

## CU Denver Housing & Dining COVID-19 Isolation/Quarantine Protocol

For the purposes of this document “Isolation” refers to the separation of sick people with a contagious disease from people who are not sick. “Quarantine” refers to the separation and restriction of movement of people who were exposed to a contagious disease to see if they become sick.

### Updated guidelines from the CDC

- 1) **For most persons with COVID-19 illness, isolation and precautions can generally be discontinued 10 days after symptom onset and resolution of fever for at least 24 hours, without the use of fever-reducing medications, and with improvement of other symptoms.**
  - a) **A limited number of persons with severe illness may produce replication-competent virus beyond 10 days that may warrant extending duration of isolation and precautions for up to 20 days after symptom onset; consider consultation with infection control experts.**
- 2) **For persons who never develop symptoms, isolation and other precautions can be discontinued 10 days after the date of their first positive RT-PCR test for SARS-CoV-2 RNA.**

### Step 1: Positive Case is Reported

CU Denver Housing & Dining (referred to hereafter as H&D) anticipates being informed of a presumed positive residential case of COVID-19 in one of the following manners:

- Direct report from student who self-identifies as being COVID-positive
- Indirect report received regarding a resident (e.g., suitemate, parent, another Lynx Crossing resident)
- Report from other University or public health official regarding a resident having been diagnosed.

All reports of presumed positive cases should be reported directly to H&D leadership, including the following individuals:

- Kade Ross, Director
  - Will inform other Leadership including Meloni Rudolph Crawford, AVC, and Genia Herndon, Associate Vice Chancellor
  - Will inform Tad Robnett, Director of Dining Services
  - Will inform Bradley Waldmann, Lead Building Proctor, and Jim Nelson, Assistant Director Facilities Management
- Tina Carroll, Associate Director
- Sarah Leger, Assistant Director
  - Will inform Alice Snook, RLC and Lead RA On-Call for necessary time period

## Step 2: Contact and Information Gathering with Student

Member of H&D Leadership will contact student via phone or Zoom. This conversation should include the following elements:

- A. Explain who is calling and why
  - Confirm when a positive COVID test was completed and results were received
  - Give info about isolation process and support services offered during quarantine period
  - Share that additional outreach to student will be provided to resident throughout isolation period
    - Provide Lead RA/RLC On-Call phone number for after-hours assistance
  - Inform the resident that H&D will be contacting their suitemate(s) to instruct them to quarantine per public health guidelines. Give the resident a chance to give their suitemate(s) a heads up (via phone) before making contact (within an hour of contacting the resident).
  - Inform the resident that the Office of Case Management/Dean of Students may be contacting the student within the next few days to check in, assist with academic or notification needs, and determine other needs.
  - The resident should be instructed to have their phone and/or email available at all times for contact from H&D or other University staff.
  - The resident should be instructed to submit a self-report form per University guidelines. This link for this form should be emailed to the resident as well.  
[https://ucdenverdata.formstack.com/forms/covid\\_form\\_copy](https://ucdenverdata.formstack.com/forms/covid_form_copy)
  - [Complete the Case Investigation Questionnaire \(Appendix B\)](#)
- B. Determine if the student can isolate within their own space.
- C. Coordinate transition to isolation room
  - Identify where the student is currently staying (off-campus vs. on-campus)
    - If student is staying off campus (e.g., at home), work with them to determine if quarantining off-campus is a possibility.
    - *Is anyone in your home in one of the higher risk groups, such as over 65 years old, immuno-compromised or other high-risk groups?*
    - *Are you well enough to safely drive/arrive home by yourself?*
    - *Will you have your own room and bathroom to self-isolate in?*
  - Give info about isolation room assignment
    - Lynx Crossing does have designated isolation rooms available
  - Establish timeline to complete move to isolation room
    - Should ideally occur within 24 hours of H&D receiving the report.
- D. Inquire about special needs/accommodations, including ADA requests and/or Assistance Animals
  - The resident will be permitted to have their approved Assistance Animal (ESA or Service Animal) with them during isolation.

