What to expect from ‘self-isolation’ when arriving early at Pembroke?

Pembroke College has been working hard over the summer vacation to put in place detailed plans and procedures to ensure that we are able to fully support our students living in College accommodation who are required to self-isolate on arrival in the UK.

We understand that you may be feeling apprehensive and have many questions about what will happen if you are required to self-isolate on arrival in College. This short guide will endeavour to answer as many of these questions as possible and reassure you of the support that will be in place.

Do I need to self-isolate?

- If you are arriving into College accommodation from overseas you may be required to ‘self-isolate’ for a period of 14 days, unless you are travelling from an exempt country.

- If you are arriving from a country that does not appear on the exempt list, you will need to “stay at home” (home being your place of residence in the UK) for the first 14 days that you are in the UK. If you’re travelling from an exempt country you will not need to self-isolate. To read government guidance in full click here.

- If a period of self-isolation is required by the Government, you are expected to complete this before the start of term to ensure you are able to start your academic work from the beginning of term.

Why is self-isolating important?

It can take up to 14 days for you to develop coronavirus symptoms after you catch the virus, and in this time, you can unknowingly pass it on to others, even if you don’t have symptoms. Self-isolating will reduce the chance of an outbreak of coronavirus within Pembroke and will help keep everyone in our Community safe.

What does ‘self-isolation’ mean?

- If you are required to self-isolate on arrival in the UK and are coming straight to Pembroke, this means you should stay inside the College grounds for the first 14 days that you’re in the UK.

- We do not expect you to remain inside in your bedroom for the entire period of self-isolation, but we do ask that you act responsibly and ensure that you maintain a distance of 2m away from others at all times, even if you are outside.

- In line with University Policy, we ask that you wear a face covering at all times when you are in shared spaces indoors and limit your time within these spaces. Friends or visitors should not be invited into your room during this period.

- Each College site (Main Site/Rokos Quad/GAB/Botley Road Houses) has its own outside space which you can use to get fresh air or exercise but you should not leave College premises unless it is for one of the limited circumstances detailed on the Government website. If you are considering leaving the College for an essential item please discuss it with us first – we may be able to help.
Do I need to take a COVID-19 test prior to my arrival or on arrival in the UK?

It is not necessary to take a COVID-19 test either prior to your arrival in the UK, or on arrival unless you are experiencing one or more of the three main COVID-19 symptoms; high temperature; a new, continuous cough; or loss or change to your sense of smell or taste.

Further guidance on what do you if you develop symptoms during travel, or become unwell during your self-isolation, can be found within this document (on pages 2 and 6 respectively).

Travelling to Pembroke:

When you arrive in the UK, you need to make your own way to Oxford. If you are using Public Transport, please ensure that you wear a face covering which covers both your mouth and nose and stay 2 metres apart from other people.

Information about travelling to Oxford can be found on the University Website at the below location: https://www.ox.ac.uk/sites/files/oxford/field/field_document/Finding%20your%20way%20to%20Oxford%20guide%202020.pdf

What if I develop Covid-19 symptoms during my travel to Pembroke?

Please contact the Lodge on 01865 276444 at your earliest opportunity before your arrival to pre-warn us and to ensure we can put arrangements into place for your safe arrival to College. Further information will be provided in the event of this situation occurring.

What happens when I arrive at Pembroke?

The College will be in touch with you prior to your arrival to confirm an ‘arrival window’. The Porters Lodge should therefore already be aware of your approximate arrival time, however in attempt to ensure we have a member of the Pembroke Community available to welcome you (from a distance) on your arrival, if possible please phone the Lodge on 01865 276444 when you are one hour away to advise them of a more accurate arrival time.

Specific arrival instructions will vary according to where your accommodation is located within College:

- **Main Site/Rokos Quad**: Students should arrive via the Porters Lodge, off Pembroke Square (OX1 1DW) where you will be shown or directed to your room. Your room key and arrival pack will be waiting for you in your room.

- **GAB**: If you are living at the Geoffrey Arthur Building (GAB), it is especially helpful if you call the Lodge when you are one hour away so we can confirm instructions. If you are arriving between the hours of 9am and 8pm it is likely you will be told to proceed directly to the GAB (OX1 4NJ) where someone will be ready to meet you. If you are arriving outside of these hours, you may be asked to come to the Porters Lodge on the Main Site to update your card to enable access.

- **Botley Road Houses** 29 Alexandra Road (OX2 0DD) or 11 Hill View Road (OX2 0DA): Students should arrive at the Porters Lodge to collect their key before proceeding to their off-site accommodation. We can arrange a taxi from the Lodge if needed.

Who should I contact if I have any queries regarding my arrival and self-isolation?

Please contact Rachael Dean, Deputy Home Bursar by emailing bookings@pmb.ox.ac.uk
ACCOMMODATION:

Where will I stay during my period of self-isolation?

