

# **University of San Francisco COVID-19 Response Protocol**

## **Introduction**

This protocol shall be used by the University of San Francisco COVID-19 Response Team to respond to the threat of an outbreak from the communicable disease commonly known as COVID-19.

Within the protocol there are guidelines for mitigating and managing an outbreak of COVID-19 (potential, suspected, and confirmed cases) transmitted airborne or by droplets on the USF campus, safeguarding the welfare of individuals (students, staff, and faculty) across the campus community, and educating and advising the University community during the event.

The COVID-19 Response Team will coordinate the COVID-19 reporting and response process. Our mission is to ensure appropriate communication and action among University departments when incidents of a critical nature involving students/staff/faculty occur. When an incident occurs, the Team will be convened to develop a response plan based on the available information. The Team also facilitates post-crisis debriefings to review the incident, discuss follow-up actions, identify post-crisis support mechanisms, and evaluate the resolution.

A subsection of the COVID-19 Response Team is the USF COVID-19 Contact Tracing Team. The Contact Tracing Team is composed of trained individuals charged with conducting internal contact tracing of any confirmed positive cases within the USF community in order to quickly identify and isolate/quarantine those individuals to help limit further spread of COVID-19 within USF.

## **The University of San Francisco COVID-19 Response Team**

Vice President for Student Life: Shannon Gary  
Associate Vice President & Dean of Students: Lester Deanes  
Director of Health Promotion Services: Natalie Townsend  
Director of Campus Resilience: Greg Yee  
Senior Director of Student Housing: Torry Brouillard-Bruce  
Assistant Dean of Students & Director of Community Living: Aja Holmes  
Senior Director of Public Safety: Dan Lawson  
Assistant Vice President of Human Resources: Diane Nelson

## **The University of San Francisco COVID-19 Contact Tracing Team**

Natalie Townsend  
Torry Brouillard-Bruce  
Kathleen Rusk

## **Reporting Procedures**

All reports originating from the USF community shall be directed to the COVID-19 Response Team. These reports may come through two primary pathways: directly to the Response Team via [covidtracing@usfca.edu](mailto:covidtracing@usfca.edu) or based on community members responses via the daily symptom screen.

The COVID-19 Response Team is ultimately responsible for outreach and investigation of USF community members through the Contact Tracing Team and for coordinating the on-site logistical response if needed for any on-campus isolation or quarantine procedures that may be required. It should be noted that the Contact Tracing Team is not responsible for contacting each individual that may have had close contact with any confirmed positive cases. Anyone falling outside of the USF community - students, faculty, staff, affiliates - is the jurisdiction of the local county health department of the positive case. The Contact Tracing Team will do their due diligence in reaching out to all USF-affiliated close contacts but may be unable due to incomplete reporting.

## **Activation Protocol**

Upon notice of a positive COVID-19 case within the USF community, the COVID-19 Response Team, or a small subset of its members, is notified. Any meetings that may be necessary will be conducted via Zoom to keep with City and County of San Francisco and University of San Francisco public health guidelines if needed.

The Response Team notifies the Contact Tracing Team Coordinator to assign the case to a member of the Contact Tracing Team. All efforts will be made to assign any employee or affiliate cases to Human Resources members of the Contact Tracing Team, but that may not be feasible due to caseload. Similarly, all efforts will be made to assign any student cases to Division of Student Life members of the Contact Tracing Team, but that may not be feasible due to caseload.

## **Investigating Protocol**

### **COVID-19 Positive Individuals**

Once given the contact information of a positive COVID-19 case, the assigned contact tracer reaches out to that individual via email.

The purpose of this communication is to gather information from the individual to help the university determine the potential level of exposure of other USF-affiliated individuals. The individual

personal information will be held strictly confidential. As required by law, the COVID-19 Response Team may disclose the student/employee's information to public health, school, and legal authorities charged with preventing or controlling communicable diseases if necessary.

The contact tracer email will use a predetermined questions to assist in gathering all relevant information. This information will automatically be placed in Salesforce for tracking purposes. This information is securely stored.

All information will be relayed to the San Francisco Department of Public Health for their contact tracing efforts if necessary.

