



University
of Victoria

Residence Services



COVID-19 Guidelines

For Students Living In Residence

Revised September 1 2022

How to Prevent COVID-19

- **Get vaccinated.**
- Learn about the **symptoms of COVID-19.**
- We recommend wearing a three (3) layer **mask** in all common spaces of Residence.
- When on campus, follow the **UVic mask policy** in classrooms and buildings.
- **Wash your hands** with soap and water or use hand sanitizer often.
- Respect social distancing in common areas.
- Cough or sneeze into your elbow.
- Follow residence *Guest Restrictions and Occupancy Limits*.
 - The standard maximum occupancy limits are as follows:
 - Single dorm: 4 people
 - Double dorm: 8 people
 - Cluster unit: 16 people
- Spend time with friends outdoors.

Residence Services Contact:

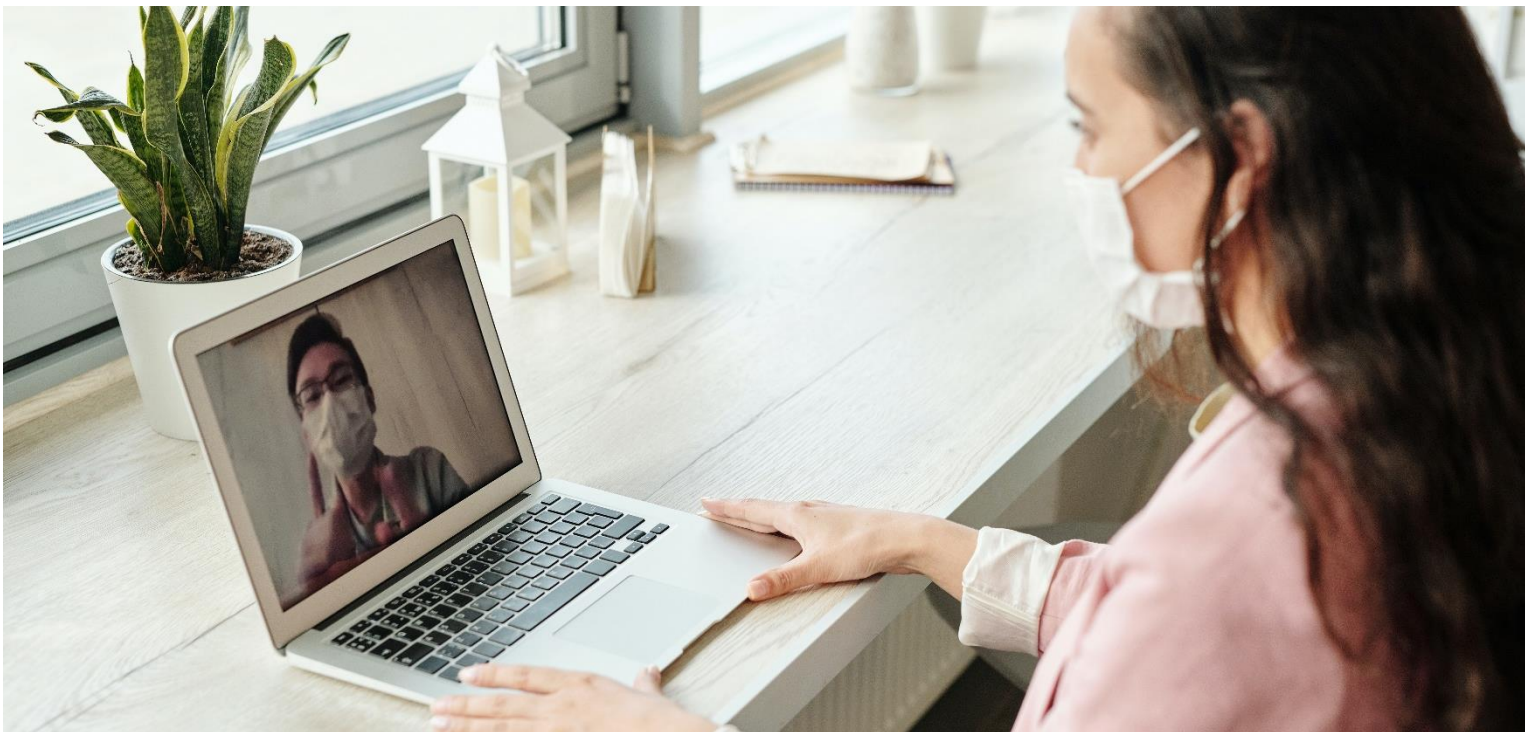
Covid-19 Support Phone: 250-721-8430 (9am to 5pm Mon-Fri)

