The Isolation Care Team (ICT) supports students identified to move into quarantine/isolation (QI). Temporary on-campus locations for QI are limited to students residing in Duke campus housing. Students will be identified through Student Health or the contact tracing team. Notification will be sent to ICT to begin the process of moving to an appropriate temporary housing space where students can remain away from others while having services provided to them to reduce the amount of exposure to others for the safety of the students and the Duke community. The ICT does not consult on medical questions or needs, all health related questions must be directed to Student Health. This document provides an overview of frequently asked questions related to the Duke University QI process for students.

ICT is available 9:00 AM – 8:00 PM by emailing ict@duke.edu and by phone at 919-684-2743.

Where can I find the Duke Compact online?
https://returnto.duke.edu/the-duke-compact/

What is the difference between quarantine and isolation locations?
Quarantine locations are for students who have symptoms, are awaiting a COVID-19 test result, or have had known COVID-19 exposure. Isolation locations are for students who have tested positive for COVID-19. If a student in a quarantine location tests positive for COVID-19, they may be moved to an isolation location.

What is the Isolation Care Team?
The Isolation Care Team (ICT) is a team of Duke staff that are here to help you while you are in quarantine or isolation. ICT manages the temporary housing, dining, sanitization, transportation, and other services while you are in our care. ICT can assist with logistical support for your time in these spaces and help direct you to the appropriate offices and resources at Duke as needed. ICT will also be checking in with you by phone, text and email, as well as periodically on-site to oversee and provide services.

May I contact Duke Student Health over the weekend?
Student Health can be reached during their normal business hours for any questions/concerns and testing options. A Student Health case manager will be calling and/or emailing you and is your best resource for answers to any questions you have regarding your specific medical situation, testing, or release from care. For a medical emergency, please dial 9-1-1.

Will my family be notified of my QI status or COVID-19 test status?
Families will not be automatically notified of your COVID-19 status or your temporary location.

Can I share this information with my family and friends?
Yes. Your family and friends are your most important support system and this may help them understand and support you during this time. We are here for you too, please reach out to ICT with any specific needs or questions.

How does contact tracing work? Do I need to notify my friends?
If you have tested positive, the Contact Tracing Team will be reaching out to you soon to go over your recent activity. They will take care of contacting any possible exposures. If you are awaiting a test result, contact tracing will not be activated. It is at your discretion to notify those you have been in close contact with recently.

What are the parameters used to determine if I have been exposed to COVID-19?
An individual that has had close contact (less than six feet) with a COVID-19 positive individual for approximately 15 minutes over a 24 hour period is considered at risk for transmission of the virus. Additional factors may be considered in determining contact risk and assessment.

I see my test has come back negative, and has posted to MyChart, can I leave quarantine?
No. A negative test is not an automatic release from a QI status. Please wait until you have been cleared by the medical team and ICT. If you had a COVID-19 exposure, you may need to quarantine for 10-14 days even if your COVID-19 test is negative. ICT will be notified of your release and will be in touch with you as quickly as possible to process your release, transportation and DukeCard activation. We appreciate your patience as we may have several students to work with throughout the day.

I live on-campus in a private apartment, may I stay and not move into temporary housing?
Please talk with Student Health or write an email to ict@duke.edu for review. Student Health will make the determination regarding your housing location while you are in care. If you have a special circumstance, please talk with your Student Health case manager.

I live off-campus can I request to be quarantined/isolated on-campus?
Off-campus residents will not be moved into on-campus QI locations. If you have an extenuating circumstance, please speak with Student Health regarding your specific concerns.
What are The Lodge Annex and The Avana?
The Lodge Annex and The Avana are Duke properties. The Lodge is a hotel near the Duke Medical Center, the Lodge Annex is a private building adjacent to the main hotel that is being used exclusively for Duke student quarantine. The Avana is an apartment complex five miles from the main campus used as Duke student housing. Both properties are closed to the general public and house only Duke students. Both sites have professional staff on-site monitoring safety at all times. The facilities are an extension of Duke campus and all rules and regulations are in effect.

Can I relocate during my quarantine/isolation?
Travel restrictions are in place for anyone under quarantine or isolation orders. Off-campus students should be prepared to shelter in place and not travel. On-campus students will be moved on a temporary housing assignment. Travel is not permitted at this time.