### **Close Contacts**

Any close contacts, as identified using SFDPH guidance, of the positive case identified through the tracer's efforts will then be notified of this and asked to self-quarantine. Information to be found later in the protocol.

### **Symptomatic Individuals**

The individuals that are self-disclosing symptoms that are most commonly associated with COVID-19 may be reached out to by a member of the Contact Tracing Team to encourage them to get a COVID-19 test. It will be asked of those individuals to limit contact with others and self-isolate if possible while awaiting test results if able to do so.

### **Testing**

Individuals exhibiting symptoms will be provided with information on testing sites available throughout San Francisco.

## **Response Protocol**

### **Residential Student**

#### *Positive COVID-19 Case*

A residential student that informs the university that they have tested positive for COVID-19 - either directly through the [covidtracing@usfca.edu](mailto:covidtracing@usfca.edu) email, may be required to isolate for a period of time determined by the most recent guidelines established by the San Francisco Department of Public Health. [See Appendix D:](#)

- If a student is in a Loyola Village apartment they may isolate within their assigned space (any roommate identified as a confirmed close contact may go through the quarantine protocols listed below, and if possible be relocated to a quarantine room).
- If a student is in any other EHS facility they may be relocated to an isolation room pre-identified by Student Housing.

The COVID-19 Response Team will provide the following information to the COVID-19 Care Team who are charged with providing logistical support to relocating the individual student and ensuring that they are set up for isolation if needed:

- Name
- CWID
- Current Residence Hall Room
- Best contact information (ideally phone number and email)

The COVID-19 Care Team will do the following:

1. Identify which unit is available for the student to use for isolation. Housing staff will then note that room as unavailable in StarRez.
2. If necessary, retrieve a room access card for the assigned isolation space.
3. A COVID-19 Care Team member will meet the student at their assigned isolation space and give them their access card to gain access to their room.
4. Provide a resource and information guide for appropriate isolation procedures via an email via Housing.
5. Work with Bon Appetit/EMGS to inform them of the room that will need food delivered and provide detailed information of the food delivery process and expectations
6. Work with Housing, Facilities Management, and Able to ensure rooms are taken offline and cleaned per guidance and best practices
7. Conduct scheduled, periodic check-ins with the student to ensure that their needs are being met and to answer any questions during their isolation
8. Reach out to student to inform them that their isolation period is over per SFDPH guidance
9. Work with Facilities Management and Able for cleaning of isolation room
10. Notifying Housing of when the isolation room has been properly cleaned and available for use as an isolation or quarantine room.

### Confirmed Close Contact

For a residential student that has been identified as a close contact through either self-reporting or through the contact tracing of a positive case that student will be required to monitor symptoms for a period of time determined by the most recent guidelines established by the San Francisco Department of Public Health. [See Appendix D.](#)

- If the student is a single occupant in a Loyola Village apartment, they will be able to complete their quarantine if necessary in their assigned space.
- If the student is in a Loyola Village apartment with other individuals, they may be relocated to a quarantine room pre-identified by Housing.
- If a student is in any other EHS facility they may be relocated to a quarantine room pre-identified by Housing or may be approved to quarantine in space with specific common area/restroom restrictions.

The COVID-19 Response Team will provide the following information to the COVID-19 Care Team who are charged with providing logistical support to relocating the individual student and ensuring that they are set up for isolation:

- Name
- CWID
- Current Residence Hall Room
- Best contact information (ideally phone number and email)

The COVID-19 Care Team will do the following:

11. If needing to relocate, identify which unit is available for the student to use for quarantine. Housing staff will then note that room as unavailable in StarRez.
12. If necessary, retrieve a room access card for the assigned quarantine space.
13. A COVID-19 Care Team member will meet the student at their assigned quarantine space and give them their access card to gain access to their room.
14. Provide a resource and information guide for appropriate quarantine procedures via an email from Housing.
15. Work with Bon Appetit/EMGS to inform them of the room that will need food delivered and provide detailed information of the food delivery process and expectations
16. Work with Housing, Facilities Management, and Able to ensure rooms are taken offline and cleaned per guidance and best practices
17. Conduct scheduled, periodic check-ins with the student to ensure that their needs are being met and to answer any questions during their isolation
18. Reach out to student to inform them that their quarantine period is over per SFDPH guidance
19. Work with Facilities Management and Able for cleaning of quarantine room
20. Notifying Housing of when the isolation room has been properly cleaned and available for use as an isolation or quarantine room.

