20/21

Covid-19 Information Pack

The health and wellbeing of our residents has been our primary concern throughout the COVID-19 pandemic.

We are grateful that residents have followed our advice closely and worked with us to ensure the safety of our community.

We are continuing to closely monitor the situation and as we continue to welcome our new residents, we have put a number of precautions and procedures in place, in accordance with Government guidelines, to reduce the risk of catching or spreading the virus within our properties.

We will continue to update our information and advice as the situation develops and in line with the latest public health advice.

We'd like to thank our current residents for their ongoing support and we are incredibly proud of our Chapter community.

NHS Guidance

- Wash your hands regularly with soap and hot water for at least 20 seconds

- Use hand sanitiser if soap and water is not available

- Cover your mouth with a tissue or sleeve if you cough or sneeze and wash your hands thoroughly afterwards

- Put used tissues in the bin immediately and wash your hands afterwards

- Avoid close contact with anyone who may be showing symptoms of Coronavirus or are self-isolating

- Try to stay at least 2 metres (3 steps) away from anyone you do not live with (or anyone not in your support bubble)

- Please wear a face mask or covering throughout any communal and shared spaces within your building

There are some places where you must wear a face covering, such as:

- on public transport

- in shops

- when you go to hospital appointments or visit someone in hospital
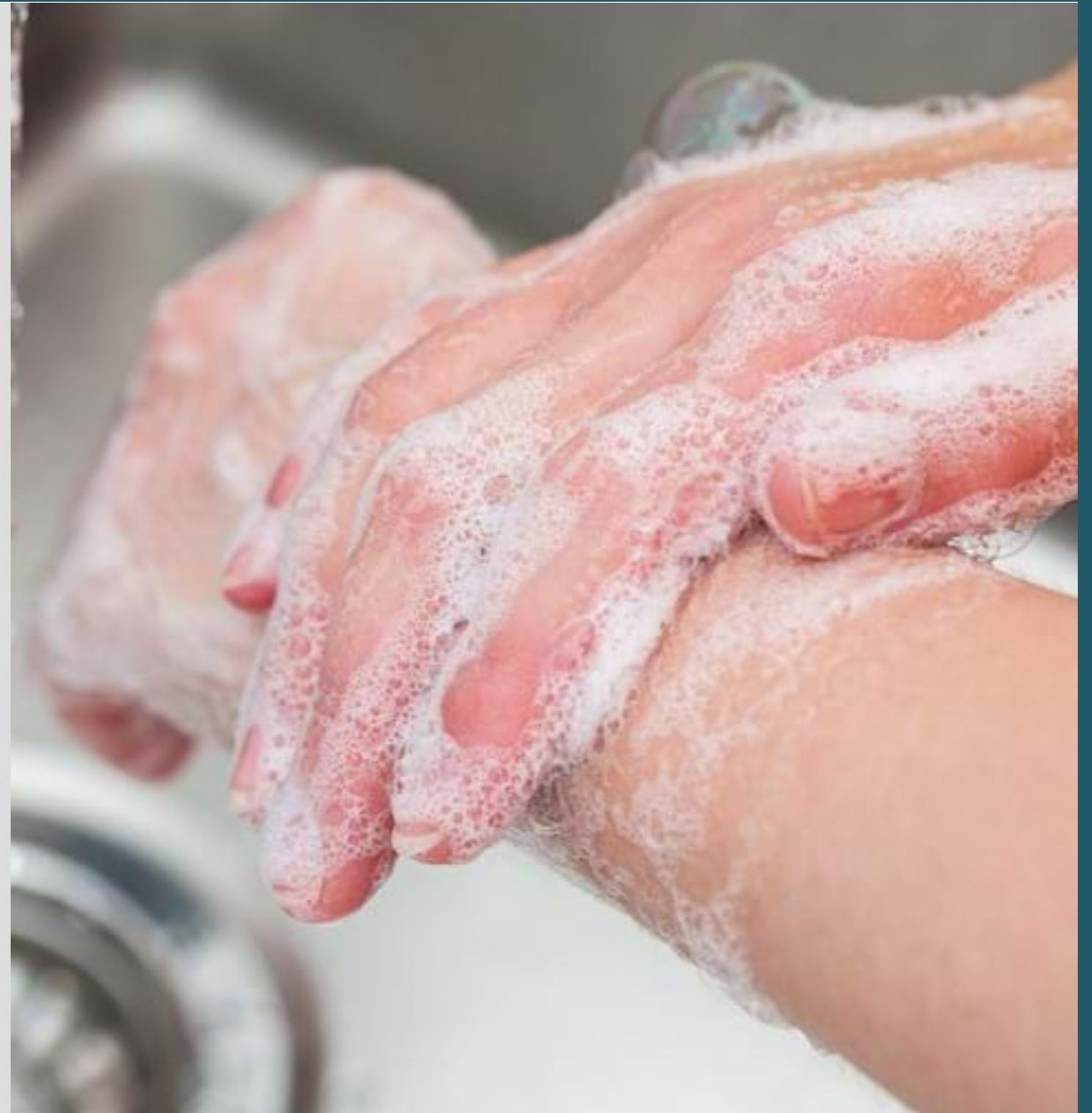
If you have Coronavirus symptoms and have not had a test, stay at home and get a test to check if you have Coronavirus as soon as possible.

