Everyone has a role to play in preventing Covid-19. We are all responsible for the health and wellness of each other and our larger communities. Living in residence at UVic, you are expected to follow all of these guidelines to stop the spread of Covid-19:

WASH YOUR HANDS THOROUGHLY AND OFTEN.

- Wash your hands with soap and water for a minimum of 20 seconds to kill germs. Use paper towel to dry and dispose of it in designated containers. Wash your hands upon entering any new building or space. Alcohol-based hand-sanitizer should be used if soap and water aren’t available.

PHYSICAL DISTANCE. STAY 6 FEET (2 METERS) AWAY FROM OTHERS.

- Leave at least six feet between yourself and others at all times, including the other residents in your building. Respect occupancy and directional signs in all UVic spaces and buildings.

COUGH OR SNEEZE INTO YOUR ELBOW.

- Always cough and sneeze into your elbow or sleeve. If you use tissues, dispose of them safely immediately after use. Wash your hands after coughing, sneezing or blowing your nose.

WEAR A MASK WHEN YOU ARE INDOORS IN SHARED SPACES.

- Wear a mask when you are in shared indoor spaces such as residence lounges, lobbies, hallways and laundry rooms. You do not need to wear a mask in your dormitory room.
- If you do not have a mask, you can purchase one at the bookstore on campus, or the campus pharmacy, or in many locations off campus.

Preventing Covid-19

Be Kind. Be Calm. Be Safe. *
LIMIT YOUR CONTACT WITH VISITORS AND GUESTS AND SOCIALIZE SAFELY. GUIDING PRINCIPLE: FEWER FACES, BIGGER SPACES!*

- Your fellow building residents are your family, so keep them safe.
- Off-campus guests and visitors are NOT allowed into any residence buildings, rooms, or Cluster units.
- Residents in dormitory buildings or Cluster units are allowed to have one guest (from another residence building) at a time in their building, as long as occupancy limits for common or private spaces are adhered to.
  - Dormitory bedrooms are restricted to you and one other person. Maintain 6 feet apart (the length of your bed).
  - Cluster units are restricted to you, your roommate and one guest each.
- Meet small groups of friends outside or in large indoor spaces with six feet of social distance.
- Avoid crowds, parties, and large social events, on or off campus. If you visit bars, clubs or restaurants, always follow their social distancing guidelines and requirements.
- If you are socializing with others indoors or out, stay six feet apart at all times. Always wear a mask indoors in shared spaces.

If you feel sick, stay in your room and follow the directions outlined below.

*Quotations from Dr. Bonnie Henry, BC Provincial Health Officer*
What to do if you are Feeling Sick

**STEP 1**
Self-isolate immediately if you are feeling unwell. This means staying in your dorm room or bedroom and physically avoiding other people. Wear a mask if you have to leave your room for any reason. Check out the [BCCDC website](https://www.canada.ca/en/public-health/services/diseases/coronavirus-covid-19.html) for information on how to stop the spread of germs.

**STEP 2**
Check your symptoms. Use the B.C. [Covid-19 Self-Assessment Tool](https://www2.gov.bc.ca/gov/content/health/health-professionals/clinicians-self-assessment/covid-19) to assess your symptoms. If you think you might have any of the symptoms of Covid-19, go to Step 3.

**STEP 3**
- Call the UVic Student Wellness Centre (SWC) at 250-721-8563. Press 5 to talk to a SWC Nurse or leave a message. Someone will get back to you as soon as possible to provide a telephone assessment before deciding on any necessary next steps.
  - **SWC Hours:** Monday, Wednesday, Thursday and Friday, 8:30 am to 4:00 pm, Tuesdays 10:30am-4:00pm:
- Call 811 (HealthLink BC) anytime. You will talk to a Health Service Navigator who can connect you with a healthcare professional for advice. If required, you will be advised where and when you can get a test for Covid-19.

**STEP 4**
Follow the directions you received from the UVic Student Wellness Centre or HealthLink BC. Wear a mask if you have to leave your room for any reason, and physically avoid other people. If you require food, ask a friend to pick up take-out at the cafeteria and leave it outside your door, then eat in your room. Email [rescovidsupport@uvic.ca](mailto:rescovidsupport@uvic.ca) to arrange for a friend to temporarily use your UVic Onecard to obtain meals for you.

