FAQs for Special Housing Situations

Isolation (Alumnae House, Dean of Faculty)
Isolation housing is typically reserved for known positive cases and for persons under investigation (PUI) who may have COVID symptoms (fever, cough, shortness or breath, body aches, fatigue) and are awaiting a COVID test result.

Q: When will I be able to leave isolation?
A: Typically isolation lasts 10 days after the date of collection a positive test (if asymptomatic) or 10 days after symptom onset. This can be prolonged depending on the development of fever or other symptoms which need to be closely monitored. Please note that the date of collection or the day of symptom onset counts as Day 0 when determining how to clear from isolation. For individuals who have COVID-like symptoms but test negative for COVID, they will typically be cleared once a negative test is received as long as there is no fever or severe symptoms and they are improving. Some individuals who have symptoms will remain on isolation, even if their COVID test is negative, if there is a strong suspicion of COVID. Based on the plan developed with their provider, they may require a repeat test.

Quarantine (Annex, Pratt House)
Quarantine is typically reserved for individuals who have been exposed to COVID, but who don’t necessarily have any symptoms. These individuals are considered close contacts.

Q: When can I be off quarantine?
A: Quarantine typically lasts 2 weeks from the date of last exposure to a positive individual. If symptoms develop, or if a quarantined individual tests positive within that 2 week period, they may need to move into isolation.

Q: If I have been identified as a close contact to a positive case and I am put on quarantine, do my close contacts need to have special housing or get tested for COVID?
A: No, your close contacts are considered “contacts of a contact” and no special testing or accommodations are needed. Continue to encourage all close contacts to practice physical distancing, mask wearing and good hygiene practices.

Temporary Housing (Hampton Inn)
Temporary (temp) housing is reserved for those without a valid pre-arrival test. They will be tested when they arrive and need to wait until their test comes back negative before they move into their assigned room for Fall 2020.
Q: **How long does it take to get testing back?**
A: Most tests come back within 2-3 days but this can vary depending upon the volume of tests being processed.

Q: **How will I get to the Hampton Inn if this is used as quarantine space?**
A: Security has a vehicle equipped with a plexiglass barrier they use to transport students. Some students opt to take an Uber or other taxi service. Please remember to keep windows down and wear a mask if you chose this option.

Q: **How do I check-in?**
A: At the front desk you will advise the hotel staff that you are a Vassar College student and you will be provided with room keys. The ResLife team is aware of all students in special housing arrangements and will send you an e-mail that has further instructions.

Q: **How will I get food?**
A: Each student on temporary housing is provided with a Grub Hub account. You are allotted $45/day. Instructions on how to access these services will be in the e-mail sent to you through residential life.

**General FAQ:**

Q: **How will I know if I have a positive test?**
A: A representative from the lab will reach out to you as will a provider from Health Services to discuss the result and the subsequent plan.

Q: **How will I get food if I am on isolation or quarantine?**
A: Food is delivered daily by Dining Services. It will be left in paper bags in a container outside of the quarantine/isolation space. You will need to fill out a food request form daily to order meals for the following day. For dinner, you also have the option to order from Twisted Soul [https://www.twistedsoulconcepts.com/](https://www.twistedsoulconcepts.com/) or Baccio [http://pizzeriabacio.com/](http://pizzeriabacio.com/). When ordering from these two restaurants you will need to advise them that you are a Vassar student on special housing as Vassar has established accounts with these restaurants to cover the cost of the meal.

Q: **What if I have special dietary needs or restrictions?**
A: Special accommodations and requests are reviewed with the student before and during their stay. We have a dietician who can also speak to you regarding your needs. Please let Health Services know if this is something you require and we can help facilitate.
Q: **Will I be tested again for COVID?**
A: **If you are on temporary housing**, you will need to continue to test at 7 and 14 days after arrival. There will be subsequent testing throughout the semester. At this time it is planned for every 2 weeks, but may change based on recommendations from the Department of Health. **If you are on quarantine**, you do not necessarily need to get a test. If you develop symptoms or are considered part of the vulnerable population you should get tested. Testing is not recommended until 4-5 days after exposure due to the known incubation period of the virus. **If you are on isolation with a positive test**, you should not have another PCR nasal swab COVID test for at least 90 days after your positive test.

