Quarantine / Self Isolation Plan
Housing and Dining Services
Colorado State University

Last Updated: August 14, 2020
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Step 1: HDS Receives Notification of a Confirmed or Presumed Case of COVID-19

We anticipate HDS will become aware of a confirmed or presumed case through one of the following three means:

- A direct call to the HDS Pandemic “hotline.” The phone number for this is (970)-556-7318. This call can come from the resident themselves; the CSU Health Network; Environmental Health and Safety; an HDS staff member; or a medical provider.
- A student alerts a staff member of a presumed or confirmed diagnosis. If a student receives a diagnosis from an off-campus provider, it is likely that we will find out via a staff member – such as the student’s RA – before the information is conveyed through public health. When a staff member receives this notification, they should call the Pandemic Hotline number.
- An HDS staff member finds out indirectly, such as through the student’s roommate. If this occurs, the staff member should contact the HDS Pandemic Hotline to report the information.

The HDS Pandemic Hotline number will be widely communicated to HDS staff. Key hall staff will receive the flyer in Appendix A that advertises the number – staff can hang this flyer in their rooms, offices, front desks, etc.

The HDS Pandemic Hotline will be answered 24 hours per day, 7 days per week, for as long as the pandemic is occurring. The “Q-Team” Response Team will serve on a rotating, on-call schedule to coordinate the HDS response. See the Q-Team Proposal in Appendix B.

Step 1a: HDS Coordinates with EHS to Review and Confirm Particulars of the Situation

EHS serves to review medical information and other details of all cases presented to campus whether there is a positive test, close contact, or other circumstances. This confirmation is important to determine what level of quarantine/isolation is needed, for how long, and other details.

Where possible, further quarantine/isolation action should await EHS guidance. Recognizing some situations cannot wait, Step 2 can be implemented.

Step 2: Contact is Made With the Student

Once the HDS Pandemic Hotline number is called, the student is contacted immediately (if it isn’t the student themselves that is making the call). In order to facilitate this, the staff member on the Q-Team Response Team will need access to MyHousing to look up the student’s contact information, room assignment information, and the contact information of the student’s roommate(s). Prior to making the call, assign a quarantine/self-isolation space (Corbett or an apartment).

When the student is contacted, the following information will be reviewed with them verbally:

A. Explain who is calling and why.
   a. Give a little info about the quarantine/isolation process and staff roles to support them during this time.
   b. Share that there will be additional contact from other staff during their time in quarantine to help keep connected with how things are going and assisting with meeting their needs.
   c. Explain that the hotline number is also at their disposal if they have questions or needs including but not limited to meals, cleaning supplies, etc.
B. Describe the process of completing quarantine/isolation on campus; including relocation, if needed. If the student indicates they want to quarantine at home or another off-campus location, ask them:
   a. Are you well enough to safely travel, by yourself, and without coming into close contact with others?
   b. Is anyone in your home in one of the higher risk groups, such as over 65 years old, immuno-compromised, or other higher risk groups?
   c. Will you have your own room and your own bathroom to quarantine/self-isolate in?
   d. Tell the student that is important that they quarantine as soon as possible, and ask them what time they will be leaving campus. Remind them that until they are away from campus and not around other people, they need to wear a mask and maintain physical distancing at all times; and they need to be conscious of not touching surfaces. Suggest that if they need to touch surfaces such as an elevator button or door handles, to please wear gloves or use a wipe or cloth to touch the surface.
   e. If the student has a roommate, tell the student that their roommate will likely be contacted as well, pending guidance from Public Health officials.
   f. Alert the student that for public health reasons, their access to their residence hall/apartment will be deactivated while they are in [quarantine/self-isolation] at home.
   g. Alert the student that they may not return to campus until their quarantine period is over; confirm the specific date that the quarantine will conclude.

IF THE STUDENT WILL BE QUARANTINING AT HOME, THE PROCESS ENDS WITH THIS STEP.

IF THE STUDENT WILL BE QUARANTINING ON CAMPUS, CONTINUE THIS PROTOCOL.

C. Explore food options with the student.
   a. If the student has a meal plan:
      • Explain that the quarantine / isolation room will have a refrigerator and microwave, and that once per day, three meals worth of food will be delivered to their door.
      • If the student wants something other than the standard offerings each day, they can request specific food items via emailing rds@colostate.edu. Additionally, students can visit the Durrell Center menu page https://meals.hds.colostate.edu/NetNutrition/1# to see what is being served.
      • Ask the student if they have any dietary preferences (e.g., vegetarian; gluten free; etc.) and note that in the notification protocols discussed in Step 3 below.
      • Verbally tell the student that the daily meal delivery period is between 10am-noon daily, and that they will be alerted via text when the meals have been delivered to their door. Tell the student that they should have their cell phone on during the delivery window and it is their responsibility to open the door and gather the food once it’s been delivered.
   b. If the student does not have a meal plan:
      • Advise them that they will be assigned to an apartment which will have a refrigerator, oven, stove, and microwave.
      • The apartment will also contain disposable silverware.
      • The student will need to bring their own food and cookware, as well as any food in their current assignment they wish to bring to quarantine.
• Ask the student if they have a friend who can safely deliver groceries to their front door for them.
• Offer the student meal delivery, at a cost of $20 per day per person for a full day worth of meals.
  o If the student chooses this option, explain the meal protocols discussed part a above.
  o Also clarify that charges will be posted to their University account; no immediate payment is needed.

D. **Explain how mail and package delivery will work.**

• Tell the student that their mail and packages will be held for them.
• If they receive mail or packages that they would like to have while they are in quarantine/self-isolation, ask them to designate a friend who can safely place mail/packages at their door.
  o If they do, gather the contact information of their friend and advise them that we will be in touch with their friend to alert them to safety protocols for mail/package delivery.
  o If they do not, direct them to call the HDS Pandemic Hotline for assistance.
• Alert them that it may take a few days for packages to be delivered to their quarantine location.

E. **Discuss details around other deliveries**

• Share that if the student has other deliveries such as groceries, take-out food, or other services, they should call the HDS Pandemic Hotline prior to ordering such deliveries to confirm what is permissible and how it should occur.

F. **Explain the quarantine/self-isolation assignment.**

• If they reside in a residence hall, they will be placed in Corbett Hall or in a hotel if Corbett quarantine is full. If they are a confirmed positive case, they may share a bathroom in an adjoining suite with another student with a confirmed case if demand for quarantine/self-isolation dictates such. If they are a presumed case, they will have both a private room and private bathroom. If two roommates are to be quarantined, they will generally be placed in adjoining rooms, regardless of their individual statuses; and may be placed in the same room depending on quarantine demand.
  o A confirmed case is when a diagnosis is confirmed via a COVID test.
  o A presumed case is when a medical provider presumes a student is COVID-positive, but no test was completed, or test results are pending.
• They will be responsible for cleaning the bathroom while in quarantine/self-isolation. Cleaning supplies are provided for this purpose.
• In some circumstances, the student(s) may be directed to remain in their current room to complete quarantine. All relevant services will be delivered regardless of location.
• If the student resides in an apartment, they will be assigned to a quarantine/self-isolation apartment, if necessary. They will be responsible for cleaning the apartment during their quarantine/self-isolation period and cleaning supplies will be supplied for this purpose.
• If the student resides in a shared apartment with a roommate(s), they may be placed in a temporary apartment. If they are a confirmed positive case, they...
may share an apartment with another student with a confirmed case if demand for quarantine/self-isolation dictates such. If they are a **presumed** case, they will have a private apartment.