- The resident is expected to remain in isolation regardless of animal needs, including regular outdoor relief. The resident should identify a support person who can assist with animal care, either the designated off-campus animal contact provided on their original Assistance Animal request form or another resident if the off-campus contact cannot provide care.
  - Off-campus contacts must gain approval to enter Lynx Crossing in order to care for the animal at least 24-hours in advance of each visit. This will include completing a daily health attestation and receiving a color-coded wristband for each day they need to enter Lynx Crossing
- E. Pet fish should not be brought with the student to quarantine. The resident will need to designate an alternative person to care for the fish. Ordering & Delivery Process for Quarantined/Isolated Residents
  - Dining services should be notified of any student placed into quarantine/isolation so that we may directly communicate with them via email/phone. Once dining services has received notification, we will contact the resident and provide them with an order form and inform them of the order process.
  - For residents with a meal plan:
    - Orders should be placed for next day's delivery
    - Orders will be emailed to Cristian and Maddie; copying Tad
      1. [Cristian.donis@sodexo.com](mailto:Cristian.donis@sodexo.com)
      2. [Madeline.wiebeck@sodexo.com](mailto:Madeline.wiebeck@sodexo.com)
      3. [Tad.robnett@sodexo.com](mailto:Tad.robnett@sodexo.com)
    - Delivery time will be chosen by resident on order form (must fall within operating hours of that meal service)
    - Same day orders are possible, but delivery time will vary according to personnel availability
    - Friday order should cover Sat/Sun/Mon deliveries
  - Resident will use Bite app to access upcoming menus
  - Meals will be delivered to resident in disposable packaging and placed outside door
  - We will knock on the door to alert resident of delivery
  - Meal swipe will be taken using back office system upon delivery completion
  - If a meal swipe balance is 0, student will be billed \$7.04 for each meal over their meal plan balance to their student account through the Office of the Bursar
  - For residents without a meal plan:
    - Same process as above
    - Resident will be billed automatically \$7.04 per meal
- F. Mail and package delivery options
  - Packages for all students will be held until isolation period is over. Except in the following cases:

- The items delivered are perishable and need to be refrigerated.
  - The student identifies a package as necessary for them during isolation.
  - In either of the two exceptions the student will need to contact the front desk at 303-315-5271 to make this request. The request will then be sent via formsite contact form to:
    - Tina Carroll
    - Alice Snook
    - Kade Ross
    - Sarah Leger
  - Professional staff will then coordinate the delivery.
  - Packages will be taken to the students suite and left at the door. Once the packages are left the student will be called and then can, while masked, retrieve the packages.
  - In cases where the student is unable to leave their bedroom due to illness no package delivery will take place.
- G. Review packing list
- Linens (including bed linens, bath towels, and hand towels) will be provided, but the resident may bring their own as well.
  - Cleaning supplies will also be provided in the room
  - Other items to bring:
    - Pillow(s)
    - Two weeks' worth of clothes
    - Personal hygiene products
    - Laptop/other technology needed for class
    - Entertainment items (e.g., handheld game controllers, tablet, computers, etc.)
    - Chargers for electronic devices
    - Prescription medication
    - Hobby supplies (e.g., if a student draws, they can bring drawing and other art supplies)
    - Valuables that students are not comfortable leaving in their original room (e.g., passport, SS card, jewelry, etc.)
    - Snacks
    - Personal cup or water bottle
    - Items needed for Assistance Animals (*when applicable*)
  - Items not to bring:
    - Large appliances
    - Personal furniture
    - Personal cleaning supplies
- H. Review quarantine/isolation rules and guidelines

The following information should be sent via email to the student after the phone call. A physical copy of these guidelines should be printed and placed in the temporary room prior to the resident moving in

