involved in support for their mental health or other difficulties.
- Ensure that accommodation staff and student-facing professional service teams are trained in mental health awareness and can rapidly escalate any concerns.
- Refresh local partnerships with NHS and emergency services including exchange of key contacts and data sharing agreements.

## Practical support

- Ensure students have access to a range of necessities during self-isolation, including:
  - food or food delivery services, where possible allowing for religious or dietary requirements
  - laundry services
  - cutlery and dishes
  - personal hygiene products
  - cleaning materials and bin bags, tissues and toilet rolls

This might include a basic care package. Students may benefit from a list of local shops that deliver other food/meals.

- Ensure that key services are maintained – for example safe rubbish collection and internet services.
- Make sure that students have the technology and capability to access learning, including library services and learning support (such as access to personal tutoring) as well as social support and interaction. This should include making sure students know where they can seek timely advice if there are problems. Where possible, use feedback from students to improve services and support.

Make sure that students living off campus have, as far as practically possible, an equitable experience, including the level of personal contact and access to support services. Necessarily, support will vary depending on the needs of the individual student and whether those students are living at home, in university accommodation or in private halls or houses.

- Make sure there are processes in place to help students do what is immediately required of them during the self-isolation period. This includes:
  - Applying for extenuating circumstances for academic work.
  - International students will need to complete police registration and Biometric Residence Permit.
- Share [guidance](#) for safe and appropriate online behaviour.

## Targeted support

- Ensure that students with declared disabilities have their specific needs supported.
- Make sure that cultural and religious observance is supported during self-isolation and consider the specific support needs of student from identified minority groups.
- Monitor students' engagement and academic performance to identify those who may be getting into difficulties. Reach out proactively to check on their wellbeing.

## Partnership support

- Engage with private accommodation providers to help them understand the specific needs of students in self-isolation and, seeking consent from students, to share information about students' COVID-19 status.
- Work in close partnership with local public health authorities including Directors of Public Health and Health Protection Teams to inform decisions about testing, contact tracing, outbreak response and self-isolation.
- Agree communication updates with the local Director of Public Health and Health Protection Teams, where they are indicated by public health decisions.

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### Updated March 2021

In June 2020 Universities UK (UUK) [published principles](#) for universities to consider as they prepared for the new term. In August 2020 UUK launched [self-isolation guidance](#) specifically for international students arriving in the UK. Universities Scotland published a [consistent core of care](#) for students during the pandemic.

Contact [covid-19@universitiesuk.ac.uk](mailto:covid-19@universitiesuk.ac.uk) for further information.