Welcome to Isolation and Quarantine (IQ) housing. This housing was made available to support students during this period. Over the past year we have had many students live in IQ housing and successfully return to their permanent assignment. We are confident the same will be true for you soon.

Our goal is to provide a space where you can get the basics (place to stay and food) while allowing you time to recover. Students who lived in IQ housing would not describe this as “enjoyable,” as you will need to spend significant time (days) on your own. The same dynamic would apply anywhere you would need isolation or quarantine.

For the safety of our staff, interactions will be limited but we do wish for you to successfully complete the need to be away from others. The information below gives you available processes and resources. Please read it thoroughly.

Our experience is that friends and family will worry about you. Sometimes the expectation is that we provide more than what is outlined below. Again, there are safety aspects for staff as you complete your time away. We ask that you assure concerned family and friends you have what you need. Should they desire more information, refer them to our Moving Forward webpage (web.iastate.edu/safety/updates/covid19) or email COVID-19@iastate.edu so they have the best information.

This is difficult and hard on everyone. Even the words isolation and quarantine signal what this experience entails but it can and will help you in the long term at ISU.

Residence Staff

DURING YOUR STAY
We have staff available 24/7 to answer questions and help with any issues within your living space. Please call:

- **515-460-3047** - Weekdays, 8 a.m. to 8 p.m. Saturdays, 9 a.m. to 2 p.m.
- **515-290-9405** - Sundays and after hours (emergency only)

ORDER YOUR MEALS
Meals are provided by ISU Dining and work with your meal plan. If you don’t have a meal plan, you can purchase one through AccessPlus. Or, you can connect a credit card to the GET app. Meals are $9 each.

Meals must be ordered every day between 10 p.m. the night before and 9 a.m. the day of delivery. You will order lunch and dinner for the day of delivery and breakfast for the following day.

All three meals will then be delivered to your door between 11 a.m. and 1 p.m. When meals are delivered, a staff member will knock on your door. DO NOT OPEN THE DOOR. Wait for the staff member to leave and then get your meals.

Dinner and Breakfast will arrive chilled/frozen. Refrigerate and/or reheat food properly before eating.

DOWNLOAD THE GET MOBILE APP TO ORDER MEALS
Download the GET Mobile app from the Google Play or App Store to place your orders. Select Iowa State University and register.

PLACING YOUR ORDER - DO IT EVERY DAY
1. Open the GET app
2. Choose the OEL Dining Store
  - Meal Plans Store if you have a meal plan
  - D$, CyCash, Credit if are paying with Dining Dollars, CyCash, or Credit Card
3. Place orders for lunch, dinner and breakfast between 10 p.m. the night before and 9 a.m. the day of delivery.
  - Orders consist of an entrée, two sides and a drink.
4. Each meal requires a separate order. Place order, submit, pay, then repeat for each meal.

QUESTIONS ABOUT YOUR MEAL ORDER?
Email OELdining@iastate.edu.
Or Call:
- **515-294-4290** for meal questions and deliveries
- **515-294-3856** for meal plan/GET app questions

OTHER IMPORTANT PHONE NUMBERS:
515-294-5801 - Thielen Student Health Center, questions regarding your quarantine and isolation length of stay, COVID or other health-related questions (always call 911 for a health emergency)
- **515-294-4290** - Meal questions and deliveries
- **515-294-3856** - Meal plan/GET app questions
MAINTENANCE
For routine maintenance, submit a service request at housing.iastate.edu.

For emergency maintenance needs (like a broken pipe), please call:
- Weekdays, 8 a.m. to 5 p.m., 515-460-3047
- Weekends and evenings, 515-290-9405

MAIL & PACKAGES
Mail and packages will be delivered twice a week and placed outside of your door. If you hear a knock, wait until the staff member leaves to retrieve your items. You will also receive package notifications via email.

ACADEMIC SUPPORT
For academic support, connect with Student Assistance at studentassistance.dso.iastate.edu. You can also contact them at 515-294-1020 or by emailing studentassistance@iastate.edu.

CLEANING
All common areas and high-touch surface areas are cleaned and sanitized daily. If you have an emergency cleaning need in your room (such as vomit), please call:
- Weekdays, 8 a.m. to 5 p.m., 515-460-3047
- Weekends and evenings, 515-290-9405

LAUNDRY
Laundry is free. The Linden laundry room is #080 and located on the lower level (northwest corner). Do not shake dirty laundry. Use the warmest appropriate water setting and dry items completely. When you leave quarantine or isolation housing, clean and disinfect your hamper/basket.

CARRY YOUR KEYS - EVEN TO THE BATHROOM
If you do get locked out of your room, call 515-460-3047 during the hours of 8 a.m. to 5 p.m. After those hours, 515-290-9405.

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MENTAL HEALTH

PHYSICAL HEALTH, COVID-19
Contact Thielen Student Health Center at 515-294-5801, 24/7 to be connected with a nurse if you have any concerns related to your physical health or if your symptoms worsen. You can also expect periodic virtual check ins from the Thielen staff.

MENTAL HEALTH
Therapy Assistance Online (TAO) is a free resource to help with calming worry, living well and more! Scan the QR code to sign up. You can also connect with Student Counseling Services at counseling.iastate.edu.

CHECKING OUT
You will be notified when you can return to your hall/apartment. Your public health notification will contain the beginning and ending dates for isolation/quarantine time frame. Once you’ve been notified, place your belongings in the middle of the room. Movers will take you and your belongings back to your hall/apartment. Email DOR_IQ@iastate.edu if you have any questions.

If you are partway through your isolation/quarantine and decide to return home to complete it, please email DOR_IQ@iastate.edu to let us know of your departure. Contact publichealthteam@iastate.edu if you have any health-related questions. Take all your belongings with you and leave your keys on the desk.