Email: **rescovidsupport@uvic.ca** (Monitored 9am-5pm Mon-Fri)

Outside these hours: 250-721-8395 or email housing@uvic.ca

If you Have Symptoms or Have Been Exposed to Someone with a Positive Case of COVID-19

- **Always wear a 3 layer mask in common spaces** (bathrooms, lounges and hallways) in residence.
 - Stay away from others until you receive medical advice.
- **Call 811 (HealthLink BC) immediately.** You will be connected to a healthcare professional for advice which may include directions to:
 - Self-monitor
 - Self isolate and/or
 - Take a COVID-19 test
- See below for how to “self-isolate” in residence.
- See below for how to “self-monitor.”
- Review the **BCCDC website** for additional information and guidance.
- All residence students received free test kits at move-in. Additional test kits are available at Residence Services Front Desk.



How to Self-Isolate In-Place

- **Contact RESS Covid Support if you have symptoms, or have tested positive for Covid-19, or have been asked by a medical professional to self-isolate.**
 - RESS COVID support can be reached at **250-721-8430** or email rescovidsupport@uvic.ca daily 9:00am to 5:00pm.
 - Outside of these hours call the Front Desk at **250-721-8395**.
 - This will connect you with your options for meals:
 - Self-catered
 - Meal Delivery

See page 5 for information on your meal options.

- **Stay in your dorm, apartment or Cluster room and do not allow any guests in your room.**
 - If you are in a double room, your roommate may be moved temporarily to another location while you self-isolate.
- **If you live in an apartment or Cluster unit, you will be asked to self-isolate in your bedroom or apartment.**
 - Residence Services can assist with grocery delivery. If needed, contact us before you place an order.
- **Wear a 3 layer mask at all times** when you open your door or leave your room to use the bathroom, or to use your shared Cluster kitchen.
 - If sharing a kitchen in Cluster, use the kitchen in a non-busy time to keep your roommates safe.
 - Eat your meals in your bedroom away from others.
- **Stay six feet or two meters away from others.** Do not enter common lounges in dormitory buildings or living rooms in Cluster units.
- **If you must share a bathroom:**
 - Turn on the fan or open the window.
 - Clean handles and faucets after each use.
 - Avoid sharing personal items like toothbrushes and towels.
 - Put down the toilet lid before you flush (if applicable).
- **Use common or shared bathrooms in non-busy times** to avoid meeting others. Wear your mask unless you are showering or brushing your teeth.

Self-Isolation: Meal Options for Students with Meal Plans

When you contact Residence Services, you will be able to choose one of two options to obtain your meals while you self-isolate:

1. Self-catered:

- You can arrange for meal deliveries by a friend, after giving your friend written permission to use your One Card in the cafeteria.
- When you contact Residence Services and choose this option, you will be emailed a blank form allowing you to authorize the use of your one card for meal purchases. You will fill out the form with your name, your friend's name and V#, and the dates that you are authorizing meal purchases.
- Your friend can take your One Card plus the form (or a photo or PDF version of the form on a phone) to the cafeteria when picking up your meals. Your meals will be charged to your account.

2. Meal Delivery

- If you want to have your meals delivered by Food Services and Residence staff, please request the delivery option.
- You will be asked to select a vegetarian or non-vegetarian option for the duration of your self-isolation. You will also be asked to choose between a continental or hot breakfast.
- Unfortunately, you are not able to choose individualized meal selection with this option.
- Meal costs:

○ Breakfast	
▪ Continental	\$8.00
▪ Hot	\$14.00
○ Lunch	\$16.00
○ Dinner	\$16.00

Dormitory Students on residence meal plans will receive the standard discount.