- For those students who have been assessed by the UVic Student Wellness Centre and a Covid-19 test has been recommended, the SWC Nurse will provide you with information on next steps.
Getting Tested for Covid-19: What to Expect

In order to keep our community safe and healthy, the University of Victoria requires residence students to self-isolate before being tested and while you are waiting for results from your Covid-19 test. You will be asked to move into a short-term isolation room in a designated building before you attend your testing appointment.

Student Wellness Centre clinicians will ask for consent to provide information to Residence Services about the need to self-isolate in temporary housing, as well as to communicate the results of the test. Residence Services will provide you with a temporary furnished room in a designated building within the residence community for this period of short-term self-isolation. You will be able to order and have meals delivered to your temporary room as part of your regular meal plan, but you will be asked to stay in your temporary room except in an emergency situation such as a fire alarm.

If you would like meal delivery service from University Food Services while in self-isolation, your name, contact information and temporary room space will be shared with them. A representative from University Food Services will contact you to make arrangements for food delivery.

PREPARING FOR YOUR TESTING APPOINTMENT

- Pack a bag containing five days’ worth of clothing and supplies (including laptop computer and necessary books) for your short-term self-isolation. Before you are tested for Covid-19, assume that you may test positive and will need to self-isolate for 10 days after your symptoms appear.
- Once notified, Residence Services will prepare a room and key for you to pick up. The key will be delivered to your mailbox in a key envelope. (All residents receive a mailbox key at check-in). Mailboxes are located outside of Craigdarroch Office, in Ring Road residence, and outside near Cluster housing.
- You may receive test results within 2-5 days, depending on test volumes.
  If you test positive, you will be asked to immediately move to a second room in another building for longer-term self-isolation while you recover.
- Keep others safe! Wear a mask to your testing appointment and stay physically distant from people on the way to and from your appointment.

DURING THE APPOINTMENT

- You will be asked questions about your symptoms.
- The test itself is a quick swab and takes just a few minutes.
- Staff at the Student Wellness Centre will ask for verbal permission to contact Residence Services to communicate the results of your Covid-19 test.
AFTER YOUR APPOINTMENT:

SHORT-TERM SELF-ISOLATION IN RESIDENCE

- The short-term self-isolation building is reserved for people who are required to or have been tested for Covid-19 and are awaiting results.
  - It will not be used for people with confirmed cases.
- The key to your short-term room will be delivered to your mailbox in a key envelope. Please retain this envelope to return your key when you move out.
- Wait time for results depends on lab workload, it could take 2-5 days.
  - There are many ways you could receive your test results:
    - You can wait to be called by the UVic SWC, or Island Health.
    - After 24 hours you can call 1-866-370-8355 to get results over the phone.
    - You can go online to myehealth.ca to access your result.
    - You can sign up for a text message with your result. See your handout after testing for instructions.
  - If you receive a negative Covid test result, email Residence Services at rescovidsupport@uvic.ca. If the SWC isn’t already aware, Residence Services staff will notify the SWC with your permission. Depending on your symptoms, you may be asked to stay in temporary self-isolation a little longer, or you may be given permission to return to your community but may be asked to continue to self-isolate there. In those cases, you may arrange for a friend to pick up meals from the cafeteria for you. (See Step 4 above under ‘What do to if you are feeling sick’).
  - If you receive a positive Covid test result, you will be required to enter longer-term self-isolation while you recuperate. With your permission, Residence Services will be informed by the SWC (if you are tested at UVic) or Island Health communicable disease department (if you were tested in another setting).

If you are first contacted by Island Health with a positive test result, please immediately inform Residence Services at rescovidsupport@uvic.ca who, with your permission, will also notify the Student Wellness Centre.
As directed by the BC Centre for Disease Control, if you test positive you are required to self-isolate. You will be allowed to move out of this long-term self-isolation, only after you meet the following criteria:

- You have been isolating for a minimum of 10 days since your symptoms started, AND
- your fever is gone without the use of fever-reducing medications (e.g. Tylenol, Advil), AND
- you are feeling better (e.g. improvement in runny nose, sore throat, nausea, vomiting, diarrhea, fatigue).
- Coughing may persist for several weeks, so coughing alone does not require you to continue to isolate.

See below for the section on **Self-Isolation in residence**.

