Students,

Recently, you received the unfortunate news you either tested positive for COVID-19 or were exposed to someone who contracted the virus. You probably have felt confused, frustrated and even a bit anxious about what’s next. Those are natural reactions to feel during what has certainly been the most challenging time in my more than 30 years in higher education. However, I want you to know Clemson University has the utmost concern for your health and well-being.

Our collective University community has learned some very valuable lessons over the course of the past two years. Returning to in-person instruction and on-campus residential experiences 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. With your help, we have remained in-person during the 2021-22 academic year — which has certainly been challenging with the presence of infectious variants.

I am immensely proud of our team in Student Affairs and partners across campus who have displayed an unyielding commitment to carrying out the institution’s academic mission in a way that is both thoughtful and deliberate. We are here to support you throughout this journey and move forward in the face of this global pandemic.

We have compiled a comprehensive guide on the following pages to assist you during the transition to isolation or quarantine and make this as seamless as possible. Please note our protocols continue to change — for example, we have moved to automated notification of isolation instructions for those who test positive. 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 covidsystemssupport@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 your healthy exit from isolation or quarantine and look forward to having you back on campus!

Go Tigers!

Sincerely,

L. Christopher Miller
Vice President for Student Affairs and Dean of Students
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 via Clemson University email as soon as possible. If you test positive, isolate immediately and notify close contacts that they have been exposed. Do not return to campus until you are cleared to do so.**

**On-Campus Residents:**
- Clemson Home will not initiate phone contact unless indicated by a student who tested positive.
- You should go home, or to another arrangement, and avoid using public transportation to do so.

**Off-Campus Residents:**
- You will be able to isolate in your living space if appropriate. You should isolate in a private space without your roommates. This means you should have a private bed and bath and not access any shared spaces during isolation.

---

**CONTENTS**

**Positive Test Result - Isolation Required** 3-4

**Exposure to a Positive - Quarantine Required** 5-6

**Isolation/Quarantine Housing - The Best Western** 7

**RESOURCES**

- Healthy Clemson COVID-19 Website
- Voluntary Vaccine Upload Tool
- Testing Signup Tool
- COVID-19 Dashboard
- Clemson Home Website
- Student Health Services Website
You have tested positive for COVID-19. Now what?

This result determines your campus clearance status, regardless of vaccination status.

The isolation period for COVID-19 continues until each of the following conditions are met:

- Symptom-free or symptoms have resolved AND
- At least 5 days have passed since collection of positive test AND
- Fever-free for at least 24 hours and have not used fever-reducing medication (such as acetaminophen or ibuprofen) during that time.

If you are eligible to leave isolation before the completion of 10 full days (based on criteria above), you must wear a mask around others until 10 full days have passed since your positive test collection.

If you are asymptomatic and have tested positive within the past 90 days, you do not need to isolate. You will need to provide proof of these results through the COVID-19 Test Result Upload Tool. Please note: repeat testing (negative diagnostic or positive antibody) will not excuse you from isolation requirements.

Residential Students
- Clemson Home will not initiate phone contact unless you text the number below or otherwise indicate the need for further assistance.
- You should go home, or to another arrangement, and avoid using public transportation to do so. If you are unable to depart campus immediately, you must contact Clemson Home between 10 a.m. and 6 p.m. by texting 864-280-9891. Continue to avoid others and wear a well-fitting mask.
- Review Housing’s Isolation and Quarantine Checklist to help ensure you pack all the items you’ll need.
- Do not return to campus until you are cleared to do so, following the instructions above.

Off-Campus Residents
- You will be able to isolate in your living space if appropriate. You should isolate in a private space without your roommates. This means you should have a private bed and bath and not access any shared spaces during isolation.
- You may have contactless food delivery to your door if necessary.
- Do not return to campus until you are cleared to do so, following the instructions above.

HEALTH SERVICES
Medical Services
Students with non-urgent medical needs should call 864-656-1541 to schedule an appointment, visit MUSC Virtual Urgent Care or send a secure message to a nurse through MyHealth-e. If you need a prescription refill, contact the Pharmacy at 864-656-3562. For COVID-related questions, call 864-656-3571 to speak with a nurse.

