



FAQs re: Undergraduate Student Quarantine and Isolation Care

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Updated with additional FAQs on Oct. 5, 2020

1. How will students be notified if they will need to quarantine or isolate?

The medical staff at Messiah's Engle Center will confidentially and directly notify any student who will need to either isolate or quarantine either due to their own positive COVID-19 test result, or by a member of Messiah's contact tracing team as a result of having been determined to have been in close contact with someone who is confirmed or presumed positive. Students will then be informed of their options and walked through their next steps by the professional staff of the Student Success and Engagement team.

2. If I have a negative test result, could I still be asked to quarantine or isolate?

Yes. It is important know that receiving a negative test result does not necessarily mean that you won't be asked to quarantine. If you have been in close contact with a confirmed or presumed positive person, you will be required to quarantine to protect your health and the health of others, as you may still develop COVID-19 from the identified exposure.

3. If a student receives confirmation that they need to report directly to isolate or quarantine, and they are not in their residence at the time, how will they have access to their personal belongings?

The University has a trained concierge team that supports individual students in coordinating everything that they need to begin isolation or quarantine care, including accompanying them to their care location and providing assistance with bringing them their personal items and belongings. Concierge team members also orient students and answer any immediate questions to help them settle in comfortably and to connect them to the resources they'll need during their stay.

4. Can students choose to quarantine or isolate at their own home?

If students require either quarantine or isolation care, the University is prepared to care for students according to their individual needs and situation. Students also have the option to quarantine or isolate at their own home. Whichever care location students select, they will be supported to continue their academic coursework remotely.

5. Will Messiah notify parents or guardians if a student needs to enter isolation or quarantine care?

If a student must enter isolation or quarantine care, Messiah encourages students to inform and discuss their situation with their parents or guardians. However, due to federal health and education privacy laws, the University is not able to notify parents or guardians directly.

6. **How much space does Messiah have allocated for quarantine and isolation care?**

Messiah has reserved numerous on-campus apartments in Smith Residence, and several private rooms in the Climenhaga Homestead dedicated as space for isolated or quarantined students. Depending on the specific circumstances and medical factors involved that determine how many students can be in one space together, this yields an approximate on-campus occupancy range of 28-70. Messiah also has access to additional apartments at Oakwood Hills, the university-affiliated apartment complex adjacent to campus, which is housing other students this semester. And, Messiah has a scalable arrangement to contract additional private room space as needed for students in partnership with a national hotel brand located near campus. Messiah continues to secure appropriate space to provide isolation and quarantine housing for students who need it. It is important to note that on-campus space is prioritized for confirmed COVID-19 positive (isolation) students. Other campus-related housing, i.e., off-campus apartment or hotel space, is used for close contact quarantine/observation.

7. **Can students select where they want to quarantine or isolate?**

Students can select whether they want to quarantine/isolate at their own home or through the University. If students choose on-campus or campus-related housing, the University will determine their housing assignment based on the student's individual medical needs within available placements.

8. **Can students continue their academic studies in quarantine and isolation?**

Yes. Whichever isolation or quarantine location students select, they will be supported to continue their academic coursework remotely.

9. **How is Messiah caring for students' needs in quarantine and isolation?**

Housing: Whether living in on- or off-campus housing, students are provided with furnished spaces that are properly cleaned and disinfected, and equipped with Wi-Fi and air conditioning. Messiah also provides students with the basic amenities they need for daily living, i.e., toilet paper, dish soap/towels, soap/shampoo, dishes/pans, trash cans/bags, linens, etc. If students are assigned to off-campus housing, Messiah additionally assists with student transportation as needed.

Meals: Students order their meals each day online, choosing from Lottie Nelson Dining Hall's daily menu offerings. Each student's meals are no-touch prepared in Lottie Nelson, packaged, delivered and placed at the room door for all students housed in quarantine and isolation locations, even those off-campus.

Healthcare: Depending on their individual medical situation and location, students are cared for daily either via on-site or via telehealth by campus medical staff. All students are monitored by, in conversation with, and connected to the University's medical staff during their isolation or quarantine care.

Laundry: Whether living in on- or off-campus housing, students are provided with contactless laundry service by the University.

Emotional care/well-being: in addition to being in daily contact with the University's medical staff, all students in quarantine or isolation housing are assigned a resident director (RD) who lives onsite and stays connected with the students to ensure that they are doing well and receiving what they need for their emotional health and overall well-being.

10. Will there be Messiah staff living with students who are quarantining or isolating off-campus?

Yes, whether students are in isolation or quarantine care on or off campus, there is a University resident director (RD) living onsite who is assigned to help care for, and stay connected with students and their needs. Messiah is committed to helping students who are in quarantine or isolation know that they are an important part of the campus community, and to help them feel as connected as they can while temporarily studying remotely.

11. Will students be allowed to return to their normal residences and routine once they are cleared? What are Messiah's clearance protocols for quarantined and isolated students?

Yes, once students in isolation or quarantine are recovered and/or cleared, generally after a 14-day timeframe, they may return to their campus residence and/or on-campus classes.

[Read the Engle Center's clearance protocols.](#)