MURRAY EDWARDS COLLEGE

Key information for Self-Isolation Supporters (SIS)

Porters’ Lodge – 01223 762100
College nurse – 01223 763329
Tutorial Office – 01223 762203
NHS111 – just dial 111

1. Thank you very much indeed for agreeing to act as a Self-Isolation Supporter (SIS). We are very grateful for your assistance and support in helping to manage the College’s response to the COVID-19 virus.

2. Under current advice students must self-isolate for seven days if they have COVID-19 symptoms (fever of 37.8 degrees and/or a new, persistent, dry cough); or for 14 days if they are in a ‘household’ with someone who has COVID-19 symptoms. ‘Household’ in a College context is defined as those sharing the same kitchen, bathroom or toilet.

3. SIS should read the Murray Edwards College Action Plan and the Information sheet provided to students in self-isolation. Further updated information is available through:

4. You will be given the mobile phone number of the self-isolator and those in household isolation. Please make sure you have these, and the contact information at the bottom of this sheet, in your phone, during the period of confinement. You will work in conjunction with a second SIS in order to spread the load of required visits and contacts – you will also need to have their contact details in your phone.

5. The role of the SIS is to support the student while they are confined to their room. This involves twice daily voice contact, ensuring they are supplied with food and other necessities during their confinement, and passing on requests for other support and assistance as required.

6. SIS are not assessors or carers of affected students. The SIS role is purely to support students while they are confined to their rooms.

7. SIS are not to enter a self-isolating student’s room or to converse with them face-to-face.

8. Before approaching the doorway to self-isolating household corridor, SIS must wash and dry their hands (or use sanitiser gel) thoroughly, for 20 seconds. On leaving they should do the same.

9. Deliveries should be made and left outside the closed door of the student’s room, or the students’ corridor in the case of ‘household’ isolation.

10. The SIS should ensure that the details of their visit are recorded at the Porters’ Lodge by email to porters@murrayedwards.cam.ac.uk, copied to the tutor and senior tutor on mkp30@cam.ac.uk; any health concerns raised should be reported to the Porter on duty, the tutor and the College Nurse.
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11. At least two contacts should be made with a self-isolating student per day. This could take the form of a delivery visit, a phone call or via social media.

12. When phoning a self-isolating student, SIS should enquire about the student’s health and wellbeing. The supporter should advise the self-isolating student to contact NHS 111 for advice on any health concerns. In addition, health concerns raised should be reported to the Porters on duty and College Nurse. Any academic worries raised by the student, should be reported to the student’s Tutor.

13. SIS should enquire about practical needs - e.g. toiletries or medicine, lecture notes or books. The SIS should forward requests by email to the Tutorial Office, Porters, or Tutor, as appropriate.

14. If the Self-Isolating Student requires food from the College kitchens, they should order it by email Catering@murrayedwards.cam.ac.uk. The SIS should liaise with the student and Catering@murrayedwards.cam.ac.uk for details on when and where to collect a meal for delivery.

15. If a SIS role is emotionally impacting upon an individual, this should be discussed with the Tutor or College Nurse and/or the individual’s line manager.

16. Under no circumstances should a SIS divulge any information which a student has given them in confidence, unless it is necessary to protect the safety of the student or the community.

17. SIS should refer worried neighbours and other individuals to the official guidance given by the College, the University and Public Health England, rather than talk to enquirers about individual self-isolating cases.

Many thanks for your help.
Kate Peters, Senior Tutor, 22 March 2020

KEY CONTACTS

Porters Lodge: 01223 762100; porters@murrayedwards.cam.ac.uk
College Nurse: 01223 763329; nurse@murrayedwards.cam.ac.uk
Tutorial office: 01223 762203; tutorial@murrayedwards.cam.ac.uk
Kate Peters: 01223 763801; mkp30@cam.ac.uk
NHS111 – call 111
Emergency – 999