

CHAPTER

LONDON

*Covid-19 Information Pack*  
2021

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# A MESSAGE FROM CHAPTER

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.**



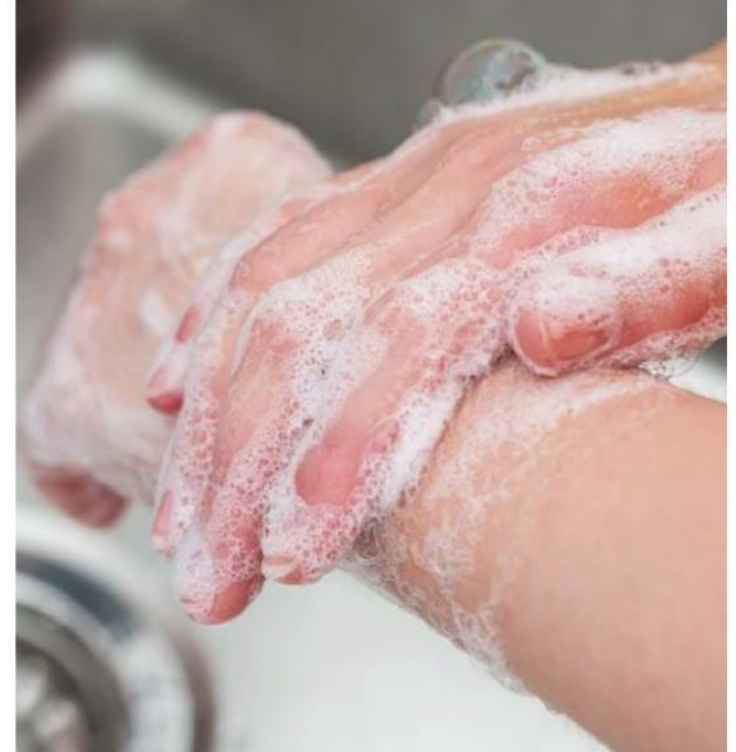


# NHS GUIDANCE

- Wash your hand 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 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.



# COVID-19 SYMPTOMS

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 the 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 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 911 Coronavirus service](#)**

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



# NHS COVID-19 APP

We strongly recommend that you 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.

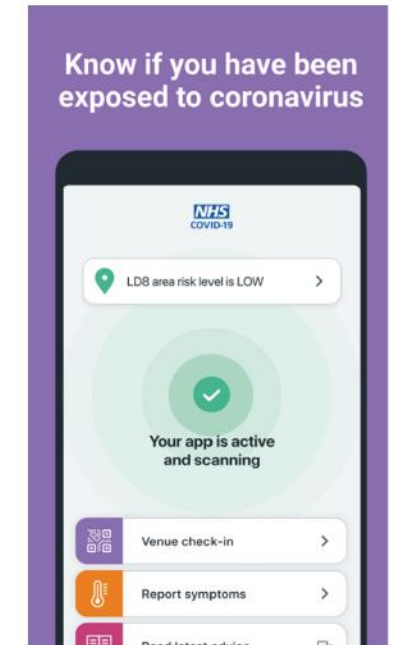
**ALERT:** lets you know the level of coronavirus risk in your postcode district.

**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:

- Please wear a **face covering** and continue to do so in communal areas and shared spaces within your building.
  - 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 COVID-19 guidelines for England, including only mixing with your current household or support bubble.



# GUEST POLICY

Thank you in advance for your understanding and co-operation.

From Midnight on Tuesday 5th January, England moved into a new lockdown period which means we must all follow additional Government rules to help prevent the spread of Covid 19.

## NEW RULES

**The new rules will apply to the whole of England including London:**

- You must not socialise with anybody other than members of your household or support bubble in any indoor or outdoor setting.
- You can exercise outdoors once a day alone, with one other person or with your household or support bubble.

## Revised Chapter Guest Policy

In accordance with the new rules, we have therefore taken the difficult decision **to temporarily stop any resident guests from entering the Chapter building.**

If you require any support during this challenging time and during the temporary guest policy restrictions, please reach out to your Chapter community team.

