

COVID-19 Relocation Protocol

INITIAL COMMUNICATION

Schiffert Health Center will serve as the coordinating party for all on-campus student COVID-19 concerns. Students experiencing symptoms of COVID-19 or concerned about possible exposure to COVID-19 should contact Schiffert Health Center at (540) 231-6444.

Upon evaluation, Schiffert Health Center will determine the following:

- *Whether isolation or quarantine is necessary*
- *The method by which said isolation or quarantine is to be conducted*
- *The length of the isolation or quarantine period*

Any student directed to relocate will have the same expectations for the duration of their isolation or quarantine period - regardless of whether they are isolation or quarantining. These expectations include:

- *Remain in their room for the duration of the isolation or quarantine period - except in the case of emergencies or pre-approved activities such as Schiffert appointments or courtyard time.*
- *Wear a mask for the duration of transport to isolation or quarantine space.*
- *Wear a mask when opening the door to retrieve food or mail items.*

Isolation Definition: The act of separating people with a contagious disease from people who are not sick, completely eliminating movement within the community while contagious. During the isolation period, these individuals are to avoid all contact with others. They should stay in their designated isolation space at all times, except in the case of emergency or pre-approved activities as described below.

Quarantine Definition: Separating people who may have been exposed to contagious disease while determining if they have been infected. During the quarantine period, movement is restricted, but not eliminated. These individuals should avoid all unnecessary contact with others.

Depending on the level of exposure, as determined by a medical professional, students will need to relocate to a separate, designated quarantine space. In rare cases, students may also be directed to quarantine in their own room. As a note, all roommates of students who are isolated will be relocated to a designated quarantine space.

PREPARING FOR RELOCATION

Should Schiffert Health Center determine there is a need for an on-campus student to be moved from their traditional housing assignment, Schiffert Health Center will notify the Student Affairs Student Advocate Team. They will work with the student and their family to determine whether the student will complete their isolation or quarantine period at their permanent address or in a designated on-campus facility.

If a symptomatic student receives a positive COVID-19 test result while in isolation and/or quarantine, they may be moved to a new room assignment and matched up with another student who has also received a positive test result.

If a student will relocate on campus, instructions on how to retrieve needed items from their regularly assigned space will be provided by their Student Advocate. The student will be required to bring clothing, medication, toiletries, hairdryer, school supplies, chargers, and other needed personal items to the relocation space with them. We also recommend that they bring their own pillow. A full itemized packing list can be found [here](#).

While the student retrieves their items, Housing & Residence Life will assign the student to their new space. New Hall West, East Eggleston, and Donaldson-Brown (the Graduate Life Center) will provide relocation spaces for students directed to isolate/quarantine. Once the relocation space has been determined, the student will be given access to their new space and contacted via phone and/or email with their room assignment. They will be able to use their Hokie Passport and regular pin to enter the space.

Specific instructions for entering their isolation or quarantine space will be sent via email to the student, and are as follows:

New Hall West

You will access your room in New Hall West with your normal pin and enter the building using the instructions below:

- *Wear a mask and maintain social distancing for the duration of self-transport.*
- *Enter the building through the main lobby doors across from Harper Hall and proceed directly up the elevator or stairs to your assigned space.*
- *If you have questions or need assistance, you can stop by the front desk and ask! The New Hall West front desk is staffed Monday-Friday from 11:00am-7:30pm, Saturday from 9:00am-7:00pm, and Sunday from 11:00am-3:30pm.*
- *Ensure you are the only one in the elevator.*

East Eggleston

You will access your room in East Eggleston with your normal pin and enter the building using the instructions below:

- *Wear a mask and maintain social distancing for the duration of self-transport.*
- *Walk as if you are going from Owens Hall to Squires Student Center. There is an archway on the path that connects East Eggleston to Main Eggleston. Under this archway, there is a door on the East Eggleston side of the archway. Please go in this door and up the stairs. There is also a door directly across from Hokie Grill that you are permitted to use.*
- *DO NOT use the door in the center of the building. This does not connect to the residential section of East Eggleston.*
- *If you have questions or need assistance, you can stop by the front desk and ask! The East Eggleston front desk is staffed Monday-Friday from 11:00am-7:00pm, Saturday from 9:00am-3:00pm, and Sunday from 11:00am-3:00pm.*
- *Ensure you are the only one in the elevator.*

Donaldson-Brown (the Graduate Life Center)

You will access your room in Donaldson-Brown with your normal pin and enter the building using the instructions below:

- *Wear a mask and maintain social distancing for the duration of self-transport.*
- *Enter the building through the main lobby door across from the CID construction. Turn right down the hallway. Walk all the way down the hallway until you get to the stairs. Before you go up the stairs, there will be an elevator on your right.*
- *NOTE: This is a single elevator. If you are trying to go up the double elevators, you are in the wrong place and your card won't work.*
- *Ensure you are the only one in the elevator.*

WHILE IN RELOCATION SPACE

LINENS AND BASIC SUPPLIES

Sheets, towels, and basic necessities such as cleaning supplies and paper products will be provided in an emergency kit that will be placed in the relocation space prior to student arrival.

