

In the event of symptoms, however mild:

1. High temperature
2. New continuous cough
3. Loss of smell and taste

## Students MUST

Go home to your **term time address** and self-isolate **immediately**. Everyone within your household bubble must also self-isolate until a negative result is received.

Contact the **Rapid Response Hub**  
Exeter: **0300 333 4847** or [rapidresponsehub@exeter.ac.uk](mailto:rapidresponsehub@exeter.ac.uk)  
Cornwall: **01326 37 0402** or [rapidresponse@fxplus.ac.uk](mailto:rapidresponse@fxplus.ac.uk)

The Hub is open 8am–6pm weekdays and 9am–1pm at weekends.  
If your call is not answered please leave your name and contact number.

The Rapid Response Hub will contact you and let you know the next steps. Continue to self-isolate at your term time address.

You and anyone in your household bubble must continue to self-isolate at your term time address and await your results.



### NEGATIVE RESULT

Stop isolation and return to your academic studies when well. Inform the Rapid Response Hub of result.



### INCONCLUSIVE RESULT

You and anyone in your household bubble must continue to self-isolate at your term time address. Contact the Rapid Response Hub and arrange a re-test.



### POSITIVE RESULT

Self-isolate at your term time address for 10 days. Work with NHS test and trace service to support tracing. Inform the Rapid Response Hub of result.

## RECEPTION/ESTATE PATROL STAFF

- Contact the Rapid Response Hub:  
Exeter: **0300 333 4847**  
Cornwall: **01326 370402**  
Mon–Fri 8am–6pm and 9am–1pm Sat–Sun
- Everyone in the accommodation “Household” must self-isolate at their term time address until test results are known. Out of hours, if you are contacted by a student with symptoms, request that they self-isolate at their term time address
- Halls team work with the Rapid Response Hub to ensure the Household are informed to self isolate at their term time address until results are known

## HOUSEHOLDS/ HALL-MATES

If a positive test is confirmed

1. The **individual** must continue to self-isolate at their term time address for 10 days
2. The **household** must continue to self-isolate at their term time address for 14 days
3. If anyone in the household has symptoms they must contact the Rapid Response Hub
4. Halls team/Rapid Response Hub to ensure food/drink and welfare support is provided