The latest restrictions prevent separate households from meeting indoors and, therefore, in order to ensure we are adhering to government guidelines, this means we can **no longer allow residents to meet in communal areas or their rooms.**

If you live in a **shared apartment**, you will continue to be deemed as **one household** but would be **unable to mix with other residents outside of that household.**

Any **essential maintenance work** will go ahead as planned but any contractors or external visitors will undergo **mandatory temperature checks and wear masks around the building.**

Any **parcels or food deliveries** will either go to reception or, following a **mandatory temperature check** and providing the delivery driver is wearing a **mask**, will be delivered contactless to your room.

If your delivery is going to reception, you will be notified by the team so you can collect or **if you are self-isolating, your site team will bring your parcel or food delivery directly to your room.**



# 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 the new rules relating to COVID-19 for England set out by the Government, we have temporarily closed our amenity spaces until further notice in line with Government guidance on the latest national lockdown. This will be clearly communicated throughout our buildings. We are closely following Government guidelines and will re-open these spaces as the rules allow us to.





# SELF-ISOLATION SUPPORT

We understand that this is a challenging time and can feel overwhelming but your Chapter community team are here to support you throughout.

During the isolation period of 10 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 and 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.

## 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 SUPPORT

Our teams are here to support you during your 10-day isolation period.



## Welfare Check Calls

Our on-site team are always available to help and support our residents.

We also have additional well-being services available including Student Minds, a charity committed to student mental health and Nightline, a confidential listening and support service run by students for students.



## Chapter Team On Demand Content Suggestion

Our residents' health and mental well-being is paramount at Chapter and we have set up an online events platform that includes live classes and on-demand content.

The platform has been designed to help keep residents active and provides opportunities to learn a new language, virtually tour museums or join a live yoga class amongst a variety of other content.

# 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 **10 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**.

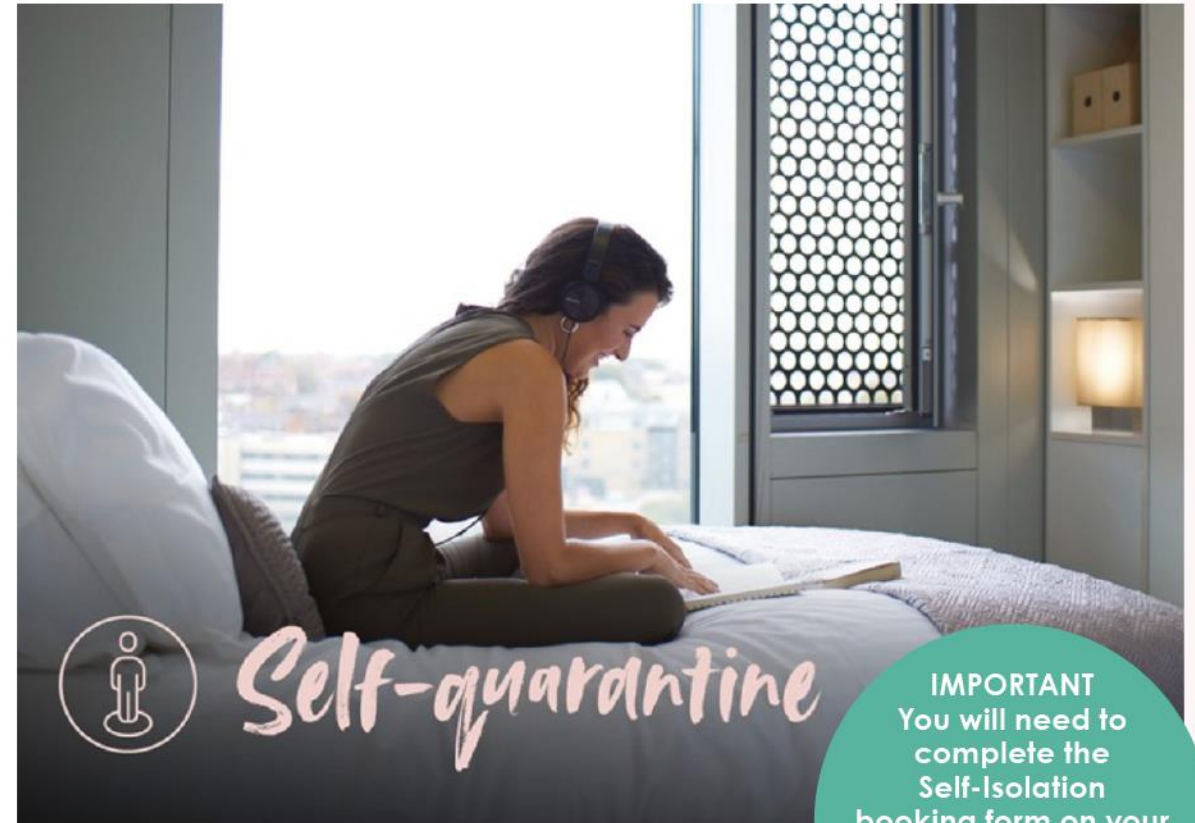
# SELF-ISOLATION FOR COVID-19 POSITIVE CASE

