

What to Expect During: **ISOLATION** Fall 2021 Guide

WE ARE HERE FOR YOU

Dear Zag,

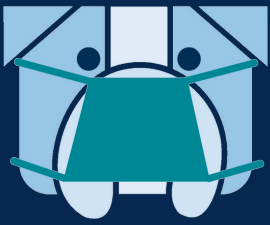
This Student Isolation Guide will walk you through all the things you need to know during your time in isolation. Even though we have tried to think of everything possible, there will be questions on your or your families' minds that you deserve to have answered. Throughout this Guide are many contacts to reach out to if you need something specific or you just want to connect with someone.

We understand that this process is inconvenient for you. The world that we find ourselves in is stressful and full of anxiety. But we also know that by holding to processes like isolation, we will lessen the chances of you or your peers becoming sick. And keeping you healthy and cared for is what matters most to us.

The only way we will get through this is if we commit to these processes because even though they are challenging, they are proven to be the most effective way to keep you safe.

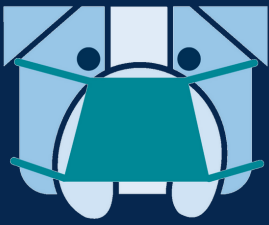
Most importantly, please remember:

**You are not alone,
and we are all in this together.**



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Isolation

CAMPUS RESOURCES

Dining

ZagIQMeals@Sodexo.com

Upon entering quarantine or isolation, you will automatically be enrolled to receive meals from Zag Dining with a daily rate billed to your student account. If chosen, you can formally opt out of Zag Dining meals and choose from an approved alternative food option.

Contact Tracing

509-313-7070 ext 1

Our Contact Tracers will be calling regularly to check in and see how you are doing while in isolation. Let them know if you have any issues or unresolved needs.

Room Support

509-313-5656

For on-campus students, many items are provided in your space during this time. If you need additional toilet paper, garbage bags, or if there is a maintenance or cleaning issue, Plant Services can be of assistance. If you contact Plant Services, please let them know you are calling from a isolation hall.

Health & Counseling Services

509-313-4066

Students continue to have access to our health care providers and counseling staff at Health and Counseling Services. These experts can provide telehealth visits for medical and mental health concerns. Students can reach out to Health & Counseling Services (509-313-4066) if they need COVID-19 testing, are having concerns about symptoms, need support during this stressful time, or have other health-related concerns.

Center for Cura Personalis

509-313-2227 | ccp@gonzaga.edu

We understand that isolation can be stressful. Tapping into good coping skills is essential but some may need a hand. CCP staff are here to support you through challenges and connect you with campus and community resources. If you are needing extra support at this time, please feel free to connect with our staff.

Academic Support

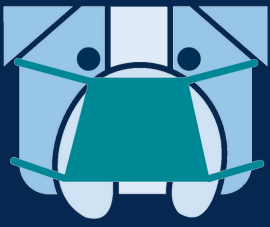
509-313-4072 | advise@gonzaga.edu

Managing classes remotely may be different during isolation. There are many virtual resources available to support your academic success. After following the steps in the Academic Support section on page 8, please feel free to connect with our staff.

Library

509-313-5931

Many publishers are making their licensed, electronic content freely available. Contact Foley Library for assistance in getting temporary access to electronic content. <https://researchguides.gonzaga.edu/covid19>



Isolation

GENERAL INFORMATION

What Does Isolation Mean?

Isolation Timeline

You have been moved because you have recently received a positive COVID-19 test or you have reported symptoms of COVID-19. Isolating helps to prevent more people from getting sick and helps Gonzaga University make sure that you are effectively supported in all of your needs.

If you think or know you have COVID-19 and have symptoms, you will need to:

- Isolate for 10 full days following the onset of your symptoms, and
- Be fever free for 24 hours without fever-reducing medication, and
- Have improving symptoms of COVID-19

If you tested positive for COVID-19 *but have no symptoms* you will need to:

- Isolate for 10 full days past the date you had your positive test

You will be cleared to leave and return to your residence after this period of time. The RD on-call will help you move back to your space.