**If you are on isolation but have a negative test and get released**, you should continue to get the testing on the schedule laid out by the college. Please note: if you are on quarantine or isolation, and you are requesting to get tested, you need to come to Health Services for COVID testing. You do not get testing done at the AULA with WMC. Please call 845 437 5800 to set up an appointment for this testing.

Q: **Is it possible to receive mail or packages while on quarantine/isolation?**
A: Yes. Vassar College staff can retrieve them and drop off to you outside of the quarantine/isolation space. You should call the CRC at 845-437-5221 and ask for the administrator on call or contact Case Manager Erika Pappas epappas@vassar.edu know if you need assistance.

Q: **How do I refill/obtain medicine?**
A: Most refills can be received from local delivery pharmacies such as CVS [https://www.cvs.com/storelocator/cvs-pharmacy-address/722+Dutchess+Turnpike-Poughkeepsie-NY-12603/storeid=2595](https://www.cvs.com/storelocator/cvs-pharmacy-address/722+Dutchess+Turnpike-Poughkeepsie-NY-12603/storeid=2595) or Rite Aid [https://www.riteaid.com/locations/ny/poughkeepsie/238-hooker-avenue.html](https://www.riteaid.com/locations/ny/poughkeepsie/238-hooker-avenue.html). There are some OTC and prescription medications available at Health Services after consultation with a provider there. If you need controlled substances you will need to work with the case manager to arrange for this.

Q: **What happens with laundry?**
A: Pick up is on Mondays and drop off is on Wednesday. You will need to let Anna Belle Gadsden-Jones anjones@vassar.edu know as she is overseeing this service.

Q: **Is there a dedicated person checking on me?**
A: Students are contacted by health services at least once/day. All students on isolation will be contacted daily by a Health Services provider. All students on quarantine will receive daily outreach through the secure messaging of the patient portal. Other Vassar staff members will also perform intermittent check-ins as needed. Students are encouraged to contact health services for any medical needs 24 hours/day at 845-437-5800. The Health Service is open 9-5pm weekdays and 12-4 on weekends. After hours, we have a nurse triage service that can give advice on minor medical or mental health emergencies (mental health issues should go to...
PROTOCOL). There is always a medical provider on call. In case of an emergency call 911 or CRC at 845-437-7333. The department of health or a contact tracer may reach out to you if you are on isolation as well.

Q: **Is it possible to get any outdoor time/fresh air?**
A: You can sign up for outdoor time on the Vassar Farm. To learn more about this, e-mail them at reslife@vassar.edu if you are on quarantine or isolation. You will be transported there during your allotted time period. Please continue to mask and physically distance when there.

Q: **How can I refill my water bottles?**
A: On the Food Request Form, please specify the quantity of water bottles that you would like.

Q: **What if I need more cleaning supplies?**
A: Please reach out to the ROC 845-437-5860 if you are on quarantine or Erika Pappas epappas@vassar.edu if on isolation.

Q: **What do I do with my trash?**
A: There will be regular pick-up and trash will need to be left outside of the room. Please ask ResLife reslife@vassar.edu about the trash pick-up schedule.

Q: **What if I have trouble with the WMC Healow app?**
A: There are three ways to get help with the Healow app.
- Go to the AULA during from 12:15pm - 6:30pm M-F (no weekends or holidays). Staff there can help you with any issues you are having.
- Go to the Vassar College Help Desk in College Center.
- If you are in isolation/self-quarantine and cannot leave your space, please e-mail Anthony.Bove@wmchealth.org AND pamela.shah@wmchealth.org They will coordinate a response to you.

Please be aware that WMCHealth staff can only talk with you (not parents/guardians/friends) to address questions about your protected health information (PHI) If your friends have questions, they should e-mail the two contacts listed above.

Q: **If a student’s family has concerns who could they contact?**
A: If there is a concern about the student’s well-being, contact the AOC via calling the CRC at 845-437-7333.