

## A MESSAGE FROM VICE PRESIDENT CHRIS MILLER



Clemson Families,

I hope this note finds you well. I want you to know I have the utmost concern for your student's health and well-being. Some of our students have recently received the unfortunate news they either tested positive for COVID-19 or were exposed to someone who contracted the virus. We know they may be feeling confused, frustrated and even a bit anxious about what's next. Those are natural reactions to feel during what has been the most challenging time in my 30 years of higher education.

Returning to in-person instruction and on-campus residential experiences for our students was never going to be an easy task. In fact, I maintained from the very beginning the Clemson Experience would look and feel *vastly different* this Fall. I am so proud of our team in Student Affairs and our many campus partners who have displayed an unyielding commitment to carrying out our academic mission in a way that is both thoughtful and deliberate.

But one thing remains true: at Clemson, we are a family, and family takes care of one another. We are here to support your student throughout this journey.

Our team has compiled this comprehensive guide to assist students and families during the transition to isolation or quarantine housing and make their stay as comfortable and seamless as possible. If you have additional concerns or questions you cannot find in this document, please do not hesitate to reach out to the many resources provided or email me at [savp@clemson.edu](mailto:savp@clemson.edu).

Please know we are doing everything we can to protect and preserve the health, safety and welfare of our students, faculty, staff and guests by mitigating further spread of COVID-19. I look forward to our students' healthy return from isolation or quarantine and to a wonderful Fall semester together.

Go Tigers!

Sincerely,



**L. Christopher Miller**

Interim Vice President for Student Affairs and Dean of Students

## STUDENT ISOLATION AND QUARANTINE - TABLE OF CONTENTS



This document is designed to assist students who have tested positive for COVID-19 or been exposed, requiring isolation or quarantine respectively. Included is guidance for both scenarios, for residential students and those who live off campus, as well as helpful resources to ensure a seamless process for everyone involved.

*Students who have tested positive will be contacted by Redfern Health Center medical staff as soon as possible. Please note this process can take a number of hours, due to the processing of multiple results at the same time.*

**For on-campus residents**, your next contact after Redfern will be from Clemson Home. You may remain in your assigned residential space, but please stay apart from others as much as possible and please continue to wear face coverings as usual until you receive further guidance. You may also want to begin packing if you are asked to relocate to a temporary residence for isolation. Your patience with staff coordinating the next steps is greatly appreciated.

**For off-campus residents**, please isolate in your residence and stay apart from others as much as possible, while continuing to wear face coverings as usual.

---

### CONTENTS

Positive Test Result - Isolation Required	<u><a href="#">3-4</a></u>
Exposure to a Positive - Quarantine Required	<u><a href="#">5-6</a></u>
Isolation and Quarantine Packing List	<u><a href="#">7</a></u>

### RESOURCES

[Healthy Campus COVID-19 Website](#)

[COVID-19 Dashboard](#)

[Clemson Home Website](#)

[Student Health Services Website](#)

## POSITIVE TEST RESULT - ISOLATION REQUIRED

You have tested positive for COVID-19. Now what?

This result determines your campus clearance status regardless of whether or not you have symptoms. You will need to isolate for 10 days from the date of test collection. You need to stay away from others and remain in your isolation residence (no class, no visiting friends, no going to the store) for the required length of time.

**If you are an on-campus resident**, you may need to move to isolation housing, and our team in Clemson Home will assist you with basic needs. If you prefer to return to make other arrangements instead, that is allowed. You will still need to notify [Clemson Home](#) you are leaving your assigned space. If you are asymptomatic and have previously tested positive within the past 90 days or have had positive antibody testing within the past 40 days, you may not need to isolate. You will need to provide proof of these results, though, through the [COVID-19 Test Result Upload Tool](#).

**If you are an off-campus resident**, you may isolate in spaces designed as single bedrooms with access to a single bathroom. Students who live off campus in shared rooms or bathroom spaces may reach out to Clemson Home for isolation assistance, with space offered as available. If you desire not to isolate on campus or your off-campus residence, you may choose to make other arrangements instead.

Redfern Health Center or the South Carolina Department of Health and Environmental Control (DHEC) will conduct contact tracing for students who have tested positive. If you are contacted, please cooperate as their efforts are key to containing the spread of the virus.

### CAMPUS HOUSING CHECK-IN PROCESS

1. Residential students who have tested positive will be contacted by Redfern Health Center medical staff as soon as possible. This often takes time, as multiple positive results are reported in the same time frame.
2. Students will be asked by Clemson Home to either isolate in their assigned residence or temporarily relocate to another campus housing facility.
3. Students will go through a contactless check-in process at Thornhill Village to their assigned space on campus or near campus. Room keys will be available for pickup in a packet on the table outside of the Laundry Commons. After picking up your packet, text or call 864-508-0650 to complete check-in.
4. A University staff member will be assigned to coordinate follow-up contact with students. Assigned staff will be available for contact and communication from students Monday through Friday from 9 a.m. to 9 p.m. Staff are directed to follow-up with students on academic progress, health and well-being and living space accommodations.