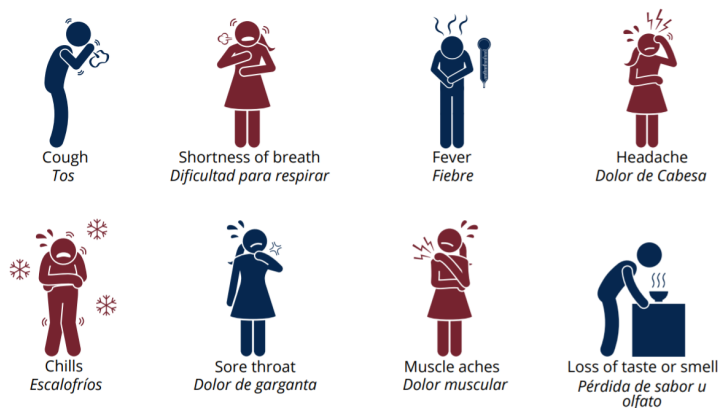


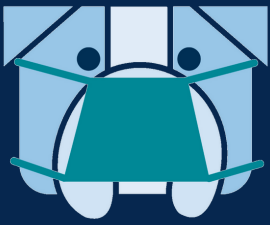
Getting a Test

When you are moved to an isolation space, you will need to be tested for COVID-19 if you have not been tested already.

Symptoms to Monitor For

While in isolation, please keep an eye out for:





Isolation

MOVING IN

Move In Steps

As much as we would like to know well in advance when our students need to go to an isolation space, that is just not guaranteed. Sometimes our students must be moved very late at night in a very quick manner which of course is not ideal. But we hope that this information will make your move-in process as smooth as possible:

- You will be notified by a Contact Tracer of your need to relocate to a isolation space.
- You will have 30 minutes to get packed up and ready to go. Feel free to pack some snacks so you aren't hungry when you arrive.
- The RD will call you and arrange a time for you to be moved to isolation.
- The RD will meet you at your residence hall and then take you to your isolation space.

What Should I Bring?

You will be gone for 10 days so pack accordingly. That being said, please do not bring any large items (e.g., TVs, Playstations, Gaming Consoles, etc.). Essentials would include:

- Clothing
- Academic Necessities (laptops, computers, notes)
- Thermometer
- Hygiene Products
- Snacks to keep in your room
- Smaller hobby/activity items

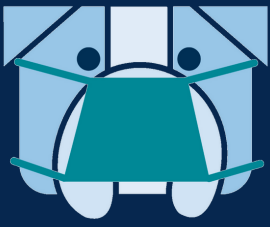
What Will Happen When I Arrive?

When you dropped off at your isolation building, you can go to your own room and get settled.

Can I Go Outside or See Friends When I'm in Isolation?

To limit the spread of COVID-19, students placed in isolation are not permitted to leave their room or host visitors until the end of their isolation period. There will be designated university sponsored outside time for students in isolation. Information on times will be made available at time of isolation.

NOTE: Alcohol, cannabis, and tobacco use are not permitted in the isolation and quarantine facilities. Students who are found in violation of this rule will be subject to severe conduct outcomes.



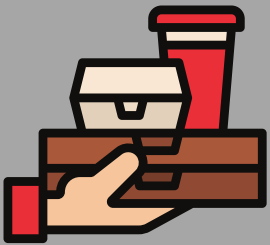
Isolation DINING

General Guidelines

We want to make your experience as comfortable as possible. You will automatically be enrolled to receive meals from Zag Dining. You will be provided with order forms to self-select your preferred items and have the ability to review any concerns about food allergies or dietary restrictions with a dietitian. These meals will be delivered to your quarantine or isolation room.

