

Isolation & Quarantine Procedures and Resources for Students in University Managed Housing (v. 8.12.21)

For those starting their isolation period, we are sorry that you have COVID-19 - particularly if you are not feeling well. For those starting quarantine, we are grateful to you for doing your part to keep yourself and others safe and healthy. Our community depends on it.

The information below provides important guidance and contacts for students entering isolation or quarantine. We understand that isolation (I) and quarantine (Q) may be a daunting and difficult experience for you. Separation from others for an extended period of time and an inability to go about your normal routines is very challenging and can be even worse if you are feeling ill. Yet, this separation is critical for preventing the spread of COVID-19. It could save the lives of classmates, friends, and family. The University will do all it can to support you in these circumstances and provide the resources you need to continue to study, access medical care, and remain connected to others for personal assistance.

Please save this message because it includes links and phone numbers that will be helpful throughout the isolation or quarantine period.

Dean on Call, I/Q Care Team, & Student Health and Wellness

The Dean on Call (DOC) and the I/Q Care Team, through Student Affairs, are both available for support and general assistance throughout your isolation or quarantine.

The DOC provides immediate assistance to any student who will be relocating temporarily to I/Q rooms in University-managed spaces. The DOC will call you to make the specific room assignment, provide access information, and arrange any needed transportation.

Once you have been moved into your new space, you will soon hear from a member of the I/Q Care Team who will be your primary point of contact for non-medical requests or concerns during business hours. Your liaison will provide you with their direct contact information. Any afterhours or weekend non-medical, urgent issues should be directed to your Care Team member or the Dean on Call.

- **Dean on Call Phone Numbers**

- 434-924-7133 (Business Hours)
- 434-924-7166 (After Hours for Emergencies; this number goes to the University Police – please ask to be connected with the Dean on Call)

For any medical questions about isolation or quarantine, please contact Student Health and Wellness.

- **Student Health and Wellness Phone Numbers**

- 434-924-5362 (Business Hours)
- 434-297-4261 (After Hours)
- 911 for Emergencies (alert the first responders that you are in isolation or quarantine)

Accessing Isolation or Quarantine Space

The DOC will contact you after receiving notification from Student Health and Wellness that there is a need to enter into isolation or quarantine (or upon notification from a student that the health department has advised you to enter into quarantine). Students already living on-Grounds will be assigned to a temporary isolation or quarantine space either in **dorms, apartments**, or in **local hotels**; or, you may choose to **go home if safe to do so** and you do not wish to [isolate or quarantine](#) in University managed spaces. Please remember that you are not permitted to return to Grounds until cleared by Student Health and Wellness (for isolation) or the Virginia Department of Health (for quarantine).

You will access University-provided space using the following process based on the specific assignment.

On-campus assignment: Some spaces are located in dorms or apartments on-Grounds. On-Grounds locations will utilize unique pin codes to access room key cards at the appropriate housing site. Specific information about pin codes and where to pick up the key card will be provided by the DOC.

Hotel assignment: The DOC will provide information regarding transportation to the hotel, and a local service provider is equipped to provide transportation assistance as needed. When the DOC notifies you of your hotel assignment, they will also provide you with the hotel's address and instructions for picking up the key. The DOC will inform the hotel prior to your arrival; you will need to bring your University ID for verification. When you arrive at the hotel, they will give you a packet containing information about your stay as well as keys and any other information unique to the hotel.

Please remember: once you are in your space, you are unable leave at any time unless there is a critical health or safety concern or if you are attending a scheduled COVID-19 testing appointment. This requirement exists for important public health reasons. Students in University assigned hotels are not permitted to use any hotel amenities during your stay and must remain in your room at all times (see exception below for quarantine students spending time outdoors).

If an emergency situation requires you to leave an isolation or quarantine space, a mask should be worn at all times. In the event of a building evacuation, such as fire alarm, please be sure to maintain physical distance from all others.

Failure to remain in isolation or quarantine may result in disciplinary actions up to and including suspension from the University.

Well-being and Mental Health

Isolation or quarantine can be a difficult experience, so it is important to be proactive about addressing well-being. This [webpage](#) is updated to reflect resources available to UVA students to support their social, emotional, and mental health. You also are encouraged to stay in good contact with family and friends through telephone, email, and various visual media to remain connected.