### TRANSPORTATION

A shuttle service is available from 8 a.m.-11 p.m. for students in need of transportation to their assigned isolation space; contact [Clemson Home](#) for assistance.

### HEALTH SERVICES

#### Medical Services

Students with non-urgent medical needs should call 864-656-1541, visit [MUSC Virtual Urgent Care](#) or consider sending a secure message to a nurse through [MyHealth-e](#). If you need a prescription refill, contact the Pharmacy at 864-656-3562 and delivery can be arranged.

#### Counseling and Psychological Services

Phone screening is available to students during business hours at 864-656-2451.

### ACADEMIC REQUIREMENTS

#### Notification of Absence

Students in isolation should complete a Notification of Absence at the link below. This form is used to notify instructors of anticipated absences. Once completed, you may be contacted by a staff member from the Office of Advocacy and Success for follow-up on any additional needs.

### [FILL OUT A NOTIFICATION OF ABSENCE](#)

#### Communication with instructors

Once the Notification of Absence has been completed, students should consider emailing professors with any specific questions, concerns or updates. We have included a sample email below.

### SAMPLE EMAIL TO INSTRUCTORS

Dear Professor \_\_\_\_\_,

My name is \_\_\_\_\_ and I am in your \_\_\_\_\_ class, section \_\_\_\_\_. I am unable to attend class and have completed the Notification of Absence form in CANVAS. I plan to keep up with my class work by \_\_\_\_\_. I understand this is my responsibility as a student in your class. Please let me know if there is anything additional you would like for me to do to stay up-to-date in class.

Sincerely,

STUDENT NAME AND EMAIL

#### (OPTIONAL LINE FOR EMAIL)

I have questions about \_\_\_\_\_ and appreciate your support in helping me navigate this process.

## POSITIVE TEST RESULT - ISOLATION REQUIRED

### STUDENT SUPPORT

#### Meal delivery

Meal delivery begins the first day after initial check-in. Meals for Thornhill Village will be delivered to the laundry area. Meals for Best Western are delivered to the main lobby atrium. Prepared food delivery will be available between 11 a.m. and 1 p.m. Monday through Friday. Students will also receive a box of non-perishable, shelf-stable food on Day 1 and Day 7 of isolation. Contactless delivery is acceptable for students in isolation at any of our locations; notify a friend to leave it on your doorstep and you can grab it once they leave.

#### Mail delivery

A friend will need to bring your packages. Contact mail services at [studpo@clemson.edu](mailto:studpo@clemson.edu) with the CUID number of the person picking up your mail.

#### WiFi

Students in isolation at Thornhill Village should be able to connect to eduroam. For guests at our off-campus apartments, you can find it on the router in the living space. For guests at the Best Western, wifi information is located on the desk.

#### CARE reports

The CARE Network is designed to be one of the best ways to help connect current students with available resources. If you need assistance with any academic matters, adjustment issues, behavioral concerns, death or grief, financial, personal health, relationships or student engagement.

### FILE A CARE REPORT

#### Emergency contact

Students who need to access emergency services (911) should notify responders of their COVID-19 positive status, preferably at the time of the call, so they can utilize the appropriate personal protective equipment. Other emergency contact numbers are listed below.

### EMERGENCY SERVICES

Clemson University Police Department	864-656-2222 / 911
Clemson City Police	864-624-2000 / 911
University Housing & Dining	864-656-2295
University Housing Maintenance	864-656-5450
On-Call University Housing Staff (M-F)	864-656-1111
On-Call University Housing Staff (24/7)	864-280-9891
University Call Center	864-365-0555
CCIT	864-656-3494

### STUDENT EMPLOYEES

Students who work at the University need to contact their immediate supervisor to inform them of their status and request time off.

### OFF-CAMPUS STUDENT PLANNING

Below are some tips for students isolating or quarantining in their residence off-campus:

- *Make arrangements for food and drink; you could ask a friend to go grocery shopping for you and drop food off outside of your apartment or have them delivered from a store.*
- *Think about other responsibilities you may have outside of school, including taking care of pets, club activities and sports participation.*
- *Enhance your mental health by acknowledging difficult emotions, staying in touch with others virtually and identifying things to do with your time. Contact CAPS if you need additional support.*

### BRIDGE TO CLEMSON STUDENTS

Students who are part of the Bridge to Clemson program should contact appropriate instructors regarding assignments. [Click here](#) to provide Tri-County Technical College with complete information on your COVID-19 status.