What should I pack if I am going to on-campus quarantine/isolation?
You will need to pack your personal belongings for at least 14 days away from your current housing assignment. Please bring everything with you in bags that you can carry yourself. You will want to include clean and comfortable clothes, your face masks, cell phone, laptop, electronics, textbooks, charging devices, and anything else you may need. Please bring any prescription medication and eye wear with at least a 14 day supply. Upon arrival to your new room, you will find a self-care kit which will include basic toiletries. You should bring any special items you may want while in your temporary space. You will not be permitted to return to your current housing assignment during this period for the health and safety of others.

How will I get to my temporary QI location?
ICT will arrange for transportation during your phone intake. The transportation agency is a private shuttle service that we have partnered with for this specific process. They operate private vans complete with isolation barriers for your protection and follow all sanitization guidelines between each student. The shuttle driver will text you 15 minutes prior to arrival to alert you to come to the assigned shuttle stop. Please keep your phone nearby for this alert and be at the designated location for pick up at the appropriate time. Alternate transportation must be approved by ICT.

Who will be checking on me?
ICT and Student Health will check on you periodically. For on-campus students, ICT will contact you for periodic wellness checks and notifications. You may also call or email ICT during business hours if you have a question.

What are the policies regarding socializing with others?
While we understand this is the hardest part, you must not socialize in person or have visitors during your time in care. In an effort to keep everyone safe and uphold the Duke Compact during care, visitation is restricted. You may not have visitors, including other Duke students. In an effort to minimize spread of the virus please practice social distancing at all times and limit room occupancy to one person per room. Social distancing should be practiced at all times in common areas. Exceptions may be made for contactless delivery if you are in need of prescriptions, belongings or supplies. Please contact ICT to let us know you will be expecting a delivery to assist with a delivery approval.

Others in my location are not following proper guidelines or upholding the Duke Compact, what can I do?
For everyone’s safety and the continuation of on-campus learning it is important that polices are upheld. If you feel others in your location are not respecting the guidelines of quarantine or isolation, please contact ICT or file a report online through the Office of Student Conduct – visit https://studentaffairs.duke.edu/conduct for more information.

I received an email that I am scheduled for quarantine surveillance testing, what should I do?
You will be scheduled into special quarantine surveillance testing during your quarantine period. You will receive an email when you are scheduled for your test with additional information on the time and location. You are expected to attend every testing appointment to monitor your COVID-19 status. This is in addition to your initial clinical test ordered by Student Health and does not replace any scheduled tests.

Can I go on a run or exercise outdoors?
Per CDC guidelines and at the direction of the Duke Health team, going for a run would be a break in your health orders. Please stay in your space, separate from others, and continue to monitor your health. You may step outside for moments of fresh air as needed but may not have visitors on or near your building and may not leave the premises.

We understand the need to do some type of exercise, and we encourage you to check out various virtual programs available:
- https://recreation.duke.edu/special-events/virtual-resources
- https://studentaffairs.duke.edu/duwell/wellness-activities
May I still go to class?
Do not go to classes held in person, the library, or other academic/social/dining functions or premises. You may continue your courses online only. If you have questions about a course requirement, reach out to your instructors and academic dean.

How will my instructors know I won’t be in class?
When you reach your QI location, please contact your academic dean. They will be able to alert your instructors of your status and help you in making arrangements to fulfill your course requirements while under QI orders. Your academic program will not be notified of your quarantine or isolation. Many resources are available, please reach out your program and deans for assistance.

What if I need to print something for class?
Most classwork should be able to be completed online. Instructors should be able to accept electronic submissions of most assignments. If there is a need outside of electronic delivery or you have a specific printing need or requirement for class, please contact ICT for accommodations.

How do I order food?
While students are in quarantine or isolation, Duke Dining ensures each student receives meals in a safe way. Online ordering instructions will be reviewed during your intake call and included in your email packet. We have partnered with The Picnic Basket, a long standing Duke affiliate, and professional catering company based in Chapel Hill. Care Meals are delivered daily based on your order, charged to your Duke Dining plan – see order form for details or contact Dining for more information. Students can electronically submit their meal orders from a rotating menu daily before 2:00pm, choosing from several options for lunch and dinner. Breakfast is continental and includes a variety of options daily. The menu includes choices for a variety of dietary or allergen needs. Students can also note special needs and requests on the order form. Please contact ICT to discuss your specific needs.

Is there a deadline to order meals?
Yes, please submit your online order by 2:00pm for delivery the next day (lunch and dinner). If you miss the deadline, extra Care Meals in the common area may be available. You may help yourself if the meal does not have another student name on them and are labeled as “extra” – this is on a first come basis.