- If the student is in family housing and is residing with their partner and/or child(ren), this circumstance will be managed on a case-by-case basis with extensive consultation with Public Health. In most cases, the student will be offered options that range from remaining in their assigned apartment or moving to a quarantine/self-isolation apartment, depending on their family circumstances. We will follow Public Health guidance on how to manage the rest of the members of their family that share the apartment.

G. **Ask the student if they have any special needs that should be considered.**

- Depending on the special needs present, they may not be able to relocate to a designated quarantine space and will remain to quarantine in place. Examples include students who need a room with A/C, wheelchair access, bathroom grab bars, etc. When a student with a disability needs quarantine, close coordination with the SDC will occur.

H. **Review with the student what to pack.**

- Two sets of linens, two towels, and two hand towels will be provided, but the student is welcome to bring their own, too.

- Other items to bring:
  - Pillow
  - Two weeks worth of clothes (guidance on laundry is covered below in Step I)
  - Personal hygiene products
  - Laptop / other technology they will need for their classes
  - Entertainment items such as a handheld game console; tablet computer; etc.
  - Chargers for electronic devices
  - Prescription medication
  - Supplies for hobbies (e.g., if the student is a painter, they can bring their supplies so they can paint).
  - Any valuables they are not comfortable leaving in their room, such as a passport, SS card, etc.
  - Snacks
  - A personal cup/water bottle

- **Items not to bring:**
  - Appliances
  - Personal furniture
  - Personal cleaning supplies (these are provided in the space).

I. **Coordinate the transition to quarantine/self-isolation.**

- If the student is geometrically close to their quarantine/self-isolation assignment, they may be able to move themselves. If they do, alert them that a member of the Transition Team (phone 970-566-2418) will still meet them to help them walk to their assignment and will assist in a safe transition by propping doors for them and helping lead them to their temporary assignment.

- If a student needs assistance moving their belongings and/or themselves to quarantine/self-isolation:
Tell the student to pack their belongings and advise them that before our Transition Team picks up their belongings, they will be sprayed with a disinfectant.

Ask the student how long they will need to pack their belongings. Give them up to an hour to do so. If the student is unable to pack within an hour or has a circumstance that requires amendments to this process, the Response Team member working with the student can adjust to meet the student’s needs as long as the required adjustments do not put other students or staff at increased risk.

Tell the student that they will be picked up and transported by a member of our Transition Team, who will connect with the student shortly. The Transition Team member will meet them at their room/apartment and lead them to our van and assist with any belongings.

Alert the student that they must wear a mask during the transition process and that they will need to be careful not to touch any surfaces or come into close contact with any people during the transition process.

Ask the student if they have a service dog, an Emotional Support Animal, or pet fish.

The student is permitted to have their service dog or ESA accompany them to quarantine. If the student has an animal, they have two options:

1. They can bring the animal to quarantine/isolation with them. They can take the animal outside as needed but they MUST wear a mask and maintain physical distancing from other people while doing so; they must take the shortest possible path to go outside; and they should spend as little time as possible outside of their room.
2. They can bring the animal to quarantine with them and designated a Support Person to take the animal outside when needed.
3. They can opt to leave the animal with another caretaker while they are in quarantine.

Review quarantine/self-isolation rules and protocols.

The student may not leave quarantine/self-isolation until the prescribed period is over, except to take a Support or Service animal outside, to go on brief walks, or to go to the CSU Health Center for medical appointments. If they need to leave their quarantine/isolation space for approved reasons, they must follow these rules:

1. They MUST wear a mask
2. They MUST maintain a minimum of six-foot distance from other people
3. They may not visit friends
4. They may not visit the front desk of the facility
5. They may not enter any other campus facilities except for the CSU Health Center for medical appointments

The student may not have guests or any other visitors. Only prearranged persons who are assisting with mail/packages and other personal needs will be permitted to complete the specific identified task(s) in coordination with the hotline staff.

The student will be provided with two large trash bags to dump their room/bathroom trash and recycling. Trash can be put outside their door.

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between 8-10am each morning. The student should spray the trash bag with the disinfectant provided in the space prior to leaving it for pick up. Unfortunately, there are no recycling services provided for quarantine/self-isolation.

- Direct the student they should not submit any Work Orders for issues that may need attention in the room; they should call the hotline so staff can assist. Clarify that only urgent issues will be completed, and staff will be in touch with additional instructions to prepare for facilities staff to enter the room/apartment.

- Review laundry protocols with the resident:
  - If the resident does not have enough clean clothes to bring to quarantine with them, the person they designate as their help will need to do laundry for them.
  - The student should put their laundry into one of the plastic bags provided to them, and coordinate with their helper to pick up the laundry bag. (If there are no empty plastic bags in the room, the student can contact the Pandemic Hotline to have some delivered).
  - If the student wants their laundry done separately (e.g., colors vs. whites), they will need to sort laundry accordingly into separate bags.
  - When their helper is on the way to pick up the laundry bag, the student will place the bag(s) outside the door of their quarantine/isolation space and spray it with the supplied disinfectant.
  - Their designated helper will also be provided with disinfectant, and when they arrive to the door of the quarantine space, they would spray the laundry bag with disinfectant, and wear a mask and glove when transporting the laundry to the laundry room.
  - The designated helper should be able to empty the laundry directly into a machine from the bag, without touching any of the laundry.
  - After the laundry cycle is completed, the designated helper should place the laundry into clean bags, bring it back to the quarantine/isolation room, drop it in front of the door, and text their friend that their laundry is back.

- Advise the student that they will receive a text or call during the daily meal delivery period – they will need to make sure to have their cell phone on and accessible to ensure they get the message.

- Inform the student that everything gone over verbally during this call will be sent to them momentarily via email; and printed version of the information will be in the quarantine space. A copy of this handout can be found in Appendix C.

- Remind the student that they will receive a call or text from the Transition Team member who will help them transition to their quarantine/self-isolation space within the next hour.

- Alert the student that their roommate will need to quarantine per public health guidelines, and that you will be contacting the roommate. Give the student a chance to give their roommate a heads up before making contact.

- Alert the student that Student Case Management will be contacting them daily to check on them, assist with any academic or notification needs, and determine if they have any other needs. Alert the student that the initial contact will be
made via phone the following business day and advise the student that they should have their phone accessible.

A script for this phone call can be found in Appendix D.

A handout that will be given to other students/friends that the student in quarantine / isolation designates as their support person can be found in Appendix G.

**Step 3: Notifications Made**
(Steps 3 and 4 can be done concurrently as they are performed by different parts of the “Q-Team”).

The member of the Response Team who is coordinating the process should send the student the handout located in Appendix C, and then alert the following entities, in the order prescribed:

1. Contact the Transition Team member on call at (970) 566-2418 to alert them to the pending transition, and convey the following information:
   a. The student’s name
   b. The student’s cell phone number
   c. The student’s current room assignment
   d. The student’s quarantine / self-isolation assignment
   e. The level of assistance the student needs (just an escort to their quarantine/self-isolation assignment; or movement of both the student and their belongings to quarantine/self-isolation).
   f. If the student has a roommate, give them a head’s up that you will also be contacting the roommate as the roommate will need to quarantine and will be needing transportation as well.