### COMPLIANCE

Students will complete the mandatory isolation time established by Redfern Health Center. Failure to complete the required duration for isolation or non-compliance with any University health or safety directives may result in violations of the [Student Code of Conduct](#), which could include probation, suspension or expulsion.

### EXIT PROCESS

In order to exit isolation, students need to obtain a clearance letter from Redfern Health Center. Please upload the letter, along with a copy of your positive test result, through the University's [COVID-19 Test Result Upload Tool](#).

Students checking out of isolation housing will return their temporary key to the Thornhill Village Laundry Commons drop box. Text or call 864-508-0650 to complete the checkout process.

Once you have completed isolation, you will not need to be tested again for 90 days after the date of the positive test collection.

## EXPOSURE TO A POSITIVE - QUARANTINE REQUIRED

You may have been exposed to a COVID-19 positive. Now what?

Exposure is defined as being within 6 feet of a known COVID-19 positive case for 15 or more minutes or sharing a household with a positive case. You will need to quarantine for 14 days after the most recent date of exposure. You are recommended to get tested 7+ days after exposure. Call Redfern Health Center to schedule testing at 864-656-1541. If you previously tested positive for COVID-19 in the 90 days prior to exposure, you will not be required to quarantine. You must be able to provide proof in the form of a verifiable lab report.

**If you are an on-campus resident**, you may need to move to quarantine housing, and our team in Clemson Home will assist you with basic needs. If you prefer to return to make other arrangements instead, that is allowed. You will still need to notify [Clemson Home](#) you are leaving your assigned space.

**If you are an off-campus resident**, you may quarantine in spaces designed as single bedrooms with access to a single bathroom. Students who live off campus in shared rooms or bathroom spaces may reach out to Clemson Home for quarantine assistance, with space offered as available. If you desire not to quarantine on campus or your off-campus residence, you may choose to make other arrangements instead.

Redfern Health Center or the South Carolina Department of Health and Environmental Control (DHEC) may contact you to inform you of possible exposure. The identity of the positive will not be shared. If you are contacted, please cooperate as their efforts are key to containing the spread of the virus.

### CAMPUS HOUSING CHECK-IN PROCESS

1. Residential students who have been exposed will be contacted by Redfern Health Center medical staff as soon as possible. This often takes time, as multiple positive results are reported in the same time frame.
2. Students will be asked by Clemson Home to either quarantine in their assigned residence or temporarily relocate to another campus housing facility.
3. Students will go through a contactless check-in process at Thornhill Village to their assigned space on campus or near campus. Room keys will be available for pickup in a packet on the table outside of the Laundry Commons. After picking up your packet, text or call 864-508-0650 to complete check-in.
4. A University staff member will be assigned to coordinate follow-up contact with students. Assigned staff will be available for contact and communication from students Monday through Friday from 9 a.m. to 9 p.m. Staff are directed to follow-up with students on academic progress, health and well-being and living space accommodations.

### TRANSPORTATION

A shuttle service is available from 8 a.m.-11 p.m. for students in need of transportation to their assigned quarantine space; contact [Clemson Home](#) for assistance.

### HEALTH SERVICES

#### Medical Services

Students with non-urgent medical needs should call 864-656-1541, visit [MUSC Virtual Urgent Care](#) or consider sending a secure message to a nurse through [MyHealth-e](#). If you need a prescription refill, contact the Pharmacy at 864-656-3562 and delivery can be arranged.

#### Counseling and Psychological Services

Phone screening is available to students during business hours at 864-656-2451.

### ACADEMIC REQUIREMENTS

#### Notification of Absence

Students in quarantine should complete a Notification of Absence at the link below. This form is used to notify instructors of anticipated absences. Once completed, you may be contacted by a staff member from the Office of Advocacy and Success for follow-up on any additional needs.

### [FILL OUT A NOTIFICATION OF ABSENCE](#)

#### Communication with instructors

Once the Notification of Absence has been completed, students should consider emailing professors with any specific questions, concerns or updates. We have included a sample email below.

### SAMPLE EMAIL TO INSTRUCTORS

Dear Professor \_\_\_\_\_,

My name is \_\_\_\_\_ and I am in your \_\_\_\_\_ class, section \_\_\_\_\_. I am unable to attend class and have completed the Notification of Absence form in CANVAS. I plan to keep up with my class work by \_\_\_\_\_. I understand this is my responsibility as a student in your class. Please let me know if there is anything additional you would like for me to do to stay up-to-date in class.

