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University of
Kent

STUDENT ACCOMMODATION/ Canterbury Campus

COVID-19 POLICY

Updated 28/10/2020



Our key messages for students

- We know how important the residential experience is to your student journey
- Students and staff are asked to follow the latest [government guidance](#), and it will be everyone's responsibility to understand and follow this to support increased safety for all
- There are [COVID-Secure protocols](#) in place in our accommodation to protect staff and students, including the promotion of enhanced cleaning practices in all shared and communal areas
- We have information online for students who are experiencing [symptoms of COVID-19](#), which includes a [link to a webform](#) to let us know, so we can support you
- We have developed a [package of support](#) on our webpages for students who are self-isolating

This document will be regularly reviewed and updated as we follow the latest guidance. Please ensure you refer to the latest policy available from our website:

www.kent.ac.uk/accommodation/canterbury/living-on-campus

Student Arrivals

- Our traditional arrivals weekend has been extended to facilitate social distancing whilst students are moving into their campus accommodation
- We suggest that students only bring one person with them to help them move in
- Please be mindful of your housemates if a family member or friend is helping to move belongings into your accommodation, particularly in the shared spaces such as kitchens and bathrooms
- You should not invite anyone to stay overnight in your household during the first fourteen days after your arrival. After that time, you should follow the latest [government guidance](#) on visitors within the accommodation.



Student acclimatisation

As students move in to their accommodation from different households in the UK and further afield, they will create a new household. You may wish to maintain social distance from your new flatmates for the first fourteen days after you, or they, move in.

To help support this:

- A [kitchen rota](#) is available so you can book your time in the shared spaces
- You should clean the shared spaces before and after you use them
- [Housekeeping information](#), videos and cleaning products are available to help you keep your accommodation clean
- Our housekeeping team will clean communal spaces such as stairwells in the flats regularly
- You should be aware of the symptoms of COVID-19. These are:
 - a high temperature
 - a new, continuous cough
 - a loss of, or change to, your sense of smell or taste
- If you experience any of these symptoms, please [Self-Isolate, Test and Inform](#)

