

# ONCAMPUS

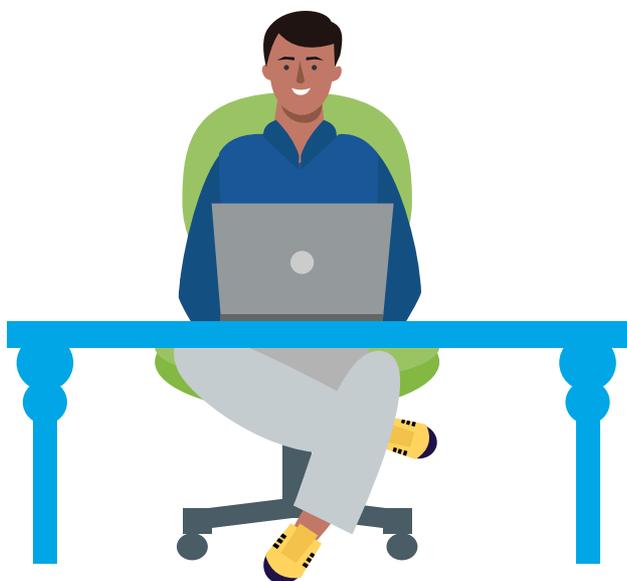
Achieve more.

## #ByYourSide >✈

# Arriving And Staying Safe

## In ONCAMPUS Partnered Accommodation during COVID-19





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# Welcome

**Welcome! We hope you are looking forward to arriving to your accommodation.**

We understand this is a very uncertain and unsettling time to be travelling abroad to study. To help inform you better and to answer some questions you are likely to have, we have put together a simple guide to navigate life in student accommodation.

Please spend some time reading through all the important information. We have also included links to some useful and reputable sites that we recommend for your further reading.

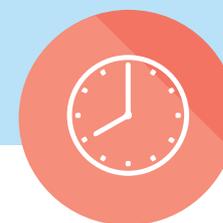
Please note that the information in this guide is subject to change in line with government guidelines and advice from Public Health England.



## Booking your arrival timeslot to the accommodation

If you are required to book a timeslot for your accommodation the **ONCAMPUS** pre-arrival team will contact you via the email address given on your student application. Included in this email will be details on how to book an arrival time that suits you best. Please do this as soon as you can as there are limits for each slot in order to ensure social distancing can be maintained. If you have any difficulties with this, please respond to the email and we will help you.

**Alternatively you can contact our team on +44 1223 447761 or email [livein@oncampus.global](mailto:livein@oncampus.global).**



## Travelling to your accommodation

You must travel to your accommodation straight away after arriving to the UK. You can use public transport such as a train or bus. Please make sure you wear a face covering and maintain social distancing. If you can, please use hand sanitiser regularly. Our recommended method of travelling is via taxi, you can book your travel this way directly with **ONCAMPUS**. We partner with reputable providers and can ensure you get to your accommodation quickly, and stress free. Please contact [livein@oncampus.global](mailto:livein@oncampus.global) to make a taxi booking.



## Traffic light system

At the time of publishing this document the UK government has in place, a traffic light system which you will need to be aware of. If you're travelling to England, what you need to do depends on where you have been in the 10 days before you arrive. If you have been in a country or territory on the:



- **Green list** - you must take a coronavirus (COVID-19) test on or before day 2
- **Amber list** - you must quarantine in the place you're staying and take 2 COVID-19 tests (on or before day 2 and on or after day 8)
- **Red list** - you must book a hotel quarantine package, which includes 2 COVID-19 tests
- The day you arrive is day 0. The next day is day 1 of your quarantine period
- You must follow these rules even if you have been vaccinated

**We strongly encourage you to follow any updates at <https://www.oncampus.global/covid19.htm>**

## Test to Release Scheme



If you are arriving from a country on the amber list. You have the option to use the test to Release scheme.

### Amber List: How the Test to Release scheme works

- If you have been in a country or territory on the amber list in the 10 days before you arrive in England you must quarantine for 10 days on arrival.
- Under the Test to Release scheme you can choose to pay for an additional private COVID-19 test. If the result is negative, you can end your quarantine.
- You cannot take your Test to Release test until you have been in England for 5 full days.
- Example: You arrive in England on Monday. Tuesday will be your first full day of quarantine. You can take a test no earlier than the 5th day after arrival - Saturday. You must continue to quarantine while you await your test result.
- The scheme is voluntary and applies to those quarantining in England only
- If you choose Test to Release, you must still book and take your 2 compulsory travel tests
- If you do not book Test to Release before you arrive in England, you can book it after you arrive. You'll need to complete another passenger locator form to opt into the scheme.



## ONCAMPUS recommend you use the official NHS COVID-19 contact tracing app

It's the fastest way of knowing when you're at risk from coronavirus (COVID-19). The quicker you know, the quicker you can alert your loved ones, and your community.

The more of us that use it, the better we can control coronavirus.