2. Send an email to hds_covid19@mail.colostate.edu, and include the following information:
   a. A link to the HDS tracking document in Teams
   b. A link to the tracking program in SharePoint
   c. A link to the Health Network/Case Management tracking program in Teams
   d. Any immediate notes that may need attention that cannot wait for staff to review the above documents.

This email will alert the following units to the following tasks:
   a. University Housing leadership – so that they know of the student’s status
   b. Residential Dining Services staff – so they know that a new addition to quarantine/self-isolation meals.
   c. HDS Facilities staff – so they know to flag the student’s permanent and quarantine room in their system in case staff are called to the room to perform work.
   d. HDS Technology Services staff – so they know to flag the student’s permanent and quarantine room in their system in case they are called to perform work.

L. Copy the following staff on this same email
   a. Student Case Management (Jennifer Van Norman and/or Jennie Baran) – so they know to check in with the student.
   b. CSU Public Health (Jeannine Riess, Casandra Styles, Joni Van Sickle) – so they are aware.
   c. Current hall/apartment staff – so they are aware
   d. Quarantine hall/apartment staff – so they are aware

3. Fill in the information on the spreadsheet located here:
   Teams > HDS COVID-19 > General Tab > Tracking Sick Residents.xlsx > Sick Residents tab
a. This is for internal tracking within HDS to monitor and manage the needs of those in quarantine.

4. Fill in the information on the spreadsheet located here:
   Teams > CSUHN Campus Pandemic Response Team > General Tab > Files > COVID-19 Student Needs Tracker.xlsm > Complete Tracker tab > Housing and Dining Services Contact Person section
   a. This is where offices such as CSUHN, Case Management, and EHS monitor and manage the needs of those in quarantine.

5. Fill in the information on the Quarantine Spaces list in SharePoint
   http://sharepoint.hds.colostate.edu/depts/housing/Lists/Quarantine%20Spaces/Available.aspx
   a. This is the location where available/occupied quarantine spaces are tracked.

**Step 4: The Student Physically Moves to Quarantine (concurrent with Step 3)**

Once the Response Team staff member on call alerts the Transition Team member on call to the need to transition a student, the Transition Team member should:

1. Contact the student via cell phone and arrange for a time to meet them at their current room/apartment. Use the script located in Appendix E to facilitate this phone call.

2. Remind the student that they MUST wear a mask during the transition to their new space and they must not come into close contact with others.

3. The Transition Team member must wear a mask and gloves while transitioning a student to quarantine/self-isolation.

4. Determine which transition services are needed:
   a. If the student only needs an escort, meet the student at their room, and, while maintaining six feet of distance, lead the student to their quarantine/self-isolation space. Bring door stops to prop doors so the student can pass through without touching anything. **Note: See part “c” below for protocols if elevator transport is needed.**
      i. Collect the quarantine room/apartment keys from the Corbett front desk prior to meeting the student.
      ii. Once arrived at the quarantine/isolation room/apartment, open the door for the student and leave the key to the room/apartment on the desk or table inside. The student should wait in the hallway while the key is placed. Once the key is placed, leave the quarantine/isolation room/apartment. The student can then enter.
      iii. If the student is in quarantine/self-isolation in Corbett, alert them that the next meal delivery is 10am-noon tomorrow and ask them if they will need any food to prior to that time frame. If the student indicates they do, go to quarantine/self-isolation storage (rooms F101, F218, and F301) and gather some microwaveable meals for them from the MicroFridge and bring them to the student’s quarantine/isolation room/apartment. Please ask if they have any dietary needs (vegetarian, nut allergy, etc.) and/or explain a few options so they can choose.
   b. If the student needs assistance moving their belongings over:
      i. Alert the student that you will be bringing by large plastic bags so the student can place any belongings they need assistance with into the bags.
      ii. Alert them that once the Transition Team member on duty arrives, they will be spraying the any belongings the student needs assistance with moving with a disinfectant prior to touching them.
iii. Once the student’s belongings are packed, have them leave them the belongings they are unable to carry themselves outside the room door so the Transition Team staff member on duty can collect them.

iv. When the Transition Team staff member on duty arrives, first they should spray disinfectant on the belongings and then, move the items to the transition vehicle. The student should remain in their room while this occurs.

v. Once the student’s belongings are moved into the transition vehicle, return to the student’s room and escort them to the vehicle. While escorting them, the Transition Team member should maintain six-foot distance, and, using door props, prop doors open to the student does not have to touch any surfaces. Unprop the doors while maintaining distancing so the building remains secure.

vi. Once the student is in the vehicle, drive them to the facility where their quarantine/self-isolation space is located.

vii. Once at the facility where the quarantine/self-isolation is located, escort the student to their space, walking six feet in front of the student and propping any doors along the way.

viii. Once arrived at the quarantine/self-isolation, open the door for the student and then leave the key on the desk in the room. The student should wait in the hallway while this occurs.

ix. Once the key is in the room, the Transition Team member can leave and the student can enter the room.

x. Ask the student if they will be having a friend do laundry for them while they are in quarantine. If the student says “yes,” grab two extra trash bags from (rooms F101, F218, and F301) and bring them to the student’s door. Laundry protocols are explained in the handout in the room.

xi. If the student is in quarantine/self-isolation in Corbett, alert them that the next meal delivery is 10am-noon tomorrow and ask them if they will need any food to prior to that time frame. If the student indicates they do, go to quarantine/self-isolation storage (rooms F101, F218, and F301) and gather some microwaveable meals for them from the MicroFridge and bring them to the student’s quarantine/self-isolation room. Please ask if they have any dietary needs (vegetarian, nut allergy, etc.) and/or explain a few options so they can choose.

xii. If the student has belongings in the transition vehicle, move them to the front of the room door and briefly knock so the student knows their belongings are there.

xiii. When the move is done, disinfect the surfaces in the transition vehicle.

xiv. If the student had a roommate, the roommate will also need to go into quarantine/self-isolation and will likely be the next step after the vehicle is disinfected.

c. If elevator use is necessary during the transition:

i. If the student lives on floor 4 or lower, ask them if they are comfortable using the stairs during their transition to quarantine.

ii. If the student is not comfortable using the stairs, the staff on duty in the facility where the student’s permanent room assignment is located will need to help with the transition.

iii. When the student is ready to move, get an elevator key from the front desk. Send a staff member from the building up the elevator, using the key, to the
Step 5: Student Arrival at Quarantine/Self-Isolation

When the student arrives at the quarantine/self-isolation room or apartment, the following items should be present in the space:

- 2 sets of clean linens for the bed
- 1 blanket for the bed
- 2 clean towels
- 2 clean hand towels
- Cleaning supplies for the bathroom
- Cleaning supplies for the bedroom
- Dish soap at the sink
- 2 plastic trash bags to dump trash into
- A printed copy of the “Handout to E-mail Students With Quarantine/Self-Isolation” document should be on the desk (see APPENDIX C for a copy of this document)
- For apartments, a supply of disposable utensils.

