COVID-19 Guidelines
For Students Living In Residence
Revised September 20 2021
How To Prevent COVID-19

- **Get vaccinated.** It is a requirement of the BC government that students living in on-campus student housing are vaccinated.
- Wash your hands with soap and water or use hand sanitizer.
- Wear a mask in residence when recommended and when on campus, follow the [UVic mask policy](#).
- Respect each other’s personal space.
- Cough or sneeze into your elbow.
- Follow residence [Visitor and Guest Restrictions](#) (below)
- Spend time with friends outdoors. Outdoors is safer.

If You Feel Sick

- Stay home. Self isolate in your residence room (see *How-to self-isolate In-Place* below).
- Call 811 (HealthLink BC) anytime. You will be connected to a healthcare professional for advice.
- Wear a mask in common spaces (bathrooms, lounges and hallways) in residence.
- **Get tested for Covid-19.**

Visitor And Guest Restrictions

- Off-campus guests and visitors are NOT allowed into any residence buildings, rooms, or Cluster units until November 1st, 2021.
  - This policy may be extended after October 31, depending on provincial health requirements.

**Residence Services Contact:**

Covid-19 Support Phone: 250-721-8804 (10am to 6pm Mon-Fri)
Email: [rescovidsupport@uvic.ca](mailto:rescovidsupport@uvic.ca) (Monitored 10am-6pm Mon-Fri and 8am-4pm Sat/Sun/Statutory holidays)
Outside these hours: 250-721-8395 or email housing@uvic.ca
Self-isolation Guidelines

**Note:** Self-isolation end dates are determined by local health officials, not the university. Individual requirements for self-isolation may vary depending on factors such as dates of vaccinations, accommodation availability, and other factors.

Residents may be required to **self-isolate in place** (in your own room) and self-monitor:

- If you have mild symptoms and/or are waiting to be tested for Covid-19
- If you were notified that you have been exposed to someone who has tested positive for Covid-19
- If you have a positive Rapid Antigen Test and are waiting for confirmation testing or results
- If your roommate is moved into private self-isolation due to illness
  - Follow the guidelines below: *How to isolate in place*

Residents may be required to move into **private self-isolation** (on or off-campus)

- If you test positive for Covid-19
- If you have symptoms and are sharing a room with a roommate
- If you have another suspected communicable disease
  - Follow the guidelines below: *How to Isolate in a Private Space*

**If you are notified that you are required to self-isolate:**

- Call Residence Services at 250-721-8804 (Covid-19 Support) immediately
- Or email rescovidsupport@uvic.ca
- After hours call: 250-721-8395 (Residence Front Desk)

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Self-isolation Guidelines

1. **How to Isolate-in-Place**
   - Stay in your dorm or Cluster room and connect with friends, family and classmates virtually.
   - **Get tested for Covid-19.**
   - Do not have guests in your room.
   - Wear a mask at all times when you open your door or leave your room to use the bathroom, pick up your meals, or use your shared Cluster kitchen.
   - Stay six feet away from others.
   - Do not enter the MOD or other dining facilities
     - Arrange meal pick-up by calling Residence Services at **250-721-8804** (Covid-19 Support) or email: **rescovidsupport@uvic.ca** (Daily 8:30 am to 4:30 pm).
     - After hours call: 250-721-8395 (Residence Front Desk).
     - Meals will be delivered to the community kitchen in the Wallace Building for pick-up at the following times:
       - Breakfast: 8:15am to 9:30am
       - Lunch: 11:30am to 1:00pm
       - Dinner: 5:15pm to 6:30pm
   - If you need additional support or assistance, call Residence Services.
   - If you test positive for Covid-19, call Residence Services immediately.
How to Isolate in a Private Space On-Campus

- We have a limited number of self-isolation rooms with private bathrooms available on-campus.
- If needed, we have made arrangements with local off-campus hotels to provide you with a comfortable and well-equipped rooms with a kitchenette and Wi-Fi.
- If you are required to move temporarily off campus, your hotel, transportation and meal costs will be covered.
- We will assign you a private room and deliver keys to your on-campus personal mailbox.
  - Your mailbox is located either outside of the Craigdarroch Office, in Ring Road residence or outside near Cluster block 51, depending on your current room assignment.
- You will need to pack up to ten days’ worth of clothing and supplies for your stay in self-isolation.
  - Don’t forget books, laptops and digital devices.
  - We will arrange for you to use laundry facilities on a case by case basis.
- University Food Services will contact you via email after you have been assigned a room. You will be able to order meals using an online order form.
  - Your meals will be delivered three times a day at the following times:
    - Breakfast: 8:15am to 9:30am
    - Lunch: 11:30am to 1:00pm
    - Dinner: 5:15pm to 6:30pm
- Residence Services staff will check in with you daily (or as per your request) to ensure you have everything you need.
- If you forgot something in your permanent room, call 250-721-8804 (Covid-19 Support) or email: rescovidsupport@uvic.ca (Monday to Friday 8:30 am to 4:30 pm) and we’ll arrange delivery as soon as possible.
  - After hours call: 250-721-8395 (Residence Front Desk)
- Our staff will provide garbage pick-up.
  - Line your garbage bins with plastic bags.
  - Do not leave your unit to dispose of garbage. Tie your garbage bags and leave them outside your unit entrance door.
  - Bags will need to be outside the door by 10:30am on Tuesdays and Fridays.
  - If you require plastic bags contact rescovidsupport@uvic.ca and they will assist with arranging bags delivered to your unit.
Self-isolation Guidelines