### Reporting of Symptoms

A residential student that informs the university that they are experiencing symptoms consistent with COVID-19 - will be strongly encouraged to get tested for COVID-19.

A member of the Contact Tracing Team will reach out to those residential students who self-report symptoms to inform them of their options. If the student gets tested, the student is encouraged to provide the result of the test back to the university. A positive test activates the Positive COVID-19 Protocol. For a negative test, the student will be asked to monitor symptoms in the residence hall room until symptoms resolve. [See Appendix B.](#)

## **Non-residential Student**

### Positive COVID-19 Case

For a non-residential student that informs the university that they have tested positive for COVID-19, they may be asked to isolate, if necessary, at their off-campus residence for a period of time determined by the most recent guidelines established by the San Francisco Department of Public Health.

A member of the COVID-19 Response Team will do the following:

1. Provide a resource and information guide for appropriate isolation procedures.
2. Conduct scheduled, periodic check-ins with the student to ensure that their needs are being met and to answer any questions during their isolation.
3. Reach out to student to inform them that their isolation period is over per SFDPH guidance.

### Confirmed Close Contact

For a non-residential student that has identified as a close contact through either self-reporting or through the contact tracing of a positive case, they may be asked to quarantine at their off-campus residence if necessary for a period of time determined by the most recent guidelines established by the San Francisco Department of Public Health.

A member of the COVID-19 Response Team will do the following:

1. Provide a resource and information guide for appropriate quarantine procedures
2. Conduct scheduled, periodic check-ins with the student to ensure that their needs are being met and to answer any questions during their quarantine
3. Reach out to student to inform them that their quarantine period is over per SFDPH guidance

### Reporting of Symptoms

A non-residential student that informs the university that they have experiencing symptoms consistent with COVID-19, will be strongly encouraged to get tested for COVID-19.

A member of the Contact Tracing Team will reach out to those non-residential students who self-report symptoms to inform them of their options. If the student gets tested, the student is encouraged to provide the result of the test back to the university. A positive test activates the Positive COVID-19 Protocol. For a negative test, the student may be asked to self-isolate until symptoms resolve. [See Appendix B.](#)

## **Employees**

### Positive COVID-19 Case

For an employee that informs the university that they have tested positive for COVID-19, they may be asked to isolate if necessary at their off-campus residence for a period of time determined by the most recent guidelines established by the San Francisco Department of Public Health.

The COVID-19 Response Team will provide the following information to Human Resources and who are charged with assisting the individual and ensuring that they are set up for isolation if necessary:

- Name
- CWID
- Best contact information (ideally phone number and email)

Human Resources will do the following:

1. Conduct scheduled, periodic check-ins with the employee to answer any questions during their isolation
2. Reach out to the employee to inform them that their isolation period is over per SFDPH guidance

### *Confirmed Close Contact*

For an employee that informs the university that they have been identified as a close contact through either self-reporting or through the contact tracing of a positive case, they will be asked to quarantine, if necessary, at their off-campus residence for a period of time determined by the most recent guidelines established by the San Francisco Department of Public Health

The COVID-19 Response Team will provide the following information to Human Resources and who are charged with assisting the individual and ensuring that they are set up for isolation:

- Name
- CWID
- Best contact information (ideally phone number and email)

Human Resources will do the following:

1. Conduct scheduled, periodic check-ins with the employee to answer any questions during their isolation
2. Reach out to the employee to inform them that their isolation period is over per SFDPH guidance

### *Reporting of Symptoms*

For an employee that informs the university that they have experiencing symptoms consistent with COVID-19 they will be strongly encouraged to get tested for COVID-19.