In addition, Counseling and Psychological Services (CAPS) is available to provide remote support through telehealth counseling and psychiatry appointments. On-call crisis counselors are also available 24 hours/day, 7 days/week if you feel you need to talk with someone right away. To access any of CAPS services, call 434-243-5150. You can also access [SilverCloud](#), a free online, confidential mental health tool available to UVA students 24 hours/day. Visit the [CAPS website](#) for more information mental health resources available to you.

Medication Delivery

If you are assigned University managed isolation or quarantine space, you will be able to order medication for delivery via the UVA Pharmacy at Student Health and Wellness. Please call (434) 924-1544 during business hours and connect to the pharmacy for ordering and delivery details. At all other times you should call the UVA Outpatient Pharmacy at 434-924-2390. You may also enlist the assistance of friends and family to make deliveries of over-the-counter medications as well.

Health Support

For COVID-19 positive students isolating in University managed spaces, Student Health and Wellness will provide ongoing check-ins and support via telehealth. In addition, students seen in UVA Student Health Clinics who are COVID positive and meet clinical criteria will be eligible for the Interactive Home Monitoring Program. Students in quarantine will receive instructions from the health department regarding utilizing an app to monitor potential symptoms. The app will permit daily interaction with the health department for support. All students (isolating or quarantining) may reach out to Student Health and Wellness for any questions or concerns that arise.

Weekly Prevalence Testing

If you are in quarantine, you need to be tested for COVID during your quarantine period. VDH or Student Health and Wellness will provide you with the timing and locations for your test during their initial telephone call with you. If you have questions, please call Student Health and Wellness at 434-924-5362. If you develop symptoms, you need to be tested at Student Health as soon as feasible. Please call Student Health Medical Services to schedule an appointment for COVID Symptoms.

You should not continue with weekly prevalence testing while in isolation or quarantine.

Meal Delivery

University Dining will arrange for meal delivery at least 3 times per week with sufficient supplies to include breakfast, lunch, and dinner until the next delivery. The DOC will collect initial dietary restrictions to guide Dining in planning for meals. Meals will be delivered outside of your room to prevent contact between you and Dining staff. You may also order food from local vendors for delivery but should not engage in direct (physical) contact or close interaction with individuals making deliveries. In hotels, the front desk staff will facilitate deliveries. Each room is equipped with a refrigerator and microwave.

If you need to be assigned I/Q over the weekend, the University will provide you with a Panera gift card for breakfast and a Grub Hub gift card for lunch/dinner. The cards will be delivered electronically to your University email address and may be used to order meals for delivery

based on your individual needs. Allocated funds are based on state per diem rates for the Charlottesville region.

For questions or inquiries, please contact our dining coordinator at 434-982-5111 between the hours of 8am-5:30pm. For urgent concerns, please alert your Care Team member or the DOC.

Laundry & Linens

Laundry service is not available during isolation and quarantine. You should bring sufficient resources for the assigned period of time (usually 10 - 14 days) including clothes, towels/washcloths, school supplies, computer/phone, and other personal items. Bedding (and towels/washcloths for hotels), however, will be provided and delivered every seven days or upon request. Used linens should be placed in provided laundry bags and left outside the room. If you require additional resources, you may have a friend or family member deliver items outside of your door (or the hotel front desk) but may not have direct (physical) interpersonal interaction. For bedding questions in dorm spaces, please contact Facilities Management (place [online work request](#) or call FM Service Desk at 434-924-3053) for questions. For hotels, please contact the front desk.

Package Delivery

Students assigned to on-Grounds space should have packages shipped to their fall assignment (your normal housing assignment prior to isolation/quarantine). Once you receive an email from HRL that they have a package for you, you should email housingmail@virginia.edu to ask for the mail/package to be delivered. If you are staying in a hotel, you can provide the address of the hotel to the person sending your package and the front desk will deliver it.

Maintenance

When in dorm housing, for non-emergency building-related issues you can submit a Maintenance Request at housing.virginia.edu/maintenance-requests. For building emergencies (power outage, leaks, etc.) call Facilities Management 24 hours a day, 7 days a week at 434.924.3053. Please note that routine maintenance items will not be addressed during your stay in isolation/quarantine housing.

For hotels, please contact the hotel front desk for maintenance assistance.