Residence Services will provide you with a furnished room in a designated building to complete the longer-term self-isolation period on campus. This building is set up specifically for your needs.

- If you were previously in self-isolation while awaiting test results, you will be required to return your key (in a key envelope) to the drop box located beside the entrance to the Residence Services main office in the Craigdarroch Office Building. You will be able to pick up your new key from your mailbox.

You will be able to order and have meals delivered to your temporary room as part of your regular meal plan. If you don’t have a meal plan, you can arrange a short-term plan with University Food Services.

If you are a resident of Cluster housing, and are required to self-isolate outside of your unit, you may be temporarily given a self-contained apartment for the self-isolation period.

Nurses from the UVic Student Wellness Centre may provide phone check-ins or ask you to phone in on a daily basis in order to monitor your symptoms and health.

- If you experience difficulty breathing or more severe symptoms, call 911 and campus security for immediate assistance.
- See the self-isolation section below for more information about what to expect during self-isolation.
If you develop symptoms, you will need to self-isolate while you are symptomatic and/or you wait for your test results so you do not potentially spread illness to others. If you test positive, you will have to self-isolate for a longer period of time. UVic Residence Services and Student Wellness Centre staff are prepared to support you during this process.

WHAT TO EXPECT

- Once testing is recommended, you will be provided with a comfortable furnished room in a designated residence building on campus while you await results. This is short-term self-isolation and may only last until you receive your test results.
- If you test positive for Covid-19, you will be required to move to a second designated building for longer-term self-isolation. Those who test positive will need to self-isolate for at least 10 days from when their symptoms started, as per guidelines above.
- Self-Isolation means staying in your designated room and building and wearing a mask whenever you leave your room.
- It also means that you must physically avoid other people, in hallways, bathrooms and common spaces.

LOGISTICS

- There are two locations for self-isolation on campus. One location is designated for people who are going to be tested or awaiting for test results for Covid-19 and the other location is for people who have tested positive for Covid-19.
- Once it is recommended that you be tested for Covid-19, you are required to self-isolate until you get your results. This may take 2-5 days depending on test volume.
- Those who test positive will need to self-isolate for at least 10 days from when their symptoms started, as per guidelines above. Your health-care provider will guide you.
- In short-term self-isolation you will have a furnished room and a designated washroom. You will be able to order your meals from Food Services and have them delivered and left outside your door. Food Services will contact you to arrange for meal delivery after you have been assigned your temporary room.
- When you are asked to move into self-isolation, keys for your new temporary room will be delivered to you in your mailbox in a key envelope. (All residents receive a mailbox key at check-in). Mailboxes are located outside of Craigdarroch Office, in Ring Road residence, and outside near Cluster housing.
- When you return you key after self-isolation, place your temporary keys in the key envelope and put them in the drop box located beside the entrance to the Residence Services main office in the Craigdarroch Office Building.
In longer term self-isolation you will have a furnished room, a designated washroom, and access to a lounge and other amenities. You will be able to order your meals from Food Services and have them delivered and left outside your door. Food Services will contact you to arrange for meal delivery after you have been assigned your temporary room.

Staff will provide cleaning services and garbage pick-up in common areas in the designated self-isolation buildings.

Nurses from the UVic Student Wellness Centre may provide phone check-ins or may ask you to phone in on a daily basis in order to monitor your symptoms and health.

**WHAT TO BRING**

- Please pack five days’ worth of clothing and other necessary items when you move into your short-term self-isolation room. Assume that you may test positive and will need to self-isolate for 10 days after your symptoms appear. Don’t forget medication, electronic devices, textbooks, schoolwork, or toiletries.
- You will have access to a laundry room in your longer-term self-isolation building.
- If you need something, you can order health or personal supplies from the Campus Pharmacy by calling 250-721-3400. You will be phoned by Residence Services staff upon delivery of your items to a designated shelf in your building lobby.
- Alternatively, if you need something crucial from your previous room, Residence Services may be able to arrange for someone to retrieve it, with emailed 24 to 48 hours notification.