How Will I Receive Meals?

Meals will be delivered in a bag to your front door, **Monday-Saturday**. Meals will include lunch for that day, dinner for that day, and breakfast for the following morning. **Saturday deliveries will include meals for the entire weekend.** You will order from a menu provided by Zag Dining that includes a variety of choices to accommodate food allergies, additional preferences, and portion needs. Snacks and drinks will also be included.



- **Your student account will be charged for each day you receive meals through the Zag Dining program if you do not have a meal plan.** If you are in need of financial assistance, please know that support is available. For all billing questions please contact shadd@gonzaga.edu.
- Meal deliveries will conclude on the last full day of your quarantine. That delivery will provide you with food through breakfast of your move out day.

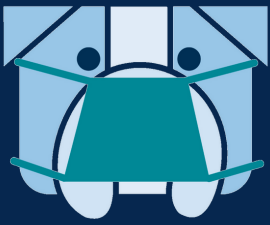
Can I Order Food to be Delivered?

Due to safety concerns, we cannot permit students to exit their rooms to receive food delivered to the building exterior. Students who are found in violation of delivery restrictions will be subject to conduct outcomes.

Who Do I Call if I Need Something?

If you have any questions or concerns about your meal delivery please contact Zag Dining at:

ZagIQMeals@sodexo.com



Isolation TESTING

What is the Testing Process for Students in Isolation?

When you are moved to an isolation space, you will need to be tested for COVID-19 if you have not been tested already.*

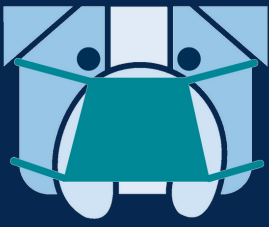
Because you have tested positive for COVID-19 or have symptoms of COVID-19, you should NOT be tested at the campus surveillance testing or walk-in testing. You will need to schedule an appointment to be tested. Most testing is done through Health and Counseling Services. Your contact tracer can work with you to determine how and when to do this.

If your test comes back negative, it is likely that you will be able to return to your regular residence. If your test comes back positive, you will need to remain in your isolation space for the 10 days as defined on page 4.

You will not need to be tested again unless instructed to do so by a healthcare provider or contact tracer.

It is best for you to get tested as soon as possible. You can be tested at Health and Counseling Services by calling 509-313-4066 and scheduling a testing time.

** Leaving isolation for medical appointments and/or testing is allowable.*



Isolation

ACADEMIC SUPPORT

General Guidelines

It is very important to us that you have the tools and resources you need to stay caught up academically while in isolation. Unless you are currently experiencing symptoms that inhibit your ability to attend classes online, you are expected to remotely participate in your classes via Zoom.

Should I Contact My Professors?

Yes, please email your instructors to let them know you will be attending your classes remotely. Be sure to include:

- Your first and last name
- The course in which you are enrolled - with course name and section if possible
- Why you will be absent. Simply stating that you are in isolation will suffice - you do NOT need to give specific health information
- State that you will be in touch regarding missed coursework/exams

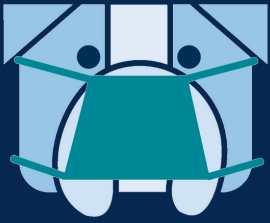
Tips & Follow Up

- Make arrangements for someone else in class to help with notes (if possible)
- Discuss options (via email or virtual appointment) with your instructors for staying on track in the course while you are not able to attend
- Once you are able to return to class (whether online or in-person, make sure to follow up with your instructors and let them know
- If you are behind, make a plan to meet with your instructor to discuss getting back on track

We're Here to Help

Academic Advising & Assistance (AAA) is here to support you. If you are unsure of what to do regarding attending class or need help with notifications or advocacy, make an appointment with a professional advisor:

(509) 313-4072
advise@gonzaga.edu



Isolation

MAIL SERVICES

General Guidelines

Mail Services will be notified that you are in isolation. Mail will be held in Mail Services until you have been cleared and released from isolation and can pick it up.

