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FAQS: COVID-19 reporting, self-isolation and report and trace.

This guidance is designed to support you through the process the University has adopted for students or staff who have may have symptoms of coronavirus COVID-19 or have tested positive for the virus. Please read the **UAL Covid-19 Report, self-isolation and Report and Trace Policy** for more detailed information.

For general information about the virus, how to spot the symptoms and what to do if you are contacted by NHS Test and Trace please also visit the NHS and government websites for the latest position.

What are the symptoms of coronavirus (COVID-19)?

The three main coronavirus (COVID-19) symptoms are:

- a high temperature – this means feeling hot to touch on the chest or back (temperature does not need to be measured)

- a new, continuous cough – this means coughing frequently for more than an hour, or 3 or more coughing episodes in 24 hours (if someone usually has a cough, it may be worse than usual)

- a loss or change to sense of smell or taste – this means not being able to smell or taste anything, or things smell or taste different to normal. It is important to only get a test if you have coronavirus symptoms or have been asked to get tested. This will help make sure people who need a test can get one. Asymptomatic testing is provided only in specific circumstances and on the recommendation of public health experts, for instance in areas of high prevalence or high risk or where there is a local outbreak. People without symptoms should not order tests except where instructed to do so through being enrolled in a pilot scheme or at the direct request of their local public health team or director of public health.

Most people with coronavirus have at least one of these symptoms. More information can be found here: https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/

I feel unwell and I think I may have coronavirus (COVID-19) - what should I do?

Anyone with symptoms is eligible for a coronavirus test. If anyone develops one of the three main coronavirus symptoms, they should seek a COVID-19 test as soon as possible, and must self-isolate until they get a result. This means not leaving their accommodation for any reason other than getting a test. People living in the same household must also self-isolate.

Do not:

- leave home if you are self-isolating
- go into the University
- go to any public places
- go on public transport or use taxis
- go out to get food and medicine – order it online or by phone, or ask someone to bring it to your home
- have visitors in your home, including friends and family – except for people providing essential care
- go out to exercise – only exercise in your home or in your garden, if you have one.

Where can I get tested?

There are different ways in which someone with symptoms can get tested. These are:

Local testing sites - Local testing sites are walk-through and are the most accessible testing channel for students and staff. This is the preferred testing channel option due to their improved accessibility and fast turnaround of test results.

Home testing - Home test kits can be delivered to someone's door so they can test themselves without leaving their accommodation. This is a swab test which needs to be taken within the first five days of developing any of the three main coronavirus (COVID-19) symptoms. The turnaround times for home testing are not as fast as for local, regional or mobile testing sites, so we recommend using these other channels wherever possible. Home test kits can be ordered online.

If you are unable to order a home test on-line you can instead call 119 to order over the phone.

[Instructions home testing kits](#) and [video guidance](#)

Regional testing sites - A network of drive-through regional test sites have been established nationally. Drive-through sites are a suitable option for those who live locally or work or study at the university or college with access to a car. This is a swab test which needs to be taken within the first five days of developing any of the three main coronavirus (COVID-19) symptoms. Please note the following resources:

[video explaining the process at a regional testing site](#)

[video explaining how to self-swab at regional testing sites](#)

What is the UAL approach to report and trace?

The University in response to government guidance have created a robust process that allows us to monitor COVID-19 cases, support those impacted by them and maintain a safe environment for you to work or study.

There is a single reporting mechanism accessed via the 'report Covif form'. Information reported here is treated as confidential and has behind it a process using a dedicated tracing team to provide a mechanism to:

a) Support those testing positive for COVID-19 as well as those who have been advised to self-isolate. (You will receive a personal call).
b) Collate information on anyone accessing our buildings on any particular day
c) Provide credible information to Public Health England and the NHS who can advise on our response.

I have been privately tested not via the NHS, what should I do?

Please fill in the 'report Covid' form and we will advise on what to do next. As we are working closely with PHE and the NHS it is important that they have a record of all cases and we will seek their advice.

What should I do if I become unwell while on campus?

If you feel unwell with suspected coronavirus symptoms while on campus, you must:

- travel to your place of residence as quickly as possible, in line with government advice.
- if feasible you should walk or cycle and avoid public transport
- you must wear a face covering, avoid touching your face, wash your hands frequently and avoid touching anything during your journey whilst remaining safe
- when you arrive home, immediately contact the NHS for testing
- if you are a student living in halls of residence, please let the Residence Manager know you are unwell and being tested for coronavirus (COVID-19)
- staff and students will be supported during self-isolation and the necessary measures will be put in place to help limit the spread of the virus

I have tested positive for coronavirus (COVID-19) - do I need to inform UAL?