Step 6: Once Quarantine/Self-Isolation is Over

The day before the quarantine/self-isolation period is over, the Response Team member on duty should call to discuss and email the student the “Instructions for Vacating Quarantine/Self-Isolation” form. A copy of this form is found in APPENDIX F. The protocols to vacate the space are as follows:

- The student should leave the key to the space on the desk/table upon departure.
- Any used linens and towels should be left on the floor.
- If the student needs assistance moving back, they should coordinate that the day before by calling the HDS Quarantine Hotline. The Response Team member on duty will note the

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information and alert the Transition Team member on duty the following day as to the need for assistance.

- The Response Team will need to update the tracking lists detailed in Step 3, parts 3-4-5.

Unless demand for quarantine/self-isolation space exceeds supply, the room will set vacant for 72 hours. After 72 hours, a member of the Space Preparation Team will enter, clean the room, and set it up for the next user. The items noted in step 5 should be placed into the room. Also, the keys left behind should be returned to the Corbett Hall front desk to be repackaged for use. The response team will expect that the room/apartment will be available to use no more than 5 business days after vacate unless told otherwise.

At a minimum, the Space Preparation Team should enter each quarantine/self-isolation every two weeks if it is not used, just to ensure the room remains ready, dust has not accumulated, etc.

**Additional Processes**

The following items may be needed at any point in the quarantine process.

**Mail/Packages**

- If a student in quarantine has requested assistance with delivery of mail, the first priority will be to identify their support person to handle pick-up and delivery on their behalf.
- If the student does not have a support person, arrangements will be needed to provide delivery via HDS staff.
  - The item will be logged at the student’s permanent residence per normal processes.
  - A member of the Response Team will contact the community office to confirm the package is present.
  - A WO will be submitted by the Response Team to have the package(s) picked up and taken to the quarantine location. This can be coordinated with meal delivery or occur separately.
  - The desk will log the package as picked up with a note about quarantine delivery.

**Laundry**

- If a student in quarantine has requested assistance with laundry, the first priority will be to identify their support person to handle pick-up and completion of laundry on their behalf.
- If the student does not have a support person, arrangements will be needed to provide laundry via HDS staff.
  - A member of the Response Team will coordinate with the student in quarantine to bag and place laundry outside their room at set date/time. It will also be noted to the student that HDS is not responsible for lost or damaged items.
  - A WO will be submitted by the Response Team to have the laundry picked up and completed by ES staff. This can be coordinated with the daily check for trash removal or occur separately.
  - The student will be alerted that no special handling will occur. The bag of clothes will simply be washed, dried, and newly bagged to be returned outside the room door. It will not be folded or otherwise managed.
Tracking Methods to Ensure Quarantine Compliance

Meal Plan Tracking
- Once per business day, Residential Dining Services (RDS) will run the SID numbers of students currently in quarantine to ensure they are not violating quarantine and entering into dining facilities.
- If use is detected, RDS will contact the student to ensure the use was not fraudulent.
- If it is determined that the student violated quarantine, it will be referred to the Q-Team Lead for disciplinary process follow up.
- The full protocol for this process can be found in Appendix H.

Prox Key Tracking
- Once per business day, HDS Access Control will run the prox key numbers of students in quarantine to ensure it was not used to access facilities in violation of quarantine rules.
- If use is detected, it will be referred to the Q-Team lead for disciplinary process follow up.
COVID-19 Reporting Procedures and Quarantine/Isolation Information
University Housing Staff

The following information is provided as guidance for University Housing staff at all levels on how to respond to reported cases of COVID-19 amongst residents and staff. We know that this can be a stressful and alarming experience for the residents and staff, and we hope that this information will provide some clarity for University Housing staff.

HDS Pandemic Hotline: 970-566-7318

All Housing and Dining Services staff are REQUIRED to report any suspected or confirmed cases of COVID-19 within University Housing facilities to this hotline number IMMEDIATELY. This number is active 24/7 and any questions related to suspected or confirmed COVID-19 cases should be referred to this number.

Information to Share when Calling
When calling the HDS Pandemic Hotline, be prepared to give the staff on duty the following information:

- The person’s full name
- The person’s room/apartment assignment if they reside on campus and if you are able to obtain this information
- The time at which HDS staff were first notified of the suspected or confirmed COVID-19 case

There is no need to collect additional information or to ask any personal medical questions prior to calling the HDS Pandemic Hotline. The staff on duty will gather any information they need from the resident directly.

Isolation and Quarantine Information
To protect the health and safety of our community, students who have a confirmed diagnosis of COVID-19 or have been exposed to someone who tested positive for COVID-19 are required to isolate or quarantine in a temporary assignment. After the HDS Pandemic Hotline staff on duty contact the resident directly, they will likely begin the process of relocating the resident to a designated quarantine/isolation space in a residence hall room/apartment unit. They will discuss the specific details with the student directly and any questions regarding quarantine/isolation should be directed to the HDS Pandemic Hotline.

There are some key differences between quarantine and isolation:
Isolation separates sick people with a contagious disease from people who are not sick. Isolation is for people who have symptoms of COVID-19 or have a diagnosis of COVID-19. Residents will be asked to avoid contact with other people until Public Health advises you are no longer a risk to spreading the virus to others. Required time in isolation is a minimum of 10 days after onset of illness, symptoms are improving, and no fever for three days without taking fever reduction medication.

Quarantine separates and restricts the movement of people who were exposed to or had close contact with a person who either tested positive for COVID-19 or has developed respiratory illness such as fever, cough, or shortness of breath. They may not be experiencing symptoms, but they will need to monitor for symptoms for 14 days from time of suspected exposure while avoiding contact with other people. Required time in quarantine is a minimum of 14 days since contact with sick person.
Additional Guidance for Housing Staff-

What if a resident refuses to isolate or quarantine?

If a student is reported as non-compliant, Larimer County Public Health has the option to take necessary steps to enforce a quarantine through a public health order. Action may also be taken from the University in accordance with University Housing policies and the Student Code of Conduct.

How is student confidentiality protected?

Per usual guidelines, the university is obligated to protect a student's right to medical privacy, as outlined through HIPAA and FERPA. However, individuals who have been in close contact with a COVID-19 positive or exposed student may be notified of that person's identity as part of the public health assessment process. Essential staff may be notified to provide essential care and services to a student in campus housing during quarantine or self-isolation.

As a University Housing staff member, it is your responsibility to respect the confidentiality of any individuals who may be relocated to quarantine/isolation or are presumed/confirmed to have COVID-19 symptoms. Additionally, community staff should not share information with others (aside from appropriate staff on a 'need to know' basis) and should do their best to avoid harmful gossip about a resident's status in the community.

What if I think I have been exposed to COVID-19 or have been diagnosed with COVID-19?

If you believe you have been exposed to the virus you should get tested as soon as possible and avoid contact with others as much as possible. If you receive a positive COVID-19 diagnosis or have been in close contact with someone who has, you should call the HDS Pandemic Hotline immediately. If you have questions about any symptoms you are experiencing or need additional guidance on receiving testing or medical care, contact the CSU Health Network.

What if I have additional questions?

University Housing may call the HDS Pandemic Hotline at any time for COVID-19 response or quarantine/isolation related questions. You may also call the Assistant Residence Director on Duty or Manager on Duty if you have questions that cannot be answered by the Pandemic Hotline staff on duty.