A member of the Contact Tracing Team will reach out to those employees who self-report symptoms to inform them of their options. If the employee gets tested, the employee is encouraged to provide the result of the test back to the university. A positive test activates the Positive COVID-19 Protocol. For a negative test, the employee will be asked to self-isolate until symptoms resolve. [See Appendix B.](#)

## APPENDIX A - DEFINITIONS

**Close Contact:** Per the San Francisco Department of Public Health, a close contact of a COVID-19 positive individual is an individual who meets any of the following requirements from 48 hours prior to symptoms of the positive individual beginning:

- Lived or stayed with the COVID-19 positive individual
- Was an intimate partner of a COVID-19 positive individual
- Took care of a COVID-19 positive individual, or was taken care of by a COVID-19 positive individual
- Stayed within 6 feet of a COVID-19 positive individual for at least 10 minutes or more during a 24-hour period
- Exposed to direct contact with the body fluids or secretions of a COVID-19 positive individual (e.g. coughed or sneezed on you) while not wearing a face mask, gloves, or gown

**Isolation:** Isolation is the separation of sick individuals with a contagious disease (COVID-19) from those individuals who are not sick.

**Quarantine:** Quarantine keeps those individuals who were exposed to a contagious disease (COVID-19), and may be developing symptoms, away from others as they watch for the development of symptoms

**USF community member:** This term refers to USF students, faculty, staff, and affiliates



## **APPENDIX B - ISOLATION GUIDELINES**

If you have been diagnosed with COVID-19 or if you are awaiting test results after being identified as a close contact or experiencing symptoms of COVID-19 you must follow the below guidelines to help prevent the spread of COVID-19.

### **Stay Home Until you have Recovered**

- Most people with COVID-19 have mild illness and can recover at home.
- Do not go to work, school, or public areas if unnecessary. If needed to go out, wear a mask.
- Stay home until recovered. [Please see Appendix D for Return to Work / School Guidelines.](#)

### **General Guidelines**

- Stay home except to seek medical care if needed. Do not go to work, school, or public areas if unnecessary. If needing to go out, wear a mask.
- Do not use public transportation, ride shares, or taxis. Or wear a mask if needing too.
- Separate yourself from others in your home, especially people who are at higher risk of serious illness.
- Stay in a specific room and away from other people in your home as much as possible. Use a separate bathroom, if available.
- Do not prepare or serve food to others.
- Do not allow visitors into your home, if possible.
- Limit your contact with pets.

### **What to take with you (for residential students only if provided another room)**

#### **Items to be Provided by Housing**

- Bed Spread
- Blanket
- 2 sheets (either a flat sheet and fitted sheet or two flat sheets depending on what we have)
- 1 pillow with pillowcase
- 1 small towel
- A little cup with a tiny soap in it

#### **Recommended Items to Bring**

- Enough clothes for 5 days' worth of isolation. You will not be approved to leave your space to do laundry.
- All items needed to ensure that you can continue with your remote course of studies.
- All toiletries needed to be in isolation for 5 days.

- Any personal electronic devices and chargers

[For a more detailed list, please see Appendix E.](#)

### **Prevent the Spread**

- Wear a face covering or mask if you are in the same room with others. If you are unable to wear a face covering or mask, others should wear a face covering or mask if they share or enter the room.
- Cover your coughs and sneezes. Cover your mouth and nose with a tissue or sneeze into your sleeve -- not into your hands -- then throw away the tissue into a lined trash can and immediately wash hands.
- Wash your hands often and thoroughly with soap and water for at least 20 seconds - especially after coughing, sneezing, or blowing your nose, or after going to the bathroom. Alcohol-based hand sanitizer with a minimum content of 60% alcohol can be used instead of soap and water if the hands are not visibly dirty.
- Do not share household items such as dishes, cups, utensils, towels, bedding with other people. After using these items, wash them thoroughly with soap and water. Laundry may be washed in a standard washing machine with warm water and detergent; bleach may be added but is not necessary.
- Clean and disinfect all “high-touch” surfaces every day (including counters, tabletops, doorknobs, faucets, toilets, phones, tv remotes, keys, keyboards), and especially any surfaces that may have body fluids on them. Use household cleaning and disinfectant sprays or wipes, according to the product label instructions.