Yes, once you have followed the latest government and NHS guidance you should complete the UAL COVID-19 report and trace process:

Students and staff who receive a positive NHS test result for COVID-19 must complete the 'report Covid' form to report the outcome of their test. **You only need to report if you have been tested and it has been confirmed you have the virus.**

In addition, staff members who test positive for COVID-19 must contact their line manager and follow the standard sickness reporting process via iTrent, using the COVID-19 sickness category.

I have tested negative for coronavirus, do I need to report through the UAL COVID-19 report and trace process?

No. if you have tested negative you do not need to report through this process.

Staff or students who test negative for COVID-19 *and* have been advised by NHS Test and Trace team or UAL to stop self-isolating, are expected to attend work or studies as usual if they are well.

If you are sick with something other than COVID-19, you should follow the usual sickness procedures and return to work or studies as soon as you feel well enough to do so.

I do not have the virus but have been contacted by NHS Test and Trace and/or the University and advised to self-isolate, do I need to inform UAL?

Yes, you need to report through the UAL COVID-19 report and trace process 'report Covid' form if you have been advised to self-isolate because you have been in close contact with someone who tested positive. This includes if your contact was with someone who has tested positive and is not a staff or student of the University.

You must follow the instructions given to you by the NHS Test and Trace team.

If you are told to self-isolate, you should let your line manager know or inform your course leader so you can be supported in your work or your studies whilst you are in isolation.

Students living in halls of residence should also advise the Residence Manager they are being asked to self-isolate.

I'm a member of staff and one of my students has told me they have tested positive for coronavirus – what should I do?

- Contact the affected individual and ask them how they are feeling
- Confirm they have been tested by the NHS for COVID-19 and been given a positive test result
- Confirm they were present on a UAL site 48 hours prior to experiencing symptoms
- If they answer yes to these two questions, ask them to complete the 'report Covid' form and upload the positive test result provided by the NHS
- Explain they will then need to complete a form, giving as much information as possible about when and where they were within the University in the 48 hours prior to and since experiencing symptoms
- If they are too unwell to complete the reporting process, you can do this on their behalf

Please note it is UAL's policy not to release any identifying details about individual cases – such as names, course/department, place of accommodation or place of work – out of respect for their privacy and to comply with our duty under data protection law. Staff are required to observe the privacy of other individuals. They should not share information they have received or believe they have heard from other sources about anyone who has tested positive for the virus or is self-isolating.

I am a line manager and one of my team has told me they have tested positive for coronavirus – what should I do?

- Contact the affected individual and ask them how they are feeling
- Confirm they have been tested by the NHS for COVID-19 and been given a positive test result
- Confirm they were present on a UAL site 48 hours prior to experiencing symptoms
- If they answer yes to these two questions, ask them to complete the 'report Covid' formand upload the positive test result provided by the NHS

- Explain they will then need to complete a form, giving as much information as possible about when and where they were within the University in the 48 hours prior to and since experiencing symptoms
- If they are too unwell to complete the reporting process, you can do this on their behalf.
- Follow the standard sickness reporting process via iTrent, using the COVID-19 sickness category
- Staff are not required to take any further action such as ordering cleaning or closing offices/workshops/studios. UAL will, at all times, manage the situation in line with Public Health England guidance

Please note it is UAL's policy not to release any identifying details about individual cases – such as names, course/department, place of accommodation or place of work – out of respect for their privacy and to comply with our duty under data protection law. Staff are required to observe the privacy of other individuals. They should not share information they have received or believe they have heard from other sources about anyone who has tested positive for the virus or is self-isolating.

What do I do if another member of staff or a student informs me of someone else having COVID-19?

In this instance, the person who has tested positive for COVID-19 should report the details directly via the 'report Covid' form

A visitor / contractor I invited to visit UAL has told me they have tested positive for COVID-19, who do I report it to?

If they advised you that they were likely to have had the virus at the time of their visit, you should report the details via the 'report Covid' form . You do not need to let anyone else know or take any further action once you have done this.

I am a student and worried that I will miss my studies

If you have tested positive and feel well enough, or have been advised by NHS Test and Trace to self-isolate you may continue to engage with the on-line activities but must not attend University.

The University will make allowances for circumstances brought about by the coronavirus pandemic which impacts a student's ability to study in-person. We would advise students to read the Extenuating Circumstances policy.

I am a member of staff and have tested positive but don't feel unwell, can I work from home?

This would be very much dependent on whether your role can be undertaken from home. In all cases, staff should discuss with their line manager but must not attend work until given the all clear from NHS Test and Trace team.

What will UAL do with information collected via the UAL COVID-19 report and trace process?

To protect personal privacy, when contacting staff and students to notify them of close contact under these arrangements, the University or NHS Test and Trace **will not** reveal the identity of individuals who report a positive test result. Data will only be shared internally in order to identify close contacts (for example, with Accommodation Services) and be shared externally with NHS Test and Trace or Public Health England.

Records will be maintained, and information shared in line with data protection requirements.

The University is required to collect this information to support the NHS Test and Trace team to contact staff, students, visitors and contractors who may have had close contact with someone who has tested positive.

We will also alert relevant University services such as H&S, Estates, libraries, catering services etc. so the relevant measures (including deep-cleaning) can be put in place but we will not reveal the identity of the individual.

If a student is living in halls of residence, the Residence Manager will be given the name of the person who has tested positive so they can be supported during self-isolation and the necessary measures can be put in place to help limit the spread of the virus.

If you are a student, the course team will not be advised of the reason for your absence only that you are unable to attend university. However, the Head of Academic Registry in your college will be advised that you have tested positive and record your absence in your student record.

Will UAL conduct contact tracing or testing for staff and students?

Yes, contact tracing and testing will be done in partnership with the NHS Test and Trace programme, which is part of the National Health Service (NHS) Test and Trace programme. We will be undertaking the contact tracing under explicit guidance from the NHS and we will advise when we are doing so and why.

The NHS Test and Trace service helps trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them they must self-isolate at home to help stop the spread of the virus.

Anyone who tests positive, and those with whom they have been in close contact, will be contacted by NHS Test and Trace service either independently or via the University.

Will buildings or services close if someone tests positive for the virus?

UAL works closely with PHE on all public health protection matters to support our community and we will follow their advice and guidance. Staff must not take any local action without explicit direction from the UAL Director of Health and Safety and/or local Health and Safety Advisors.

I have heard that UAL buildings will be shut down if there are two or more confirmed cases, is this true?

No, if multiple cases of coronavirus appear at an UAL site, an outbreak control team from PHE will, if necessary, be assigned to help us manage the outbreak. At this point UAL will be guided by PHE advice and take any necessary action.

I am on switchboard/reception and have received a call from NHS Test and Trace/PHE/ or another authority asking me to provide information on behalf of UAL, who should I advise them to speak to?

If the call is not about you personally as part of the NHS Test and Trace scheme, please redirect to Mark Crawley, Dean of Students, who is the main contact for PHE. Please email him on

m.crawley@arts.ac.uk with details of the person who has contacted you so he can respond directly to them.

I have not been contacted by UAL but now have been by the NHS who have advised I should self-isolate, why is this and what should I do?

The University and NHS systems are designed to work together to trace both your contacts within and outside the University including people you have had contact with in your home, socially or perhaps picked up via the NHS app.

The UAL Report and Trace team will collate information about your contacts on campus, whilst the NHS Test and Trace team will be tracing all your contacts outside of the campus. It may also be the case that someone who has tested positive does not know the contact information of everyone in their timetabled classes whilst onsite, hence why UAL will be tracing contacts based on data such as timetables.

Therefore, UAL will only contact UAL staff and students and NHS Test and trace all your other contacts.

If you receive notification from both UAL Report and Trace and NHS Test and Trace you are advised to follow the NHS Test and Trace guidance; not because UAL guidance is wrong (we use information provided by PHE) but because the NHS have the whole view of *all* your contacts.

I have been contacted and asked to self-isolate by UAL, however I was not on site on the day in question, what should I do?

The data that we collect on close contacts is based on timetables and therefore does not indicate attendance or last-minute changes that were not updated in the system. The University does not currently have a universal attendance monitoring system. Therefore, there may be instances where staff or students are notified of a need to self-isolate though they never came onto site on the day in question. If you do receive an email from us (reportcovid@arts.ac.uk), please reply to that email and we will advise on what to do next.

I have been contacted by the NHS or another authority asking me for information but how do I know if they are genuine?

Regrettably, there are people who may wish to take advantage of people at a vulnerable time, so please check any contact you receive against the following criteria:

Any NHS Test and Trace texts will come from the NHS, and calls will come from 0300 0135000. Contact tracers will ask for your full name, date of birth and postcode, and will offer you advice if you have come into contact with somebody who has coronavirus symptoms.

The NHS Test and Trace team **will not**:

- Ask for bank details or payments
- Ask for details of any other accounts, such as social media

- Ask you to set up a password or PIN number over the phone
- Ask you to call a premium rate number, such as those starting 09 or 087
- Ask you to download anything or access a non-NHS or government site

If it's genuine, you'll be asked to sign in to the NHS Test and Trace contact tracing website. You will have been given an account ID to sign up. If you are under 18, contact tracers will get in touch by phone if possible and ask for a parent or guardian's permission to continue the call. Those who do not have internet access or who don't complete the online process will be contacted by phone.

What do I do if I have any questions not answered above?

Please use the reportcovid@arts.ac.uk email and we will help you with your questions or concerns.

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