**MEAL DELIVERIES**

- You will be able to order your meals from University Food Services. A Food Services representative will contact you once you have been checked in to your temporary room. Meals will be delivered to outside your room at the following times:
  - Breakfast: 9am to 10am
  - Lunch: 12:30pm to 1:30pm
  - Dinner: 6pm to 7pm
- You should be ready for your food delivery during these times.
- Food Services staff will leave food outside your door when you respond verbally to their knock. Wear your mask when opening the door to retrieve your meal.
- All food will be delivered in disposable containers, which should be placed in the lined larger bin in the floor lounge. This bin is designated for food containers only.
BATHROOMS AND HYGIENE

- In short and long-term self-isolation, you will be assigned a designated bathroom in your temporary building. You will share this bathroom with as few people as possible. You are expected to assist in keeping this shared space clean and disinfected to supplement the twice daily cleaning done by staff.

- Residence Services will provide you with disinfectant cleaning wipes in your room. Clean hard surfaces in your room and when you use the bathroom (door handles, light switches, tabletops, and bathroom fixtures).

- Let the disinfectant sit on the surface wet for at least 3 minutes to thoroughly disinfect.

- Wash your hands frequently with soap and water.

- Always wear a mask when leaving your room.

- Cough or sneeze into your elbow or sleeve.

- Follow instructions in the laundry room for doing laundry safely.

GARBAGE AND RECYCLING

- Discard plastic bottles in the blue recycle bin, and tissues and trash in the lined black garbage bin inside your room.

- Discard material such as food containers in the large bin in the floor lounge.

- Garbage pick-up times will be scheduled by Residence Services. Days and times will be communicated to you by email. Please check your UVic email.
  - Do not leave garbage and recycle outside of your room except during these scheduled times.

- Please tie up the garbage bag and leave both bins outside of your room at the scheduled times.

- Extra garbage bags are available inside the black garbage bin in your room. If you run out of bags, call Residence Services front desk at 250-721-8395 (Monday to Sunday, 8 am to 10 pm) or email rescovidsupport@uvic.ca and they will forward your request to the appropriate person.

ACCOMMODATION AND CLEANING QUESTIONS:

- Call the Residence Services front desk at 250-721-8395 (Monday to Sunday, 8 am to 10 pm) or email rescovidsupport@uvic.ca. This email is only monitored during working hours.

- For immediate needs after hours, call Campus Security at 250-721-7599. Explain that you are in self-isolation.
PHYSICAL WELLNESS

- Monitor your symptoms as directed by your health care provider.
- Stay in touch with a Nurse from the Student Wellness Centre. You will be given a phone number for a daily check in, or may receive a call.
- If you need urgent medical support, call 911.
- 811 is always available to you for general medical advice.

PROMOTING WELLNESS IN SELF-ISOLATION

- Rest, order and eat your meals, and stay connected to friends and family through social media, video chats, and phone calls.
- Check our wellness resources online such as mindfulness apps.
- Socialize via Netflix Party and Online Games.

MENTAL HEALTH RESOURCES

- It is normal to feel stress, anxiety, or sadness during this time. Whatever you are feeling is okay. Remember, self-isolation is temporary. There are lots of resources to assist you:
  - Student Wellness Centre (Counselling, Health, Multifaith)
    - UVic Counselling: Due to COVID-19, UVic Counselling is offering appointments by phone. To make an appointment call 250-721-8563. For more information, visit the Counselling site.
    - Health: Due to COVID-19, UVic Health is offering mainly telehealth (phone or video) appointments. To make an appointment call 250-721-8563 (if you have health questions dial extension 5 to speak with a nurse directly).
    - Multifaith: Staying connected to community and practicing mindfulness can help with feelings of isolation. Check out the programs Multifaith is offering, or connect with a chaplain directly. Contact UVic Multifaith at 250-721-8338 or email multifaith@uvic.ca
    - SupportConnect: SupportConnect is a free, confidential mental health support service for UVic students. Get connected with qualified counsellors, consultants, and life coaches anytime, anywhere. Available 24/7 by phone and online. Video and in-person options are also available. You can reach out for any reason - big or small!
      - Toll-free (calls from North America): 1-844 773 1427
      - International collect calls: 250-999-7621
COMMUNITY RESOURCES

- **HealthLinkBC** (24 hours/7 days a week) **8-1-1** for health advice and information.

- **Vancouver Island Crisis line** (24 hours/7 days a week) **1-888-494-3888**

- **Here2Talk** (24 hours/7 days a week) confidential mental health counselling and community referrals for BC post-secondary students through app, phone and web.