Garbage

You will be provided garbage bags in your rooms. You are responsible for leaving the **sealed, bagged** trash outside of your room as necessary. Hotels will provide a pick-up schedule based on their operational needs. Please do not leave any loose trash outside of the room or leave out garbage overnight. For dorm spaces, please contact Facilities Management (place [online work request](#) or call FM Service Desk at 434-924-3053) for questions. For hotels, please contact the front desk.

Go Bags and Requests to Retrieve Items

You should have Go-Bags ready in the event you need to isolate or quarantine. You will be able to quickly retrieve your Go-Bag and any additional necessary belongings. Be sure to pack essential items including, but not limited to, toiletries, medications, electronic devices and

chargers, textbooks, and clothes for fourteen days. A mask should be worn at all times while retrieving belongings and strict physical distancing must be maintained.

Academic Accommodations

You should contact your instructors directly regarding accommodations while in isolation or quarantine. If needed, the DOC can provide assistance.

Transportation

You should not leave your assigned isolation or quarantine location until cleared to do so. If transportation is needed for testing or a medical appointment, the DOC will provide contact information for the local service provider conducting these transports.

Spending Time Outdoors During Quarantine

The University recognizes the health benefits of spending time outdoors during quarantine. At the same time, great care must be taken to protect others from possible exposure. To that end, any students quarantining in University coordinated spaces (dorms and hotels) should adhere to the following requirements:

- In order to go outside, you must be asymptomatic (no symptoms of illness) and in quarantine. **If you are COVID positive or have symptoms and are awaiting test results, you should not leave your room unless there is an emergency.**
- While outside of your building you should remain at the property site unless you are going for a short walk; this means within the footprint of the building's immediate yard and grounds (i.e., the hotel property or dorm yards/vicinity).
- You may only go from your room directly to an outdoor location at the quarantine site. You may not use common areas inside your building (e.g., lobby, lounge, game room, etc.).
- You must avoid contact with others and wear a mask at all times while outside of your room. You may not engage (in person) with other people given the risk of possible exposure for you and them. Exceptions may include necessary engagement with family and hotel staff. Ideally, this should be done via telephone from your room but, if absolutely necessary, at a safe distance of at least 6 feet while wearing a mask.
- Prior to leaving your room you should thoroughly wash your hands. When outside your room, you should avoid touching any objects that are used by others including door handles, elevators, and objects in common spaces.

With these guidelines in mind, we encourage you to spend a short amount of time outside each day to take a walk, get some fresh air, or simply experience a change of scenery from your room. When doing so, please keep your safety as well as that of University staff, hotel staff, and other students in mind.

Support for other Hoos

If you tested positive for COVID-19 and think that you may have been in close contact with another student while you were contagious, you are encouraged to let them know. If they have questions about whether they should quarantine, they can call Student Health and Wellness at 434-924-5362.

End of Isolation or Quarantine

You have been given an end date by medical professionals based on CDC and Virginia Department of Health guidelines. While your end date may be extended to include additional time in quarantine or isolation (due to a test result, change in symptoms, etc.), it cannot be changed to an earlier date. Please refrain from calling the Dean on Call to request that your end date be changed as they cannot do so. You will be notified by Student Health and Wellness or the health department when it is safe to leave the space, effectively ending the isolation or quarantine period. The Office of the Dean of Students will also reach out on the checkout date to verify departure.

Life After COVID-19

If you are leaving isolation after a COVID-19 diagnosis, you can find information about life after COVID [here \[link: https://www.studenthealth.virginia.edu/after-covid19\]](https://www.studenthealth.virginia.edu/after-covid19). In addition, you are still responsible for following all University, Charlottesville, and state public health guidelines.

Please note, you do not have to participate in prevalence testing for 150 days after your positive COVID-19 test date. After 150 days have passed since your positive test date, you must resume prevalence testing unless you are vaccinated. More information about UVA's prevalence testing program can be found at besafe.virginia.edu.

Important additional contact information for students in isolation and quarantine:

- **Additional Isolation and Quarantine Resources:**
<https://www.studenthealth.virginia.edu/quarantine-isolation>
- **University COVID Call Center (general questions or concerns):**
covidinformation@virginia.edu; 833-454-6902
- **Counseling & Psychological Services (24 hours a day):** 434-243-5150
- **UVAPD (for emergency situations):** 911; 434-924-7166 for non-emergencies
- **Virginia Department of Health hotline:** (434) 972-6261