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.

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

General questions should be directed to the COVID Information Center: covidinformation@virginia.edu or 833-454-6902. Email inquiries typically receive a faster response than telephone.

**Requesting Isolation Housing**

Students living on Grounds who test positive should return home for their period of isolation. If you live beyond driving distance from the University or there is a safety concern with returning home (e.g., immuno-compromised family member), you may request University isolation housing. Please understand that isolation housing is in limited quantity and reserved for individuals with a true inability to return to their permanent home.

To request isolation housing, please contact covidcaremanager@virginia.edu during the hours of 10 am – 7 pm Monday through Friday, provide a copy of your positive diagnosis from Student Health & Wellness, and describe your extenuating circumstance. A COVID Care Manager will review your case and determine if you qualify for housing. If so, they will assign you to housing.

**Accessing Isolation Housing**

The COVID Care Manager(s) will contact you after receiving notification via email that you are requesting space due to an extenuating circumstance and thus unable to implement your personal isolation plan.

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 COVID Care Manager(s).

**Hotel assignment:** The COVID Care Manager will provide information regarding transportation to the hotel, and a local service provider is equipped to provide transportation assistance as needed. When the Care Manager notifies you of your hotel assignment, they will also provide you with the hotel’s address and instructions for picking up the key. The Care Manager 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: 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.

**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 your 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 [TimelyCare](#), a free online, confidential mental health tool available to UVA students 24 hours/day, 7 days a week. 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.

**Medical Assistance**

**Isolation:**

You do not need to contact Student Health and Wellness for clearance at the end of isolation and you do not need a test to end isolation. Please follow [university posted guidelines](#) for when and how to discontinue isolation.

You should consider medical consultation in any of the following situations. You may do so by scheduling an appointment online through the Healthy Hoos patient portal (select “COVID or Flu Symptoms- Phone Call with A Nurse”):

- You have a serious underlying health condition
- You experience any moderate to severe symptoms (lightheadedness or dizziness, fever > 3 days, chest pain, shortness of breath, significant worsening of symptoms) or you have questions about your symptoms.
You are a School of Medicine or School of Nursing student and need to obtain a furlough from clinical duties (please schedule “COVID Questions, Medical or Nursing school-Phone call with a Nurse”).

**Quarantine:**
You do not need to contact Student Health and Wellness for clearance at the end of quarantine. Please follow university posted guidelines for when and how to test during your quarantine period. Asymptomatic testing should be scheduled at Be Safe sites and symptomatic testing should be scheduled at Student Health and Wellness.

**Student Health and Wellness Medical Services Contact Information:**
- 434-982-3915 (Business Hours)
- 434-297-4261 (After Hours)
- 911 for Emergencies (alert the first responders that you are in isolation or quarantine)
- [Healthy Hoos patient portal](#)

**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 Care Manager 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 are assigned to isolation on Friday evening, the University will provide you with a Panera gift card for breakfast and a Grub Hub gift card for lunch/dinner over the weekend. 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 related to UVA Dining, please contact:
Heather Tyson, Food Service Director O-hill, Crossroads and Castle
Email: Tyson-Heather@Aramark.com
Ph# 540.560.4874 (available Monday thru Friday 8 am – 7pm)

**Laundry & Linens**
Laundry service is not available during isolation and quarantine. You should bring sufficient resources for the assigned period of time 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.
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 five days. A mask should be worn at all times while retrieving belongings and strict physical distancing must be maintained.

Academic Considerations
You should contact your instructors directly regarding academic considerations while in isolation or quarantine. If needed, your school academic/association dean 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 Care Manager 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 students are a close contact with someone with COVID-19 and are vaccinated and boosted or vaccinated and not yet eligible for a booster, they do not need to quarantine but should always wear a mask for 5 days. Unvaccinated individuals should quarantine for 5 days utilizing their personal plan. If they have questions about whether they should quarantine, they can call the University COVID Call Center at 833-454-6902.

End of Quarantine or Isolation
Please follow current CDC guidelines for ending isolation or quarantine.

Life After COVID-19
If you are leaving isolation after a COVID-19 diagnosis, you can find information about life after COVID here. In addition, you are still responsible for following all University, Charlottesville, and state public health guidelines.

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