

# So You Are Quarantined/Isolated, WHAT'S NEXT?

Common Questions for Residents in On-Campus Housing Quarantine Protocol



# Housing Quarantine Support Number

## Text (510) 999-6461

- Residents in quarantine on-campus can contact support number for:
  - Quick Questions
  - Changes in to need in meal delivery
  - Request for mail drop-off
  - Request for grocery drop-off
  - Locked out of bedroom or bathroom
  - Notification for medical trip - i.e. Urgent CARE, medical appointment, required testing.
  - Change decision to quarantine off-campus
  - Urgent Counseling request
- Available during and non-business hours. NOTE - We ask that non-urgent inquiries can be kept to next business day.

# Quick Terms

- **SELF-QUARANTINE:** Refers to those exposed to someone COVID positive. By definition, all residents in same apartment are same “household,” and if one resident is COVID positive, all suitemates are COVID exposed and may need to self-quarantine.
- **SELF-ISOLATE:** Refers to those that tested COVID positive.



# Self-Isolation (COVID +) Clearance Date

## Tested COVID Positive?

- Minimum 10 day in isolation
- Housing must received medical clearance note.
- Medical clearance note must reflect:
  - Specific clearance date must clearly be listed
  - Clearance date must honor minimum of 10 days if isolating at on-campus Student Housing
- Upon clearance, resident must not have a fever, and if applicable, all symptoms must have decreased

### **Why is On-Campus Student Housing at 10 days?**

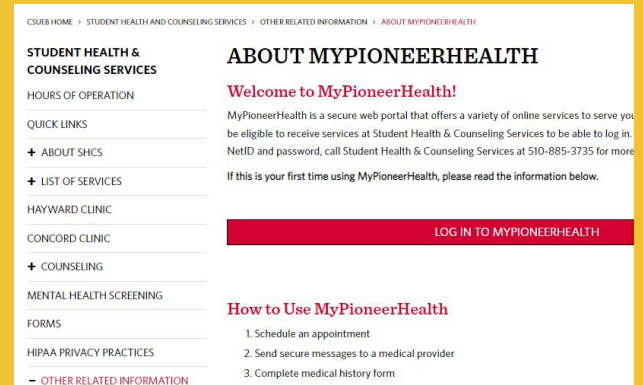
Due to shared communal living environment and COVID risks associated with sharing space in residential community, Student Housing requires minimum 10 days. A medical provider can inform you when to begin the count for 10 days.



# Medical Note from On-Campus Student Health Center

## Medical Note for Clearance (Required for all COVID Positives)

- Medical note can be received by the on-campus Student Health Center
- Appointments can be made online at anytime. [Click here](#). Do NOT wait until day 10 to try to request an appointment.
- Provide this information to the medical team:
  - You are on-campus Housing resident
  - Test date, test type (PCR or antigen), test results
  - Symptoms or No Symptoms
- Request specifically for a medical note (should look like a letter) that has a set clearance date.
- Send to Student Housing to be cleared of quarantine



The screenshot shows the MyPioneerHealth website. At the top, there is a navigation bar with links: CSUEB HOME, STUDENT HEALTH AND COUNSELING SERVICES, OTHER RELATED INFORMATION, and ABOUT MYPIONEERHEALTH. Below this, the main content area is divided into two columns. The left column contains a menu with the following items: STUDENT HEALTH & COUNSELING SERVICES, HOURS OF OPERATION, QUICK LINKS, ABOUT SHCS, LIST OF SERVICES, HAYWARD CLINIC, CONCORD CLINIC, COUNSELING, MENTAL HEALTH SCREENING, FORMS, HIPAA PRIVACY PRACTICES, and OTHER RELATED INFORMATION. The right column features the heading 'ABOUT MYPIONEERHEALTH' followed by a 'Welcome to MyPioneerHealth!' message. Below the welcome message, there is a paragraph explaining that MyPioneerHealth is a secure web portal for online services and provides contact information for Student Health & Counseling Services. A red button labeled 'LOG IN TO MYPIONEERHEALTH' is positioned below the text. At the bottom of the right column, there is a section titled 'How to Use MyPioneerHealth' with a three-step list: 1. Schedule an appointment, 2. Send secure messages to a medical provider, and 3. Complete medical history form.

**NOTE** - Should you opt to get medical clearance from off-campus provider, you are welcome to do so, but on-campus Housing quarantine standards remain at 10 days due to shared risk of communal living. If you opt to use an earlier release date to return to other activities (i.e. work, extracurricular activities), you will need to move off campus until the 10 day has been cleared.