**Protect your loved ones.  
Please download the app**

The app is available in the following languages:

English, Chinese (simplified), Arabic (modern standard), Turkish,



## How does it work?

The NHS COVID-19 app has been built in collaboration with some of the most innovative organisations in the world.

The app runs on proven software developed by Apple and Google, designed so that nobody will know who or where you are. And you can delete your data, or the app, at any time.

### It has a number of features:

- **Trace:** find out when you've been near other app users who have tested positive for coronavirus.
- **Alert:** lets you know the level of coronavirus risk in your postcode district.
- **Check-in:** get alerted if you've visited a venue where you may have come into contact with coronavirus, using a simple QR code scanner. No more form filling.
- **Symptoms:** check if you have coronavirus symptoms and see if you need to order a test.
- **Test:** helps you order a test if you need to.
- **Isolate:** keep track of your self-isolation countdown and access relevant advice.

## Locator Form 48 hours before you travel

All students will need to complete a passenger location form online, you may not be able to travel. This includes if you're travelling from a country or territory where you do not have to self-isolate when you arrive in the UK. You must complete this form even if you've already completed a different form to enter another country.

If you do not complete the form before you arrive in the UK, it's likely to take you longer to enter the UK. You cannot submit the form until 48 hours before you're due to arrive in the UK. After you submit the form, you'll receive a confirmation email with a document attached.

You'll need to show this document when you arrive in the UK. Border Force officers will scan the QR code at the top of this document to check you have completed the form successfully.

### Before you arrive at the border, you must either:

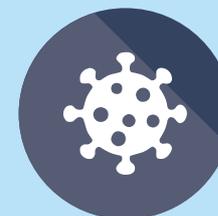
- Print a copy of the document
- Download the document on your phone



## Coronavirus Symptoms

The main symptoms of coronavirus are:

- a **high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, **continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a **loss or change to your sense of smell or taste** – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal.



You can check your symptoms online at NHS.

Most people with symptoms have at least 1 of these.

About 1 in 3 people with COVID-19 do not have symptoms but can still infect others. This is why everyone is advised to get tested regularly.

## Should I wear a face covering in my accommodation?

Current government guidelines state that you should wear a face covering in indoor places where social distancing may be difficult and where you will come into contact with people you do not normally meet. This will apply to any communal facilities outside your flat.



## How can I help do my part and minimise the risk of catching or spreading coronavirus?

To reduce the chance of catching or spreading the virus, please follow the advice below;

1. **Wash** your hands with soap and water often, for at least 20 seconds
2. Use **hand sanitiser** gel if soap and water are not available
3. Try to stay at least **2 metres** (3 steps) away from anyone you do not live with.
4. Put used **tissues in the bin immediately** and wash your hands afterwards.

### What is a household?

While it is legal for new households to be formed there is no definition by the UK Government as to what currently constitutes a household in terms of large-scale student accommodation. We believe where accommodation is provided in the form of flats with shared cooking and bathroom facilities each "flat" will normally be considered a household.

## If someone in the household develops symptoms, do we all need to isolate?

Yes, following the initial person showing symptoms, the rest of the occupants of that flat/household will need to self-isolate for 10 days. The flat will be 'closed' off for any new arrivals whilst the full 10-day isolation is completed. You may need to self-isolate for longer if you get symptoms while self-isolating or your symptoms do not go away.

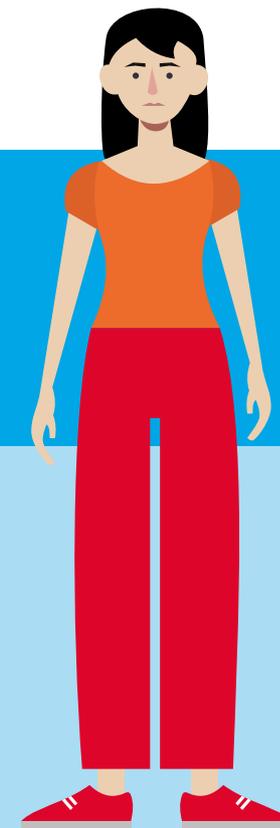
## How can I get tested?

You can order a PCR test kit to be sent to your home or book an appointment at a walk-in test site. Alternatively, you can call 119

### TEST RESULTS

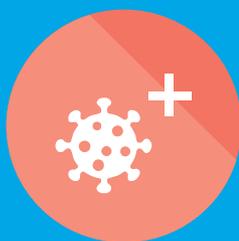
## Negative result

If the test comes back negative, the first symptomatic person can stop self-isolating (as long as they are well and have not had a high temperature for at least 48 hours), as can the remainder of the household.



## TEST RESULTS

### Positive result



If the test is positive, you will be required to continue to self-isolate for a minimum of 10 days, or, if symptoms persist - until well and until you have not had a high temperature for at least 48 hours.

If the test is positive, you will be requested to share your close contacts with the NHS Test and trace service. If any close contact of a positive case becomes symptomatic, they should isolate and order a test and either:

➤ Isolate for **10 days** (following a positive test result)

➤ Isolate for **14 days** (following a negative test result, because they are a close contact of a confirmed case)

**Inconclusive test result:** If the test is void, borderline or inconclusive, please book another test as soon as possible, within 5 days from the initial onset of symptoms.