Sincerely,

STUDENT NAME AND EMAIL

(OPTIONAL LINE FOR EMAIL)

I have questions about \_\_\_\_\_ and appreciate your support in helping me navigate this process.

## EXPOSURE TO A POSITIVE - QUARANTINE REQUIRED

### STUDENT SUPPORT

#### Meal delivery

Meal delivery begins the first day after initial check-in. Meals for Thornhill Village will be delivered to the laundry area. Meals for Best Western are delivered to the main lobby atrium. Prepared food delivery will be available between 11 a.m. and 1 p.m. Monday through Friday. Students will also receive a box of non-perishable, shelf-stable food on Day 1 and Day 7 of quarantine. Contactless delivery is acceptable for students in quarantine at any of our locations; notify a friend to leave it on your doorstep and you can grab it once they leave.

#### Mail delivery

A friend will need to bring your packages. Contact mail services at [studpo@clemson.edu](mailto:studpo@clemson.edu) with the CUID number of the person picking up your mail.

#### WiFi

Students in quarantine at Thornhill Village should be able to connect to eduroam. For guests at our off-campus apartments, you can find it on the router in the living space. For guests at the Best Western, wifi information is located on the desk.

#### CARE reports

The CARE Network is designed to be one of the best ways to help connect current students with available resources. If you need assistance with any academic matters, adjustment issues, behavioral concerns, death or grief, financial, personal health, relationships or student engagement.

### FILE A CARE REPORT

#### Emergency contact

Students who need to access emergency services (911) should notify responders of their COVID-19 positive status, preferably at the time of the call, so they can utilize the appropriate personal protective equipment. Other emergency contact numbers are listed below.

### EMERGENCY SERVICES

Clemson University Police Department	864-656-2222 / 911
Clemson City Police	864-624-2000 / 911
University Housing & Dining	864-656-2295
University Housing Maintenance	864-656-5450
On-Call University Housing Staff (M-F)	864-656-1111
On-Call University Housing Staff (24/7)	864-280-9891
University Call Center	864-365-0555
CCIT	864-656-3494

### STUDENT EMPLOYEES

Students who work at the University need to contact their immediate supervisor to inform them of their status and request time off.

### OFF-CAMPUS STUDENT PLANNING

Below are some tips for students isolating or quarantining in their residence off-campus:

- *Make arrangements for food and drink; you could ask a friend to go grocery shopping for you and drop food off outside of your apartment or have them delivered from a store.*
- *Think about other responsibilities you may have outside of school, including taking care of pets, club activities and sports participation.*
- *Enhance your mental health by acknowledging difficult emotions, staying in touch with others virtually and identifying things to do with your time. Contact CAPS if you need additional support.*

### BRIDGE TO CLEMSON STUDENTS

Students who are part of the Bridge to Clemson program should contact appropriate instructors regarding assignments. [Click here](#) to provide Tri-County Technical College with complete information on your COVID-19 status.

### COMPLIANCE

Students will complete the mandatory quarantine time established by Redfern Health Center. Failure to complete the required duration for quarantine or non-compliance with any University health or safety directives may result in violations of the [Student Code of Conduct](#), which could include probation, suspension or expulsion.

### EXIT PROCESS

In order to exit quarantine, students need to obtain a clearance letter from Redfern Health Center. Please upload the letter through the University's [COVID-19 Test Result Upload Tool](#). Please note, testing for COVID-19 while in quarantine does not expedite the exit process.

Students checking out of quarantine housing will return their temporary key to the Thornhill Village Laundry Commons drop box. Text or call 864-508-0650 to complete the checkout process.



# Isolation & Quarantine Checklist

## Hygiene

- ☐ Soap
- ☐ Shampoo & conditioner
- ☐ Lotion
- ☐ Toothbrush & toothpaste
- ☐ Glasses/contacts
- ☐ Feminine hygiene items
- ☐ Thermometer
- ☐ Prescription medication
- ☐ OTC medicine (cough, etc.)
- ☐ Hand sanitizer
- ☐
- ☐
- ☐

## Academic

- ☐ Laptop & charger
- ☐ Textbooks
- ☐ Calculator
- ☐ Notebooks
- ☐ All other academic needs
- ☐
- ☐
- ☐
- ☐

## Linens \*

- ☐ Pillow
- ☐ Sheets
- ☐ Blanket
- ☐ Towels

*\*These items are dependent on location.  
You will be advised by staff when assigned.*

## Clothes

- ☐ Comfortable clothes
- ☐ Shoes
- ☐ Masks
- ☐

## Personal

- ☐ Cell phone and charger
- ☐ Insurance info
- ☐ Identification
- ☐ Cash/Debit/Credit card
- ☐
- ☐
- ☐
- ☐