- The resident may not leave isolation until the prescribed period is over.
    - The resident should be connected with the Office of the Dean of Students in order to request appropriate accommodations for class and other academic commitments. This can be done by submitting a CARE report.
  - The resident may not have any guests or visitors, including other Lynx Crossing residents or staff members enter their suite. Only prearranged persons who are assisting with personal needs will be permitted to complete the specific identified task(s) in coordination with the resident and H&D staff.
  - The student will be responsible for cleaning the bedroom and bathroom areas while in isolation. Cleaning supplies are provided for this purpose.
  - In cases where the student needs trash removed the following guidance should be followed:
    - The student will call the front desk at 303-315-5271 and request their trash be removed.
    - Trash should be bagged and left outside the door.
    - The front desk will call housekeeping.
    - Trash Removal will only be permitted during times when housekeeping is in the building.
  - Work orders can be placed for issues within the room or suite; however, only urgent issues will be addressed. Staff will be in touch with additional instructions for the resident in order to prepare for facilities staff to enter the suite/room to perform emergency maintenance.
- I. Coordinate transition to isolation room
- If the resident is already in a space where they can successfully isolate (e.g. a Studio or suite with no other suitemates) they may remain in their originally assigned suite.
  - H&D reserves the right to place multiple students requiring quarantine in the same suite if the demand for quarantine dictates this. Regardless of the number of students in a suite, each resident will be assigned to the suite so that they have their own bedroom and bathroom space
  - The resident must be escorted by a staff member to the temporary room. This staff member will assist by propping doors open and leading the student to the room.
  - New bedrooms keys will not be issued for temporary spaces. The students ID Card will be update to limit access to their original space and provide temporary access.
  - All belongings should be packed prior to the designated move time and will be sprayed with a disinfectant before transport. A speed bin will be brought to the resident's room

at the time of the move and disinfected by the staff member after the move is complete.

- The resident and staff member will both be required to wear a mask and gloves during the move. The resident should be instructed to be careful not to touch any surfaces or come into contact with others during the move process.

### **Step 3: Notifications Made**

The following staff members and stakeholders should be contacted when a resident is known to have tested positive or been in close contact with someone who is isolated (a student who would be quarantined):

- Housing leadership (see above) – to inform of resident’s status
- Dining services staff – so they are aware of a new addition to the quarantine meal-delivery schedule
- Housekeeping staff – so they are aware of a new addition to isolation/quarantine housekeeping services schedule and can be ready to clean and sanitize the room once the prescribed isolation/quarantine period is over.
- H&D facilities staff – so they know to flag the isolation/quarantine room for emergency work only
- Office of Case Management/Office of the Dean of Students – to provide academic and other support services
- University Public Health officials – to perform contact tracing and other services
- Lead RA and RLC On-Call rotation – to provide support after hours and during emergencies
  - The Lead RA/RLC On-Call may also be called upon to facilitate the transfer to the temporary isolation/quarantine room (see Step 4 below)
- Resident Assistant Staff – so they know to check-in with that student virtually and can provide appropriate support after hours and during emergencies
- Desk Assistant Staff – so they know to hold mail and packages for delivery
- Resident’s emergency contact – to inform them that the resident has been placed in isolation/quarantine

### **Step 4: Student Physically Moves to Quarantine**

Depending on the timeline established for moving a student, the following staff member will be responsible for assisting the resident during their move to the quarantine room:

- During Business Hours (M-F, 8:00 AM – 5:00 PM) – member of the H&D professional staff
- After Hours or Weekends – Lead RA/RLC On-Call

#### Prior to the move:

1. Staff member should wear gloves and a mask
2. Gloves and masks gathered for resident to use

3. Quarantine items placed in room (see list below)
4. Speed bin acquired and sanitized. A specific set of speed bins will be stored in West First storage for use during quarantine rooms transfers
5. Spray sanitizer to use for disinfecting the resident's belongings and speed bin during and after the move.
6. The resident should be called prior to the move to confirm they are ready to make the move. The resident should be reminded to wear a mask and not to come into contact with others during the move

The following items should be placed in the room prior to the resident's arrival:

