

Covid-19 FAQs received by DB

Question	DB response
I have booked my room over the vacation but have now decided to go home at short notice. I've left all my belongings in my room. Do I still have to pay?	No but we reserve the right to move belongings to safe storage if room required.
Who pays for my room if I'm self isolated?	College pays for those self-isolating who had not booked a room for the vacation
Where and who is in isolation as I want to see if I have been in recent contact with them?	We can confirm where symptomatic cases are but not names. This approach agreed with JCR/HCR Presidents
Is College tracing where isolated students have been around College?	<p>No. Very difficult to do especially as may have been a carrier for days prior to becoming symptomatic. Critical all follow good hand and respiratory health guidance</p> <ul style="list-style-type: none"> • wash your hands with soap and water often – do this for at least 20 seconds • always wash your hands when you get home or into work • use hand sanitiser gel if soap and water are not available • cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze • put used tissues in the bin immediately and wash your hands afterwards • avoid close contact with people who have symptoms of coronavirus
Why is waste not being double bagged?	Waste from isolated student room should be double bagged but not all students' waste
Are areas safe where now isolated students have been?	<p>We have increased the frequency of cleaning across the estate focussing on bathrooms/toilets, door handles, light switches, bannisters and other frequently touched surfaces.</p> <p>Please continue to follow good personal hygiene practise as stated above.</p>
Can I get a refund if finance are remote working?	<p>We will process refunds but are unable to complete these when remote working so there will be a delay in processing.</p> <p>We can only process a refund in the same way we received payment e.g. if we received a cheque we will refund by cheque.</p>
Is the College protecting its staff?	Yes, we have held team meetings with staff that could be exposed through their work, provided appropriate PPE and risk assessing as NHS advice changes
I currently rent privately. Can I isolate in College accommodation if I need to?	Yes if there is availability. Please contact domestic.bursar@bnc.ox.ac.uk
Is payroll being run as usual?	Yes and everyone will get paid as normal on 24 th March