

# STUDENT GUIDE: RESOURCES WHILE IN ISOLATION OR QUARANTINE



UNIVERSITY of  
DENVER

## HANG IN THERE: WE'LL GET THROUGH THIS TOGETHER.

Things may feel out of control right now. You may be facing a lot of unknowns and disruptions. Try to be patient with yourself, your classmates, and your instructors during this time. Take care of your well-being first. **Use this resource as a guide to navigating college life while in isolation or quarantine.**



### GETTING SUPPORT

- If you haven't already done so, please notify your family that you are in isolation. Please also consider completing the online FERPA release at [www.du.edu/registrar/privacy](http://www.du.edu/registrar/privacy) so that staff can speak with them if they (or you) have questions
- A member of the DU COVID-19 response team will outreach to assist you with:
  - support with connection to resources
  - connection to Student Outreach & Support ([SOS](#)) for ongoing case management needs
  - support with communication to faculty
- Your "home" RA will continue to involve you in group activities, virtually (which most events are anyway)
- For COVID-related academic questions, please email [uap@du.edu](mailto:uap@du.edu)



### DU QUARANTINE/ISOLATION HOUSING

There are 3 basic categories of temporary, COVID-related special housing at DU:



Students in isolation or quarantine can reach the Housing Protocol Team by calling or texting 303-453-9312 or emailing [housing.hp@du.edu](mailto:housing.hp@du.edu).

CATEGORY	SUMMARY	ORDERED/LIFTED BY	DURATION
<b>ISOLATION</b>	Students who have tested positive, and/or are showing mild symptoms	DU COVID Team: <a href="mailto:covidcoordinator@du.edu">covidcoordinator@du.edu</a> 303-656-7137	Usually 10 days, depending on symptoms
<b>QUARANTINE</b>	Students who have direct exposure to a positive case, regardless of their own test	DU COVID Team: <a href="mailto:covidcoordinator@du.edu">covidcoordinator@du.edu</a> 303-656-7137	Usually 14 days (regardless of test), as this fully encompasses virus life cycle
<b>LOCATION RESTRICTION</b>	Students involved in behavior that may have put them at risk of exposure (eg parties); usually required to remain-in-room	Student Rights & Responsibilities ( <a href="mailto:studentrightsresponsibilities@du.edu">studentrightsresponsibilities@du.edu</a> ) ; Campus Safety (HRE and HCC are not involved)	Student meeting conditions in order, often including getting COVID test



## SYMPTOM CHECKING (DAILY!)

Ensure you are conducting daily symptom checking via <https://go.du.edu/covidqustr> or the [Everbridge app](#).



## MEDICAL ASSISTANCE

If you have reported symptoms, Health and Counseling Center (HCC) medical staff will arrange a daily connection. If you're not feeling well, call them at 303.871.2205; stay on the line to speak with an on-call staff if after business hours.



## MENTAL HEALTH ASSISTANCE

In addition to the HCC, you can also access free mental health support via the My Student Support Portal: <https://us.myissp.com>. Group counseling and workshops are also available to students. Full information on group offerings can be found at <https://www.du.edu/health-and-counseling-center/counseling/programs-group.html>



## MEAL DELIVERY

- You can receive up to 3 meals a day, so long as you order by 2 pm daily, for the next day's meals: [https://udenver.qualtrics.com/jfe/form/SV\\_cByPwLC1m0uRhad](https://udenver.qualtrics.com/jfe/form/SV_cByPwLC1m0uRhad)
- Complete the order immediately, and daily.
- We'll work with you to fill any meal gaps before this kicks in, but aren't able to guarantee we can provide ongoing meals if you don't order.
- Dining services will knock on your door to let you know the food has arrived; please retrieve it promptly.
- Beyond compostable sets provided, we also have plates, bowls, mugs, and cutlery available; please request. [www.tinyurl.com/qirequest](http://www.tinyurl.com/qirequest)
- If you are on a DU or Chapter dining plan already, ordered meals will be deducted from your plan. (Please select your Chapter on the order form, if applicable.)
- If you don't have a DU meal plan, you can order the 50 meal "commuter" plan via [www.du.edu/pioneercard/yourcard/mealplans.html](http://www.du.edu/pioneercard/yourcard/mealplans.html)



## NEEDED ESSENTIAL ITEMS



- If you realize you need something you didn't bring with you, request it via [www.tinyurl.com/qirequest](http://www.tinyurl.com/qirequest) and we'll try to get it to you, as quickly as we can. This is not a 24/7 delivery service.
- If you are running out of your prescriptions or have questions about medications, call the HCC at 303-871-2205.
- Important mail/packages can still be delivered to your regular campus address. (Note: Students in isolation cannot receive any deliveries to their temporary housing except from Sodexo and DU Staff.) Use the form to let us know it has arrived and we'll get it to you.
- Please note that staff and services are only available during business hours, so our response won't be immediate—please plan ahead. We'll get to you as quickly as we can! For urgent essential needs, please call 303.453.9312.



## PACKAGES AND DELIVERIES

Students can receive non-perishable mail and packages to their regular campus address. Quarantine students can receive front-door direct deliveries at their temporary location. Isolation students cannot (because of infection risk), and so should not order perishable items as there will be a delay in getting it to you.



## ACADEMIC COACHING

Academic Coaching is an opportunity where you can meet one-on-one with a trained Academic Coach to improve your performance in college. The topics you'll cover together include: goal setting, time management, stress management, study skills, discovering your strengths, and connecting you to additional resources. (Undergraduate students only)



[www.du.edu/studentlife/advising/successresources](http://www.du.edu/studentlife/advising/successresources)



[ace@du.edu](mailto:ace@du.edu)



303-871-2455



Schedule your remote academic coaching appointment:

<https://isarsgrid.du.edu/eSARS/SLAcademicAdvisingGRCNSL/eSARS.asp?WCI=Init&WCE=Settings>



## CAMPUS ACTIVITIES

Many student events and opportunities are online this year; students in isolation or quarantine can find and participate at <https://crimsonconnect.du.edu>



## ADDITIONAL RESOURCES

- DU updates on COVID-19: <https://www.du.edu/coronavirus>
- Student Outreach and Support: <https://www.du.edu/studentlife/studentsupport/>
- Services for Students with Disabilities: <https://www.du.edu/studentlife/disability-services/>
- Identity-based support or support connected to Diversity, Equity, and Inclusion: <https://www.du.edu/diversity-inclusion/media/documents/dei-reopening-resources.pdf>
- Academic Advising (undergraduate only): <https://www.du.edu/studentlife/advising/>
- OTL Remote Learning Resources: <https://otl.du.edu/academic-technology/keep-learning-remotely/>
- Canvas how-to's: <https://canvas.du.edu/courses/108969/pages/student-resources>
- IT help (technical issues): <https://www.du.edu/it/contact>
- Campus Safety: <https://www.du.edu/campusafety/>



**ACADEMIC AFFAIRS**  
**WWW.DU.EDU/ACADEMICAFFAIRS**  
**UAP@DU.EDU**



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