- 2 sets of clean linens for the bed
- 1 blanket for the bed
- 2 clean bath towels
- 2 clean hand towels
- Cleaning supplies for bathroom and bedroom
- Hand soap at bathroom sink
- At least three large black trash bags
- Printed copy of the Quarantine Guidelines and Rules (see above)

During the move:

1. Staff member should meet the student at their current room assignment and remain 6 feet apart from the resident at all times.
2. The resident's belongings should be sprayed with disinfectant prior to being loaded into the speed bin
3. The resident will be responsible for loading their belongings into the speed bin and transporting the speed bin during the move.
4. The staff member should hold open all doors/access points so that the resident does not touch anything during the move.
5. If the use of an elevator is needed during the move:
  - a. The staff member should assist the resident with getting onto the elevator (pressing the buttons, holding the door), but the staff member should take the stairs to meet the resident on the floor where they must disembark
  - b. Other residents should be instructed to wait to use the elevator until after the resident making the move disembarks

Arriving at the isolation/quarantine room:

1. The staff member should enter the room to unlock the bedroom door and prop it open for the resident.
  - a. The resident should wait in the hallway while this occurs.

2. The staff member will place a sign on the quarantine/isolation room to alert H&D staff not to enter the room during the quarantine/isolation period (see attached).
3. The staff member should prop the door open for the resident to enter
  - a. Once the resident has entered, the staff member should wait outside the door for the resident to unload and return the speed bin.
4. The resident should unload the speed bin and return it to the hallway.
5. The staff member should spray the speed bin with disinfectant before taking it back to West First storage

**Step 5: Quarantine/isolation Period is Over**

The day before the quarantine/isolation period ends, the designated point of contact should contact the resident to review the instructions for vacating the room.

- All linens should be placed in a large black trash bag
- If resident requires assistance moving back into their space, they can request that a speed bin be brought to the temporary room the day before they must vacate the room.
- The resident will be given a time to meet with a staff member to escort them back into their permanently assigned room.

On the day the resident is scheduled to vacate the room:

- A staff member will meet the resident at the quarantine/isolation room and remain 6 feet apart from the resident at all times.
- The staff member will wear gloves and a mask to assist the resident during the move
- The resident must wear a mask to move back into their permanent room

The temporary quarantine/isolation room should remain vacant for at least 72 hours before the keys are retrieved and the room is cleaned, sanitized and disinfected.

- This guidance is subject to change depending on the demand for quarantine/isolation rooms

I hereby certify and acknowledge that I have read, understand and agree to the provisions above.

Student Name: \_\_\_\_\_

Student ID Number: \_\_\_\_\_

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_



### **Appendix A: List of Items to Email to the Resident**

- Quarantine Rules and Guidelines
- Link to the COVID-19 self-reporting form
- Contact information for the Lead RA/RLC On-Call for emergency purposes
- Confirmation of date and time to make the initial move to the quarantine room

#### “Quarantine/Isolation Rules and Guidelines”

- The resident may not leave quarantine/isolation until the prescribed period is over.
- The resident may not have any guests or visitors, including other Lynx Crossing residents or staff members enter their suite. Only prearranged persons who are assisting with personal needs will be permitted to complete the specific identified task(s) in coordination with the resident and H&D staff.
- The student will be responsible for cleaning the bedroom and bathroom areas while in quarantine. Cleaning supplies are provided for this purpose.
- In cases where the student needs trash removed the following guidance should be followed:
  - The student will call the front desk at 303-315-5271 and request their trash be removed.
  - Trash should be bagged and left outside the door.
  - The front desk will call housekeeping.
- Trash Removal will only be permitted during times when housekeeping is in the building. Work orders can be placed for issues within the room or suite; however, only urgent issues will be completed. Staff will be in touch with additional instructions for the resident in order to prepare for facilities staff to enter the suite/room to perform emergency maintenance.