- 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 our front desk, and they will be delivered to your room.
- When you return your 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.
- If you live in an apartment, you may be asked to self-isolate there. Residence Services can assist with grocery delivery. Contact us before you place an order.

### How to Isolate Off-Campus

- Residence Services will book a room in a local hotel and provide you with taxi service. Your accommodation, food and transportation cost to and from the hotel will be paid.
- Wear a mask when you check in to your hotel room. Wear a mask at all times when you are opening the door to your room or if you have to leave in an emergency.
- Your hotel accommodation will include Wi-Fi, a microwave and small fridge, and other hotel amenities.
- You will need to pack ten days’ worth of clothing and supplies for your stay in self-isolation.
  - Don’t forget books, laptops and digital devices.
- You will be able to order your meals and have them delivered:
  - From the hotel restaurant (when possible)
  - Through a meal or grocery delivery service. You will be given electronic gift certificates to order your meals or groceries. (Alcohol is not allowed)
- Residence Services staff will check in with you daily (or as you request) to ensure you have everything you need.
- You can order health or personal supplies through local businesses.
- If you forgot something in your residence room, call 250-721-8804 (Covid-19 Support) or email: **rescovidsupport@uvic.ca** (Monday to Friday 8:30 am to 4:30 pm) and we’ll arrange delivery within a day or two.
  - After hours call: 250-721-8395 (Residence Front Desk)
Getting Test Results

Wait time for results depends on the workload of the health authorities. It could take anywhere from 24 hours to 5 days. You will be contacted directly by the health authority. Test results are not typically shared with the university.

- There are many ways you could receive your test results:
  - You can wait to be called by the health authority.
  - 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.
Keeping Well In Self-Isolation

It is normal to feel stress, anxiety, or sadness during this time. Remember, self-isolation is temporary. Reach out to family, friends and campus resources.

UVic Mental Health Resources

- **Counselling:** UVic counsellors are offering appointments by phone. Call 250-721-8563 for an appointment: (Monday, Wednesday, Thursday and Friday, 8:30 am to 4:30 pm, Tuesday 10:30 to 4:30).
- **Support Connect:** SupportConnect is a 24/7 mental health support service for Uvic students, via phone, online, video or in person. Toll-free 1-844-773-1427.
- **Health:** Call 250-721-8563 to make an online appointment with a Doctor, or access a Nurse: (Monday, Wednesday, Thursday and Friday, 8:30 am to 4:30 pm, Tuesday 10:30 to 4:30).
- **Multifaith:** Connect with programs or directly with a Spiritual Care Provider. Call 250-721-8338 or email multifaith@uvic.ca.

Physical Wellness Resources

- For urgent support, call 911.
- For general medical advice, call 811 *(Healthlink BC).*
- Call the UVic Student Wellness Centre at 250-721-8563 and press 5 to be connected to a Nurse.

Community Mental Health Resources

- **Vancouver Island Crisis Line:** (24/7) 1-888-494-3888.
- **Here2 Talk:** (24/7) Confidential counselling and referrals for BC postsecondary students.
- **Hope for Wellness Help Line:** Available to all Indigenous peoples across Canada for crisis intervention by experienced and culturally sensitive counsellors 1-855-242-3310.

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Other Resources

Academic Accommodations

- Review the Request for Academic Concession information for updated information

Accessibility Needs

- Contact Residence Services at 250-721-8395 if you have specific needs in regards to temporary accommodation.
- Contact the Centre for Accessible Learning for academic support. If you are registered with CAL, contact 250-472-4947 or calfrontdesk@uvic.ca 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.

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.

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.

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Important Contacts

- For emergencies: Call 911 and/or Campus Security at 250-721-7599.
- Vancouver Island Crisis Line (24/7) 1-888-494-3888.
- 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)
- For Residence Services assistance, email 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.

Confidentiality

Residence Services and other UVic staff will handle your personal information with discretion. Residence Services shares the minimum information needed with other university staff, as outlined below.

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 isolation. 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.

- Campus Security receives nightly reports of student names and room numbers in residence for emergency response purposes.
- Food Services supervisors will be informed of student names and locations for meal deliveries.
- Supervisors from departments such as Facilities Management or University Systems will be made aware of self-isolation locations only 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.