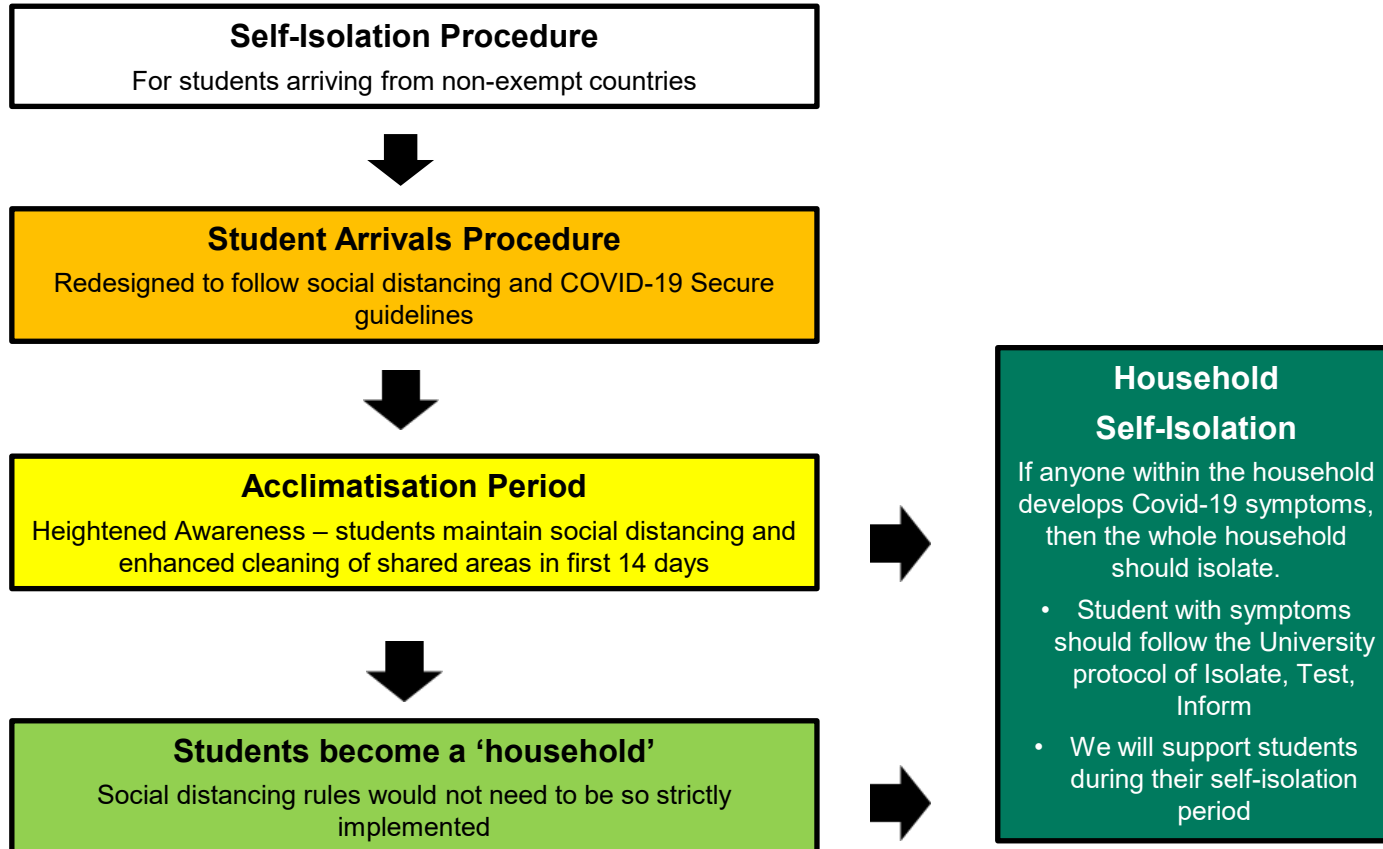
Households

Students living in shared accommodation will form a 'household' and will be able to socialise with each other without the need for social distancing

- If any student develops [symptoms of COVID-19](#) whilst in residence, we will ask the student and household to self-isolate
- Our Covid Support team will provide advice and support to enable students to self-isolate and can be contacted via CovidSupport@kent.ac.uk
- Any student contacted by an NHS Contact Tracker and asked to isolate, even if they themselves might not have symptoms, should follow that instruction and [inform us](#) by completing the webform



Forming a Household



Self-isolating in campus accommodation

We are committed to supporting all individual students and households who are required to self-isolate

- Our guide to [support for students who are self-isolating](#) is available online
- We will ensure that students are able to access the essential items they need whilst they are self-isolating, and have set up a dedicated email address, isolation@kent.ac.uk, which is monitored 7 days a week including evenings
- We will provide a small care pack to help with the essentials for students in self-catered accommodation, and food deliveries for those on our Bed and Flex or Bed and Bistro packages
- Arrangements have been made to help students with laundry, bedding, cleaning materials and to ensure they can receive mail and parcels
- A range of support is being offered to students self-isolating, including welfare checks by the [Colleges and Community Life Team](#). Students can access online specialist support such as counselling services and mental health support, if required, through the [Student Support and Wellbeing Team](#). We also have a 24/7 nursing team available on campus

How can I prepare for self-isolation?

We know being asked to self-isolate can be hard. It can happen at very short notice, and it may help to feel prepared. Consider what you may need for two weeks isolation. You may wish to keep some things ready in case you need to self-isolate

You might consider:

- Medication, including cold and flu tablets and vitamins
- Snacks, or some long-life food such as canned, dry or frozen goods if you live in self-catered accommodation
- Sanitary items
- Hand-washing, laundry detergent

Remember, if you don't have access to something that you need while you are isolating, we can help you, just email isolation@kent.ac.uk



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