



Q and A's for Undergraduate Freshers Michaelmas Term 2020 **(COVID-19)**

Latest information

Q: Where can I find the latest information on Covid-related provision?

A: Please see the following links for information from the University, College and other official sources:

<https://www.ox.ac.uk/coronavirus>

<https://jesuscollegeintranet.web.ox.ac.uk/covid-19-information>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/coronavirus>

Arrival

Q: What days can I arrive to College?

A: Undergraduates arriving to Turl Street may arrive and check into their rooms between the 1st and 5th October. There are 3 slots per day at 9-12pm, 12-3pm and 3-6pm. We will allow a maximum of 9 students to book in per slot. We ask that you bring only one guest into College to help you (although of course more are welcome to come with you to Oxford but we ask you to restrict the number of guests within College to one)

<https://app.acuityscheduling.com/schedule.php?owner=19688134&calendarID=4319370>

Q: I am finding it difficult to find flights to arrive in Oxford on-time – what should I do?

A: Please let the Admissions Officer, Nancy Wilson, know (admissions.officer@jesus.ox.ac.uk) as soon as possible. The College understands that travel is difficult at the moment.

Q: How will I pick up my keys from the Lodge?

A: Enter the Lodge from the door within the archway and exit via the door into the Quad. There are screens in use, the Lodge staff will be wearing masks and all keys and fobs will be sprayed with sanitizing spray before being handed to you. The College is operating a one way system, which means you enter through the Lodge and exit through the Ship Street gate.

Catering

Q: When will I be able to get food in College?

A: The servery will operate an online booking system that can be found via the intranet. This will help us to manage numbers in the Hall and allow the College to implement a 2 meter rule for social distancing. Meals will be served at the following extended opening time on weekdays:

Breakfast - 8.00am and 9.30am.

Lunch - 12.00pm and 2.30pm.

Dinner - 5.30pm and 7.00pm.

At the weekend the hours will be:

Breakfast - 8.00am and 9.30am.

Lunch – 12pm and 2.30pm.

Q: How will I be able to safely eat in College?

A: Every precaution has been taken to make the environment safe through social distancing measures, protecting the food we produce and the people who join us for meals as well as those working in the department. Additional protective equipment has been provided on the premises for staff to wear.

We will ask all our students to wear a face covering/mask when queuing and collecting food until they have found a seat. At all times, social distancing will need to be adhered to.

In practice, you will be asked to queue at 2 metre distance from one another, a member of the catering team will control how many persons enter the Servery at any one time and seats in Hall will be clearly marked at 2 metre from each other.

At the Servery, you will be served your choice of hot food. You will then be able to select items from the display fridges such as pre-prepared salads, yoghurts, puddings, drinks, fruit etc. We will ask that you take anything you touch which will be charged to your battels via your Bod Card.

There will be a one-way entry/exit system both in the Servery and in Hall.

We will ask that you finish your meal within half hour in order to free up space for others. Once you are ready to leave, you will place your tray on the rack provided by the Hall exit.

Q: If I am self-isolating how will I be able to get food?

A: Contact the Catering Team by email, catering@jesus.ox.ac.uk to let us know you are self-isolating. We will send you a brief questionnaire to collect information from you and confirm when the service will start.

We will endeavour to serve meals to rooms within the following times:

Breakfast: between 8.30am and 9.00am

Lunch: between 12.00noon and 12.30pm

Dinner: between 5.45pm and 6.15pm

At the weekend the hours will be:

Breakfast - 8.00am and 9.30am.

Lunch – 12pm and 2.30pm.

All foods will be supplied in take away containers which students will be disposing of in black bags supplied by housekeeping.

When food has been delivered, the staff member will knock of the bedroom door and leave the area.

Q: Where can I see the menus before I come to the servery?

A: Menus are available on the intranet and displayed outside the Servery.