Counseling and Psychological Services (CAPS)
This can be a very stressful time. During business hours, phone screening is available to students during business hours at 864-656-2451. If it is an after-hours psychological emergency, call 864-656-2222 to contact CAPS.

ACADEMIC REQUIREMENTS
Notification of Absence
Students in isolation should complete a Notification of Absence (NOA) 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 NOA has been completed, students should consider emailing professors with any specific questions, concerns or updates. We have included a sample email below. The Academic Success Center provides a checklist for keeping up with your coursework while in isolation or quarantine.

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.
**STUDENT EMPLOYEES**

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

**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. A Tri-County representative will reach out to talk to you about academic attendance policies and how to navigate missed assignments, etc., while you are away from in-person classes.

**ISOLATION HOUSING THROUGH CLEMSON HOME**

When contacted and as space is available, Clemson Home will provide isolation housing to students who test positive for COVID-19. The following resources are designed to assist residential students who are relocated to isolation housing.

**Meal delivery**

Meal delivery begins the first full day after initial check-in. Prepared food delivery will be available between 11 a.m. and 1 p.m. daily. Students will also receive a box of non-perishable, shelf-stable food to serve as a supplement to prepared meals. Contactless delivery is acceptable for students in isolation; notify a friend (or service) to leave it at your designated location.

**Mail delivery**

A friend will need to bring your packages. Contact mail services at [studpo@clemson.edu](mailto:studpo@clemson.edu) to authorize a pickup person. Please include the name and CUID number of the person picking up your mail and post office box number of the student in isolation. In the event mail has been transferred to a package locker, please provide your pin number for pickup.

**Amenities**

Each designated isolation space will include access to wifi, cable, mini-refrigerator, microwave, as well as complimentary pillows, linens and blankets.

**CARE reports**

The CARE Network connects current students with 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](#)

**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.**

**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

- **On-Call University Housing Staff (8a-8p)**
  
  864-280-9891

- **University Call Center**
  
  864-365-0555

- **CCIT**
  
  864-656-3494

**Exit Process**

Monitor your phone and University email address for an exit survey required to be completed to exit isolation. Completing this survey in a timely manner is critical to completing your isolation on schedule and having your campus access reinstated. You will receive a follow-up notification when your isolation timeframe is complete and your access is restored.

**Clearance for return to campuses is required as your card access to non-residential buildings will be turned off until your clearance is restored. Be sure to pay close attention to your University email and phone calls for instructions and the clearance process. Before returning to campus facilities, verify that your COVID-19 Clearance Status is “Cleared.”**

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

Individuals who have not received all recommended vaccine doses, to include boosters, and have been exposed to a COVID-19 positive individual, you will be required to quarantine. Exposure is defined as being within 6 feet of a known COVID-19 positive case for 15 or more minutes (cumulative over a 24-hour period).

If exposed:
• Individuals must quarantine for five (5) days after being exposed to a known positive case of COVID-19. If the individual remains asymptomatic during this quarantine, they will be allowed to exit quarantine. They should wear a well-fitting mask for five (5) days following quarantine.
• If an individual tests positive or develops COVID-19 symptoms while in quarantine, they must isolate from other people and follow the isolation section on page 3.

Residential Students
• Clemson Home will not initiate phone contact unless you text the number below or otherwise indicate the need for further assistance.
• You should go home, or to another arrangement, and avoid using public transportation to do so. If you are unable to depart campus immediately, you must contact Clemson Home between 10 a.m. and 6 p.m. by texting 864-280-9891. Continue to avoid others and wear a well-fitting mask.
• Review Housing’s Isolation and Quarantine Checklist to help ensure you pack all the items you’ll need.
• Do not return to campus until you are cleared to do so, following the instructions above.

Off-Campus Residents
• You will be able to quarantine in your living space if appropriate. You should quarantine in a private space without your roommates. This means you should have a private bed and bath and not access any shared spaces during quarantine.
• You may have contactless food delivery to your door if necessary.
• Do not return to campus until you are cleared to do so, following the instructions above.

