

Dear Student,

We have been advised that there has been a confirmed case of COVID-19 within your student household. If you currently reside in your student household with someone who has tested positive, you are defined as a 'close contact' and you are therefore required to self-isolate in line with the [national guidance](#). All household members must stay at home and not leave their accommodation during self-isolation. You must not meet other people and must try to keep 2m away from all other members of your household to prevent any spread of infection. Do not invite or allow social visitors to enter your home, including friends and family.

A 'close contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). A contact can be:

- anyone who lives in the same household as someone with COVID-19 symptoms or who has tested positive for COVID-19
- anyone who has had any of the following types of contact with someone who has tested positive for COVID-19 with a PCR test:
 - face-to-face contact including being coughed on or having a face-to-face conversation within one metre
 - been within one metre for one minute or longer without face-to-face contact
 - sexual contacts
 - been within 2 metres of someone for more than 15 minutes (either as a one-off contact, or added up together over one day)
 - travelled in the same vehicle or a plane

The Government defines a household as a group of people living at the same address and who share cooking facilities, bathrooms or toilets and/or living areas. This includes students in halls of residence who share such facilities. Everyone in your household will also receive this notification informing them they are required to self-isolate.

Self-Isolate

It is vital that you follow the rules regarding self-isolation. This is to ensure we protect students and staff of the University and safeguard the health of our wider community by stopping the spread of COVID-19. You must self-isolate for 10 days if you live with someone who has tested positive for COVID-19. The 10 days starts from:

- when the first person in your home or support bubble started having symptoms
- the day they were tested, if they have not had symptoms – but if they get symptoms after they were tested, self-isolate for a further 10 days from when their symptoms start

More information on self-isolating can be found here: [exeter.ac.uk/coronavirus/self-isolating](https://www.exeter.ac.uk/coronavirus/self-isolating)

What to do next

You and everyone else in your household must strictly follow the Government rules:

X do not go to work, lectures or public places – work and study in your room if you can.

X avoid public transport and taxis

X do not go out to get food and medicine – order it online or by phone, or ask someone to bring it to your household

X do not have visitors in your home, including friends, family and delivery people – make sure you ask for deliveries to be left outside your household door for collection.

X do not go out to exercise – exercise within your household, if you can

X Stay as far away from other members of your household as possible, especially if they are [clinically extremely vulnerable](#). Wherever possible, avoid using shared spaces such as kitchens and other living areas while others are present and take your meals back to your room to eat.

X Wear a [face covering](#) or a surgical mask when spending time in shared areas inside your home.

Government advice on how to self-isolate in your household and about what to do when your self-isolation ends can be found here:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

How to get Support

We have put in place extensive support to assist you in complying with the rules regarding self-isolation: [exeter.ac.uk/coronavirus/self-isolating](https://www.exeter.ac.uk/coronavirus/self-isolating)

These pages include information on:

- How to order food and groceries
- How to order medicine or a new prescription
- Online social events and entertainment
- Wellbeing support options

What to do if members of your household develop symptoms of COVID-19

If you do not have symptoms of COVID-19 yourself, you do not need a test. If household members develop symptoms of COVID-19, however mild, they should request a HALO PCR test immediately through our [Rapid Response Hub website](#).

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- new continuous cough and/or
- high temperature and/or
- a loss of, or change in, normal sense of taste or smell (anosmia)

Stop the spread of COVID-19

Social distancing, washing your hands and good respiratory hygiene (using and disposing of tissues), cleaning surfaces and keeping indoor spaces [well ventilated](#) are the most important ways to reduce the spread of COVID-19. There are vital actions you take to help reduce the risk to you and the spread of COVID-19:

HANDS

- ✓ Wash your hands with soap and water often – do this for at least 20 seconds
- ✓ Use hand sanitiser gel if soap and water are not available
- ✓ Avoid touching your eyes, nose, and mouth with unwashed hands

FACE

- ✓ When you cough or sneeze, cover your mouth and nose with a tissue or your sleeve (not hands)
- ✓ Wear a face covering while using any household communal areas
- ✓ Put used tissues in the bin immediately and wash your hands afterward
- ✓ Do not share cups, glasses or cutlery. Do not share cigarettes or vapes if you smoke and do not mix items like tooth brushes when storing them in shared bathrooms

SPACE

- ✓ Keep 2m apart from others In your household
- ✓ Clean and disinfect frequently touched surfaces, any shared bathroom, utility, kitchen and communal facilities after each time you use any items that others in your household may use (including door and appliance handles, such as oven door, microwave door, kettle handles, door plates, switches)
- ✓ Do not leave your household unless there is an emergency
- ✓ Keep windows open / open regularly to encourage fresh air

Further information at [exeter.ac.uk/accommodation/students/currentstudents/stopthespread-covid19](https://www.exeter.ac.uk/accommodation/students/currentstudents/stopthespread-covid19) gives you more details about how you can limit the spread of COVID-19.

Waste Disposal

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 put in your usual external household waste bin. Other household waste can be disposed of as normal.

Please ensure you have registered with a GP by following the link below and clicking on **health**: [exeter.ac.uk/newstudents/supportandservices/yourhealthandwelfare/](https://www.exeter.ac.uk/newstudents/supportandservices/yourhealthandwelfare/).

You can find information about support available and contact details if you have any queries on our [Rapid Response Hub website](#).

Kind regards

RRH Auto Response

University of Exeter
www.exeter.ac.uk



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