It is worth noting that all our meals are home produced (with the exception of specialised items). We pride ourselves in preparing international dishes to meet all types of dietary choices and requirements. We have an excellent reputation for the quality of our meals amongst our students and staff which we fully expect to maintain despite the adjustments we have to face in the current conditions.

Q: Will I have to queue for food in the Servery?

A: Yes, however there is a booking system in place to minimise the number of people queuing at any one time.

Q: Will I be able to get food in the JCR from the Hatch or vending machine?

A: The Hatch will be closed until further notice, however, the Vending machine will be available for use and sanitation wipes will be provided so that users can wipe it down before and after use.

Q: Will the Hall be providing Take away food?

A: Yes, a slot will still need to be booked via the intranet but students are welcome to take their food back to their room.

Q: Can I eat in Hall with my friends?

A: Yes, if in your 'household'. College managed accommodation for students has been arranged so that everyone will live in a small group that we are calling 'a household'. A household will be a group of people living in close proximity, for example on the same staircase, and bathroom facilities. College will explain who is in your household. You will not have to socially distance from people in your household, but if one of you has to self-isolate, that will apply to all of you. If you are eating with someone from another household then you will need to maintain a 1 meter + distance as per the social distancing guidelines. This will be dependent upon the availability of sufficient seats in the Hall for any one household and being able to observe social distancing from others. If a household cannot be fully accommodated to seat together social distancing must be observed.

Please note there is no obligation to eat in your household at all times if your schedule or plans differ from one another.

Q: Will the Bar be open during term time?

A: The layout and configuration of the College bar means that social distancing would be extremely difficult in this area, and so the bar will be closed until further notice.

Q: Will Freshers' Dinner, Subject Dinners, or special event dinners take place?

A: Unfortunately, as it stands, to safeguard the College Community, all special event dinners have been suspended until further notice.

Lodge

Q: Will I still collect my post from my pidge?

A: The pidge room is accessible via your fob and there will be restricted opening hours in order to adhere to social distancing guidelines. Only one person at a time will be allowed in the room.

Q: Can I still get orders delivered to the Lodge and collect them?

A: We ask that whenever possible you arrange for your orders be delivered to one of the Collect plus locations or the nearest Amazon lockers throughout Oxford, the nearest being in Gloucester Green. However, the Lodge will operate a restricted collection system 3 days per week from the Ship Street Centre desk.

Q: Will I still be able to enter College through the Ship Street entrance?

A: Yes, but only for the day of arrival to unload your belongings. No any other time this gate will be used as an exit from College only.

Q: Can I still apply for a parking permit in the annex properties?

A: No, the College will not be issuing parking permits for any students this academic year.

Q: How can I put my bike in the bike store safely?

A: Over the summer the bike store on Turl Street has been completely re-furbished to allow more bikes to be stored. The gate is now automatic and activated by the fob so it is not required for individuals to touch the gate itself.

Q: Will there be extra signage up to tell everyone about distancing, hygiene, masks, one-way systems etc?

A: Yes.

Q: Should I bring face masks with me to College?

A: Yes you should bring face masks with you as they will need to be worn for all in-person teaching and in general in College in communal areas.

Staff, students, visitors, contractors, and members of the public will be required to use face coverings across all University and college buildings as set out in the University's [face coverings policy](#). This is out of consideration for those around us. A face covering is typically a cloth covering for the nose and mouth.

You will, of course, also need them when in shops and on public transport etc.

More information on when to wear face masks may be found at:

<https://www.ox.ac.uk/coronavirus/health/face-coverings>

<https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home#face-coverings>

Accommodation

Q: How can I ensure that the bathroom/lavatory I share with students on my floor are not being used by strangers?

A: Bathrooms/lavatories will be designated to a set number of users. Some bathroom access will be restricted by using a fob system (where a fob reader is already in place), other will be allocated by nomination. College expect students to take personal responsibility in using their designated bathroom only.

Q: What will be the deadline for accommodation sign-up?