Coronavirus symptoms include:

- A high temperature: you feel hot to touch on your chest or back
- A new, continuous cough: this means you've started coughing repeatedly
- Loss of taste or smell

You can find out more about how to take a test through the NHS website **here.**

If you are unable to take a test or test positive, you must self-isolate for 10 days from when the symptoms began or from the day you took the test.

If you're concerned about your symptoms and need medical advice, use the NHS 111 online coronavirus service.

Please notify your Reception Team by phone or email to let us know you are self-isolating so we can support you through this process.

NHS Covid-19 App

We strongly recommend to download the NHS Covid 19 App

How does it work?

The NHS COVID-19 app has been built in collaboration with some of the most innovative organisations in the world.
They've worked with medical experts, privacy groups and at-risk communities. And they have shared knowledge with the teams working on similar apps in many countries.

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.
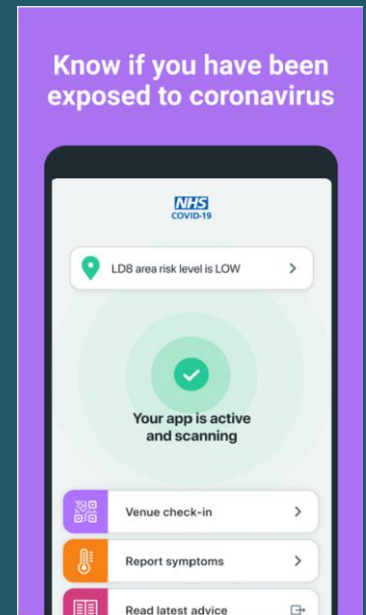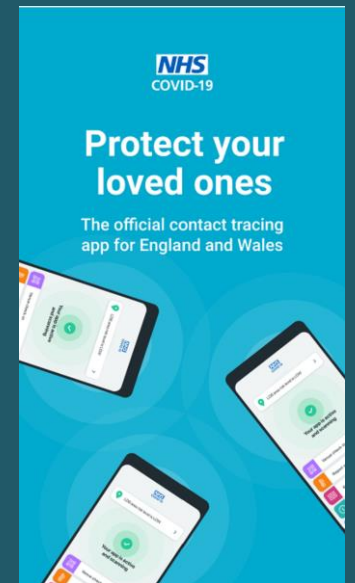
Get A Free NHS Test

You can have a test (swab test) to check if you have coronavirus (COVID-19) now.

You can get a free NHS test if:

- ✔ you have any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- ✔ you're getting a test for someone you live with who has symptoms
- ✔ you live in England and have been told to get a test before you go into hospital, for example, for surgery
- ✔ your local council asks you to get a test
- ✔ you're taking part in a government pilot project

Do not ask for an NHS test if:

- ✘ you live with someone who has coronavirus but you do not have symptoms yourself – you need to self-isolate
- ✘ you've been in close contact with someone who has the virus but you do not have symptoms – you do not need to do anything unless NHS Test and Trace tells you to
- ✘ you're going abroad but do not have symptoms
- ✘ you've arrived in the UK from abroad but do not have symptoms – you need to self-isolate if you've come from a country with a high coronavirus risk
- ✘ your employer or school has asked you to get a test but you do not have symptoms

When to get a test

If you have symptoms, get a test as soon as possible. You need to get the test done in the first 8 days of having symptoms.
Book a visit to a test site to have the test today. Or order a home test kit if you cannot get to a test site.
On days 1 to 7 of your symptoms, you can get tested at a site or at home. If you're ordering a home test kit on day 7, do it by 3pm.
On day 8, you need to go to a test site. It's too late to order a home test kit.

Covid-19 Secure at Chapter

Every resident should:

❖ Wear a **face covering** and continue to do so in communal areas, lifts and corridors

❖ Have their **temperature checked** when entering the building

❖ **Wash their hands** with hand sanitiser available at each entrance

❖ Follow the government regulations on **social distancing**

❖ Follow the new legal gatherings **limit of 6**

Guest Policy

All guests to our buildings will be asked to undergo a temperature check on arrival. This is to help prevent the spread of COVID-19 within our buildings and we thank you in advance for your understanding and co-operation.

