

# COVID-19 INFORMATION PACK



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# A MESSAGE FROM CANVAS

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 the 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 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 residents for their ongoing support, we're incredibly proud of our Canvas 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.
- We encourage you to continue to be mindful of social distancing..
- We encourage you to wear a face mask or covering throughout any communal and shared spaces within your building.



# 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 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 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.**

## 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.

## 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

# COVID- 19 SECURE AT CANVAS

- We encourage our residents to continue to wear a **face mask or covering** within communal areas and shared spaces throughout our buildings.
- Residents may be asked to undergo a **temperature check** when entering your building.
- Wash their hands** with hand sanitiser available at each entrance.
- We ask that our residents continue to be mindful of social distancing.
- We will monitor the latest public guidelines and advice on COVID-19 and ask that our residents adhere to them.



## WASH YOUR HANDS

**Wash your hands regularly  
for at least 20 seconds  
using hot, soapy water  
or hand sanitiser.**

**Thank you**



# SELF-ISOLATION SUPPORT

**We understand that this is a challenging time and can feel overwhelming but your Canvas 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 receive a free laundry service and this can be arranged through your Canvas community team or through the Canvas 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. These include access to virtual events and on-demand content including virtual tours of museums, language courses and exercise classes. This is available via your resident experience app.

## HOW WE CAN HELP



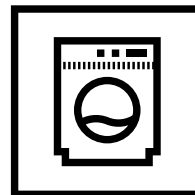
**PARCEL  
DELIVERIES**



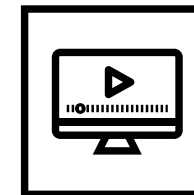
**FOOD  
DELIVERIES**



**WASTE  
REMOVAL**



**LAUNDRY  
CREDIT**



**ONLINE RESIDENT  
EXPERIENCE  
PLATFORM**

**IMPORTANT**

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

# COMMUNAL SPACE

**All Chapter Properties will be operated to ensure we continue to protect our residents and on-site team. Our Covid-19 precautions are 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 will continue to regularly and thoroughly clean all communal spaces and commonly touched items such as lift buttons and door handles.
- We ask that all residents wear a face covering throughout communal areas to help keep our building covid-19 secure.



# SELF-ISOLATION DUE TO RECENT INTERNATIONAL TRAVEL

## Government advice to university students on travel.

The United Kingdom remains open but any International visitors may be asked to self-quarantine for a period of time upon arrival. If you are required to self-quarantine, 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 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.



## IMPORTANT

You will need to complete the Self-Isolation booking form on your Canvas 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.
- Canvas will suspend access to the room for routine maintenance, repairs and inspections and only enter the room or apartment for emergency repairs.
- Tenants can arrange with their Reception team for weekly waste removal.

## **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, Canvas 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.

# CANVAS'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 Canvas Building.

Canvas 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.
- **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.

# 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.



## 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.

## 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?

## 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 LINKS

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>

GOV.SCOT Coronavirus:

<https://www.gov.scot/coronavirus-covid-19/>

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/>

