

# #haveyouherd

We've been beavering away behind the scenes fine tuning our plans so that, in the event of a local or national lockdown, or potential cases of Covid-19 requiring herds or halls to isolate, you feel **safe** and **supported**.

We've already had a few 'test runs,' but now find ourselves facing a small number of positive results amongst our off campus student community, so this seems like a good time to reassure you all of the support in place, but also to remind you of your role in keeping our community safe and keeping the risks to a minimum.



## What we will do for you...

- Send all isolating students specific guidance in relation to isolation, wellbeing support and general advice.
- Student Services staff will host a daily (week day), virtual check-in for isolating students:
  - For off-campus students this is a daily drop in for students to join for general support, to ask questions, make specific requests and receive any useful updates.
  - For resident students, we'll set up a meeting and send you a link, you'll have a dedicated staff member to be your main contact. They will be your liaison with other departments (IT, Catering, Housekeeping and Estates), facilitate safe laundry access and post delivery from day 3, make referrals for further support (e.g. mental health) remind you of things you need to do and arrangements in place and assist with urgent needs (e.g. collection of a prescription).
- Provide individual weekend check-ins (phone or Teams), as required.
- On Campus Catered students – regular meal deal deliveries to your hall, we'll extend your meal provision to cover you for each day of isolation, and have space to store food.
- On Campus and Self-Catered students – option to order groceries through our catering team (delivered to your hall) as a safety net when online shopping delivery slots are unavailable.
- Off Campus students – we will facilitate additional support for those unable to arrange grocery deliveries.
- Ensure that you are supported in continuing to engage with your studies. Whether you are poorly, isolating, or we are in a local lockdown we have systems in place to help you succeed.
- Provide wellbeing support (ok we're already doing this, but here's a reminder!) – Our Wellbeing Team: Wellbeing Officer; Mental Health Adviser; Counsellor; and Chaplain; are now very well practiced at offering virtual support over MS Teams (with a handful of socially distanced, face to face appointments for those in crisis) so don't hesitate to continue with or take up their support, please email [studentservices@harper-adams.ac.uk](mailto:studentservices@harper-adams.ac.uk) so that a referral can be made. If you have any pre-existing conditions that might require support and you haven't disclosed them to us, or believe you need to update us, then please update our Learner Support Team: [lsupport@harper-adams.ac.uk](mailto:lsupport@harper-adams.ac.uk)
- Student Assistance Programme (Health Assured) – We have just launched a 24/7 helpline for students (0800 028 3766), offering a host of over the 'phone support alongside the university provision: counselling; debt advice; legal advice; self-help programmes and more but you can also download the 'My Healthy Advantage' App (App Code: MHA155691) to take advantage of further wellbeing support. Check it out!



## What you can do...

- Stay in your herds to reduce the risk to others and the risk of a large scale response to an outbreak and at all times remember the Hands, Face, Space rules.
- Be extra careful when attending tutorials, lab sessions etc. by wearing your mask, social distancing, entering in single file, sanitising hands and the tissue to wipe the desk, then leaving in a single, spaced out and orderly fashion (check out the video on the VLE).
- Avoid car-sharing with people outside of your herd/household, where this is unavoidable (for essential, short journeys) remember to sanitise, wear masks, windows down and if possible, travel behind the driver. Bus user should practice the same measures.
- Have a plan for communication within your herd – you will get a text alert and email if you are required to isolate, but if you have your own herd chat, then make use of it so that you can respond quickly if an alert comes through (this also helps if anyone didn't receive the alert for any reason) and it is particularly helpful if you are not in the hall/at home at the time of the alert, and need to return promptly.
- Be alert to symptoms, save the **Covid Hotline** number in your phone (**01952 815215**) - this is so important, this helps us to speed things up, we're acting as a bridge between the test centre and the local health protection hub to ensure things are handled swiftly and isolation is appropriately communicated (with text alerts and emails) and supported. Call the hotline if you're symptomatic, but also call back with your result. We know some students have attended the walk-in centre without making this call, this slows things down when it comes to tracing, so if you've done this, then it isn't too late to make the call and alert the team!
- GP - If you haven't yet done it, please make sure you have registered with the local GP surgery (Linden Hall Surgery), from [their homepage](#) you can complete registration (look for the link for Harper students), use 'online consult' in advance of making an appointment (please note this would be a 'phone appointment in the first instance) and access Kooth online support for young people.
- Accept that people will get poorly, sometimes it will be a false alarm with a negative result (we know the dreaded Freshers' Flu will contribute to that), but the response needs to be the same and you will need to be kind and supportive of each other whatever the outcome.
- Get into a good shopping routine – if you're self-catered or off campus, start using an online supermarket delivery (you could do this as a herd or flat), this will give you an established routine and you'll be able to secure a weekly slot more easily. Even if you're in self-isolation you can still receive goods on the doorstep (including a takeaway!), but wash hands, sanitise, wear a mask and maintain social distancing – although symptomatic individuals should remain indoors.
- Keep supplies well stocked, no, we are not asking you to stockpile toilet roll (we've got that covered anyway!) we are asking you to make sure you're keeping on top of the basics (tea bags, shower gel, deodorant, sanitary items etc.) just to make life a little easier!
- Talk to family about how you can maintain positive and supportive contact, this works both ways (e.g. if there is a local lockdown at home), if you have responsibilities or commitments, such as a horse or a casual job, who do you need to draw on to manage those things?
- Have a study buddy, if you haven't already got one, make sure you have a plan for someone on your course (not in your herd) to bring you into the classroom virtually if you are in self-isolation, and let your tutor know – they can assist with this.
- DON'T PANIC, we will let you know if you need to isolate – either because you're in a hall or household together, or if you were on neighbouring seats to a positive case during a tutorial (that's why we're asking you to register in those sessions), yet another reason to use the Covid Hotline!



**We acknowledge your list is currently quite long, but it will take all of us working together to keep our community as safe as possible!**