COVID-19 Self Reporting Form:

[https://ucdenverdata.formstack.com/forms/covid\\_form\\_copy](https://ucdenverdata.formstack.com/forms/covid_form_copy)

Lead RA/RLC On-Call Phone Number:

(303) 416-0041



**Please contact Housing &  
Dining Staff before entry**

**Business Hours:**

**(303) 315-5271**

**Emergency:**

**(303) 416-0041**

## Case Investigation/Contact Tracing Questionnaire

If necessary, please notify your supervisor of any pertinent information (i.e. suspected or confirmed outbreak, cleaning of a location required, supervisor contacted etc.). When you complete a case, please save this form in a case file labeled as "CI\_CASE LAST NAME\_CASE FIRST NAME" on your OneDrive.

**Date of Call:**

**Date case submitted form:**

**Form That Initiated Investigation:**

- Direct contact
- COVID Self Report Form
- Call

**Case Type:**

- Suspected
- Probable
- Confirmed

**Isolation/Quarantine:**

- Quarantine
  - Date Begins:
  - Date Ends:
- Isolation
  - Date Begins:
  - Date Ends:

### IDENTIFYING INFORMATION

**Student/Staff ID:**

**Last Name:**

**First Name:**

**DOB (MM/DD/YYYY):**

**Residential County:**

**Designation:**

- Student
- Staff
- Faculty

**University/Group/Group:**

- CU Anschutz
- CU Denver

**Location of Work:**

**Department:**

**Position/Degree Type:**

CU Denver

**Supervisor:**

**Name:**

**Email:**

**CASE CONTACT INFO**

**Contact #:**

**Email:**

**Best time to call:**

- Anytime
- Morning
- Afternoon
- Night

**TEST HISTORY**

**Date Tested:**

Date of Test results:

Test Result:

Test Type:

**Location of Test:**

- CovidCheckColorado Asymptomatic Test
- Auraria Health Center
- Non-Auraria Health Center

**INITIAL SYMPTOM CHECK**

**Reported Symptoms**

- Yes
- No

Symptoms:

- Cough
- Fever
- Shortness of Breath

Max Temp:

Date of Fever Onset:

- Fatigue
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell
- Diarrhea
- Headache
- Other Symptoms:

**Date symptoms began:**

**Date symptoms ended:**

### EXPOSURE INFO/CLOSE CONTACT ELICITATION

*A close contact is someone who has been within 6 feet of an infected person for at least 15 minutes, 48 hours before the case's illness onset or since the onset of case symptoms or the occurrence of a positive diagnostic molecular test in an asymptomatic case.*

**Did you have close contact with an individual diagnosed with COVID-19?**

- Yes
- No

**Date of Exposure:**

Is this individual who exposed you, a staff or student on the CU Denver campus?

- Yes    Name:
- No

### CAMPUS QUESTIONS

**Have you been on campus since your exposure, or 48 hours before symptom onset?**

- Yes
- No

Date of last visit to campus:

Date(s) of visits to campus during infectious period:

Buildings visited per visit:

Rooms visited per visit:

Did you have close contact with a CU student or staff member while on campus?

CU Denver

Yes

Name of close contact(s):

No

If you did have a close contact event, where did this contact occur and on what date?

Location:

Date:

**Do you have housemate or partner that visits/works on campus?**

Yes

Name of housemate/partner on campus:

No

### **OTHER NOTES**

*A place for you to add anything else not covered earlier:*

## NEEDS ASSESSMENT

Refer to the Office of Case Management, Brittany Bohl, [Brittany.bohl@ucdenver.edu](mailto:Brittany.bohl@ucdenver.edu) or Doug Kasyon, Human Resources, [doug.kasyon@ucdenver.edu](mailto:doug.kasyon@ucdenver.edu)

## WRAP UP PROCEDURE

### Next action required:

- Follow up with campus contacts
- Provide report to Auraria Health Center
- Other

### Date Case Closed:

### Reason for closing case:

- Successful completion of quarantine/isolation
- No campus contact
- Hospitalized
- Other: