

## **The Kexgill Group including University Quarter**

### **Coronavirus (Covid-19):**

What you need to know: 16<sup>th</sup> March 2020

There is an outbreak of coronavirus (Covid-19), which is affecting people across the UK and the world in general.

It is essential we have as much information as possible and are doing what we can to reduce the risk of catching or spreading the virus.

The latest advice from the relevant authorities and our response as the situation develops.

### **What is coronavirus (Covid-19)?**

Covid-19 is a new illness that is caused by a virus called coronavirus and can affect your lungs and airways.

The most common symptoms include a dry cough, tiredness and fever, but some patients may also experience a runny nose, sore throat, aches and pains or difficulty breathing.

For the latest information on coronavirus and its symptoms, visit the NHS website.

### **What action is the Kexgill Group / University Quarter taking?**

**Our sole focus is to help our students and employees protect themselves and others, and to support them in every way we can at this difficult time.**

The Kexgill Group / University Quarter has been monitoring the national and international situation around coronavirus carefully.

Should a case be confirmed, we'll act quickly and decisively, following the relevant authorities' specific instructions and advice.

If a case is confirmed, we'll also organise a professional deep clean of any areas that the affected customer may have come into contact with, as directed by the relevant authorities.

If someone in your property is diagnosed with coronavirus, we'll relocate anyone that may be vulnerable due to an existing respiratory illness or immune system condition.

We will continue to work closely with our university partners across the UK to ensure our response to the situation is fully aligned and coordinated and that our students receive the very best help.

We want to ensure that everyone has the practical advice and assistance they need to do what's right, but also that they feel fully supported by the people around them.

Whilst we cannot give medical advice, our team are on-hand in our local offices.

What action should I be taking?

**In line with advice from the NHS and Public Health England, we'd encourage you to do the following:**

- Wash your hands regularly using soap and hot water for at least 20 seconds, especially after sneezing or blowing your nose.
- Always wash your hands when you get home or into university.

- Try to avoid contact with anyone that may be ill.
- Use hand sanitiser gel if you don't have access to soap and water.
- Cover your mouth and nose with a tissue or sleeve when you cough or sneeze and wash your hands afterward.
- Put any used tissues in the bin immediately after using them.
- Try not to touch your eyes, nose and mouth with unwashed hands.
- Do not share items that come into contact with your mouth.
- Avoid public transport or social gatherings.

For the most up-to-date advice, visit the NHS website.

### **What should I do if I think I have coronavirus and have to self-isolate?**

NHS advice says that if you have either a high temperature or a new, continuous cough, you should self-isolate for seven days. You do not need to contact 111 and should not visit a GP surgery, hospital or pharmacy. If you are self-isolating, please follow the below advice in line with Public Health England's recommendations:

- Stay in your flat unless told otherwise by health authorities.
- If your symptoms get worse, you can't cope with them at home, or they don't get better in seven days, use the 111 online coronavirus service. If you can't get help online, call 111 or, in an emergency, call 999.
- Do not go into work, university, lectures or public areas, and don't use public transport or taxis until you're told it's safe to do so.
- If you have someone bringing supplies or have ordered shopping online, make sure the items are left at reception or outside of your room.
- Stay away from friends or flatmates.
- If you've been provided with a facemask, you should wear it when you may come into contact with other people.
- Make sure all of your rubbish is disposed of properly by tying it up in two plastic bin bags.

### **We would also advise the following:**

- Keep in regular contact with friends and family by phone.
- Avoid using common areas in your accommodation (apart from your shared kitchen).
- In the event of a fire alarm, please evacuate the building as you would normally, but where possible, keep at least six feet away from other people.
- Please be aware that we'll only carry out maintenance in your flat if it's a safety risk to you or others.
- You should also continue to follow the advice given above under the subheading 'What action should I be taking'.

### **Where can I find more information?**

For more information about coronavirus, its symptoms, how to avoid catching it and what to do if you do have it, please visit the NHS website.

If you're worried about a friend, concerned about the situation or need emotional support, you can speak to our office.