Additional Resources

HDS Pandemic Hotline: 970.556.7318
Counseling Center: 970.491.7121
Case Management: 970.491.8051
Health Network: 970.491.7121
Appendix B: Q-Team Proposal

Purpose/Goals
The purpose of the quarantine team is to effectively manage the process of transitioning a student into a quarantine space when a student tests positive for COVID-19 or when the appropriate medical or public health professional determines the student is a presumptive positive.

The Goals of the Q-Team are:
- Immediately respond when HDS receives notification of a need for quarantine.
- Effectively prepare the student for transition into quarantine.
- As needed, assist with the physical transition of a student from their assigned room or apartment to a designated quarantine space.
- Alert the appropriate HDS staff and campus units of the situation.
- Ensure that the appropriate information and resources are in the quarantine space when the student arrives.

Proposed Q-Team Structure

Q-Team Lead: This person is responsible for oversight of the entire process, and for information exchange amongst HDS and campus entities that are not already addressed in the quarantine protocols. 

Response Team: This team, which will have one person serve as team lead, will serve on an on-call rotation and will be responsible for answering the “quarantine hotline” which will be contacted when a new person needs a quarantine space. Members of this team will make initial contact with the student; verbally review the information the student needs to know as they prepare for quarantine; and access the needs the student has. The “on duty” person will be responsible for assigning a quarantine space and ensuring that the appropriate transition plan is in place to help the student move from their assigned space into the quarantine space. This person is also responsible for executing the protocol in place for any roommate(s) of the student. Additionally, the person is responsible for entering the appropriate data onto spreadsheets/tracking sheets and sending a message to the HDS COVID19 listserv. The duty person may also get calls and must be prepared to assist with the needs of students in quarantine who may need support with or make changes to services such as work orders, cleaning supplies, dietary needs, etc. Resources needed: Access to all information regarding quarantine space usage; a cell phone that can be passed between staff on the quarantine duty rotation.
Transition Team: This team, which will have one person serve as team lead, will serve on an on-call rotation and will be responsible for the safe transfer of the student’s belongings and/or the student from their regular room assignment to their quarantine assignment. Because the need for a transfer can occur at any time, and because members of this team are at the greatest risk of exposure, an on-campus apartment should be provided to the on-call team member so they can quickly respond to needs and to provide peace of mind so that the staff member does not have to go home and potentially infect loved ones after transferring an infected person. Resources needed: PPE (mask, gloves); disinfectant to apply to a resident’s belongings before transferring them into a vehicle; a cell phone to pass between staff on the on-call rotation; an on-campus apartment for their duty period; materials such as door stops to facilitate the safe transition of a student into a quarantine space while mitigating issues such as a student touching a door handle; needing to interact with others; cleaning supplies to disinfect the vehicle after a transport of a known infected person.

Space Preparation Team: This team is responsible for preparing quarantine spaces prior to use; and cleaning and resetting them for a potential additional occupant 72 hours after a quarantine unit is vacated. Resources needed: PPE; appropriate cleaning supplies; a place to store materials to be placed into rooms after cleaning.

Q-Team Trainer: This person is responsible for developing and executing a training model for the Response, Transition, and Space Prep teams.
Quarantine Instructions for Students in Campus Housing

We know that this can be a stressful and alarming experience and want you to know that Housing & Dining Services (HDS) staff are here to support you and provide care during this difficult time.

To protect the health and safety of our community, students who have tested positive for COVID-19 or been identified through contact tracing as a close contact someone who tested positive for COVID-19 are required to quarantine in a temporary assignment.

Note: you may hear terms such as “isolation,” “self-isolation,” and “quarantine” in reference to the public health guidance. To simplify, the term “quarantine” is utilized, but the practical implication and rules applied to “self-isolation” and “quarantine” are the same.

Rationale for Quarantine
Quarantine separates sick people, those who have tested positive but may not be symptomatic, and those who have had close contact with a contagious disease from others. Quarantine seeks to limit spreading COVID-19 to others and create space to support and monitor needs until the established period of time necessary to ensure the disease can not be spread to others has passed. You will be asked to avoid contact with other people until Public Health advises you are no longer a risk to spreading the virus to others. Required time in quarantine is determined in consultation with campus health resources. It is expected you will cooperate with all necessary instructions until the quarantine has concluded, including circumstances if the isolation period needs to be extended.

Quarantine Housing
Housing & Dining Services has worked closely with Public Health to coordinate and assign individuals or groups to temporary assignments and/or expectations that are appropriate housing for the required quarantine period.

You may not be experiencing symptoms, but you will need to monitor for symptoms for the designated period of time while avoiding contact with other people. Required time in quarantine is determined by public health guidelines. If COVID-19 symptoms develop or other changes occur the required time in quarantine may be extended.

Quarantine Rules
These rules are designed to help mitigate risk for the campus community. Your cooperation is necessary and sincerely appreciated.

- You may leave isolation/quarantine for short periods of time for tasks such as taking your approved Emotional Support Animal or Service Animal outside or going on brief walks, so long as you adhere to the following rules:
  - You MUST wear a mask at all times while outside of your isolation/quarantine space
  - You MUST maintain physical distancing of at least 6ft from other people
  - You may NOT visit the front desk; visit friends; interact with other people; or enter into any campus facilities except the CSU Health Center for medical appointments or the facility in which your isolation/quarantine space exists.
  - When entering/exiting the facility with your isolation/quarantine space, you must use the shortest possible path.

- You may not have guests or any other visitors.
- Only prearranged support persons who are assisting with mail, laundry, or animal care will be permitted to complete the specific identified tasks in coordination with HDS staff.
- You may not attend classes in person. Student Case Management will review options for alerting professors to missed classes and academic accommodations.

HDS Pandemic Hotline: 970-566-7318
You can call this hotline number at any time, day or night, if you have questions or needs pertaining to meals, cleaning supplies, or anything that can make your time in isolation or quarantine as comfortable as possible.
Meal Delivery
With a Meal Plan:
During your time in quarantine, Dining Services will prepare meals daily and they will be delivered to your door. The room you will be staying in will have a refrigerator and microwave. Once a day, three meals worth of food will be delivered to your door between 10am-noon. If you want something other than the standard offerings each day, and/or have dietary requirements, you can request specific food items via emailing rds@colostate.edu. Additionally, you can visit the Durrell Center menu page https://meals.hds.colostate.edu/NetNutrition/124 to see what is being served to help us meet your preferred food choices.

You will need to keep your cell phone on during the delivery window as it is your responsibility to open the door and gather the food once it’s been delivered. If you have dietary restrictions, please share those with the HDS Pandemic Hotline at 970.556.7318.

No Meal Plan:
If you do not have a meal plan you can arrange for a support person to deliver groceries to you. We will need their name and contact information in order to discuss safety protocols with them. Please contact the HDS Pandemic Hotline with their information prior to any groceries that are delivered to you.

If delivery of groceries is not an option for you, Dining Services can offer you a daily meal delivery at a cost of $20 per day, per person. You can request meals via Dining Service by calling the HDS Pandemic Hotline at 970.556.7318 to speak with staff. This service includes three meals delivered once daily and will consider dietary needs and preferences including vegetarian, gluten free, etc. Charges for the meals will be assessed to your University account.

