

Isolation & Quarantine Procedures and Resources for Students in University Managed Housing

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)

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.

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, students 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, and you will need to bring your University ID for verification. When you arrive to 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.

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.

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. More specifically, 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.

Meal Delivery

University Dining will arrange for meal delivery 2-3 times daily. 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.

For questions or inquiries, please contact Dining any time at dining@virginia.edu or call 434-982-5140 between the hours of 8 a.m. and 5 p.m.

Laundry & Linens

Laundry service is not available during isolation and quarantine. You should bring sufficient resources for the assigned period of time (usually 10 or 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 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.

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

As indicated in previous communications, 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 the need to attend classes remotely 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.

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, then press 3 to be connected with the exposure call center during business hours.

End of Isolation or Quarantine

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.

Important additional contact information for students in isolation and quarantine:



Office of the Vice President
and Chief Student Affairs Officer

- **University Return to Grounds Hotline (general questions or concerns):** returntogrounds@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