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 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 – for information on how to arrange this and local testing centres, use the [NHS 911 Coronavirus service](#). Do not go to a GP surgery, pharmacy or hospital.

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.



**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.

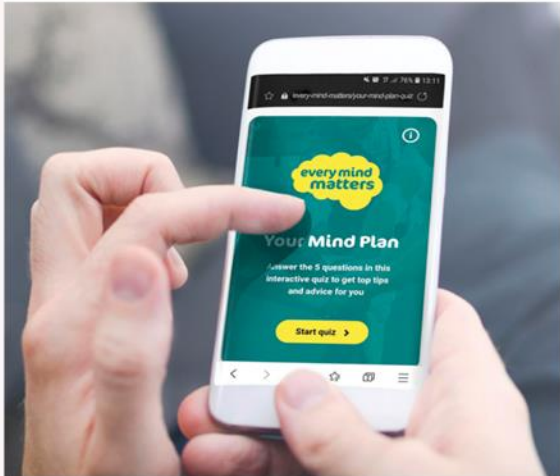
## Chapter will take the below steps:

- **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 10 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.



healthier mind  
support

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.





# NEED TO TALK?

## STUDENT MINDS

### Look after your mate guide

**Student Minds** have produced a campaign to give students the knowledge to understand a little about what their friend or flatmate is going through, the skills to support their friend to the best of their ability and the confidence in your ability to talk about the difficult things and support their friend through the difficult times.

Our website provides more information about specific mental health difficulties, and has links to where students can get further support - [VISIT WEBSITE](#)

As part of the 'Look After Your Mate' campaign, we produced a Guide for Friends. Take a look at the guide for tips on starting a conversation with a friend, keeping the conversation going, understanding their friend's diagnosis and much more! Take a look at the guide online, or download a copy of the guide below.



## STUDENTS AGAINST DEPRESSION

### A website by students, for students

**Students Against Depression** is a website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking. Alongside clinically-validated information and resources it presents the experiences, strategies and advice of students themselves – after all, who better to speak to their peers about how depression can be overcome?

## NIGHTLINE

### We are open between 6pm and 8am every night of term

**London Nightline** is a confidential and anonymous listening and practical information service run by students for students, of the University of London and beyond. Students can talk to us about anything – big or small – in complete confidence. We won't judge you or tell them how to run their life: we'll simply listen to whatever is on their mind. All our volunteers are students themselves, who have undergone extensive training and who understand that university life isn't always plain sailing. Nightline is able to provide crucial out-of-hours

peer support via phone, live chat, email, text and Skype services.

**Phone:** If you want to talk to one of our volunteers over the phone, you can call the number below and chat with no time pressure. Call (+44) 207 631 0101

**Text:** We reply within 10 minutes. You can come back to the conversation, hours or even days later. Whatever suits you best. Text us: 07717 989 900

**Email:** Sometimes it's nice to write things out on your own time and send it to someone, so you can also contact Nightline via email [listening@nightline.org.uk](mailto:listening@nightline.org.uk)

**Skype Call:** If you have Skype downloaded, you can add us as a contact and call us free of charge from wherever you're based in the world.

## SAMARITANS

### 116 123. Call us free, day or night, 365 days a year

Every six seconds, we respond to a call for help. No judgement. No pressure. We're here for anyone who needs someone.

**Phone:** Whatever you're going through, you can call us any time, from any phone for FREE. Call 116 123

**Email:** We will respond within 24 hrs. [jo@samaritans.org](mailto:jo@samaritans.org)

**Write to us:** Sometimes writing down your thoughts and feelings can help you better understand them:

Chris

Freepost RSRB-KKBY-CYJK

PO Box 9090, STIRLING FK8 2SA



# USEFUL CONTACTS

**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 Coronavirus:**

<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/>