- **UVic’s Student Mental Health site**
  - UVic offers a variety of supports, services and opportunities to promote student mental health. Visit the [UVic Student Mental Health website](#) to learn more about how students can maintain positive mental health and the various supports and resources available.

- **Hope for Wellness Help Line**: Call **1-855-242-3310** (toll-free) or connect to the [online Hope for Wellness chat](#). Available to all Indigenous peoples across Canada who need immediate crisis intervention by experienced and culturally sensitive counsellors.

CONFIDENTIALITY

Residence Services and Student Wellness Centre staff are trained in privacy guidelines and familiar with dealing with health and other issues sensitively and discreetly. Staff will handle your personal information with discretion, and will only let other staff know if required. You have a part to play in upholding your privacy. We encourage you to limit the people you share your medical information with.

It is important that you keep your parents or guardians informed of your situation if you are asked to move into our temporary accommodation for short or long term. Residence Services does not share information with parents or guardians except in exceptional circumstances.

In the event of a positive case of Covid-19 in a residence community, any communication with other residents for self-monitoring or contract tracing purposes will be done with the guidance of the BCCDC, Island Health communicable disease department, UVic Student Wellness Centre, and will follow UVic privacy policy guidelines.

Other university staff will be informed as follows:

- **Campus Security** receive nightly reports of room occupants in residence for emergency response purposes.

- **Food Services supervisors** will be informed to arrange for meal deliveries.

- **Supervisors from departments such as Facilities Management or University Systems** will be made aware of self-isolation buildings in order to ensure use of PPE and social distancing protocols if and when entry is required.

- **UVic Covid-19 Case Response Team** will be informed if there are positive cases in residence, but will not be given personal identification.
ACADEMIC ACCOMMODATIONS

- The UVic Senate has approved a proposal to temporarily waive the requirement for medical documentation for all requests for academic concession (both in-course and after submission of final grades) in Fall Term 2020. Check out the UVic Coronavirus webpage for updated information on medical documentation.

- If you are registered with the Centre for Accessible Learning, check out their Covid-19 Student Update.

ACCESSIBILITY NEEDS

- Contact Residence Services at 250-721-8395 if you have specific needs in regards to your temporary accommodation.

- Contact the Centre for Accessible Learning for academic support. If you are registered with CAL (250-472-4947 or calfrontdesk@uvic.ca), contact them for support with accessing your courses or materials.
  - If you are not registered with CAL you may still be eligible to use the Learning Assistance Program for learning strategists or tutors.

INDIGENOUS STUDENTS

- The Office of Indigenous Academic and Community Engagement offers Indigenous student support services. Check their website for online services or email iaceservices@uvic.ca

- Contact the Cultural Protocol Liaison if you would like to connect with an Elder at UVic.

EQUITY AND DIVERSITY

- UVic states that “no person should be targeted in any way or subjected to discrimination resulting from a misplaced perception that they may be a carrier of a communicable disease based on their perceived disability, race, ancestry, place of origin or otherwise”.

- If you believe that you are being targeted or harassed, contact the Front Desk in Residence Services immediately at 250-721-8395 and ask to speak to a Neighbourhood Manager or our Student Conduct Officer.

- You can also contact the Equity and Human Rights office by emailing eqhr01@uvic.ca or by calling 250-721-8786.
IMPORTANT CONTACTS

- For emergencies: Call 911 and/or Campus Security at 250-721-7599
- For on-campus health care or counselling: Call the **UVic Student Wellness Centre** at 250-721-8563
- For UVic 24/7 Counselling service (SupportConnect) call:
  - 250-999-7621 (local)
  - 1-844-773-1427 (long distance)
  - [www.uvic.ca/supportconnect](http://www.uvic.ca/supportconnect)
- For Residence Services assistance, email [rescovidsupport@uvic.ca](mailto:rescovidsupport@uvic.ca) or call the Front Desk at 250-721-8395 and they will forward your call to staff who can assist you.
- For 24/7 health information: Call **HealthLinkBC** at 811
- **Here2Talk** (24/7) is a BC government program that provides confidential mental health counselling and community referrals for BC post-secondary students through app, phone and web.
- Vancouver Island Crisis Line (24/7) 1-888-494-3888.