HEALTH SERVICES
Medical Services
Students with non-urgent medical needs should call 864-656-1541 to schedule an appointment, visit MUSC Virtual Urgent Care or send a secure message to a nurse through MyHealth-e. If you need a prescription refill, contact the Pharmacy at 864-656-3562. For COVID-related questions, call 864-656-3571 to speak with a nurse.

Counseling and Psychological Services (CAPS)
This can be a very stressful time. During business hours, phone screening is available to students during business hours at 864-656-2451. If it is an after-hours psychological emergency, call 864-656-2222 to contact CAPS.

ACADEMIC REQUIREMENTS
Notification of Absence
Students in quarantine should complete a Notification of Absence (NOA) 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 NOA has been completed, students should consider emailing professors with any specific questions, concerns or updates. We have included a sample email below. The Academic Success Center provides a checklist for keeping up with your coursework while in isolation or quarantine.

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

QUARANTINE HOUSING THROUGH CLEMSON HOME
When contacted and as space is available, Clemson Home will provide quarantine housing to students who are exposed to someone who tested positive for COVID-19. The following resources are designed to assist residential students who are relocated to quarantine housing.

Meal delivery
Meal delivery begins the first full day after initial check-in. Prepared food delivery will be available between 11 a.m. and 1 p.m. daily. Students will also receive a box of non-perishable, shelf-stable food to serve as a supplement to prepared meals. Contactless delivery is acceptable for students in quarantine; notify a friend (or service) to leave it at your designated location.

Mail delivery
A friend will need to bring your packages. Contact mail services at studpo@clemson.edu to authorize a pickup person. Please include the name and CUID number of the person picking up your mail and post office box number of the student in quarantine. In the event mail has been transferred to a package locker, please provide your pin number for pickup.

Amenities
Each designated isolation space will include access to wifi, cable, mini-refrigerator, microwave, as well as complimentary pillows, linens and blankets.

CARE reports
The CARE Network connects current students with 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 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
On-Call University Housing Staff (8a-8p) 864-280-9891
University Call Center 864-365-0555
CCIT 864-656-3494

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.

Exit Process
Monitor your phone and University email address for an exit survey required to be completed to exit quarantine. Completing this survey in a timely manner is critical to completing your isolation on schedule and having your campus access reinstated. You will receive a follow-up notification when your isolation timeframe is complete and your access is restored.

Clearance for return to campuses is required as your card access to non-residential buildings will be turned off until your clearance is restored. Be sure to pay close attention to your University email and phone calls for instructions and the clearance process. Before returning to campus facilities, verify that your COVID-19 Clearance Status is “Cleared.”
Clemson Home has limited capacity of beds at a leased local hotel, The Best Western. As such, a student’s best option is to make alternative arrangements with family or friends.

While at the Best Western, students should expect the following experience:

**ROOM ASSIGNMENTS**
- Students in isolation are placed in double queen rooms. Placing positive students together has been approved by the South Carolina Department of Health and Environmental Control (DHEC) and poses no risks, even if asymptomatic and symptomatic positive students are placed together.
- Students in quarantine are placed in a single room by themselves. However, should a student subsequently test positive, they may be relocated to a room with another positive student to best maximize available isolation and quarantine space.

**ACCOMMODATIONS**
- The hotel has exterior rooms with outdoor windows that face the parking lot on either side, and also interior facing rooms that look into the hotel atrium. Students are assigned on an as available basis and we are not able to honor specialized requests for specific room locations or types.

**MEALS**
- Non-perishable food items are provided on the first day. This box includes breakfast-type items as well as other things that a student can eat throughout the day. A student may request to refill any or all of the box content during their stay.
- Prepared meals begin on the first day after check-in and include daily delivery of lunch and dinner between 11 a.m.-1 p.m. A student’s dietary restrictions and/or allergies are taken into account when providing meals. Students may also choose to have groceries or food delivered to the hotel front entrance; staff will take items to the rooms. Deliveries may be accepted at any time outside of the hours of 3-5 p.m. daily.

**OUTDOOR TIME**
- One hour of outdoor time is provided each day (at separate times) in the back parking lot for students in both isolation and quarantine. For the safety of students at the hotel, and hotel staff, students are not otherwise permitted to visit one another’s rooms, spend time in the hallway or other public areas.