FAQ about Notification Protocols for COVID-Related Concerns

We encourage faculty to become familiar with protocols for instances when students or others test positive for COVID-19 and with the enhanced cleaning protocols: Contact Tracing Protocol: https://www.smu.edu/Coronavirus/Contact-Tracing; Enhanced Cleaning Protocol: https://blog.smu.edu/coronavirus-covid-19/2020/06/26/facilities-communication-plan-and-custodial-response-guide/

- **What is the difference between “isolation” and “quarantine”?** Students or others who have tested positive go into isolation for at least 10 days and until 3 days with no fever have passed. Students or others who have been identified through the contact tracers as having come into close contact with someone who tested positive go into quarantine for 14 days.

- **Will I be notified if a student in my class tests positive and needs to go into isolation?** Yes, you will receive an email from the Office of the Dean of Students. The process of notification begins with the student either filling out a CCC Form or visiting the Health Center. For positive cases, a team of contact tracers ensures that anyone who had come into contact with the student would be notified. Please note that the student's name will not be shared in order to protect privacy. In some but not all cases, students will be able (and want) to continue in class via Zoom.

- **Will I be notified if a student in my class needs to go into quarantine?** In these cases, students are responsible for notifying you directly if they have come into close contact with someone who tested positive. Per the COVID-19 attendance policy, they should continue attending class (via Zoom). Please note that the Office of Dean of Students is sending confirmation e-mails to students who are in quarantine so that students have instructions in writing from the contact tracer. In the event that faculty would like to request evidence from a student that they have been placed in quarantine, faculty can request a copy of this email confirmation directly from the student.

- **What do I do if my student says they have to be quarantined but did not go through the SMU process?** You can submit a CCC so that the student will receive appropriate outreach.

- **Do I need to go into quarantine and/or get tested if a student in my class tests positive?** Only people who came into close contact with the student need to quarantine. The contact tracing team will determine, through an intensive interview process, who these individuals are. If this is the case for you or your other students, you would receive a separate, individual notification within 24-48 hours in the event that you need to quarantine.

- **What should I do with the information that a student in my class has tested positive?** You should ensure that any students in your course—those who test positive (and are in isolation) and those who came into close contact (and are in quarantine) receive accommodations per the COVID-19 attendance policy to maintain academic continuity.

- **Can I alert other students or colleagues of the situation?** Per HIPAA regulations, you cannot share this privileged information.

- **Are data reported on students who are in quarantine (came into close contact)?** Data are only reported on positive cases of COVID-19.

- **Where can I go to get tested?** You can get tested at the Bob Smith Health Center. Rapid curbside COVID-19 testing for employees is also now available at Expressway Tower. SMU employees and families receive no-cost, rapid drive-thru testing for COVID-19 at Expressway Tower, 6116 North Central Expressway. The University covers 100% of the cost and no insurance paperwork is needed for those who have SMU health benefits. Telemedicine appointments and drive-thru testing may be scheduled for this location Monday through Friday, 9:00 a.m. to 5:00 p.m.