

**Guidance and information for  
residential students exposed to or tested positive for COVID-19**

**I. Testing and Reporting**

**Am I required to report that I test positive for or have been exposed to a positive case of COVID-19?**

Yes, all faculty, staff and students who have been on campus and test positive for COVID-19 or have been exposed to someone who tested positive should report utilizing the steps in this Reporting Protocol:

1. All suspected or confirmed cases of COVID-19 (that were not diagnosed/treated by the University Health Center) should be reported to the Office of Environmental Health and Safety using telephone numbers 423-439-6028 (EH&S) or 423-439-7900 (Facilities Management). If the University Health Center treated/diagnosed you, their staff will contact EH&S. If you are positive for COVID-19 and need to report to the university after-hours or on weekends, you can call 423-439-7785 or University Health Center at 423-439-4225 or, after hours at 1-888-915-7299.

2. Staff in the Office of Environmental Health and Safety will utilize a COVID-19 Self-Report Questionnaire to gather all pertinent information, such as the building, office, classroom and other specific area the person may have visited on-campus during the 48-hour time period before the person began to experience COVID-19 symptoms. The COVID-19 Self-Report Questionnaire will be stored securely with access restricted. Names of faculty, staff and students and their medical information will be treated as confidential to the extent permitted by law.

**I was tested for COVID-19 outside of Washington County, Tennessee. I now have my results and I am positive. Do I need to tell anyone?**

You are encouraged to self-report your diagnosis to ETSU Facilities so that cleaning remediation can occur if you have been on campus. All suspected or confirmed cases of COVID-19 (that were not diagnosed/treated by the University Health Center) should be reported to the Office of Environmental Health and Safety using telephone numbers 423-439-6028 (EH&S) or 423-439-7900 (Facilities Management). This is especially important if you live, work, or study on any ETSU property. Our ability to manage COVID-19 on any ETSU campus is only as effective as the compliance of our students and employees. Informing the university of your diagnosis also allows us to connect you with appropriate resources and support. Many student resources are listed at this [site](#).

**What do I do if I think that I have COVID-19?**

If you have symptoms such as fever, chills, cough, loss of taste or smell, body aches, or fatigue, please contact the University Health Center at 423-439-4225. The after-hours contact number is 1-888-915-7299.

If you have been exposed to someone with COVID-19, [here](#) is information on what you might experience and what you are expected to do.

The University Health Center offers acute care services. There is no charge for a basic office visit. The clinic can prescribe some basic medications (e.g. antibiotics) for a small fee and make referrals for extended or specialty care.

As we enter the flu season, many symptoms are similar to COVID-19. It is important to get a flu vaccination to protect yourself against illness as much as possible. The University Health Clinic will be scheduling flu shot clinics on campus this fall.

### **Do I have to pay to be tested for COVID-19?**

No. The University Health Center will administer the test at no charge to you, even if you do not have health insurance. Federal CARES Act funding has been designated to cover the costs of COVID-19 testing for uninsured individuals.

Click [here](#) for information on what to expect after being tested.

### **If I know my fellow students are acting in ways that I think are unsafe and putting me at risk for getting ill, what can I do?**

Approach the situation with sensitivity and remember to be kind. Your goal is to make others aware of the University guidelines. If fellow students react negatively to your assistance, then please involve a faculty/staff person to assist in speaking with this student. The matter can also be referred to the [Dean of Students' Office](#).

## **II. Quarantine and Isolation**

### **What is the difference between quarantine and isolation?**

The Centers for Disease Control and Prevention provide an [excellent graphic](#) explaining the difference between quarantine and isolation.

### **Does ETSU require me to quarantine or isolate if I have been exposed to or test positive for COVID-19?**

Yes. As outlined in the [wellness addendum](#) to the ETSU housing contract, ETSU requires that students living in campus housing quarantine and/or isolate for the period time stipulated by

healthcare professionals including the Tennessee Department of Health, the University Health Center, and/or other physicians. Students who violate quarantine or isolation expectations while in campus housing will face disciplinary charges, and sanctions up to and including university probation, cancellation of a housing contract (without refund), suspension, or expulsion from the university.

If you are in quarantine due to exposure to COVID-19, and you have not yet been tested for COVID-19, please contact University Health Center for guidance. Advise them that you are in quarantine due to exposure and that you are interested in being tested. You can reach University Health Center at 423-439-4225. The after-hours contact number is 1-888-915-7299.

Click [here](#) for more information related to isolation and quarantine.