Essential Items

Essential item(s) can be delivered if necessary. Please make sure to bring these documents with you for move-in to avoid delivery issues.

Essentials include:

- Legal documents
- Medicine
- Required academic materials

How Do I Request Delivery?

Requests for delivery must be received by Mail Services prior to 9:00am for same day delivery. Any requests received after 9:00am will be delivered the following day.

To request delivery of an item, send an email to

mailservices@gonzaga.edu

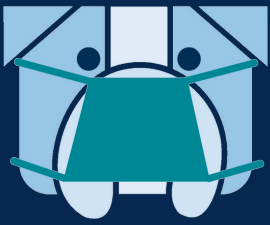
Include your name, isolation location (including room number), and MSC#

Delivery Time

Same as meal delivery

But Don't Forget!

You must email Mail Services (mailservices@gonzaga.edu) after you received your package(s) for confirmation of delivery.



Isolation

LAUNDRY & CLEANING SERVICES

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Laundry General Guidelines

Your room comes with two sets of linens, bath towels, washcloths, and blankets. These will be laundered every three days for you and must be placed in their designated bag. Reservations are required for general laundry and you will need to indicate your isolation location by using this QR code:



Pick Up Instructions



- Reservations are required by **noon on Tuesday**.
- A laundry bag will be delivered to your room Tuesday afternoon.
- Place your laundry in the laundry bag and place it outside of your unit door.
- Pick-up time is **Wednesday morning, 8:00am-9:00am**.
- Your clean laundry will be placed outside of your unit door Friday afternoon.

Laundry Important Notes

- When you are released from isolation, please leave the bag in the room.
- The laundry vendor offers basic service and won't separate light from dark. Please do not include any items that require special care. Neither the laundry vendor nor Gonzaga University will provide compensation for missing or damaged items.

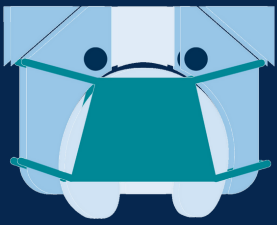
Cleaning General Guidelines

- Your room comes with trash bags, soap, disinfectant spray, and paper towels.
- Trash will be picked up Monday-Friday and should include all recyclable and compostable items. Please securely bag and tie the trash bag and place outside of your door each morning by **10:00am**. Do not leave trash out overnight otherwise there could be spilling and leaking.

Contact Information

If you have any questions, please contact Residence Life at:

509-313-4103
housing@gonzaga.edu



Isolation

FUN THINGS TO DO



Have a virtual Netflix party while on the phone with friends



Read a new book you have been wanting to try



Call and catch up with relatives and old friends



Try a virtual yoga routine or class



Start a blog or write about your experience



Write a letter to elderly family members



Check out Zagactivities for weekly virtual events



Learn a second language with apps like Duolingo or Babbel

Check out virtual events through the Office of Diversity, Inclusion, Community and Equity (DICE)



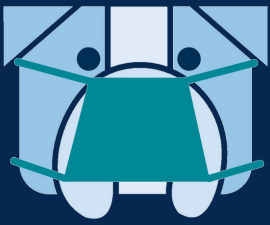
Grow out your beard or try a new hairstyle (If you don't like it, no one will see!)



Seek virtual volunteer opportunities through the CCE



Watch the films that have won "Best Picture" Oscars



Isolation

MOVING OUT

General Guidelines

You will receive a call from your Contact Tracer and RD when it is time for you to move out of isolation. Please wait for the Residence Director before leaving your room.