A: 28th August 2020, accommodation offers will be sent after 7th September 2020.

Q: If I am unable to travel home over the Christmas and Easter Vacation can I stay in my room?

A: If you need to stay on in College accommodation for COVID - 19 related reasons in the Christmas or Easter vacations College will assist in that. If you have to self-isolate during such a stay College will support you.

Q: If I need to arrive early and self-isolate is this possible to do so in College?

A: We are happy to try to organise self-isolation for students in an en-suite room in College, as early as September 7th. You would have to stay in the room for the whole of that period. Our catering team would provide three meals per day, which you would need to pre-book and would be charged for, which would be left outside the room.

Alternatively you can rent an AirBnB property for the self-isolation period

<https://www.airbnb.co.uk/oxford-united-kingdom/stays> . You could then have food delivered from, for example a supermarket like Tesco <https://www.tesco.com/groceries/> or Ocado <https://q.ocado.com/afterevent.aspx?c=ocado&e=ocadoshopknownuser&t=https%3A%2F%2Fwww.ocado.com%2Fwebshop%2FstartWebshop.do&cid=en-GB> but there are many other supermarkets who could provide this service. And there are also many takeaway services that could deliver to your door.

Q: Where can I find further advice on self-isolation?

A: Please see information at:

<https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk>

Housekeeping

Q: Will my room be cleaned regularly?

A: Yes, rooms will be cleaned once per week. You will be given a 2-3 hour window during which the room will be cleaned. You are required not to be in the room during this time. Further instructions will be sent out prior to your first cleaning slot.

Q: Will my rubbish be collected?

A: Yes. Waste bins are to be placed in the corridor outside your bedroom by 9.00am each morning and housekeeping will empty them for you. On the day your room is due to be cleaned you do not need to do so as Housekeeping will collect directly from your room.

Q: How do I know that a tutorial or teaching room has been made clean and safe before I enter?

A: Housekeeping will continue to clean and disinfect all tutorial and teaching rooms at least once per day, according to bookings, generally before 9.00am. Cleaning materials with instructions will be left in the rooms for users to clean after each use.

General

Q: Will everyone be able to use all the lavatories in College?

A: *Certain toilets in College will be used for specific staircase only and will have fob access. General use toilets will be clearly marked.*

Q: What common areas are we allowed to use in College?

A: *Common areas will be open but will operate a maximum capacity limit to allow us to adhere with social distancing guidelines. This will be the case for the Hall, JCR and MCR. In addition the College will have a marquee in 2nd Quad which will be used as additional space for eating, as well as study space and group exercises.*

Q: Will I still be able to have guests stay with me?

A: *No, the College will not be permitting guests to stay until further notice.*

Q: Will I still be able to book a guest room?

A: *No, the College will not be permitting guests to stay until further notice.*

Q: Will the Multi-faith Room be available during Michaelmas Term?

A: *Due to the location and the enclosed nature of the Multi-faith room, this facility will be unavailable until further notice.*

Q: Will the Chapel be open?

A: *The Chapel will be open but will have a maximum capacity to allow for social distancing. The Chapel is open to all, regardless of faith and is available for those who wish to use the space for quiet reflection.*

Q: Will meeting rooms be available to book via the intranet and lodge?

A: *All meeting rooms will be reserved for socially distanced teaching, and so they will not be available for private events or society meetings.*

Q: Are guests/ Members of the public allowed to visit College?

A: *To help prevent the spread of Covid19, it has been decided that non-College guests will not be allowed in College dining areas or guest room accommodation until further notice.*

Q: Will the College/University Sports teams be running as usual?

A: *We are awaiting further University guidelines regarding how Sports will be organised following COVID-19 guidelines.*

Q: Is the Music Room available to be booked?

A: *The music room can be booked by emailing the Lodge and will operate a 1 in 1 out system. Those using the room will be responsible for wiping down and disinfecting before and after use. Please note that this room is also used for teaching Music students and therefore teaching will have priority in terms of bookings.*

Q: Is there anything in particular I should make sure I bring with me?