Mail & Packages
Your mail and packages will be held for you at your current building assignment. If you received mail or packages that you would like during your time in isolation or quarantine, please designate a support person who can safely place the mail or package at your door at your temporary assignment. If you choose to have a support person deliver any mail or packages to you, we will need their name and contact information in order to discuss safety protocols and mail/package delivery protocols with them. Please contact the HDS Pandemic Hotline prior to any mail/package deliveries to you. If you do not have someone you can identify to support this service, please consult with the HDS Pandemic Hotline at 970.556.7318 to determine additional options. Please note, it may take a few days for the mail delivery to be established. If there is an urgent delivery, please let staff know via the HDS Pandemic Hotline.

Other Deliveries
Prior to arranging other deliveries such as groceries, take-out food, or other services, please call the HDS Pandemic Hotline at 970.556.7318 to confirm what is permissible and how it should occur.

Service Animal/Emotional Support Animals [ESA]
You are permitted to have your Service Animal or ESA accompany you to quarantine. You can also give permission for a support person to take temporary ownership of the animal if keeping and caring for it during your time in quarantine will be too difficult. You will need to identify someone who can assist with animal care. If you choose to have a support person assist with care, we will need their name and contact information in order to discuss safety protocols with them. Please contact the HDS Pandemic Hotline prior to any animal assistance they provide. If you cannot manage the animal yourself or identify someone to assist, you may be responsible for arranging off-campus animal care.

Trash Removal Service
You are provided two large trash bags for trash. There will be no recycling services provided so all waste will go into a single bag. Once your trash is full you can put it outside your door between 8-10am for pickup. Please spray the bag with the disinfectant provided prior to leaving it for pick up. If you need additional trash bags call the HDS Pandemic Hotline.
Appendix D – Script for Response Team Initial Contact with Student

HDS Script for Contact with Students

After HDS receives confirmation of a student needing to be isolated or quarantined, staff will make direct contact with student and utilize the following script. To ensure standardization of messaging to all students, use the script verbatim. Document date and time of conversation with student and any additional discussion or questions that were covered outside of the script. Utilize the Student COVID Intake Form to track student responses to questions asked.

Script:

Hello, is this [insert student first and last name]?

Hi, my name is [insert your first and last name] and I work for Housing & Dining Services. I am sorry to hear that you may not be feeling well or have been in contact with someone who may have been ill. I need to talk to you for about 10-15 minutes to discuss the process of quarantine you will be required to follow due to recent notification we received from Public Health. Is now a good time to talk?

Can you please confirm your current room assignment?

You will receive all of the following information via email after this conversation concludes.

To protect the health and safety of our community, you are required to move from your current room assignment in [insert current room assignment] to [insert assigned isolation or quarantine space]. You will be required to remain in that space until [insert date]. We will discuss the transfer to your temporary assignment and expectation of quarantine here in a few minutes after I review other information with you first.

Before we begin, you do have the option to complete your quarantine period at home if you can safely get home, and if you will have an appropriate space in your home. Is completion your quarantine/isolation process at home a possibility you would like to explore?

- If student indicates they can isolate/quarantine at home, explore the following questions with them:
  - Are you well enough to return home by yourself?
  - Is anyone in your home considered high risk, such as over 65 years old or immunocompromised?
  - Will you have your own bedroom and your own bathroom at home?
  - If the answers are yes, you are welcome to isolate/quarantine at home but please be sure you follow the expectations you have been provided and cannot return to campus until [insert date]. As a public health measure, your access to your residence hall will be deactivated for the duration of this process.

  What time will you be leaving campus to return home?

  If the student will quarantine/self-isolate at home, the process can end here. If not, continue below.

Explaining Quarantine/Isolation:

I would like to share details with you about quarantine.
• General expectation is that you remain in the quarantine room and avoid contact with others through the duration.
• You may be permitted to leave the room for brief periods of time to go for a walk outdoors with the understanding that you wear a mask at all times, go directly into & out of your quarantine space, do not visit any other areas such as the lobby, do not interact with any others, and maintain distancing both inside & outside the building. This is not an opportunity to visit friends, check your mail, or otherwise contact anyone.
• Any questions about activities or needs while in quarantine must be directed to the HDS Quarantine staff at this phone number.

Contact Information:
During your time in quarantine, there may be additional contact from other staff to help keep you connected, see how things are going, and assist with any needs you may have.

Please save this phone number, 970-566-7318. You can call this hotline number at any time, day or night, if you have questions or needs pertaining to meals, cleaning supplies, or anything that can make your time in quarantine as comfortable as possible.

Dining Options:
Next, I would like to discuss food options with you. Do you have a meal plan?

• Yes: The room you will be staying in will have a refrigerator and microwave. Once a day, three meals worth of food will be delivered to your door. The daily meal delivery period is between 10am-noon. You will be alerted via a call or text message when the meals have been delivered to your door. You will need to keep your cell phone on during the delivery window as it is your responsibility to open the door and gather the food once it’s been delivered. You will be emailed a handout that contains instructions for requesting specific types of food. If you would like something other than the standard offerings each day, you can request special food items. Do you have any dietary requirements, such as vegetarian, vegan, gluten free, etc?
• No: The apartment you will be staying in will have a refrigerator, microwave, oven, and stove. The apartment will also contain disposable silverware. You will be responsible for bringing your own food and cookware. Do you have someone who can safely deliver groceries to your front door? If you choose to have a support person deliver any groceries to you, we will need their name and contact information in order to discuss safety protocols with them. Please contact the hotline phone number I gave you earlier with your support contact’s information prior to any groceries being delivered to you. If delivery of groceries is not an option for you, HDS can offer you a daily meal delivery at a cost of $20 per day, per person. You would receive three meals worth of food delivered to your door. Is this something you would like to participate in?
  o If student chooses this option, explain the meal ordering and delivery protocols, and dietary preferences/restrictions. Also explain that billing will be assessed via their University account.

Mail/Package Delivery:
Next, I would like to discuss mail and package delivery with you.

Your mail and packages will be held for you at [insert current building assignment]. If you receive mail or packages that you would like during your time in quarantine, please designate a support person who you
approve to collect items on your behalf and can safely place the mail or package at your door. If you choose to have a support person deliver any mail or packages to you, we will need their name and contact information in order to discuss safety protocols and mail or package delivery protocols with them. Please contact the hotline phone number I gave you earlier with your support contact’s information prior to any mail or package deliveries to you. If you do not have someone who can assist with this process, please also call so we can determine options.

**Assignment Details/Accommodations:**

Now I will discuss the process of moving to the quarantine assignment with you. If you have a roommate, your roommate will also need to quarantine because they are a close contact.

You will be assigned to a single [insert room or apartment].

- **Residence Hall Room:**
  - **Confirmed case:** You may be sharing a bathroom in an adjoining suite with another student with a confirmed case if demand for space dictates such.
  - **Presumed case:** You will have a private bathroom, unless you prefer to share an adjoining bathroom with your roommate. It is entirely up to you, but if you choose to share an adjoining room with your roommate, you will need to be diligent about disinfecting surfaces in your shared bathroom prior to use. Would you prefer an adjoining room with your roommate, or would you prefer a room with a private bathroom?

- **Apartment:**
  - **Confirmed case:** You may share an apartment with another student with a confirmed case if demand for space dictates such.
  - **Presumed case:** You will have a private apartment.

While in quarantine you will be responsible for cleaning the bathroom. There are cleaning supplies for you in the room.