### **If I get COVID-19 while I am living on campus, should I go home to recuperate?**

Some students share their homes with family members who may be in high-risk groups such as being elderly, immuno-compromised, or having diagnoses that involve pulmonary or cardiac concerns. For that reason, and for other reasons involving personal safety, access to technology, and access to support and resources, students may not always be able to go home to recuperate.

Students who wish to go home to recuperate should consult with their healthcare provider and family.

### **If I have to quarantine or isolate can I still have friends over, or make a quick trip to the store for necessities?**

Students who are required to quarantine or isolate must have NO human contact with ANYONE, including family, friends, other residents, and going out in public. If you need assistance with necessities, friends or family can leave items for you at a designated location for contactless delivery.

Being separated from social contact can be challenging. The Counseling Center provides free, confidential counseling to ETSU students via virtual means. During this time we encourage students to be proactive in taking care of their mental health. More information is available [here](#). Please note that our 24/7/365 mental health helpline, Bucs Press 2, is available. 423-439-4841 (Press 2).

### **If I have to quarantine or isolate on campus, how will I get food?**

The Department of Housing and Residence Life (DHRL) is coordinating with our university food service provider, Sodexo, for meal delivery to residence halls for students with meal plans. Most meals will be delivered to the resident's door. Some meals will be left in a different area.

Guidance will be provided to you based on where you are staying. Once DHRL becomes aware of a student who is required to quarantine or isolate, meal delivery will be scheduled to begin for the next scheduled meal.

For students with Anytime Dining meal plans, 3 daily meals and a weekly box of snacks will be delivered at no additional charge. Students with block meal plans will use 1 swipe per meal delivered during quarantine/isolation.

- Staff will deliver meals to the hall lobby, and will leave the meal labeled for you during the following time frames:
  - breakfast 8:00-9:00 a.m.
  - lunch 11:00 a.m.-12:00 p.m. and
  - dinner 4:30 p.m.-5:30 p.m.
- Each meal has a safety label that has warning instructions and a “use-by” date and time.
- Students who do not have meal plans, may choose to have meals delivered at a cost of \$30 per day. Area Coordinator Jess Helton [helton@etsu.edu](mailto:helton@etsu.edu) is coordinating this service.
- Students who do not have meal plans and choose not to purchase daily delivered meals from the dining hall, will be responsible for ordering food through local restaurants or grocery delivery programs.

Meals are standard according to what is on the menu in the dining hall that day. Unfortunately, Sodexo is not equipped to handle individualized orders for delivery at any volume. The meals are prepared as “simple servings” meaning that they are allergen-free and vegan options are provided along with a wide variety and good-size portions. If students have dietary restrictions or concerns about the meals, they are encouraged to contact the Registered Dietician on staff with Sodexo. Her name is Katherine Ullery ([Katherine.ullery@sodexo.com](mailto:Katherine.ullery@sodexo.com)).

Students without meal plans may utilize contactless food or grocery delivery, and if needed may complete the Bucky’s food pantry [request form](#) if they need a box of food. However, you will need to have someone pick up your box and do a contactless delivery to you. University staff will be in touch with students to determine food needs and provide available support.

### **Will facilities be cleaning my living space if I am quarantined or isolated?**

Rooms will be cleaned prior to your arrival. Once you are living in that area, in order to protect the health and safety of others, you will be expected to clean and maintain your own area.

Custodial staff will continue to clean all public areas in the halls, including common areas or shared bathrooms and lobbies. These areas have been denoted for enhanced cleaning, which means they will be sanitized more than once per day.

### **Do I really have to wear a face covering while on campus? What happens if I do not?**

Yes. Students, faculty, staff, and visitors are all expected to wear face coverings on campus unless they are eating, in a personal residential room alone, in their office alone, or walking on campus and physically distanced from others. More information on the face covering policy is located [here](#).

Students or employees who violate the policy will be asked to wear a face covering. If attempts at encouraging compliance fail, a disciplinary process has been outlined for response by the university.

Students in isolation or quarantine should wear a mask anytime they leave their personal room.

### **Will I be moved from my residence hall room if I must quarantine or isolate because of COVID-19?**

ETSU has reduced campus housing density from approximately 3,000 students to 1,800 students. Every student with a housing assignment has a private bedroom. However, some students share a bathroom or common living space with others. For that reason, some students may be relocated to a separate area within campus housing. Students who must relocate to another area must take supplies (clothing, course materials, laptop, etc.) with them to last for the quarantine or isolation period.

### **What happens if I get locked out of my room?**

ETSU Housing is responding to lock-outs except for students in Powell and Stone Halls. Please call the on-call Housing staff for your hall. Public Safety is assisting students in Powell and Stone Halls. Call 423-439-4480.