With the Government recently announcing that groups no larger than six are allowed within a household at the same time, we've altered our current guest policy to ensure we are adhering to Government guidelines.

Please see the below following guest policy changes:

The number of guests residents can host per visit will be limited to one. This rule now applies to residents in both studios and shared apartments, and no exceptions will be made.

If a shared apartment (a household) already exceeds 6 occupants, then no guests will be allowed to visit the apartment.
Residents living in accommodation where 6 or more occupants share facilities are not allowed to have a guest in their shared living areas, unless the other residents are away from the apartment.
The number of occupants at any one time **must not exceeding the total of 6**.

Residents may continue to host guest visits in communal amenity spaces, which are available throughout the building, whilst observing the maximum number of occupants per space, all of which will be clearly signed with information and instruction posters from your Community Team.

As an additional measure of control, we will ask that all guests coming into the building:

• Wear a face covering and continue to do so in communal areas.
• Have their temperature checked (this will be recorded as part of the sign in process).
• Wash their hands with hand sanitiser available at each entrance.

The responsibility to observe the Government mandated restriction on households sits with the residents, however the Chapter Community Team will monitor the situation and take additional measures to ensure the mandate is adhered to, throughout the building.

Communal Spaces

All Chapter properties will be operated in line with the UK government's Covid-19 secure guidelines to continue to protect our residents and on-site team. We are committed to ensuring that our properties follow the most up-to-date social distancing guidelines set out by the government. These will be clearly communicated throughout our buildings.

In accordance with government guidelines, we have made changes to our amenity and communal spaces.

❖ We have removed or re-arranged furniture

❖ We have reduced occupancy numbers which is clearly communicated at the entrance to the area.

❖ We have reduced opening hours for amenity spaces to 10 pm

❖ We ask that all residents **wear a face covering** throughout communal areas to help keep our building COVID-19 secure

Self-Isolation Support

We know that this may seem somewhat overwhelming but rest assured, we will do everything to make this experience with us, a little easier.

During the isolation period of 14 days, your onsite Community Team will be on hand and available to help you.

This includes:

- helping you with removal of waste from your unit
- collection of parcels and re-delivery to your door
- delivery of food and drinks that you order

You will also be credited with £40 Chapter Service app credit, allowing you to arrange for laundry services – which can be collected and redelivered to your door. All of this is bookable directly via the Chapter services app.

You will not be alone during your isolation period; your onsite Community Team will keep in touch with you regularly. In addition, we have pinned together a series of online activities to keep you entertained and distracted.

Self-isolation support
OUR TEAMS ARE HERE TO SUPPORT YOU DURING YOUR 14-DAY ISOLATION PERIOD

How we can help

PARCEL DELIVERIES
FOOD DELIVERIES
WASTE REMOVAL
LAUNDRY CREDIT
ONLINE RESIDENT EXPERIENCE PLATFORM

IMPORTANT
You will need to complete the Self-Isolation booking form on your Chapter APP or simply ask your reception team

Self-Isolation due To Recent International Travel

GOVERNMENT ADVICE TO UNIVERSITY STUDENTS ON TRAVEL

The United Kingdom remains open but any International visitors are asked to self-quarantine for a **14 day period** on arrival. You will be unable to leave your room during this time period and will not be permitted visitors.

It is imperative that you follow the UK Government advice on self-isolation and so we urge you to adhere to the rules imposed by us, in line with Public Health England guidelines – this information is also available here: https://www.gov.uk/uk-border-control.

To clarify, self-isolating means that during the time of your isolation, you are expected not to leave the bounds of your room, so please make arrangements for essential food and drink items to be delivered to you, ahead of your arrival.

For full information on the latest UK guidelines relating to COVID-19, including self-isolation, **click here** to visit the Government website.

Self-Isolation for Covid19 Positive Case

If you have symptoms of COVID-19 however mild, self-isolate for at least **10 days** from when your symptoms started. You should arrange to have a test to see if you have COVID-19 – go to testing to arrange. Do not go to a GP surgery, pharmacy or hospital.

If you are not experiencing symptoms but have tested positive for COVID-19, you must self-isolate for at least 10 days, starting from the day the test was taken. If you develop symptoms during this isolation period, restart your 10-day isolation from the day you developed symptoms.

You could be fined if you do not stay at home and self-isolate following a positive test result for COVID-19 or if you are contacted by NHS Test and Trace and instructed to self-isolate.

After 10 days, if you still have a temperature you should continue to self-isolate and seek medical advice. You do not need to self-isolate after 10 days if you only have a cough or loss of sense of smell or taste, as these symptoms can last for several weeks after the infection has gone.