In most instances, you should be able to move straight in to your allocated study bedroom for the year (regardless of whether this is Main Site/Rokos Quad/GAB/Botley Road Houses). In some circumstances this may not be possible, but we will inform you of this in advance of your arrival if this is the case.

Is Pembroke putting students into ‘households’?

Due to Covid-19, Pembroke will be allocating each student to a small group ‘household’ this year. This will allow you to be in close contact and socialise with members of your own household without the need for social distancing or face coverings. You will need to adhere to social distancing with members of other households and wear a face covering in public areas of College.

Will I be part of a ‘household’ during my self-isolation?

As students needing to self-isolate are moving straight into their allocated room, there may be other members of your household already in residence when you arrive, who may or may not also be self-isolating. During your 14-day period of self-isolation you will need to adhere to social distancing with all members of College, including any members of your household who are also in residence, minimise time spent in shared spaces and wear a face covering when in any shared space.

Do I have to pay for my room during a period of self-isolation?

Yes, you will be charged your daily rent of between £19.07 and £37.12 (dependent on room band) for your room each day you reside in College prior to the start of your accommodation contract.

Will my room be cleaned during self-isolation?

To minimise physical contact with others, cleaning staff (known as Scouts) will not be entering bedrooms to clean during periods of self-isolation. If your bin needs emptying during this time, please leave it outside your room.

What if something breaks in my room during this period?

Report any issues using the usual maintenance request form on the intranet, or if you do not have intranet access, please email maintenance-main@pmb.ox.ac.uk or call the Lodge on 01865 276444.

Please make it clear on the form that you are self-isolating. Non-urgent issues will be dealt with once your self-isolation period has ended to minimise contact with College staff.

What happens if the fire alarm goes off while I am isolating?

If a fire alarm sounds, you should evacuate your room as you usually would, except you should endeavour to wear a face covering and ensure social distancing of 2 metres at all times.

Who should I contact if I have any accommodation-related queries during isolation?

Please contact Jane Osborne, Accommodation Manager by emailing accommodation@pmb.ox.ac.uk or if you do not have access to email call the Lodge on 01865 276444.
CATERING

What catering support will Pembroke offer during self-isolation?

Catering provision will depend on where you are living in College and whether this is on the Main Site/Rokos Quad on a catered contract, or at the GAB/Botley Road Houses on self-catered contracts:

- If your room is on the **Main Site or Rokos Quad**, our catering team are able to deliver breakfast, lunch and dinner directly to your room throughout your period of self-isolation. You will be sent a link to an online booking form to complete in advance of your arrival which will ask you to pre-order which meals you require and for any dietary requirements.

- If your room is at the **GAB**, our catering team are able to deliver some basic supplies which you will be able to pre-order so they are in your room on arrival. You will be sent a link to the list of items that you will be able to pre-order and the associated charge for each item. The total amount will be added to your Battels (*N.B. Battels is your college account for food and accommodation expenses*). If you run out of supplies you can make a second order using the same link after one week to cover your second week of self-isolation. You will have access to the self-catering kitchen on your staircase but you should be careful to avoid other users by keeping social distance and wearing a face covering.

- If you are living at the **Botley Road Houses**, where possible you should try to organise a food delivery or ask a friend/housemate to assist with collecting supplies for you. We appreciate that this may not be feasible and so we are also looking to set up some additional support to enable you to be able to request essential food or medical supplies to be collected on your behalf by College volunteers. We will provide an update on this in due course.

What is the cost for meals? (**Applicable to Main Site/Rokos Quad only**)

If you are living on the Main Site or Rokos Quad, there is a daily catering charge of £6.60 during self-isolation which includes breakfast and dinner. Lunch can also be provided at an additional charge of £2.50 for a light sandwich lunch or £4.50 for a hot lunch. You will be able to select on the online booking form which meals you require and the charges for the meals that you order will be added to your Battels account.

How will I receive meals? (**Applicable to Main Site/Rokos Quad only**)

- If you are resident on the Main Site or Rokos Quad, meals will be delivered and left outside your room to minimise contact with staff. The member of staff will knock on your door when your meals are being delivered; please say hello but do not open your door. You should wait for 20-30 seconds before opening your door to collect your food.

- Once you have eaten your meal, please leave your waste and any leftover food outside the door for collection. Most of our containers are recyclable.

- Continental style breakfast will be delivered to your room the night before with your dinner. Lunch will be delivered around 12.30pm and dinner will be delivered from 6pm onwards.
What kitchen facilities will I have access to during self-isolation?

Due to Public Health Restrictions, those living on the Main Site or Rokos Quad on a catered meal plan, will not have access to a shared kitchen during self-isolation or during term. During your period of self-isolation, a kettle will be placed in your room prior to your arrival along with some basic essentials such as tea/coffee/UHT milk/biscuits to make your arrival more comfortable.