### **If I have to quarantine or isolate on campus, how will trash removal work?**

The Department of Housing and Residence Life will provide you with information specific to the hall you are located in.

### **If I have to quarantine or isolate on campus, how will I do my laundry?**

Students will have access to laundry facilities based on the hall they are in. More information will be provided by housing staff if you have to quarantine or isolate.

### **If I decide that, because of COVID-19, I no longer want to live in campus housing, can I leave?**

The deadline to cancel a housing contract was August 12, 2020. Students who decide to leave housing after that date may appeal for a refund. Situations involving extenuating circumstances, with documentation to support the claim, are reviewed by the Department of Housing of Residence. An example of an extenuating circumstance could include a student deciding to return home due to a significant illness, such as COVID-19 presenting with serious

symptoms or complications. Medical documentation may be required. Each appeal is reviewed on a case-by-case basis.

### **III. Academics and Technology**

**If I have to quarantine or isolate on campus, how will I be able to keep up with my classes?**

Most ETSU courses (82% or more) have been developed with remote options. ETSU faculty are committed to working with students during times when isolation or quarantine for COVID-19 may be mandated. Studies show that many younger people have mild symptoms and most should be able to continue with coursework remotely. Students who experience any illness that results in an inability to continue with immediate coursework should attempt to work out an assignment completion plan with their instructor. Students with any illness, or extenuating circumstance, that necessitates a withdrawal from a course or courses can review their eligibility for a [tuition refund](#). Students who plan to withdraw from courses and who live in campus housing, must contact the Department of Housing and Residence Life to review their eligibility to remain in housing.

**I do not have a laptop or internet access to complete my remote coursework. Could the university provide me with one or both?**

Yes. A limited number of hotspots and laptops are available for loan to students with established need. The Dean of Students office will review requests which can be submitted [here](#).

### **IV. Student Support Services – Counseling, Health, Financial and Engagement**

**Being in quarantine and isolation can be challenging. I may wish to get confidential counseling support. Could the university connect me with a counselor?**

Yes. The Counseling Center provides free, confidential counseling to ETSU students. During this challenging time we encourage students to be proactive in taking care of their mental health. More information is available [here](#). Please note that our 24/7/365 mental health helpline, Bucs Press 2, is available. 423-439-4841 (Press 2).

**Will someone be checking on me if I am quarantining or if I have been diagnosed with COVID-19?**

Students who are quarantining because of contact exposure with COVID-19 and who are isolating because of a positive COVID-19 receive periodic check-ins from both the testing site (e.g. Tennessee Department of Health or University Health Center) and from a university team who are following up with students.

ETSU's University Health Center staff will be available to answer any health-related questions or concerns you may have. They can provide guidance regarding symptoms, laboratory testing, as well as your overall health and well-being. The phone number to reach the staff from the University Health Center is 423-439-4225. You should also follow any specific guidance you are provided from them.

Students are encouraged to contact 911 or ETSU Public Safety at 423-439-4480 in the event of a medical emergency. You are also encouraged to share your medical status with relatives or friends so that they, too, can check on you.

### **I have been without work due to COVID-19. How can ETSU help me?**

ETSU can help students locate jobs both on campus and in the region. University Career Services (UCS) staff work closely with students to match skills and experience with employment opportunities. UCS can also provide skills and interest assessments to help students identify careers that may align with their goals and propensities. UCS can be contacted at 423-439-4450 or at this [site](#).

Student Life and Enrollment administers two different student emergency funds. More information, including eligibility requirements, can be found [here](#).

### **I am living on campus, or nearby campus. All of my classes are online and I am not supposed to be interacting with others unless I am physically distanced and wear a mask. Is there really anything fun to do?**

There will be opportunities for students to participate in non-academic activities virtually each week as well as some safe in-person opportunities as university and state guidelines allow. We are planning in such a way to turn any in-person events into virtual events if the need arises, including Preview, organization fairs, Welcome Week tabling events, welcome back concert, weekly trivia contests, talent shows, movies, etc. There should be something for everyone at some point in the semester. Students will have at least a couple of opportunities per week to step away from studying and classes to do something fun!

### **How am I supposed to connect with new friends in the pandemic environment?**

Student Organizations are one way to get connected with new friends, and you can search by keyword or interest area as well as find contact information for every club on campus by visiting [www.etsu.edu/buc-hub](http://www.etsu.edu/buc-hub) or by calling/emailing Student Activities and Organizations at [SAO@etsu.edu](mailto:SAO@etsu.edu), 423-439-6633.