Self-quarantine

IMPORTANT
You will need to complete the Self-Isolation booking form on your Chapter APP or simply ask your reception team

Self-Isolation Guide for students living in shared apartment

Self-Isolation Due to Recent International Travel or Exposure to Someone with Coronavirus

❑ Tenants living in shared apartments should avoid close contact (through social distancing and use of PPE) with other members of the household.

❑ A Rota for use of the kitchen should be put in place.

❑ Clean frequently touched surfaces such as door handles, handrails, remote controls and table tops regularly.

❑ Clean a shared kitchen and shared bathroom after each use by wiping the surfaces touched.

❑ Chapter will suspend access to the room for routine maintenance, repairs and inspections and only enter the room or apartment for emergency repairs.

❑ Tenants can leave their personal waste outside their apartment every Monday and Thursday between 10am and 11am only.

Self-Isolation for Covid-19 Positive Case:

❑ If a tenant is affected by coronavirus, the tenant is encouraged to inform the community team. Based on availability, Chapter will relocate the tenant.

❑ Tenants should avoid close contact (through social distancing and use of PPE) with other members of the household.

❑ A Rota for use of the kitchen should be put in place.

❑ Clean frequently touched surfaces such as door handles, handrails, remote controls and table tops regularly.

❑ Clean a shared kitchen and shared bathroom after each use by wiping the surfaces touched.

❑ Personal waste (such as used tissues) and disposable cleaning cloths can be stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste. This should be put aside for at least 72 hours before being left outside the cluster door for collection. The waste will be collected from outside your apartment every Monday and Thursday between 10am and 11am.

Chapter's response to a Positive Covid 19 Case

Your safety is our number one priority, and we want to you know that we will take all steps available to us to ensure the property remains safe in case we have a positive case in one of our Chapter Building.

Chapter will take the below steps:

❖ **Communication**: We will inform our current residents of a positive case by email

❖ **Additional Cleaning**: We will be conducting an additional deep clean (Electrostatic disinfecting cleaning) of the communal areas, to complement our existing cleaning management processes

❖ **Room Move**: If the tenant affected by coronavirus lives in a shared apartment, we will relocate the student to an Emergency Studio and ask his/her flat mates to self-isolate for 14 days as per government's guidance.

❖ **Self-Isolation Support**: We will continue to support the affected resident during this difficult time

NEED HELP DURING COVID-19?

Every Mind Matters is here to help you manage and maintain your mental health, as good mental health makes such a difference. It helps us to relax more, achieve more and enjoy our lives more.
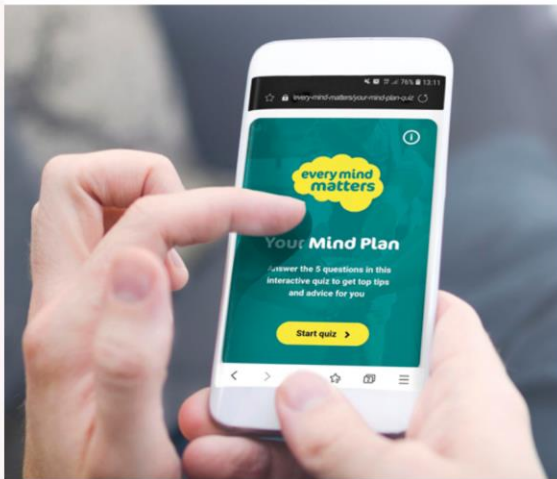
We all go through ups and downs in life, and experience life changes that can affect our mental health.

Every Mind Matters gives you simple and practical advice to get a healthier mind and get more out of life – from how to deal with stress and anxiety, to boosting our mood or sleeping better. It will help you spot the signs of common mental health conditions, get personalised practical self-care tips and information on further support. You'll also learn about what you can do to help others.

Every Mind Matters has been created by Public Health England, with tips and advice developed with experts and approved by the NHS.

It has also been endorsed by the Royal College of General Practitioners. In January 2020, we teamed up with Heads Up for the biggest weekend in football, the Emirates FA Cup Third Round, to help you discover simple steps to look after your mental health.

healthier mind support

practical advice

CHAPTER
LONDON

Useful Link:

Chapter Commitment:
https://www.chapter-living.com/information/our-chapter-commitment

Chapter Covid 19 Update:
https://www.chapter-living.com/information/covid-19-updates

NHS Get a Test:
https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-a-test-to-check-if-you-have-coronavirus/

GOV.UK Coronovirus:
https://www.gov.uk/coronavirus

UK Border/Self Isolation
https://www.gov.uk/uk-border-control/self-isolating-when-you-arrive

Every Mind Matters
https://www.nhs.uk/oneyou/every-mind-matters/

NHS Covid 19 App
https://www.nhs.uk/apps-library/nhs-covid-19/

NHS Self-Isolation and Treatment:
https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/