



Covid-19 Support Service

What we have been doing.

We have been working hard to make sure our residents and staff are safe and well during the COVID-19 crisis. This includes adopting social distancing measures and enhancing our cleaning schedules.

We appreciate there has been some disruption and following government advice we have had to close some services such as gyms, common rooms, and cinema rooms – as soon as government advice changes, we'll get these areas open again for your enjoyment!

- Stay at Home, don't travel unnecessarily
- Only go out for essentials
- Do one form of exercise a day
- Do not invite guests round
- Practice Social Distancing
- Avoid use of our common areas
- Regularly wash your hands

FOR MORE INFO VISIT:

www.gov.uk/coronavirus

www.nhs.uk/coronavirus

USL's specialist COVID-19 Support Services includes:



EXTENSIVE
CLEANING
REGIMES



SPECIALIST
TRAINED
STAFF



SECURITY
MEASURES



BEST PRACTICE
COMMUNICATIONS



ISOLATION
PROTOCOLS

Keeping things clean and keeping you safe



Keeping everything clean at the moment is one of our top priorities and so we have stepped up our cleaning schedules, focused on high footfall areas and made sure we have a supply of sanitiser gel to see us through the difficult times.

If you spot anything that isn't to standard, then please let us know. We want you to feel safe and well during your stay with us.



WIPING DOWN ALL COMMON AREAS WITH DISINFECTANT REGULARLY



PROVISION OF HAND SANITISER THROUGHOUT ALL BUILDINGS



THOROUGH CLEANING OF HIGH TOUCH POINT AREAS FREQUENTLY



Keeping you safe

We are also committed to keeping you safe. We are making sure only residents have access to the residence – we know this isn't ideal as you can't have friends over for pizza, drinks or games, but we truly want you to be safe and well through these uncertain times so ask that you follow government guidance on social distancing.



Supporting you

We know times are unsettling but our team are on hand to support you at this difficult time.

From questions about your booking to simply having a chat on the phone – we're here for you through this crisis and beyond!



Staying up to date

Our promise to you, is that we will keep you updated with any relevant information as and when we get it and the team are on hand to provide support and assistance should you need it.

Make sure you stay up to date with the latest news and government advice, but make sure you don't overload yourself with too much news as there is just too much to take in at the moment!



Top tips

We wanted to provide some handy hints to help you along

- Try not to panic and remember we are all in this together
- Try and keep some structure to your days; keeping regular wake-up times and meal times for example can help make sure you stay focused
- Talk to friends and family as much as you can, even if it is just exchanging messages
- Watch those boxsets and films you've always wanted to
- Try to limit the amount of time spent watching/reading news, this will help reduce any anxiety levels

Don't forget the basic rules to help ensure we combat Coronavirus;

- Wash your hands regularly and for a minimum of twenty seconds – especially after sneezing, coughing or blowing your nose. If you don't have access to wash your hands, then use hand sanitiser gel/alcohol gel
- Wash your hands more often, especially if you have been out and before eating
- Try to avoid touching your face, eyes and mouth with unwashed hands and especially if you have just sneezed, coughed or blown your nose
- Sneeze, cough and blow your nose into a tissue and dispose of it immediately. If you don't have a tissue, cough or sneeze into your elbow rather than your hands
- Avoid large public gathering where possible
- Try to avoid contact with anyone who is ill
- Try to avoid sharing items with other people
- Don't use your common area unless you need to
- Only leave your room when you absolutely have to and limit trips out of your room to as few as possible



For more information visit:

www.urbanstudentlife.com/contactus

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