

## Isolation in Residence

If you are able to complete your isolation period outside of the Residence, we encourage you to do so. If you have a safe place to stay somewhere else other than residence, please inform the front desk at 416-675-6622, ext. 77201 North, or ext. 73001 Lakeshore.

### Important Information

- Effective immediately, you must stay in your current room for the entirety of your isolation period.
  - During this period, you are not permitted to leave your suite except during a fire alarm, or to use the washroom.
  - You will be required to wear a mask, physically distance as much as possible, and use good hygiene habits as much as possible, and to go straight from your room to your washroom and back.

### Here's how we are planning to help make your isolation more comfortable:

#### Food Services

Our Food Services team is prepared to deliver food to your door daily during your isolation.

- Residence staff will email the Dining Plan Office and cc you on the email to notify them that you will require meal delivery. This email will also include a PDF menu for the week.
- You must then email the Dining Plan Office directly at [diningplan@humber.ca](mailto:diningplan@humber.ca) by 12pm daily with your order for dinner tonight, breakfast, lunch and snacks for tomorrow. Deliveries will be once daily.
  - On Fridays, you must email your order by 12pm noon for Friday night, Saturday and Sunday.
- The Dining Plan Office will reply with an email confirmation.
- Food Services will charge your order directly to your meal plan account.
- Food Services will deliver your meals outside of your suite door at the pre-determined time(s), and will knock on your door, step away 2m, and wait for you to pick up your order. We ask that you please wait 10 seconds before opening your door to pick up your food.
- All prepared meals will be provided in microwaveable containers and should be refrigerated unless consumed immediately.
- If your food has not arrived within 15 minutes of your scheduled delivery time, please contact the front desk.

## **Grocery Delivery**

If you would like groceries or other essential personal care items, please order from the grocery delivery service of your choice, and notify the front desk the morning that you are expecting the delivery. We can only make deliveries Monday-Friday 8am-4pm. If we know it is coming, we will accept on your behalf, and ask a staff member to bring the groceries to your door. Similar to the Food Services meal delivery, the staff will knock on your door as they leave. Please wait 10 seconds to allow them to step away from the door before you open it to collect your delivery.

**IMPORTANT NOTE:** Residence staff will bring grocery deliveries up to your suite, but we cannot accept meal orders from food delivery agencies, such as UberEats, so please do not order these.

## **Waste Removal**

- To avoid pest issues, please place any food waste in a garbage bag and tie tightly, then place inside your garbage bin, lined with a garbage bag.
- When you have a full bin, tie the garbage bag tightly, double-bagging if there are leaks, and call the front desk **between 8am-3pm** to let them know that you have garbage to pick up, then place the bag outside your suite door.
- Keep your garbage in your room until the front desk has confirmed that someone is coming to pick it up.

## **Daily Check-ins**

Isolation is hard, and we want to make sure you're doing ok while you're completing your isolation period in residence. Each day, a member of our residence team will be checking in with you by phone. During your isolation, our staff will check-in with you sometime between the hours of 9AM - 4PM on weekdays. Please ensure your phone is on so that you don't miss our call. 😊 If there is a better time during the day for us to call you to chat, please let us know, via [northRLC@humber.ca](mailto:northRLC@humber.ca), or at your first check-in, and we will work to accommodate you!

## **Work Orders**

During your isolation period, you won't be able to log work orders in the portal. If you have an urgent work order that cannot wait until your isolation period is over (ie. a leak or your heat/AC isn't working), please call the front desk to report it. A maintenance staff member will follow up with you by phone.

## **What if a Fire Alarm Goes Off?**

In the event of a fire alarm, immediately stop what you are doing, put on your mask, and move to the nearest exit. Take some time to familiarize yourself with what your closest emergency exit is, it may be different than the one you normally use. There are emergency exits by the end of every hallway.

When you exit residence:

- Wear your mask at all times
- Physically distance yourself from others
- Find a safe place somewhat near the form-up area to physically distance by yourself well away from others, and wait for the all clear messaging. Do not go near others in the form up area.
- Wait for directions from residence staff, we will attempt to have you re-enter the building before other residents
- Return directly to your isolation suite to resume your isolation.

### **My Isolation Period is Done – What Now?**

If you have been symptom free for 24 hours, or 48 hours, if you had gastro-intestinal symptoms, and your isolation date has passed- please call the residence front desk (number below), confirming that you are ending your isolation. If you receive information from Public Health with a change in your isolation status, you must update COVID Reporting with this information.

### **Important Contact Information**

**North Residence Front Desk:** 416-675-6622 ext. 77201

**Lakeshore Residence Front Desk:** 416-675-6622 ext. 73001

**North Residence:** [resmail@humber.ca](mailto:resmail@humber.ca)

**Lakeshore Residence:** [lakeresmail@humber.ca](mailto:lakeresmail@humber.ca)

**Residence Life Coordinator (On Call):** To speak with a Residence Life Coordinator (RLC) on call, please contact the Residence Front Desk and ask to speak with an RLC.

**Public Safety:** 416-675-6622 ext. 4000

### **Additional Resources**

**Student Wellness & Accessibility Centre (SWAC)**

**North: 416-675-6622 ext. 5090**

**Lakeshore: 416-675-6622 ext. 3331**

**COVID reporting:** [covidreporting@humber.ca](mailto:covidreporting@humber.ca)

**Student Support & Intervention Coordinator:** [sicsupport@humber.ca](mailto:sicsupport@humber.ca)

**Humber Counselling Services:** [counselling@humber.ca](mailto:counselling@humber.ca)

**Good2Talk:** <http://www.good2talk.ca/Ontario>