Are there other things to eat and drink available?
In addition to the Care Meals, you will find your building has a common area or pantry accessible on the first level in each location. The pantries are stocked with a variety of options, such as chips, popcorn, fresh fruit, pastries, juices, and granola bars. A variety of soy, vegetarian, gluten free and vegan options are also available in the pantry.

What do I do for breakfast?
Breakfast is continental style with fresh items delivered daily, as well as a variety of oatmeal, cereals, yogurt, fresh fruit, coffee and tea.

I don’t see anything on the menu that I can eat, what do I do?
It is important that you talk with us. We want to make sure you are healthy during your time with us. You should include any allergy/dietary restrictions, modifications or additional requests in the "comments" section of the daily Duke Dining order form. As always, Duke Dining takes diet preference and food allergies very seriously. We accommodate each student's needs to ensure they can continue to confidently enjoy their meals. Requests are fulfilled to the best of our abilities. If you have any questions or concerns about the available weekly menu, please contact Duke Dining dining@duke.edu or ICT to discuss additional options.

Can I order food to be delivered?
No. Outside food delivery services are not permitted, we appreciate your cooperation. In an effort to minimize community spread, maintain the safety of all students and staff, and to provide the best and most consistent options to students in our care, we ask that you refrain from placing food delivery orders while in care. It is important that we minimize the amount of delivery vehicles to the area, unnecessary exposure to those on-site providing care, and reduce the potential spread of COVID-19 to the campus and surrounding community. We ask that you contact us with specific dining questions and help us maintain the safest environment for everyone.

How will I know when meals are delivered?
Lunch typically arrives by 12:30pm and dinner by 6:30pm.

How will Duke Dining charge for meals?
Duke Dining will charge you based on your campus dining plan for meal orders, costs are included on the daily menu/ordering form. If you have concerns, please email dining@duke.edu for assistance.
Why do I have to wear a mask inside around the common spaces in the QI locations?
Please wear your mask at all times when outside of your room in common spaces and hallways. It is important to continue to wear a mask to respect the health of other students that live in these spaces, as well as the staff that are entering the facilities to help provide services to you while in care. While staff are working to clean, restock, drop off deliveries, and set meals, please allow them to complete their work, observe social distancing at all times and wear your mask or remain in your room.

If I have prescription medication that needs to be picked up at the pharmacy, how can I get these items?
If your prescription is at Duke Student Health, you will need to call the pharmacy to pay for your medication and let them know that you are in quarantine or isolation and authorize someone else to pick up and deliver your medication. If you are an on-campus student, the Duke Wellness Pharmacy may be able to make deliveries of prescriptions (from the Duke pharmacy only). All other pharmacies will need to have other arrangements made. Contact ICT for more options. All deliveries must remain outside and contact-free.

Can I receive packages at my location?
Yes. You may send packages to the address below and we will deliver within 2 business days. Please note mail is not delivered on weekends and may take additional time to process through Duke Central Postal Services upon delivery notification. We cannot guarantee timelines of mail delivery or if other arrangements are made for mailing.

MAILING ADDRESS:
Duke University
Isolation Care Team
C/O: {YOUR NAME}
Box 90687
2020 Campus Drive
Durham, NC 27708

My package says it was delivered, but it has not been delivered to the address above. Why?
All campus mail is initially processed by Duke’s central mail facility and then distributed to specific campus locations – sometimes this takes a little extra time. If you have received a delivery confirmation from the sender, it is likely still at the campus mail facility. Campus Mail Services is open weekdays, please call 919-382-4500 for more information regarding your delivery.

I have mail at my student mailbox. What should I do?
Please contact the student mail center to approve someone else to pick up your mail. Their number is 919-684-4104. Call ICT for assistance with delivery.

Where can I do laundry?
West House & East House: Laundry is located in the basement level. Machines are free to use, and supplies can be found in each location.
The Lodge Annex: Laundry is not available at this facility. Please contact ICT for more information.
The Avana: Each unit has a washer and dryer and laundry supplies are provided.

How do I get to my COVID-19 testing appointment?
On-Campus Residential students: If you have a COVID-19 testing appointment, Student Health may notify ICT on your behalf to make arrangements from your location. ICT staff will reach out to coordinate your transportation needs. If you do not hear from ICT within one hour of speaking with Student Health, and have an upcoming appointment please call (919) 684-2743 at least 2 hours before your appointment to coordinate transportation. Transportation may be scheduled up to two days in advance. Transportation will wait for your test to be completed and return you to your QI location.