Do you have any particular needs or other details that should be considered for your transition to the quarantine assignment?

- **Depending on the special needs present, the student may not be able to relocate and may need to remain in place.**
- **If they need to remain in place, please reinforce that isolation/quarantine expectations remain in place and all services will be provided at their current location.**

**Packing List:**

I would like to review what you should pack with you.

Two sets of linens, two towels, and two hand towels will be provided for you. You are welcome to bring your own towels and linens as well.

You will be responsible to bring the following items with you: pillow, two weeks’ worth of clothes, personal hygiene products, laptop or other technology you will need for classes, other school supplies, entertainment items such as handheld game console, tablets, or computer, chargers for electronic devices, prescription medication, supplies for hobbies, any valuables you are not comfortable leaving in your room, snacks, and a personal cup or water bottle. Do not bring appliances, personal furniture, or personal cleaning supplies.
Do you have a service dog, an Emotional Support Animal, or pet fish?

- **Yes:** You are permitted to have your service dog or ESA accompany you to quarantine or you can also give permission for a support person to take temporary ownership of the animal if keeping and caring for it during your time in quarantine will be too difficult. You will be expected to remain in quarantine regardless of animal needs, save for limited options to take your dog out for regular outdoor relief, if applicable. You may need to identify someone who could assist with animal care. If you choose to have a support person assist with care, we will need their name and contact information in order to discuss safety protocols with them. Please contact the hotline phone number I gave you earlier with your support contact’s information prior to any animal assistance they provide.

**Policies and Procedures:**

Before discussing the transition to quarantine, I want to review the quarantine rules.

Once you are in your quarantine/self-isolation space, you may only leave for brief periods of time for tasks such as taking your approved Emotional Support Animal or Service Animal outside or going on brief walks. If you leave your quarantine/self-isolation facility, you must do so via the shortest path possible; you MUST wear a mask at all times; you must maintain a minimum of six foot distance from other people; you may not visit friends; and you may not enter any other campus facilities except the CSU Health Center for medical appointments. You may not have guests or any other visitors. Only prearranged persons who are assisting with mail, laundry, or animal care will be permitted to complete the specific identified tasks in coordination with HDS staff. Please remember you need to contact the hotline to coordinate these tasks.

Student Case Management will contact you no later than the next business day and on a daily basis thereafter to see how you are doing and review options for alerting professors to missed classes and academic accommodations, if needed.

In your quarantine space, you will be provided with two large trash bags for trash. There will be no recycling services provided so all waste will go into a single bag. Once your trash is full you can put it outside your door between 8-10am for pickup. Please spray the bag with the disinfectant provided in the space prior to leaving it for pick up.

Do not submit any work orders for issues that may need attention in the room. Rather, call the hotline so staff can assist. Please know that only urgent issues will be completed. If an urgent issue arises, you will be contacted for instructions to prepare for HDS Facilities staff to enter the space.

If you do not have enough clean clothes to bring with you to quarantine, you will need to designate a support person who can help with laundry. If you choose to have a support person assist you with laundry, we will need their name and contact information in order to discuss safety protocols and laundry protocols with them. Please contact the hotline phone number I gave you earlier with your support contact’s information prior to any laundry assistance.

*If student indicates they do not have enough clothes but do not have a contact person to help with laundry, make note and let the student know we will reach out again to determine a plan to help.* As a reminder, you will receive a call or text message alerting you to your daily meal delivery, so have your cell phone on and accessible to ensure you get the message.
Lastly, your roommate will need to quarantine per Public Health guidelines. We will be contacting your roommate, but if you would like to alert your roommate that we will be reaching out that is up to your discretion.

**Transition Team Details:**

Now, we will coordinate your transition to quarantine. A member of our Transition Team member will assist with your transition while maintaining a safe social distance. A Transition Team member will meet you at your room and prop all doors while leading you to your quarantine space. Our Transition Team member will be wearing a mask and gloves. You must also wear a mask during the transition process. Please also use caution not to touch any surfaces or come into close contact with any people. You will have one hour to pack your belongings. Will you be able to adhere to this timeline?

- **No:** We are willing to work with you to permit more time as long as the required adjustments do not put others at risk. What time can you be ready to transition to quarantine?

Do you need assistance moving yourself and your belongings to the quarantine space?

- **Yes:** A Transition Team member will meet you at your room and they will assist with any belongings. When the Transition Team member picks up your belongings they will be sprayed with a disinfectant. You will be transported by a van with a member of the Transition Team.
- **No:** A member of the Transition Team will meet you at your room to walk you to your assignment and assist in a safe transition by propping doors and leading you to your quarantine space.

**Wrap-Up:**

To review, everything gone over verbally during this call will be sent to you momentarily via email and a printed version of the information will be in the quarantine space. You will be contacted by Student Case Management to assist with any academic needs. Student Case Management will also contact you daily for a check in. Initial contact will be made the following day via phone so have your phone accessible during the contact timeframe.

What questions do you have?
Appendix E – Script for Transition Team Member Initial Contact with Student

HDS Script for Transition Team Member

This script is to be used when a Transition Team Member makes contact with student to help them transition to the isolation or quarantine space. To ensure standardization of messaging to all students, use the script verbatim.

Make contact with the student via cell phone and arrange for a time to meet them at their current room.

Script:

Hello, is this [insert student first and last name]?

Hi, my name is [insert your first and last name] and I work for Housing & Dining Services. I am a Transition Team member and I need to talk to you for about 5 minutes to discuss the process of transitioning to quarantine.

Before reviewing the how the transition process will unfold, I want to ask: how are you doing?

I will be assisting you to your new space and would like to review what transition services we will provide. I see you [insert only need an escort or need assistance moving belongings over], is that correct?

Can you please confirm your current room assignment?

Escort Only:

I will meet you at your current room in [insert current building assignment] and lead you to your quarantine space. You are required to wear a mask at all times during the transition to your new space. I will also be wearing a mask and gloves. Please maintain a six-foot distance from myself and others. I will prop all doors with door stops so you can pass through without touching anything.

Once we arrive at the quarantine space I will open the door for you and leave the key to the room on the desk inside the room. Please wait in the hallway while I place the key on the desk. Once I have exited the room you can then enter.

Do you have any questions with the process of transition to quarantine?

Assistance Moving Belongings Over:

I will meet you at your current room in [insert current building assignment] and provide assistance in moving you and your belongings to your quarantine space. You are required to wear a mask at all times during the transition to your new space. I will also be wearing a mask and gloves.

I will bring large plastic bags so you can place any belongings you need assistance with into the bags.

Once your belongings are packed please leave what you are unable to carry yourself outside the room door so I can collect them.

I will spray a disinfectant on any belongings you need assistance with prior to touching them.

I will then take your belongings to the transition vehicle. Please remain in your room until I return.

Once I return I will escort you to the transition vehicle.
Please maintain a six-foot distance from myself and others. I will prop all doors with door stops so you can pass through without touching anything, including the vehicle door.

Once we arrive at the quarantine space I will open the door for you and leave the key to the room on the desk inside the room. Please wait in the hallway while I place the key on the desk. Once I have exited the room you can then enter.

After I have escorted you to your new space, I will then retrieve your belongings from the vehicle. I will leave them outside your room and knock on the door so you know they have been delivered.