# Self-Quarantine (COVID Exposed) Clearance Date

Required to self-quarantine due to COVID Exposure & Over 6 months from Modern & Pfizer vaccination or Over 2 months from J&J and not boosted.

- Quarantine for 5 Days AND
- Take on-campus antigen/PCR Test on Day 5 AND
- Proof of negative PCR test results sent to Housing

## NOTE:

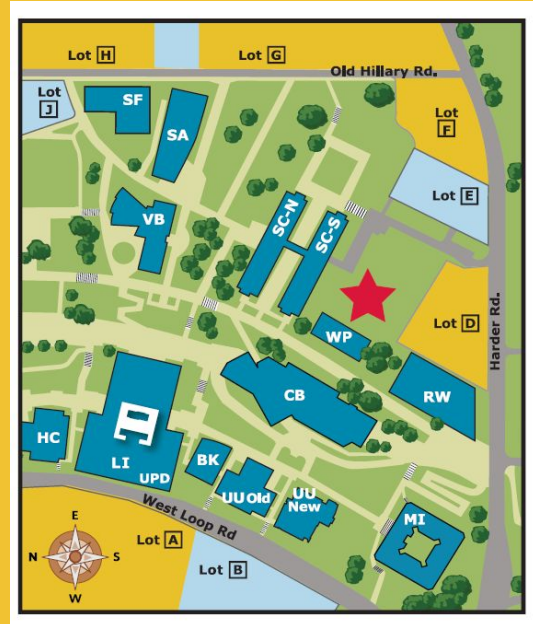
- Negative antigen rapid test will not clear you of quarantine. However, should you receive a positive result, we can immediately get further support for you
- Given PCR test demands and lab processing time, anticipate your quarantine to be 6-10 days.

# Who should get COVID Testing?

- **ONLY COVID EXPOSED Residents** - If you have been exposed to COVID, you should get testing on Day 5 from COVID exposure. For those exposed, only a negative PCR test will clear you from your quarantine after you have quarantine for 5 day minimum.
- If you are COVID positive, you are not required to get testing. Should you get testing, you will still need to self-isolate until Housing has received a medical letter. NOTE - As an on-campus resident, you are required to self-isolate for minimum of 10 days.

# On-Campus COVID Testing

- FREE
- No Appointment Needed
- Use: **EBHousing** for Office Location Code
- Immediately inform Student Housing if your results are COVID Positive
- [Click Here](#) to learn more





# QUARANTINE & ISOLATION BLUES?

**You are not alone!**

- Request a Counseling Appointment at <https://health.csueastbay.edu> or call (510) 885-3735.
- [Join a Counseling Group session](#)
- Contact Housing Quarantine Support **(510) 999-6461** for urgent after-hours support



***Seek Support***

# FOOD OPTIONS

01

## Pioneer Kitchen

Housing can facilitate meal drop-off for you. Should your meal plan does not support your request, emergency funds can be provided.

02

## Grocery Delivery

Residents can self order groceries from preferred vendor (i.e. Instacart or Amazon fresh), and Housing can support 1 time drop-off. Housing staff will pick up from curbside and bring directly to door.

03

## Individual Non-PK Meal Delivery

Should you have a fellow resident who can support dropping off food or picking up delivered curbside items (i.e. UberEats or DoorHub), you are welcome to arrange so. Housing does not have availability to do these types of drop-off.

04

## Campus MicroMarket

Basic toiletries, snacks, and medicine be arranged for purchase from the micromarket. Email [Chartwells.CSUEB@gmail.com](mailto:Chartwells.CSUEB@gmail.com) to learn more, and Housing will facilitate a 1 time drop-off.



## **Got Mail?**

Use the Housing Quarantine Support Number (510) 999-6461 to text when you believe you need your mail or packaged delivered. Disregard an auto-messages that you receive about going to the mailroom.

# Changed Your Mind...

**At any time, you can change your decision to quarantine off-campus. We ask:**



- Text Housing at (510) 999-6461
- Do NOT go back to your original room. Leave from your quarantine space.
- Stay mask and keep your family & support community safe at any chosen quarantine location.
- Send medical note or PCR result at end of 10 days to clear you of your return to campus.



We wish you speedy recovery and a smooth self-isolation & self-quarantine period!

Medical note or PCR tests can be directed to [housing@csueastbay.edu](mailto:housing@csueastbay.edu)