FOOD

Students will retain access to dining options while in their relocation space through coordination between Dining Services and Housing and Residence Life. A student's dining plan will be used for payment. There will be no contact with students in isolation or quarantine. Students are expected to wear a mask whenever they open their door to receive food items. Students have also been provided with non-perishable snack items in their emergency kit.

New Hall West:

Students in relocation should submit their selections to [this form](#) by 8:00pm the day before meal delivery. Students should be sure to submit this form daily and log in with their VT email account when they submit the form. Food will be delivered right outside the student's door. If students in New Hall West want a special order from one of our on-campus dining centers, they can place their order via the Grubhub app and arrange for a friend to pick it up and bring it to the front desk in the building they're relocated to. The front desk staff will deliver it. After-hours deliveries (when the isolation/quarantine front desks are closed, see hours below) are not permitted.

East Eggleston:

Students in relocation should submit their selections to [this form](#) by 8:00pm the day before meal delivery. Students should be sure to submit this form daily and log in with their VT email account when they submit the form. Food will be delivered to Room 219 in East Eggleston where it can be picked up by the student. If our staff is still delivering when they stop by Room 219, please wait and come back when they're done! If students in East Eggleston want a special order from one of our on-campus dining centers, they can place their order via the Grubhub app and arrange for a friend to pick it up and bring it to the front desk in the building they're relocated to. The front desk staff will deliver it. After-hours deliveries (when the isolation/quarantine front desks are closed, see hours below) are not permitted.

You can view menu options and nutrition information for New Hall West and East Eggleston [here](#) (please note that menu options are subject to change).

Food Delivery Schedule for New Hall West and East Eggleston:

Breakfast: Delivered between 9:00-10:00am

- Monday, Wednesday, Friday, Saturday & Sunday will be a continental style meal provided by Owens Food Court (540) 231-7225.
- Tuesday & Thursday breakfast will be provided by Turner Place (540) 231-5948.

Lunch: Delivered between 12:30-1:30pm (T, Th) and 11:30am-12:30pm (M, W, F, Sa, Su)

- Monday, Wednesday, Friday, Saturday & Sunday will be a continental style meal provided by Owens Dining Center (540) 231-7225.
- Tuesday & Thursday lunch will be provided by Turner Place (540) 231-5948.

Dinner: Delivered between 5:00-6:00pm

- Hot meal provided by Owens Dining Center (540) 231-7225.

Donaldson-Brown (the Graduate Life Center):

All food must be ordered from the Squires Food Court (ABP and Burger '37) through the Grubhub

app. Mark in the comments for your order that it is for delivery, and list your room number (i.e. “This order is for delivery. Please deliver to DB room 415.”) Call (540) 231-1765 to confirm your order has been placed successfully. Food will be delivered right outside of your door.

Ordering Windows for Donaldson-Brown (the Graduate Life Center)

Monday-Friday

Breakfast: by 8:00am

Lunch: between 12:45pm and 1:45pm

Dinner: between 5:00pm and 6:00pm

Saturday-Sunday

Brunch: between 10:15am and 10:45am

Dinner: between 4:45pm and 5:15pm

Special off-campus food deliveries (only for students in New Hall West and East Eggleston): We’re happy to announce that students can now receive food deliveries from local restaurants through Door Dash, Instacart, Dominoes, etc. during Front Desk hours! The person making the delivery will need to call the front desk when they arrive. At New Hall West, they can come into the lobby and drop the food off at the front desk; at East Eggleston, staff will meet them outside by the Eggleston Arch. The delivery person must know the student’s room number.

ISOLATION ASSISTANTS

Isolation Assistants (IAs) provide social and emotional support to students who are relocated on campus - similar to a Resident Advisor (RA) in a traditional residence hall. All students residing in an on-campus relocation space are assigned an IA.

Isolation Assistants meet with students in individual and group settings during their stay and also facilitate regular, virtual activities for all relocated students including game and movie nights. We encourage all relocated students to be on the lookout for information from their IA regarding engagement opportunities!

Additionally, Isolation Assistants serve in on-call rotation to provide support and assistance to relocated students when university offices are closed. Students will receive information on how to contact the IA On Call upon being moved to their relocation space.

TRASH REMOVAL

Trash bags are provided to students in the emergency kit in their room. Residents should place trash bags outside their doors for removal by 8:00am. The Housekeeping Department will be conducting trash pick-up in New Hall West and East Eggleston seven days a week.

LAUNDRY

Residents are provided a small supply of laundry detergent in their emergency kit. To the extent possible, we encourage residents to use this detergent to wash necessary items in their sinks and air dry them during the isolation period. If it is absolutely necessary for laundry to be removed from the isolation space to be washed, residents should reach out to Housing and Residence Life via housing@vt.edu.

MAIL

Students are able to receive mail while relocated. Guidelines and requirements for package delivery can be found [here](#).

STUDENT ADVOCATES

All students requiring relocation will be assigned a Student Advocate. This Student Advocate will serve as their single point of contact for the duration of their isolation/quarantine stay. Advocates will check in with students daily and work with the Dean of Students Office and campus partners to address students' needs and concerns. We encourage students to maintain open and honest lines of communication with their Student Advocate so we can provide them with the best care possible.

GETTING OUTSIDE

Students wishing to get outside to get some fresh air have the ability to sign up for a time to do so. This process varies by location, so options are dependent on which building a student is assigned to for their relocation period.

New Hall West: Students have the opportunity to utilize the courtyard area behind the building during pre-determined times. There are different times for students who are quarantining, COVID-19 presumed positive, and COVID-19 positive.

To utilize the courtyard, students should follow these steps:

Signing Up

- Visit their StarRez Portal
- Select "TimeSlots" from the top menu
- Select "Courtyard Scheduling" from the drop down menu and "proceed to selected timeslot process"
- Select the appropriate day
- Select a timeslot
- Confirm the timeslot

***Sign-ups close at midnight the day prior to the timeslot.

Arrival for Timeslot

- Leave room at beginning of timeslot
- Proceed to NHW lobby and check out at front desk
- Follow desk attendant's instructions for entering the courtyard space

Return Following Timeslot

- Return to front desk and check in with the front desk attendant
- Proceed back to room

East Eggleston:

Students in East Eggleston will have the opportunity to sign up to join a walking group. This signup will be sent to students via email.

FRONT DESKS

Front desk areas will be staffed during designated hours to welcome and assist students in isola-

tion and quarantine. Students can contact the desk by calling the number below at the following times.

New Hall West: (540) 739-0200

M-F 11am-7:30pm

Sa 9am-7pm

Su 11am-3:30pm

East Eggleston: (540) 739-0207

M-F 11am-7pm

Sa 9am-3pm

Su 11am-3pm

Donaldson-Brown (the GLC) does not currently have a front desk. Students in DB can contact the Housing and Residence Life Main Office at (540) 231-6205 with questions.

CHECKING OUT OF RELOCATION SPACE

Once the quarantine or isolation period has ended, students will return to their regularly assigned rooms. Students will receive an email the evening prior to their release date with instructions for leaving their on-campus relocation space. Students will be instructed to leave their relocation space by 11:00am on the day isolation or quarantine ends and place all emergency kit items back in the tub. Students will also place all linens in the provided plastic bag. Students will leave emergency kits and the bag of linens in their rooms.

FREQUENTLY ASKED QUESTIONS

Can students leave the relocation space after they move in?

No. It is vital that students maintain community safety by remaining in the relocation space. If they are in a mandated isolation or quarantine period and break protocol by leaving their relocation space (outside of emergency situations, such as fire alarms, and/or pre-approved activities, such as courtyard time), they will face consequences through Student Conduct. We receive an automatic email notification if a student leaves their relocation space.

Can students test out of isolation or quarantine with a negative COVID-19 test?

More information is forthcoming about this.

How can students in relocation get fresh air and exercise?

We have developed a process by which students can sign up to leave the building for some fresh air. These processes vary based on a student's relocation space assignment. Details about this program will be sent to the student via email. Students can also take advantage of a free pass to wellness events and virtual offerings from [VT Rec Sports](#). Offerings include:

- **Virtual Group Exercise (Live Classes)** - Formats include: Yoga, Pilates, CXWORX, HIIT, Barre, Core Conditioning and Cardio Dance. The classes require minimal to no equipment. Classes are offered at a variety of times during the day and offered 7 days a week. You can view the weekly schedule [here](#). While in isolation, you can request free access to this virtual group exercise program.
- **HokieFit Workouts** - Designed by Virginia Tech Personal Trainers, these workouts can be done on your own schedule. The [HokieFit 2-week kickstart](#) workouts include 2-weeks of workouts and require minimal to no equipment so they can be done in your own home, apartment, or residence hall. No sign up is required.

- **Virtual Escape Room** - Test your Virginia Tech trivia to save the Hokie Bird in our [Virtual Escape Room](#)! The objective of a typical escape room is to navigate through themed rooms by finding clues and solving puzzles. The Rec Sports Virtual Escape Room recreates this experience by taking you through a written adventure along with pictures, videos, and multiple-choice questions. Users can complete this escape room individually or compete against friends. Simply work together or enter the challenge separately and see who can escape first!

We ask that you keep your windows closed. In air-conditioned spaces, mold is frequently caused by open windows (humid outside air mixing with cooler “conditioned” indoor air)

How do you send packages to a student in relocation?

Guidelines and requirements for package delivery can be found [here](#).

If a student has to miss a class due to relocation, will they receive absence verification?

Please notify your Student Advocate of any academic concerns. They will help you work with the Dean of Students Office to get absence verification should you need to miss class due to your illness.

Should roommates and hallmates of students that test positive follow any stricter procedures while remaining in their current residence?

Roommates of students who are directed to isolate or test positive will be relocated to a designated quarantine space on campus through the protocol delineated above and expected to remain in their relocation space for the duration of the isolation or quarantine period.

Additionally, the Virginia Department of Health (VDH) is conducting all contact tracing. Should VDH determine a hallmate or friend is at risk, that student will receive direct outreach and direction from Schiffert Health Center and/or Virginia Department of Health regarding the need to isolate or quarantine. Learn more [here](#).

What cleaning protocols are in place?

Isolation and quarantine rooms are treated with a Brutab-6S cleaner (a bleach alternate which is effective against a broad spectrum of viruses, including coronavirus) using a cold-fog atomizer which broadly coats surfaces with a light coverage of the disinfectant, electrostatic sprayers, or wet-rag application as appropriate. The application is primarily focused on hard surfaces and high touchpoint areas such as chair backs, desks, drawer handles, door handles, common area furniture, etc. This, along with Alpha HP, are the two primary sanitizer and disinfectant chemicals used throughout the residence hall system. These chemicals are mixed according to intended usage (general cleaning, sanitizing, and disinfection) according to manufacturer specifications.

After a student has left their relocation space, the space will be thoroughly cleaned and restocked with supplies for a future occupant.

What does this mean for the roommate of a student who is required to relocate?

If you are directed to isolate (even if your test result is pending) your roommate will be relocated to a designated quarantine space on campus through the protocol delineated above and expected to remain in their relocation space for the duration of the isolation or quarantine period.

All decisions regarding length of the isolation or quarantine period are made by Schiffert Health Center. Additionally, the Virginia Department of Health (VDH) is conducting all contact tracing. Should VDH determine a hallmate or friend is at risk, that student will receive direct outreach and direction from Schiffert Health Center and/or Virginia Department of Health regarding the need to isolate or quarantine.

What if there is a fire drill or other emergency situation?

In the case of a fire or other emergency situation, please vacate the building. You must wear a face covering and maintain social distance from others during the emergency.

What support resources exist for students who have to move to isolation or quarantine?

All students relocated to designated quarantine or isolation spaces on campus will be assigned a Student Advocate who will check in with them daily. Cook Counseling Center is also offering a weekly support group for students who are isolated due to a COVID+ diagnosis. The group meets every Monday at 12:00pm. We will send the zoom link to students in isolation. Students will also be supported by their assigned Isolation Assistant.

We are also operating front desk areas that students can contact by phone for more urgent needs. The New Hall West front desk is available at (540) 739-0200 and the East Eggleston front desk is available at (540) 739-0207. Students in Donaldson-Brown (the Graduate Life Center) can contact the main Housing and Residence Life office at (540) 231-6205.

Where and how are Virginia Tech COVID-19 test results being reported?

Virginia Tech will use the [COVID-19 Dashboard](#) to keep the community informed about the number of COVID-19 test results and the number of students in on-campus isolation spaces. The dashboard will be updated on a regular basis using data from Schiffert Health Center.

Will parents receive notification of their student's test results?

All medical information will be relayed directly to your student via phone and/or secure message in their Schiffert Health Portal, in accordance to FERPA/HIPAA regulations. As usual, we will use your student's listed emergency contact should there be an emergency situation.

Will someone be monitoring relocation spaces to ensure students remain in place?

Access to the student's regular room assignment will be turned off during the duration of their isolation or quarantine stay, and we have set up an alert system that notifies us if a student leaves their relocation space. Students that are in mandated isolation or quarantine periods and break protocol by leaving their relocation space (outside of emergency situations, such as fire alarms, and/or pre-approved activities, such as courtyard time), they will face consequences through Student Conduct.