

Where to go for help when self isolating – fact file for students at University of York

This information is forever changing. In a fast pace situation, this document is up to date as of 11/10/20

UoY have a form that [students have to fill out when self-isolating](#)

Some guidance also here: www.coronavirus.york.ac.uk/for-students/self-isolation-guidance.

Isolating and can't go to shops?

-The UoY have set up a new partnership with **Morrisons**, providing a 24 hour delivery hotline service to students who are self-isolating. The call line is available now on **0345 611 6111** and students should select option 5. The cost of delivery has also been reduced for students from £5 to £2

-UoY have catered meal packages available to be delivered to campus accommodation. Email admn564@york.ac.uk as soon as you begin self-isolating so the Catering team can share more information with you

-If you are living off-campus/struggling financially, and would like help to arrange a food parcel, contact the **Covid-19 non medical support line: 01904 437911**

Isolating and need a prescription?

-For students living **on-campus**. Whitworths & Day Lewis Pharmacies will deliver the prescriptions to the campus Uni information Centre. The uni will then deliver to the student. Contact the UoY info centre here—**01904 322222**.

-If you live **off-campus**, contact the **Covid-19 non medical support line: 01904 437911**. They can arrange a volunteer to collect your prescription and safely deliver it to you.

Struggling mentally? Feeling lonely?

-**Samaritans** have a free 24/7 phone line. If you, or someone you know, is in crisis and needs a chat, ring **116 123**

-The **Student Hub** are offering phone support Mon-Fri, 9am-5pm on **01904 324140** or by email on student-hub@york.ac.uk

-**Open Door** is a team of Mental Health Practitioners at the UoY providing support to students. Email opendoor@york.ac.uk or telephone **01904 322140**

- **Togetherall** [is a 24/7 online Mental Health service that is free to all UoY students](#)

-**York Mental Health Crisis Line** is a Free 24/7 phone line—**0800 0516 171**

-If you are struggling with your wellbeing and your mental health, then you can also contact the **Covid-19 non medical support line: 01904 437911**