**If Elevator is Necessary:**

*If student lives on floor 4 or lower:*

Are you comfortable using the stairs during transition to quarantine?

- No: use language below for students who live above floor 4.

*Students who live above floor 4:*

When we get to the elevator please maintain at least six-foot distance. I will provide you with gloves that you must wear. You will enter the elevator and select the first floor. You will ride the elevator alone to the first floor. Once you get to the first floor you must remove the elevator key and wait for me while maintain a six-foot distance from others. You will need to place the key in a plastic bag I will provide you with.

**Meal Delivery:**

The next meal delivery is tomorrow from 10am-noon. Will you need any food prior to 10am-noon?

- Yes: I will provide some microwavable meals for you. Do you have any dietary needs?
  - You can explain a few options of meals to pick from.

**Laundry:**

Will you be having a friend do laundry for you while in quarantine?

- Yes: I will provide you with two extra trash bags. I will leave them outside your door. Please review the laundry protocols that are explained in the handout in your quarantine space.

**Coordinate Time for Transition:**

Now we must coordinate a time for transition. Does [insert time from 1 hour from now] work? I will see you outside your space at [insert confirmed time].

Do you have any questions?
Appendix F – Instructions for Vacating Quarantine/Self-Isolation

Vacating Instructions for Students in Isolating and Quarantine
Campus Housing

Thank you for your compliance in this mandatory request of isolation/quarantine, and your commitment to keeping our community safe. We are excited to welcome you back and hope you are feeling better. Please follow all instructions given below when vacating your isolation/quarantine space and moving back to your original assignment.

Rams Take Care of Rams.

Vacating Process
- Leave key to the space on the desk or table upon departure.
- Place any used linens and towels in a plastic bag and leave on the floor (contact the HDS Pandemic Hotline if you need additional plastic bags).
- Take all personal belongings.
- Remove all food and beverages from fridge and take with you or place in trash.
- Close all windows.
- Turn off all lights.
- If you will be vacating later than 11am on your last day, contact the HDS Pandemic Hotline. NOTE: your last food delivery is the day prior to your last day; which will include breakfast for your last day.

Cleaning
Disinfect all doorknobs and handles using the cleaning supplies in the room prior to leaving.

Assistance Moving Belongings
If you need assistance moving back to your original assigned space, coordinate with the HDS Pandemic Hotline. Contact the hotline immediately upon receiving these instructions.

HDS Pandemic Hotline: 970-566-7318
You can call this hotline number if you have questions or require assistance moving back to your space.

Trash Removal Service
Please spray the bag with the disinfectant provided prior to leaving it for pick up. If you are vacating prior to 10am, leave trash outside your door. If you are vacating after 10am, leave trash inside your room on the bathroom tile floor. If you need additional trash bags call the HDS Pandemic Hotline.

Work Orders
Do not submit a work order for issues that may need attention in the room. Rather, call the HDS Pandemic Hotline so staff can assist. Only urgent issues will be completed. If an urgent issue arises, you will be contacted for instructions to prepare for HDS Facilities staff to enter the space.

Additional Resources
HDS Pandemic Hotline: 970.556.7318
Counseling Center: 970.491.7121
Crisis Management: 970.491.8051
Health Network: 970.491.7121
studentaffairs.colostate.edu/resources/current-students/student-support

Housing & Dining Services
Colorado State University
Responsibilities for Support Contact
For Residents in Quarantine/Isolation in Apartments

Your name, cell phone number, and email address will be listed in a staff database in case HDS staff need to contact you for the purposes of support for the resident in quarantine/isolation.

The resident in quarantine/isolation will be expected to contact you directly for certain needs. These may include:

- Picking up personal items from their apartment
- Picking up packages from the front desk of their apartment community
- Facilitating drop-off for items from friends, family, etc.
- Picking up bagged laundry to be completed off site (unless washer/dryer is provided in the designated apartment unit).
- Taking care of their pet.

You will be expected to leave items outside of the residents’ designated apartment unit. Masks or cloth face coverings are required and 6 foot distance from others must be maintained at all times. You are NOT allowed to loiter outside the apartment unit or to visit the resident directly in their unit.

A temporary key for access to the building/floor of your friend’s quarantine location can be retrieved at the community front desk (A photo ID must be presented). Call the front desk phone number listed if needed.

You accept responsibility for maintaining contact via phone/email with the resident in quarantine for their individual needs. You also accept responsibility for any assumed personal health risk associated with delivering items to a resident in quarantine/isolation. If you are unable or unwilling to accept this responsibility you should notify the HDS Pandemic Hotline immediately.

For Assistance, call the HDS Pandemic Hotline at 970-556-7318
Students entering quarantine will need to have their meal plan activity monitored by Residential Dining Service (RDS) administration to ensure that others are not misusing their plan while they are under quarantine.

- All activity will need to be monitored for suspicious behaviors using the Power BI
- Any plan with suspicious activity will be reported to the Assistant Director of Support Services (ADSS)
- Upon evaluation of the plan the ADSS will work to disseminate the information according this SOP, and work with the Meal Access Coordinator (MAC) to deactivate the plan as needed.

Please be certain that you are aware of the specific SOP’s in place which are the following:

<table>
<thead>
<tr>
<th>Procedure for:</th>
<th>Owner</th>
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<tbody>
<tr>
<td><strong>Entering Quarantine Meal Plans into Power BI</strong> – Upon receipt of the intake email, the students EID will be entered into the Atrium Power BI for reporting purposes by the ADSS or RDS Admin. personnel.</td>
<td>RDS Admin./ADSS</td>
</tr>
<tr>
<td><strong>Reporting Suspicious Activity</strong> – Each day the dashboard will display active cases, and any potentially fraudulent activities. Upon review, if suspicious activity is suspected, this will be reported to the ADSS and the MAC.</td>
<td>RDS Admin./ADSS</td>
</tr>
<tr>
<td><strong>Notifications to Residents of Fraudulent Activity</strong> – If the ADSS and Meal Plan Access Coordinator determine that fraudulent activity has taken place, the Associate Executive Director, Nick Sweeton, and the Resident Director of the quarantined resident will be notified and the Dining Admin. team will reach out to the resident to also notify them of</td>
<td>ADSS/MAC/RDS Admin.</td>
</tr>
</tbody>
</table>
potentially fraudulent activity. The following script should be used:

- “We detected meal plan usage in the (dining center name) on (date) at (time). We know that you are currently in quarantine and should not be accessing the dining halls, so we wanted to verify that this is not fraudulent use.” If the resident admits to using the meal plan in the dining hall, then the following script should be used:
- “For your safety and the safety of others, please adhere to the quarantine guidelines that were provided to you upon intake. Violations of quarantine are referred to University disciplinary processes. We understand the requirements of quarantine are challenging, if you are experiencing difficulty, please let Student Case Management know during your next meeting with them or contact the Quarantine Hotline.”

- If the resident believes that their plan has been used fraudulently, please use the following script:
  - “Thank you, we will look into this matter further, and we will deactivate your plan until you are no longer in quarantine, and reactivate your plan after you finish with quarantine, take care”.

- **Meal Plan Deactivation** - After confirming fraudulent activity, and talking to the resident, the Associate Executive Director, and the Resident’s Director (as described above) the meal plan will be deactivated by the MAC until the resident is no longer under quarantine.

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<th>ADSS/MAC</th>
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