You may choose to bring with you or purchase on arrival a kettle and/or mini fridge for use in your room, but due to Fire Regulations, you must not have any cooking appliances such as toasters or microwaves in your room. To compensate for this, our catering team are putting in place enhanced support for all students for Michaelmas Term.

If you are living in self-catered accommodation at the GAB or Botley Road Houses, you will have access to the kitchen facilities in your staircase or house as usual, but you should minimise time spent in these shared spaces and ensure a face-covering is worn at all times.

Am I allowed to leave College to buy food or other supplies during self-isolation?

Government guidance states that you should not go into public areas during self-isolation (which includes going food shopping) unless absolutely essential. Therefore, where-ever possible, you should ask a non-isolating friend or housemate to collect any supplies on your behalf.

We appreciate that this may not be possible and so we are also looking to set up some additional support to enable you to be able to request essential food or medical supplies to be collected on your behalf by College volunteers. We will provide an update on this in due course.

Who should I contact if I have any queries related to catering during isolation?

Please email Kevin Dudley, Head of Catering, on pmbcateringadmin@pmb.ox.ac.uk or if you do not have access to email call the Lodge on 01865 276444 and a member of the catering team will be in touch with you.

WELFARE:

What support will be available for me during self-isolation?

We will support you during your period of isolation, providing you with the opportunity to connect virtually with our Junior Deans, either on a one-to-one basis, or with a group of other students. We hope this will allow you to talk through any concerns that you might have as well as meeting some of the other members of the college community who are isolating.

How do I stay connected with the rest of the Pembroke Community during self-isolation?

We are also planning to connect you with other virtual events that are happening across the University, and we also hope to connect you with members of the JCR or MCR committee. Further details will follow.
What do I do if I need medical supplies?
If at all possible you should avoid going to collect medical supplies yourself during self-isolation. The best options would be for you to organise for these to be delivered to College (or your home for Botley Road residents) or for a friend/housemate to collect on your behalf. If neither of these options are possible, we are also looking to set up some additional support to enable you to be able to request essential food or medical supplies to be collected on your behalf by College volunteers. We will provide an update on this in due course.

What if my financial circumstances are such that I will struggle to cover the costs for accommodation and meals during self-isolation?
Oxford University and Pembroke College offer a wide variety of financial support for students, including those who find themselves in unexpected financial difficulty due to the effects of the COVID-19 pandemic. Further details can be found on our website.

If you have any specific questions about your personal financial circumstances that you cannot find answers to online, please contact kirstie.morris@pmb.ox.ac.uk.

What if I require first aid during self-isolation?
If you require first aid please contact the Lodge on 01865 276444 and if appropriate Lodge staff or Junior Dean will attend in full PPE, or you may be advised to contact 111. Please be sure to mention on the phone that you are self-isolating.

What happens if I get sick during my isolation?
If you begin to feel generally unwell (with non-COVID-19 symptoms) and you require medical advice, please contact NHS 111 by dialling “111” and inform the Porters Lodge on porters.lodge@pmb.ox.ac.uk. (NHS 111 is a free-to-call non-emergency number medical helpline).

If you start to experience the following COVID-19 symptoms,
- A high temperature,
- A new, continuous cough
- Loss or change to your sense of smell or taste
you should follow the below steps:

1. **ALERT:** Email the Lodge on porters.lodge@pmb.ox.ac.uk and supply the following information:
   - Your name
   - Your mobile number
   - Your building/room number
   - Your room type – basin or en-suite
   
   The Porters will let the relevant teams within College know and you will receive further information on next steps and how we will continue to support you.

2. **TEST:** Book a coronavirus test online https://www.ox.ac.uk/coronavirus/health/covid-testing and either attend in person (if feasible) or request home testing kit.

3. **ISOLATE:** Continue to self-isolate and avoid any contact with others.
4. **RESULTS**: Once you receive your results you should follow the instructions from the medical professionals. If your test is positive College officials will be alerted and we will put in place support for you.

If your condition worsens, please contact NHS 111 by dialling “111”.

**LIBRARY:**

*Books and paper can carry Covid-19.* Staff will take precautions before handling them, including sanitising hands and wearing a face covering. However, if you are concerned, you should leave books in a safe place for 3 days before using.

**Will I have access to the library resources during my self-isolation period?**

Yes, all electronic resources will be available to you. If you need something that is not available online, please try to ask a friend to collect it for you. If they are unable to, please email library@pmb.ox.ac.uk and we will try our best to assist.

**What Library access will I have once my period of self-isolation is complete?**

You have access to the Library to borrow books, use the printing facilities and the study spaces from September 1st. Please be aware that there will be essential work being carried out in the building during September and you should look out for signs updating you on any access restrictions during this time. Staff may not always be available during this time, so if you need anything, please email library@pmb.ox.ac.uk or, if in case of emergency, contact the Lodge.

Please take time to read the signs in the Library and familiarise yourself with the cleaning protocols and social distancing measures in place.