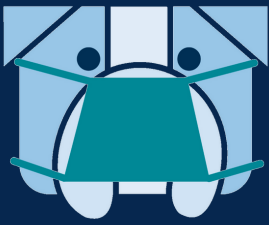
Move Out Steps

- You can begin packing up your belongings once you have received notification from your Contact Tracer.
- Your Contact Tracer will update your status so that you are cleared for returning to campus.
- The Residence Director will call you to give you specific move out instructions.
- You will then be allowed to move back to your room, the RD will make arrangements to collect your keys.

Return to Campus

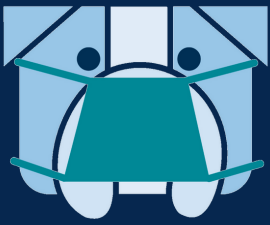
Please email your instructors to let them know that you can return to your in-person classes, if applicable. As you return to campus, please remember our general guidelines:

- Wear your mask
- Avoid large gatherings
- Maintain 6 feet of physical distancing
- Practice good hand hygiene



Isolation CONTACT LIST

Contact Tracer Hotline	509-313-7070 (option 1)
Health & Counseling Services	509-313-4066
Center for Cura Personalis	509-313-2227 ccp@gonzaga.edu
Mail Services	mailservices@gonzaga.edu
Isolation & Quarantine Meal Services	ZagIQMeals@Sodexo.com
Academic Advising & Assistance	509-313-4072 advise@gonzaga.edu
Campus Security & Public Safety	509-313-2222 Call CSPA after calling 911 in the case of an emergency. To reach the Residence Director On-Call please call CSPA and request that you connect with the RDOC.
Plant Services (On campus students only)	509-313-5656 Let them know if you are in an isolation hall
Office of Health Promotion	509-313-5923
Housing & Res Life (Laundry Services)	509-313-4103



STUDENT CODE OF CONDUCT

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We need your assistance in following these requirements. These processes are necessary to keep members of our community safe and healthy and to restrict the spread of COVID-19.

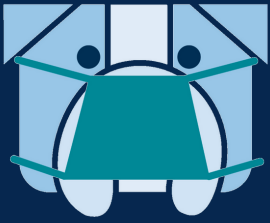
At Gonzaga University, the health, safety, and welfare of every member of our community is our first and most important priority, and taking steps to minimize the risk of COVID-19 infections is a shared responsibility that all of us must embrace. Everyone in the Zag community must work together to protect our community, comply with University directives, and adhere to national, state, and local public health guidelines and requirements.

In order to protect the health and well-being of our community, we simply cannot permit students placed in quarantine or isolation to engage in behaviors that are incongruent with these expectations. **Leaving quarantine or isolation without permission, or inviting/providing entry into a designated quarantine or isolation facility to others who have not been assigned there by the University, are serious infractions for which there must be significant consequences which can include removal from campus housing and possible separation from the University.** Students who are in violation of these expectations will be held accountable consistent with the provisions in GU's Student Code of Conduct.

Wherever you are assigned to isolation or quarantine status – whether in a designated residential facility or in your place of residence – it is a requirement that you remain in that space until your designated time of isolation or quarantine has concluded. The only time you should exit is for approved medical reasons, including medical emergencies or COVID-19 testing, or for University-approved isolation and quarantine activities.

The vast majority of GU students placed into isolation or quarantine have been cooperative and are working hard to make the best of a difficult situation. Thank you. This experience has not always been smooth or easy, but we have been able to keep the number of COVID-19 positive cases on our campus to a manageable level, due in very large part to Zags' acknowledgement of their role in keeping themselves and others safe.

Let's keep that Zag spirit going!



THANK YOU

Dear Zag,

We know this time in isolation may have been challenging and we cannot begin to thank you enough for your understanding, grace and support throughout this process.

We also recognize that there are always opportunities for improvement so you will be sent a Move Out Survey via email. This survey helps to ensure that other students in isolation receive the support that they need.

When we started this process, we said that the only way we will get through this is if we work together. From the bottom of our hearts, thank you for your help in these critically important efforts.

Because of you, we will ZAG ON.