If you have not been able to book a test in time, you must self-isolate for at least 10 days from when your symptoms started. Anyone you live with, and anyone in your support bubble, must self-isolate for 10 days.

If you had a test but have not had any symptoms, you do not need to self-isolate while you wait to get another test. People you live with, and anyone in your support bubble, do not need to self-isolate.

## What additional health and safety measures have been put in place at my accommodation due to COVID-19?

Each accommodation provider we work with will have introduced slightly different measures depending on the size and layouts of the buildings. However, some general provisions implemented across all sites include:



• Increased cleaning and anti-viral disinfectant in all high traffic common areas

• A focus on cleaning and sanitising all high touch point areas like door handles, communal toilets, table tops etc

• Hand sanitisers at entrance/exits

• Clear signage detailing social distancing expectations and any one-way systems that have been introduced.

• Reduced occupancy limits in communal rooms depending on size and ventilation

• Followig Public Heath England guidance on social distancing, hand washing and PPE, adjusting processes and procedures as needed.

## Are there any changes to overnight or day guests?

We ask that there are no guests to the residence whilst we work through the initial arrival period and allow for student households to form.

Each accommodation provider will review their own policy on this as the term progresses. Information will be shared with you when there are changes. You can also contact the accommodation reception if you would like to speak to a member of staff.

We do understand the importance of social interaction with friends and how this benefits your student experience. However, we are committed to keeping all our students safe and to adhering to the Government guidance that is in place around social distancing. Therefore, changes to the guest policy will be brought in cautiously after a thorough review.



## Cleaning



Whilst accommodation providers have increased the cleaning provisions in each building. It is very important that students do their part too. In order to help prevent the spread of the virus, you should help maintain a clean environment, particularly after using kitchens and bathrooms.

**Please speak to an accommodation or ONCAMPUS staff member if you need more advice on this.**

## Maintenance



Currently it is challenging for staff to keep to the normal timeframes they have previously with maintenance issues. Essential maintenance will always be prioritised but there may be some longer wait times for minor issues in order to reduce contact between staff and residents. The accommodation provider will make plans on a case by case basis and keep you up to date as much as possible.

## Your responsibilities

The UK Government continues to provide updates to guidance and regulations as and when changes are necessary. We need you to adhere to the information in this guide and to try and promote positive behaviour amongst your friends and households. If accommodation rules and government guidelines are breached, then **ONCAMPUS** will work closely with accommodation providers to take the necessary action to keep all students as safe as possible.



### What if the fire alarm goes off and I am self-isolating?

In the event that the fire alarm sounds, you will need to vacate the building wearing a mask and stand apart from others gathered in the safe fire assemble zones. Please ensure you identify yourself to a member of staff as soon as you can.

## Food delivery and online supermarket orders

Ordering meals and food deliveries can be a useful option to you, particularly during your first few weeks in the accommodation. There are a lot of good options available to you if you would like to do this.

### Food Delivery

Just Eat - <https://www.just-eat.co.uk/>

Deliveroo - <https://deliveroo.co.uk/>

Uber Eats - <https://www.ubereats.com/>

### Groceries

Sainsburys - <https://www.sainsburys.co.uk>

Asda - <https://groceries.asda.com/>

Tesco - <https://www.tesco.com/groceries/>

### Medication

It is also possible to order some medical supplies online;

Lloyds Pharmacy - <http://www.lloydspharmacy.com/>

Boots Pharmacy - <https://www.boots.com/health-pharmacy>

## Resources and Useful Links

<https://www.gov.uk/uk-border-control>

<https://www.gov.uk/uk-border-control/before-you-leave-for-the-uk>

<https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england#what-you-must-do-before-you-travel>

<https://www.gov.uk/provide-journey-contact-details-before-travel-uk>

<https://www.gov.uk/uk-border-control/at-border-control>

<https://www.gov.uk/uk-border-control/self-isolating-when-you-arrive>

<https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england>

<https://www.gov.uk/uk-border-control/ending-self-isolation-early-through-test-to-release>

<https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england#what-you-can-and-cannot-do-in-quarantine>

<https://www.gov.uk/coronavirus>

<https://www.gov.uk/getting-tested-for-coronavirus>

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>

[https://www.gov.uk/government/publications/covid-19-guidance-for-](https://www.gov.uk/government/publications/covid-19-guidance-for)

[the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19](https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england#support-to-help-you-quarantine)

<https://www.gov.uk/guidance/how-to-quarantine-when-you-arrive-in-england#support-to-help-you-quarantine>

<https://www.nhs.uk/conditions/coronavirus-covid-19/social-distancing/what-you-need-to-do/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>



The process will vary for our US and EU Centres – see our Covid page at [www.oncampus.global](http://www.oncampus.global)  
All information is correct as of June 2021