A: Students may spend more time outdoors or in less well-heated spaces, such as marquees, as these spaces are less favourable to virus transmission. Therefore you are advised to bring (or purchase after arrival) suitable warm and waterproof clothes and shoes.

Health and Illness

Q: What happens if I start to exhibit signs of the virus?

A: *If you start to exhibit signs of COVID-19 you are advised to first and foremost stay in your room except to access Covid-19 testing (see below). If you are in a shared flat you will need to alert your flatmates and they will also need to remain in the flat until the results of the test are known.*

You should then call or email the relevant College representative as follows:

Alex Lumbers, Academic Director or Sailesh Vyas, the Academic Services Manager. They will make sure everyone who needs to know in College is made aware.

Contact Details:

Alex Lumbers, Academic Director (tel 01865 279719 email alexandra.lumbers@jesus.ox.ac.uk)

Sailesh Vyas, Academic Services Manager (tel 01865 279720 email sailesh.vyas@jesus.ox.ac.uk)

Depending on your symptoms you may be able to continue your studies via remote teaching.

If your symptoms are not related to Covid-19 then you should act as normal by making an appointment to see the College nurse or doctor (remote appointments will be offered in Michaelmas Term) or, in the event of an emergency by going to Accident and Emergency (in which case make sure you or a friend alert the Lodge on 01865 279700) or by calling an ambulance (again the Lodge should be informed on 01865 279700).

Q: Can I get a test for Covid-19?

A: *Yes. The University, in collaboration with the NHS, is implementing an in-house COVID-19 testing service to supplement NHS provision, so that all academic and non-academic staff and students of the University and the colleges can have easy access to a COVID-19 test if they think they have symptoms. This will provide assurance to them, and their families, that any new case of COVID-19 at the University will be identified, and action taken to prevent transmission, at the earliest possible moment. This service will also help protect our local community, and ensure that the University does not put an extra burden on our local NHS facilities as we welcome students and staff back to the University from the autumn. The testing centre is in the city centre at the Radcliffe Observatory Quarter and appointments for tests will be booked online. Anyone with a Bod card and SSO can get a test via the University. Tests can be booked via the [COVID testing page](#) and [FAQs](#) have been developed in response to enquiries staff may have about the service.*

Q: I have an underlying condition and am worried about Covid-19. What should I do?

A: *Please contact Sailesh Vyas (sailesh.vyas@jesus.ox.ac.uk) in the first instance. If appropriate, students may apply for dispensation from residency for Michaelmas Term on the grounds of their health condition. If you are in Oxford, you should alert the College Nurse, Carolyn Ruhle, (jesus.nurse1@nhs.net) of any underlying condition so she can help you manage it and the*

Welfare Officer, Kirren Mahmood, is available to provide support for anxiety surrounding Covid-19 (welfare.officer@jesus.ox.ac.uk).

Q: Should I get a flu-jab?

A: All at-risk students (those with underlying conditions which compromise their immunity) should get a flu-jab as usual as soon as they are available. Those who are not advised to get one are still very welcome to get one (try Boots). It won't, of course protect you from Covid-19 but you may still wish to get one to try to stay well.

Useful Links

- General guidance for new starters is to be found <https://www.ox.ac.uk/students/new>
- A guide for students on safely navigating their way from the airports/Eurostar terminal to their College will be updated here later this month: <https://www.ox.ac.uk/students/new/international>
- Noting the current global uncertainty, please note the possible need to quarantine especially from countries where there are existing quarantine restrictions– that is, all countries which are not listed as exempt in the guidance below. However this list could change. You should plan your travel arrangements with an assumption that two weeks' quarantine will be required and that you should aim to complete this before the start of your course (including Freshers' week for new starters). If you cannot complete contact: sailsh.vyas@jesus.ox.ac.uk.
<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors>