



UNIVERSITY HOUSING

## Residential Student Isolation & Self-Quarantine Protocol

### General Information and Description of Services

University Housing, in collaboration with CSUDH campus partners, will be responsible for the planning and preparing of urgent and routine health and safety services offered to on-campus residential students who have been diagnosed as COVID-positive; residential students who have had first-hand exposure to COVID positive individual(s); and residential students who have heightened concern for their safety and well-being based on health conditions and exposure to unconfirmed sick resident(s). Information provided in this document is guided by the Centers for Disease Control and Prevention (CDC), the Association of College and University Housing Officers-International (ACUHO-I), the American College Health Association (ACHA), as well as local, county and state health recommendations, and is subject to change according to any updated guidance.

**This document provides an overview of the following plans:**

- **Isolation and Quarantine Designated Spaces**
- **Maintenance of Facilities**
- **Disinfection and Decontamination**
- **Trash Removal**
- **Laundry Service**
- **Food Service Delivery Options**
- **Mail Service**
- **Safety & Security**
- **Community Notification**
- **Medical Supplies & Attention**
- **Flow Chart - Isolation Responsibilities & Responsible Members**
- **University Housing & Campus Partners Directory**
- **COVID-19 Prevention & Response Guidance, References, and Resources**

### Terminology

- **COVID Positive:** Residents have tested as COVID positive as confirmed by the University's Environmental, Health & Safety (EHS) Manager or another member of the University's COVID Response Team. The EHS Manager (or their designee) will inform the Director of University Housing (or their designee) when COVID Positive residential students have been identified as such and these residents will need to be isolated as soon as possible.
- **Exposed to COVID Positive:** Residential students who have been notified of need to self-quarantine due to high-risk exposure to COVID positive. This includes residents who share living quarters with another student who has tested COVID positive. Residents may need to move to self-quarantine as soon as possible.
- **Heightened Concern:** Residential students who have concern for their safety based on unconfirmed exposure. Residents will have alternative options presented to them. Residents should monitor their movement as outlined by CDC recommendations, such as Shelter in Place.

## Isolation & Quarantine Designated Spaces

Based on guidance from CSUDH Interim Director of Student Health Services (SHS) and Chief of Medical Services, Dr. Irina Gaal, in consultation with EHS Manager Michael Williams and other campus partners, as well as Los Angeles County Health officials, it has been determined that if a student has been confirmed as COVID positive, they are immediately to be isolated alone in their current apartment or promptly relocated to a designated single-occupancy isolation unit where they must stay for a set number of days as determined by SHS and/or EHS. The determination of days directed by the EHS Manager will be guided by the latest recommendations from the LA County Department of Public Health and the CDC. Any roommates sharing an apartment with an individual who has been confirmed as COVID Positive will be considered as having first-hand exposure, and will be required to self-quarantine for approximately fourteen days to monitor for COVID-19 symptoms. Both COVID-positive and first-hand exposed residents must remain in the designated space for the duration of the quarantine/isolation period as directed by EHS. Residents will not be permitted to leave the quarantine/isolation unit for any reason except for life-threatening emergencies (e.g., fire or gas leak) or to seek medical care.

Food, medicine, mail, and trash will all be liaised by University Housing to ensure that students can meet all isolation/self-quarantine requirements. Guests/visitors are not permitted, including friends, families, or personal caretakers; exceptions for a direct-care medical provider may be allowed at the discretion and authorization of SHS. If a residential student reaches a level of inability to care for themselves, the resident will need to be transported to a medical facility for medical attention.

Once it's determined that a resident needs to be isolated or self-quarantined, there will be a high need to limit their activity and proximity to other people. Residents who are not already the sole occupant of a University Housing apartment will be informed that they need to pack all personal items needed for an isolation or self-quarantine period and they must complete their relocation in one-trip. (Students moving to self-quarantine apartments who show no COVID-like symptoms *may* be permitted, as approved by EHS, to take at least two but no more than three trips in between units on their relocation day to ensure they have adequate clothing and resources for an expected 14-day stay). A large moving bin can be provided to students relocating for either purpose as residents should not be receiving moving help from other students or staff to avoid further exposure. When requested, a pre-cleaned moving bin will be left by University Housing staff outside of the student's current assigned apartment and should remain in the isolation or quarantine unit until after the student vacates that temporary space. Students relocated to isolation or self-quarantine units will not be permitted to return to their original space for any reason until that original space is properly sanitized and until the student's isolation or self-quarantine period is complete as determined by EHS/SHS.

University Housing has designated eight single-bedroom apartments for those residents who require relocation to properly isolate at any time during the '20-'21 academic year. (Two designated single-occupancy apartments were also set aside for this purpose during Summer 2020). To maintain a ratio of one resident to one bathroom, the isolation apartments will only have one occupant at a given period. Once a resident has cleared the appropriate isolation period – as determined and directed by EHS and SHS – and shows no symptoms, they will be given approval to return to their original apartment or provided a new space.

**Isolation apartments** are located in Building K\* which is comprised of four ground-level and four upper-level units. Ground-level units will be filled first to ensure ease of access for students with minimal need to navigate shared stairwells or decks. Each apartment is accessed from the outside through the main door. Building K is currently set aside to be unassigned for regular occupancy for the full 2020-21 academic year, and thus the isolation location is apart from the general student housing population. The following is a listing of the designated units, and each unit comes with one bedroom and one bathroom:

1. K1, K2, K3 & K4 – ground-level units.
2. K5\*, K6\*, K7 & K8 – upper-level units. (Due to ongoing structural rehabilitation repairs in Housing, including Building K, Units D5 & D6 may need to be used as alternate isolation units.)
3. B1 & B2 – ground-level units (Summer 2020 only)

**Quarantine apartments** will be assigned, as needed, on a case-by-case basis using the nearest available unit to the student(s) in need of separation; in most cases, the is expected to be an upper-level apartment.

Out of an abundance of care, should a residential student have heightened concerns for their safety based on exposure to a roommate with unconfirmed COVID symptoms, the resident will be offered a temporary space in an emergency apartment. An emergency apartment will consist of a one to two single-occupancy bedrooms with a maximum bathroom to resident ratio of 2 to 1. Each of these emergency apartments will hold two residents at maximum. As these emergency housing spaces are not designated as isolation units, no additional accommodations will be provided beyond general services offered to all on-campus residents. For this COVID-related protocol, emergency apartments will be any vacant clean and safe-to-occupy units available for University Housing to assign at the time of these requests. Minimally, there will be at least two available units identified and set aside for this purpose during the academic year.

**Keys** for all isolation and quarantine units will be prepared by University Housing staff without direct or close contact to the student(s) receiving keys. Bedroom keys for the one-bedroom isolation units will be intentionally preset in the bedroom keyhole to limit human contact further and avoid lock issues/bedroom lockouts. Keycards to access the front door of an activated isolation unit will be 1. encoded/prepared by University Housing staff in advance of occupancy and 2. placed on the kitchen table of the empty isolation unit, leaving the front door of the unit unlocked approximately 10-20 minutes before the incoming COVID-positive student is prepared to move in, as coordinated by the Associate Director of Residential Life, or another University Housing manager or designee. Key sets for quarantine or emergency housing units will include a paper envelope with a temporary access card for the front door of the apartment and a hard key for the assigned bedroom door. Any unassigned/unused bedrooms will remain locked for the duration of the temporary quarantine assignment. New keys for quarantine or emergency housing units will also be dispersed to residents through a contactless method. It is advised to have the key packets set on the kitchen table of the unit, with the front door temporary left unlocked, at a specific designated time window for the resident(s) transitioning into the new space. Staff can confirm pick-up via phone call, text messaging, or email. At the conclusion of any temporary relocation, temporary keys and key cards should be thoroughly wiped with sanitizer and promptly returned to Housing Administration by using the secure key-drop slot located inside the Building A Laundry Room. Alternatively, keys may be left inside a temporary unit at the end of any isolation period.

Dissemination of keys will be arranged by the Associate Director of Residential Life. Access and keys preparation will be arranged by the Associate Director of Housing Operations & Administrative Services. For urgent access needs outside of normal business hours, the Res Life Professional On-Duty should be contacted.

### **Isolation Unit Provisions & Preparations**

Each isolation unit should be furnished and pre-stocked with the following items:

- A single, XL-twin bed; a chest of drawers, a desk, a desk chair, a kitchen table, and fully working kitchen;
- WiFi via Spectrum service; (basic cable hookup is available, and some TVs may be provided in the living room as donations allow);
- One microwave;

- One Air Purifier with HEPA Filter, UVC Sanitizer and Odor Reduction;
- Kitchen utensils and disposable plates and cutlery;
- Bottled water;
- Fresh bedsheets, two pillows, and a blanket;
- A washable bathmat;
- Toilet paper;
- Paper towels;
- Bathroom soap and washcloths;
- Kitchen soap and sponge;
- An indoor trash container with a closed lid;
- An outdoor trash container with lid;
- Extra trash liners;
- Disinfectant surface cleaners;
- Disinfecting toilet bowl cleaner;
- A bathroom cleaning sponge;
- One toilet scrub brush, plunger, mop, and bucket;
- Hand sanitizer;
- A thermometer (to be disposed of or retained by the student at the end their temporary stay)
- Large, heavy-duty transparent bags to be used to bag clothes to be laundered.
- A listing of helpful University Housing Contacts and Campus Resources

### **Quarantine Unit Provisions & Preparations**

Each quarantine unit should be furnished and pre-stocked with the following items:

- A single, XL-twin bed; a chest of drawers, a desk, a desk chair, a kitchen table, and fully working kitchen;
- WiFi via Spectrum service;
- An indoor trash container with a closed lid;
- An outdoor trash container with lid;
- Disinfectant surface cleaners;
- Hand sanitizer;
- One toilet scrub brush, plunger, mop, and bucket;
- A thermometer (to be disposed of or retained by the student at the end their temporary stay)
- Large, heavy-duty transparent bags to be used to bag clothes to be laundered.
- A listing of helpful University Housing Contacts and Campus Resources

### **Maintenance of Facilities**

Housing Facilities personnel must inspect any temporary unit's kitchen and bathroom for potential plumbing concerns prior to temporary occupancy. All lighting/electrical and kitchen appliances must be verified to be in good working condition before any resident is assigned to isolation or quarantine. Each unit will be provided with a plunger, mop, and bucket in case of minor issues.

Should a maintenance issue arise, alternative solutions must be explored to minimize risk of personnel entering the unit to perform repair. EHS shall be consulted before any staff enters occupied isolation or quarantine units. After hours concerns must be directed to the Housing Facilities Manager on Call (Alicia Amerson or Lan Lu) who will coordinate response with EHS.

## **Disinfection and Decontamination**

Any apartment occupied by residents who tested COVID Positive will be fully disinfected after the individual(s) vacate the space. University employees should not enter potentially contaminated units until clearance is provided post decontamination. Disinfection and decontamination of the units will be contracted through professional sanitization/disinfection services, such as Allied Restoration or ServPro. Should there be physical areas outside the unit that the individual used prior or during room transitions (i.e. common laundry rooms), EHS should be consulted immediately and those areas will need to be promptly closed off until they are disinfected and/or cleared by the EHS manager.

A thorough cleaning, including disinfection and ventilation of a unit used by self-quarantining individuals who were never showing symptoms of COVID-19 and/or did not test COVID Positive is expected to take place after a three day waiting period once the quarantining resident(s) vacated the unit; arrangements will generally be coordinated by Housing's Associate Director of Housing Facilities. University cleaning personnel may be assigned to any cleaning detail which does not require decontamination, as long as the minimum three-day waiting period is observed and all necessary Personal Protective Equipment is made available and utilized.

## **Trash Removal**

Large outdoor trash receptacles have been procured to effectively secure trash outside isolation and quarantine units. Outdoor trash will be removed after a student(s) vacates an isolation or quarantine unit, unless earlier pick-up is deemed necessary. Residents will be provided trash bags, an inside trash container, and the secondary outdoor trash receptacle which will usually be placed outside on their patio or front deck for contactless pick-up. Trash moved by the resident from indoors to the outside receptacle must be fully contained within the designated bags and tightly tied closed. Residents will be directed to sanitize sealed bags with provided spray or wipes before placing bags in their outdoor receptacle.

One indoor and one outdoor trash receptacle will be provided for each designated isolation or quarantine unit. To prevent possible odor, residents will be provided instructions to double bag waste. As residents are isolated or quarantined, they will be prohibited from leaving their space to use standard disposal areas.

Trash retrieval and disposal removal will be handled by contracted decontamination services (for isolation units) or CSUDH Custodial Housing staff (for quarantine units) as coordinated by the Associate Director of Housing Facilities and as advised by EHS.

## **Laundry Service**

COVID Positive residents, or residents who have been exposed, will be provided with large, heavy-duty transparent bags to safely secure their used clothes and personal linens for washing at the end of their isolation or quarantine period. Residents are encouraged to wait until the end of the isolation/quarantine period to take care of their laundry needs. Using on-site facilities to wash and drying all personal laundry on the highest temperature settings available is highly encouraged post isolation/quarantine.

Residents will also be offered no-cost offsite laundering services while they are in isolation or quarantine units. The service provider can clean linens, clothing, and other soft items as needed.

The availability of this service will be shared by the Associate Director of Residential Life, or designee, during the virtual check-in process, and any requested laundry service will be coordinated by the Associate Director of Housing Facilities or their designee.

Laundry for any students needing laundry service will be picked up and dropped off by the service provider at the front door of the isolation/quarantine apartment, in coordination with Housing staff, to avoid human contact and limit material contact to the specialized service provider only.

### **Food Service Delivery Options**

Those apartments designated for isolation and quarantine will be provided food service delivery options to ensure they meet isolation/quarantine shelter-in-place protocols.

Self-Funded Grocery Delivery - Residents can place orders with a preferred third-party contractor (i.e., Instacart) and coordinate with University Housing to arrange weekly delivery. Housing staff will handle the curbside pick-up and provide delivery to residents from a curb to apartment transaction. Housing staff will place groceries outside of the apartment entry door with no contact with the resident. The resident will be responsible for order/payment, potential damaged/missing/stolen items, and proper refrigeration and storage of goods delivered.

The Associate Director of Residential Life has been designated to liaise and coordinate food service delivery with isolating or self-quarantining residential students. This responsibility may be delegated or shared by other managers in Housing when necessary.

Accommodations can be made to support a resident's choice for weekly grocery delivery; however, Housing staff cannot guarantee support of daily restaurant deliveries through third party provider (i.e. UberEats, GrubHub, etc.). In the event a resident is unable or unsure how to pay for food delivery, the Associate Director of Residential Life may consult with the University's Basic Needs Coordinator/Office for assistance in helping the student meet their needs.

### **Mail Service**

Residential students in isolation or quarantine units will be offered limited office-to-door mail and package delivery. At the beginning of the isolation or quarantine stage, residents will be asked by the Associate Director of Residential Life if they are expecting important mail (such as health-related items or academic resources) and/or if they prefer to opt-out of mail delivery during their isolation/quarantine stage. If the resident requests mail drop-off during this period, mail can be delivered by Housing staff a minimum of once per week. The resident will be provided with an approximate window of time for drop-off Monday through Friday and mail/packages will be left at the apartment entry door with no resident contact.

### **Safety & Security**

Standard safety and security rounds will be conducted throughout the University Housing community by Resident Assistants (RAs) On Duty several times each evening and by University Police Officers at their discretion. For non-emergencies, concerns can be directed to the Resident Assistant (RA) On Duty via the duty phone line for triage and remote support. Should residents be in the midst of a crisis or emergency, residents must contact University Police immediately. Police or any University personnel entering an

apartment occupied by a student in isolation or quarantine must be informed so appropriate safety precautions can be taken (i.e., PPE is worn before entering the unit).

As part of a routine virtual check-in process with isolating residents, the Associate Director of Residential Life will set regular weekly contact with the resident on an agreed-upon schedule. A Resident Assistant (student staff) will also be assigned to check in with the student every few days. Contact will be done remotely in the format of phone, text, or email to provide regular connections with Housing staff.

Expectations will be shared that if a resident fails to respond to an agreed-upon schedule, and various options of check-in fails, a physical check-in may be warranted for their safety.

In addition, at the start of any student's isolation period, University Housing will notify Student Psychological Services and be provided with referrals and resources for support. Professional services offered by SPS can include but are not limited to wellness check-ins, individual counseling, group counseling, and community resources for students as needed.

Residents who self-disclose health conditions that put them at higher risk for COVID will be offered options for routine, remote check-ins by the Associate Director of Residential Life or a designee; direct health and wellness support will be referred to Student Health Services.

### **Community Notification**

In the event that a residential student(s) has been diagnosed as COVID positive, the entire campus community, including the residential community, will be notified of the confirmed case and recipients will be provided with guidelines for health and safety measures to best ensure continued campus and individual safety. The names of COVID positive individuals, whether students or employees, are not to be disclosed in any such notification messages.

When a residential student (or any member of the direct campus community) is identified as COVID Positive, the Environmental Health & Safety Manager, or his designee, is chiefly responsible for notifying the Director of University Housing, in the case of residential students, as well as appropriate members of the University's Emergency Operations Center (EOC) who will then work with University Communications staff to coordinate construction and dissemination of a timely notification. The message will be electronically sent to the campus community from the Office of The President or other appropriate office. Notification messages will inform all University students and employees about COVID-19, reiterate necessary health and safety precautions, and will include a link to the University's COVID-19 webpage.

The Interim Associate Vice President of Student Life/Dean of Students or his designee may contact a residential student's designated emergency contact if the continued safety of the student is a concern, and/or to provide that contact with information about the mandatory isolation or quarantine protocols.

### **Medical Supplies & Attention**

Residents who have tested as COVID positive and/or were exposed to another individual who tested COVID positive can request thermometers from University Housing at no additional cost; designated isolation units will automatically include a thermometer. Residents with confirmed positive tests will be required to be under isolation guidelines for the approved number of days and until there is an improvement of symptoms. A re-evaluation may be sought if desired by the student and should be requested in coordination with the Student Health Services Director and/or the EHS Manager. Residents with concerns

related to contact with a confirmed positive COVID-19 person(s), should self-quarantine for the recommended number of days in accordance with guidance issued by the CDC and as directed by EHS/SHS. During this period, or after, remote access to Student Health Center staff may be sought by calling (310) 243-3629 during regular business hours. After the appropriate number of isolation or quarantine days have passed, the student and University Housing will be notified that the student can resume normal activities.

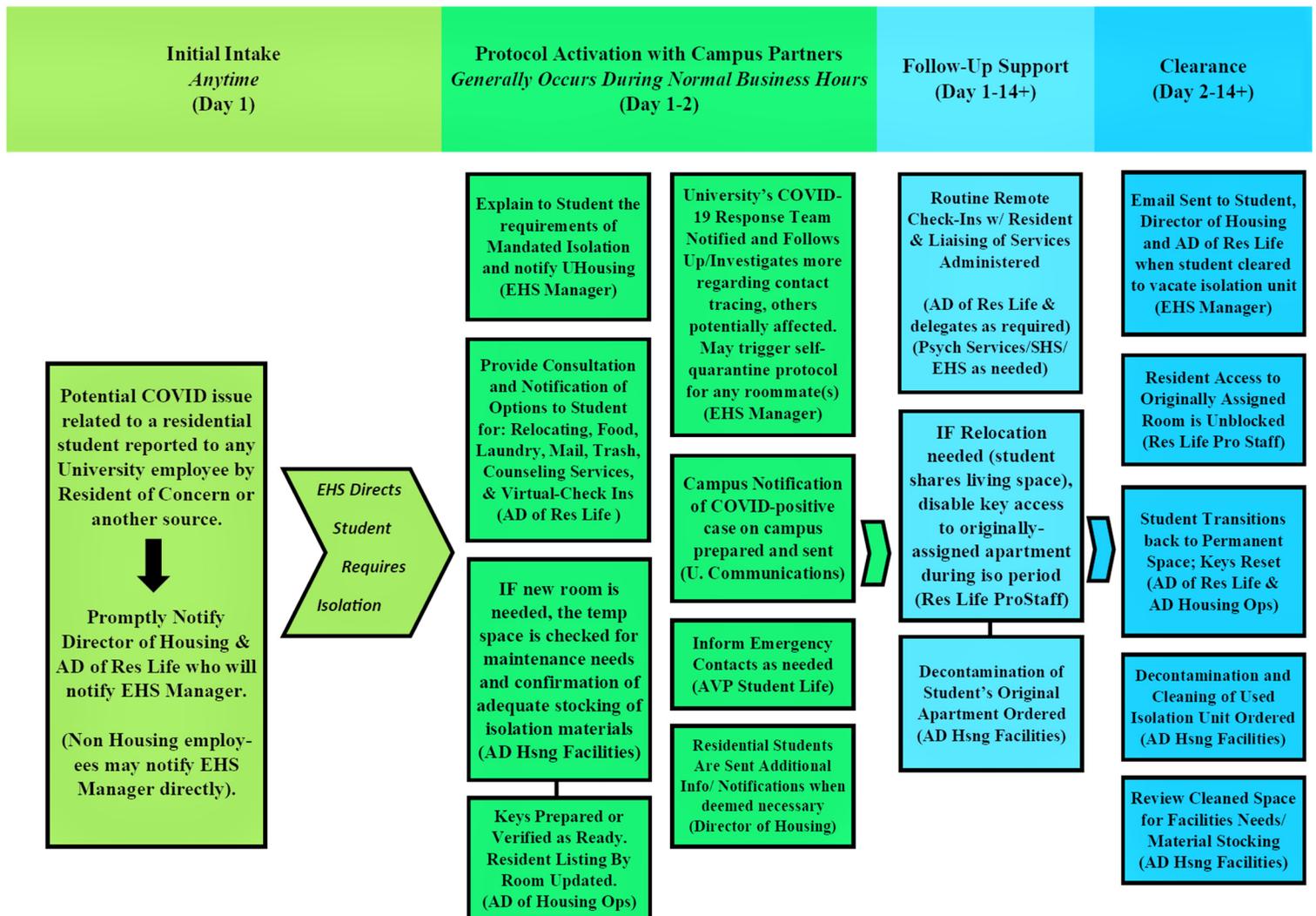
If someone is self-quarantining due to exposure, they may not automatically be tested or assumed to become symptomatic. After completing the appropriate period of quarantine, there would be no specific clearance or medical indicators of safety with which to offer clearance (like antibody testing).

Student Health Center staff is available to provide support to University Housing as needed, and can offer further medical consultation and other support as needs arise.

**Flow Chart – Isolation Responsibilities & Responsible Members**

This flow chart displays the residential student isolation activation protocol with necessary response steps and responsible parties.

**CSUDH Residential Student Isolation Protocol**



**University Housing & Campus Partners Directory**

<b>Name</b>	<b>Department</b>	<b>Position</b>	<b>Continuous Contact #</b>
Michael Williams	EHS	Manager	[REDACTED FOR INTERNAL USE ONLY]
Irina Gaal, M.D.	SHC	Interim Director of Student Health Services and Chief of Medical Services	[REDACTED FOR INTERNAL USE ONLY]
Lynn Arthur	University Housing	Director	[REDACTED FOR INTERNAL USE ONLY]
Lesley Stevenson	University Housing	Associate Director of Residential Life	[REDACTED FOR INTERNAL USE ONLY]
Alicia Amerson	University Housing	Associate Director of Housing Facilities	[REDACTED FOR INTERNAL USE ONLY]
Lan Lu	University Housing	Housing Facilities Manager	[REDACTED FOR INTERNAL USE ONLY]
Ayesha Marcel	University Housing	Associate Director of Housing Operations	[REDACTED FOR INTERNAL USE ONLY]
Residential Life Professional Staff On Rotation	University Housing	ProStaff on Duty Line for nights/weekends	[REDACTED FOR INTERNAL USE ONLY]
Resident Assistant Student Staff On Rotation	University Housing	RA on Duty Line for nights/weekends	[REDACTED FOR INTERNAL USE ONLY]
Carlos Velez	University Police	Chief	[REDACTED FOR INTERNAL USE ONLY]
University Police Dispatch	University Police	Non-emergency-24/7 line	[REDACTED FOR INTERNAL USE ONLY]
Matthew Smith	Student Affairs	AVP Student Life/Dean of Students	[REDACTED FOR INTERNAL USE ONLY]
Tiffany Herbert	SHC	Interim Director of Psychological Services	[REDACTED FOR INTERNAL USE ONLY]

**COVID-19 Reporting Hotline: (310) 243-2076**

The university has also established this hotline, (310) 243-2076, for members of the campus to confidentially report COVID-19 positive results or possible exposure during normal business hours.

## COVID-19 Prevention & Response Guidance, References, and Resources

1. American College Health Association (2020). Considerations for Reopening Institutions of Higher Education in the COVID-19 Era. Retrieved June 30, 2020 from [https://www.acha.org/documents/resources/guidelines/ACHA\\_Considerations\\_for\\_Reopening\\_IHEs\\_in\\_the\\_COVID-19\\_Era\\_May2020.pdf](https://www.acha.org/documents/resources/guidelines/ACHA_Considerations_for_Reopening_IHEs_in_the_COVID-19_Era_May2020.pdf)
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10. Los Angeles County Department of Public Health (2020). COVID-19 in Los Angeles County. Retrieved June 30, 2020 from: <http://publichealth.lacounty.gov/media/Coronavirus/guidances.htm#education>
11. State of California (2020). COVID19.CA.COV. Stay home Q&A. Retrieved June 30, 2020 from <https://covid19.ca.gov/stay-home-except-for-essential-needs/#top>
12. State of California (2020, August 7). COVID19.CA.COV. COVID-19 Industry Guidance: Institutions of Higher Education. Retrieved from <https://files.covid19.ca.gov/pdf/guidance-higher-education--en.pdf>