### **Practice Home Care**

- Rest and drink plenty of fluids. You may take acetaminophen (Tylenol®) to reduce fever and pain.
  - Note that medicines do not “cure” COVID-19 and do not stop you from spreading the virus.
- Seek medical care if your symptoms get worse, especially if you are at a higher risk of serious illness.
- **Symptoms that indicate you should seek medical care include:**
  - Difficulty breathing
  - Cannot keep fluids down
  - Dehydration
  - Confusion
  - Other serious symptoms
- If possible, call ahead before going to your doctor’s office or hospital and tell them you are in Isolation for COVID-19 to prepare health care personnel for your arrival and protect others from getting infected.
  - Do not wait in any waiting rooms and do wear a face covering or mask at all times if possible.
  - Do not use public transportation.
  - If you call 911, first notify the dispatch and paramedics that you are under isolation for COVID-19.

## **APPENDIX C - QUARANTINE GUIDELINES**

If you have been identified as a close contact, you must follow the below home quarantine guidelines. At times, it can take up to 14 days to develop symptoms if you become infected with COVID-19. You may need to stay home and monitor your own health during this time to prevent passing infection to anyone else.

### **Stay Home to see if you Symptoms Develop**

- You may need to stay home to quarantine after you were last in close contact with the person with COVID-19. One should always be monitoring their symptoms.
- If you are unable to avoid close contact with the person with COVID-19, you may need to quarantine.

### **What if you Develop Symptoms?**

- COVID-19 symptoms include fever, chills, cough, shortness of breath, sore throat, runny nose, or muscle pain, headache, nausea, vomiting, diarrhea, or losing the sense of smell or taste.
- If you develop any of the above symptoms, and they are new symptoms that you don't usually have in daily life, then you may have COVID-19 and you must follow Appendix B - Isolation Guidelines
- Monitor your symptoms closely and seek medical advice or medical care if symptoms worsen, especially if you are at a higher risk of serious illness.
- Check with your medical provider or seek COVID-19 diagnostic testing to confirm the diagnosis.

### **General Guidelines**

- Stay home is possible and seek medical care if needed. Do not go to work, school, or public areas if possible.
- Do not use public transportation, ride shares, or taxis.
- Separate yourself from others in your home if possible, especially people who are at higher risk of serious illness.
- Stay in a specific room and away from other people in your home as much as possible. Use a separate bathroom, if available.
- Do not prepare or serve food to others.
- Do not allow visitors into your home.
- Limit your contact with pets.

### **What to take with you (for residential students only if**

### **provided another room)**

### **Items to be Provided by Housing**

- Bed Spread
- Blanket
- 2 sheets (either a flat sheet and fitted sheet or two flat sheets depending on what we have)

- 1 pillow with pillowcase
- 1 small towel
- A little cup with a tiny soap in it

### **Recommended Items to Bring**

- Enough clothes for isolation.
- All items needed to ensure that you can continue with your remote course of studies if necessary.
- All toiletries needed to be in isolation.
- Any personal electronic devices and chargers

[For a more detailed list, please see Appendix E.](#)

### **Prevent the Spread**

- Wear a face covering or mask if you are in the same room with others. If you are unable to wear a face covering or mask, others should wear a face covering or mask if they share or enter the room.
- Cover your coughs and sneezes. Cover your mouth and nose with a tissue or sneeze into your sleeve -- not into your hands -- then throw away the tissue into a lined trash can and immediately wash hands.
- Wash your hands often and thoroughly with soap and water for at least 20 seconds - especially after coughing, sneezing, or blowing your nose, or after going to the bathroom. Alcohol-based hand sanitizer with a minimum content of 60% alcohol can be used instead of soap and water if the hands are not visibly dirty.
- Do not share household items such as dishes, cups, utensils, towels, bedding with other people. After using these items, wash them thoroughly with soap and water. Laundry may be washed in a standard washing machine with warm water and detergent; bleach may be added but is not necessary.
- Clean and disinfect all “high-touch” surfaces every day (including counters, tabletops, doorknobs, faucets, toilets, phones, tv remotes, keys, keyboards), and especially any surfaces that may have body fluids on them. Use household cleaning and disinfectant sprays or wipes, according to the product label instructions.