- You can view the daily menu online at the UNFS website.
- If you have questions about the menu, email unfsdelivery@uvic.ca.
- Meals will be delivered to your room during the following times:

○ Breakfast:	8:30 am to 10:30 am
○ Lunch:	12:00 pm to 2:00 pm
○ Dinner:	5:30 pm to 7:30 pm

- Staff will knock on your door, place your packaged meal in front of the door, and ensure that you open the door to retrieve it.
- If you do not answer the door at **breakfast** or **lunch**, staff will attempt to deliver it within one hour. If still undeliverable, it will be returned to Food Services and discarded.
- If you do not answer the door at **dinner**, your meal will be returned to Food Services and discarded.

Self-Isolation: Deliveries & Waste Removal

- **You can order urgent 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 possible.

Parcel Delivery

- Students who have parcels delivered to the front desk and who are in self-isolation will be advised to ask a friend to pick up and deliver their parcels. They will need to give permission to their friend via email to housing@uvic.ca. Their emails must come from the email address contained in StarRez to be considered valid.
- Emergency deliveries may be made by HSKP Supervisors in urgent situations.
 - An urgent situation would include drugstore deliveries (drugs) or groceries.
- **RESS staff will provide garbage pick-up from your room.** You will have a supply of small garbage bags in your Care Package.
 - 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 by 10:30 am each day.
 - If you require more plastic bags contact rescovidsupport@uvic.ca and they will assist with arranging bags delivered to your unit.

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Ending Self-Isolation

You are able to end self-isolation on the date indicated by a medical professional. If you are unsure of that date, call 811 or refer to the BCCDC [website](#) for guidance.

The amount of time you need to self isolate may vary. See the BCCDC [website](#) for details.

Once you are able to leave self-isolation, complete the following steps:

1. Visit the [Housing Portal](#).
2. Click the “Ending self-isolation in Residence” button on the right side of the page.
3. Read the instructions and when ready, select the check-box and then click ‘Save & Continue’
4. You will be brought to a confirmation page. Please read the available information.

Important: This process will notify the Residence Services team that you are no longer self-isolating. Depending on the time of day that you complete this process, there may be a delay before Food Services is notified. Please be aware that you could still receive one or two meals delivered to your room, which will be charged to your account.

If you do not complete this process, you will continue to receive (and be charged for) meal delivery until Residence Services staff are able to contact you.

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If Your Roommate in a Double Room Tests Positive

- You may be asked to move temporarily to a different room in a different building and be asked to “self-monitor” for symptoms. See below for *How to Self-Monitor*.
 - We have a limited number of empty single rooms available for roommates of residents who may be ill. These rooms are within existing residence buildings and are equipped with linens for your temporary stay.
- If you are assigned a temporary room, you can pick up your keys from the Residence Services main office.
- You will need to pack up to 5-7 days’ worth of clothing and supplies for your stay.
 - Don’t forget books, laptops and digital devices.

How to Self-Monitor

- You should **self-monitor** for symptoms of COVID-19 for 10 days from the day you last had contact with the person who has COVID-19, even if you are fully vaccinated or had COVID-19 in the last 90 days.
- If you have no symptoms of COVID-19, you do not need a test.
- Test yourself if you develop symptoms. All students were provided five tests at move-in. Additional free tests are available at our front desk.
- If you develop symptoms, call 811 and follow the Self-Isolation protocols in this brochure and as directed by a medical professional.

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.
- The **KUU-US Crisis Line Society** for First Nations and Indigenous peoples. 1-800-588-8719.

Other Resources

Academic Accommodations

- **Advice for students on missing class**
- 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.

Additional Resources

- [Covid-19 and Sex](#)
- [Covid-19 and Vaping and Smoking](#)

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. 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 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.