Off-campus students: Transportation to testing and basic medical appointments is not provided to off-campus students at this time. Exceptions can be made for respiratory needs or other urgent matters at the discretion of Duke Student Health. Please talk with your provider regarding your specific situation. Off-campus residents may contact ICT for additional information.

How do I connect to Wi-Fi?
West House & East House: Duke Blue Networks are available (for assistance, please visit https://launch.dukeblue.duke.edu/)
The Lodge Annex: Instructions included with room key. For further assistance, contact The Lodge front desk at 919-286-3111, Option 2.
The Avana: Your Wi-Fi connection information will be located on the refrigerator in the apartment. Contact ICT if you have questions.
My COVID-19 test results came back negative. When will my DukeCard be reactivated and when can I leave?
Your release from care, including reactivation of your DukeCard will be processed once the Isolation Care Team has received a notification from the Student Health team. Team members are working seven days a week and monitoring results. Your test results will be reviewed and a release from care order will be made once your health status has been reviewed by a clinician. We appreciate your patience while your medical records are reviewed. ICT will not be able to release from care or approve your release from quarantine or isolation prior to the medical order. Please note, there is typically some delay between a test result posting to your account and a release. ICT will be in touch once Student Health has reviewed your case and sent a notification.

My family has a lot of questions, who can they speak with?
We encourage your family to talk with you first. You know the most about your specific situation and can inform them of your medical status, contact with others, and current situation. If you need help to answer questions from your family you can call ICT and we will help answer your questions or concerns and help you communicate with your family directly. We want you and your family to be confident in your care while you are in quarantine or isolation. Families may also contact DukeReach at 919-681-2455 or dukereach@duke.edu.

Why should I follow the rules?
Student compliance with health and safety expectations will be expected at all times, on and off campus, to protect the health and safety of all members of the Duke community. COVID-19 demands the entire Duke community be united to look out for each other, and to take responsibility for our actions and the impact they will have on others. All students—undergraduate or graduate/professional, those living on-campus or off-campus—must abide by these expectations. We are in this together. We are here to help you and make the best of every day. Staff and supporting personnel are working continuously to make it possible to have quarantine and isolation facilities available in order to continue on-campus learning at Duke. We ask that you understand the important health and safety parameters of your stay while you are in care. Reach out if you have any questions or concerns and we will do our best to help you through this brief period of time and get you back to campus as soon as possible!

What online resources are available to connect with others?
We encourage you to connect via phone or online as well as utilize the DuWell community building and resilience resources online - https://studentaffairs.duke.edu/duwell/wellness-activities. You may also reach out to ICT for additional resources or options.

What mental health & overall wellness opportunities are available?
Group Health Coaching was designed to empower students to discover ways to implement healthy lifestyle behaviors across our six dimensions into their unique lives.
- This is available by request. Please email duwell@studentaffairs.duke.edu for information.

Koru Mindfulness teaches various breathing exercises and daily activities to support a healthy mindset. Research shows that with these tools, students have increased self-compassion and reduced stress and anxiety.
- Various courses available: https://studentaffairs.duke.edu/duwell/wellness-activities/koru

Duke Reach Drop-In Hours are available to students who seek connection to additional resources and support.
- This is available Monday-Friday from 1:00pm-2:00pm
- Zoom Link: https://duke.zoom.us/j/92264891911
Didn't see the answer to your question?
Additional information on your specific location is provided in your intake email, including additional resources available to you at Duke.

Please remember, all medical or health related matters should be directed to the Duke Student Health team.
ICT does not consult or provide medical advice, direction, or decisions regarding care or release from care.
Health related questions include, but are not limited to:
- How long will I be in quarantine/isolation?
- When will I be released from care?
- I've been released from care but my SymMon app is still not cleared for class/lab. Why?
- Can or will I be retested for COVID-19?
- How do I use Duke MyChart?
- My friend may have been exposed; how do they schedule a COVID-19 test?

Duke Student Health:
https://studentaffairs.duke.edu/studenthealth
Phone: 919-681-9355

Duke Reach:
https://studentaffairs.duke.edu/dukereach1
Phone: 919-681-2455
dukereach@duke.edu

Keep Learning:
The hub for student-focused information.
https://keeplearning.duke.edu/

Isolation Care Team
9:00 AM – 8:00 PM
Phone: 919.684.2743
ict@duke.edu