### **Practice Home Care**

- Rest and drink plenty of fluids. You may take acetaminophen (Tylenol®) to reduce fever and pain.
  - Note that medicines do not “cure” COVID-19 and do not stop you from spreading the virus.
- Seek medical care if your symptoms get worse, especially if you are at a higher risk of serious illness.
- **Symptoms that indicate you should seek medical care include:**
  - Difficulty breathing
  - Cannot keep fluids down
  - Dehydration
  - Confusion
  - Other serious symptoms

- If possible, call ahead before going to your doctor's office or hospital and tell them you are in Isolation for COVID-19 to prepare health care personnel for your arrival and protect others from getting infected.
  - Do not wait in any waiting rooms and do wear a face covering or mask at all times if possible.
  - Do not use public transportation.
  - If you call 911, first notify the dispatch and paramedics that you are under isolation for COVID-19.

## APPENDIX D - RETURN TO WORK / SCHOOL GUIDELINES

### Confirmed or Suspected COVID-19 Guidance for Ending Isolation

There are three options for people who have **Confirmed or Suspected COVID-19** to be able to end isolation and return to work or school:

1. **OPTION 1 (Symptom-based criteria):** If you have Confirmed COVID-19 or Suspected COVID-19 and you did not get tested for COVID-19, you can leave isolation and go back to work when all the following are true:
  - a. You have had at least 24 hours with no fever at all; AND
  - b. During those 24 hours you have not taken any fever-reducing medication such as Tylenol, Acetaminophen, Advil, Ibuprofen, Aleve, or Naproxen; AND
  - c. Your symptoms have improved; AND
  - d. It has been at least 5 days since your symptoms first started.

*Note that because people may continue to test positive on a viral test long after they are recovered from COVID-19, you can end isolation if all of a, b, c, and d are true even if you have one or more positive viral tests beyond 5 days after your symptoms first started. If you meet all the criteria for Option 1 you are considered not contagious, even if you have a positive test.*

2. **OPTION 2 (Time-based criteria):** If you have Confirmed COVID-19 but never had symptoms, you can return to work 5 days after the date of your positive test.

If you never had a positive test for the COVID-19 virus (i.e. you do NOT have Confirmed COVID-19) but you had at least one of the symptoms associated with COVID-19, you may be able to go back to work sooner if:

- You get a single negative virus test, AND
- Your symptoms are better, AND
- You have not had a fever for 24 hours.

### Close Contact Guidance to End Quarantine

After having **Close Contact** with someone who tested positive for COVID-19, you must self-quarantine, if possible, to watch and wait to see if you develop symptoms of COVID-19. Do not go to school or work or wear a mask when attending.

If you have had Close Contact and:

- If you do not develop any symptoms, you can end quarantine and resume classes and work;
- If you get a positive COVID-19 test, then you have Confirmed COVID-19 and you can end isolation using one of the three options described above;

- If you get a negative COVID-19 test, you may resume class and work.

## **APPENDIX E - ITEMS IN QUARANTINE / ISOLATION SPACE AND WHAT TO BRING**

Below is a more detailed list of items that will be provided in isolation and quarantine rooms in addition to a more expanded list of items for residents to bring with them into these spaces

### **Items to be provided in your quarantine or isolation space:**

- Bed Spread
- Blanket
- 2 sheets (either a flat sheet and fitted sheet or two flat sheets depending on what we have)
- 1 pillow with pillowcase
- 1 small towel
- A little cup with a tiny soap in it

### **Recommended Items to Bring**

#### *Clothing*

- Tops
- Bottoms
- Undergarments
- Socks
- Pajamas

#### *Personal Care Items*

- Face / body soap
- Toothbrush / toothpaste
- Shampoo / conditioner
- Floss
- Contact lens case / contact solution
- Body lotion
- Cotton swabs
- Facial tissue
- Razor
- Deodorant
- Menstrual care products
- Over-the-counter medication

#### *Medication*

- Ensure enough prescription medication is on hand

#### *Other*

- Thermometer
- Sanitizing wipes



### *Technology*

- Phone / phone charger
- Laptop / tablet and charger

### *Educational Materials*

- Any materials needed to continue classwork such as:
  - Books
  - Notebooks
  - Paper
  - Pens / pencils