

CEAT Care Team Procedures

**Procedures
CCB-016
Effective Date: 8/27/20**

- 1.01 The OSU College of Engineering, Architecture, and Technology (CEAT) has established the CARE Team to provide monitoring and support of CEAT students in quarantine or isolation.
- 1.02 The purpose of the CARE Team is to provide a safe emotional environment for students in quarantine or isolation by linking them to resources and assisting with their needs. This will aid in students' well-being and connectedness with their classes and campus activities. This will also promote peace of mind for friends and family of students in quarantine or isolation.
- 1.03 CARE Team will establish and maintain a caring relationship with the students and monitor students' well-being throughout the period of quarantine or isolation, for all CEAT students, both on and off campus. The CARE Team will provide non-contact emotional and social support. CARE baskets will be provided, and phone contact will be made within 24 hours upon notification and every 2 to 3 days thereafter, to check-in with students.
- 1.04 Care Team is comprised of a core of CEAT staff members in cooperation with Student Services and other programs, with assistance from students, faculty, staff and community volunteers. These include:
 - Anne Mahoney, 405-744-7017, anne.mahoney@okstate.edu (CARE Team Co-Leader)
 - Kavina Eksteen, 405-633-2723, kavina.eksteen@okstate.edu (CARE Team Co-Leader)
 - Lance Millis, 405-744-5276, lance.millis@okstate.edu (CARE Team Coordinator)

CARE Team Volunteers

- 2.01 CARE Team volunteers will be selected and vetted by the CARE Team coordinators based on suitable skills and experience. If they are not an OSU employee, they must sign the provided liability waiver (APPENDIX A) before they can be involved in any CEAT Care Team activities and their activities should not involve access to FERPA or HIPPA information.
- 2.02 CARE Team Volunteers will be familiar with the following topics prior to student engagement:
 - FERPA (Family Educational Rights and Privacy Act) confidentiality requirements
 - HIPAA (Health Insurance Portability and Accountability Act) requirements
 - Student Mental Health and Well-being
 - Personal Protective Measures



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CARE Team Organization and Notification

- 3.01 The CARE Team will be divided into teams A, B, C and D (depending on the number of members). The students will be assigned to Group A through Group D respectively.
- 3.02 CARE Team Members will be notified via Group Me and/or text messages.
- 3.03 CARE Team Members are to contact the student within 24 hours of notification.

Process for Student Engagement

- 4.01 If a student tests positive, the testing authority (University Health Services, Payne County Health Department, or other official facility) will contact the student to inform him/her. OSU may not be contacted if testing has taken place elsewhere. Students will be encouraged to contact UHS if this is the case.
- 4.02 UHS and the Payne County Health Department will send a list every day to Debbie Stump at OSU Student Affairs Office (OSAO) and the OSAO will contact Anne Mahoney, the CEAT CARE team leader.
- 4.03 A staff member will be assigned from OSAO to make initial contact with the student in order to give them general procedural information. This staff person will follow up a few more times during the quarantine period.
- 4.04 The CEAT CARE team will contact the student within 24 hours of notification from OSAO. The requirements of the Family Educational Rights and Privacy Act (FERPA) shall always be followed.
- 4.05 If the student resides in university housing, the Residential Life (ResLife) procedure for isolation or quarantine shall be followed (<https://reslife.okstate.edu/dates-deadlines/isolation-protocol.html>). If the student resides off campus, the student shall self-quarantine.

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- 4.06 For students that have had a primary exposure: The CDC currently recommends a quarantine period of 14 days. However, based on local circumstances and resources, the following options to shorten quarantine are acceptable alternatives. Quarantine can end after Day 10 without testing and if no symptoms have been reported during daily monitoring. Quarantine can end after Day 7 if a diagnostic specimen tests negative and if no symptoms were reported during daily monitoring. Day zero is established to be the day of exposure. In both cases, additional criteria of symptom monitoring and masking must be met through Day 14 (Refer to CDC Guidance for current quarantine options: <https://www.cdc.gov/coronavirus/2019-ncov/more/scientific-brief-options-to-reduce-quarantine.html>).
- 4.07 Students that receive positive tests shall quarantine or isolate for ten (10) days from the day of testing (with the testing day being day zero). This is based off the assumption that they are symptom free for the last 24 hours. If they develop symptoms, the 10-day period starts again.
- 4.08 Once a student has been informed by UHS of a positive result or primary exposure, the CARE Team will reach out to the student to offer support during the quarantine or isolation period.
- 4.09 If the student gives permission, the CARE Team will contact the student’s family or close friends to keep them involved. The CARE Team will encourage students to maintain primary contact with their family “unit.”

Student Interventions and Activity Reporting

- 5.01 All student interactions will be documented using the OSAO procedures. These records will be kept confidential within the CARE Team, following the legal requirements of Health Insurance Portability and Accountability Act (HIPAA) and FERPA.
- 5.02 Anne Mahoney will provide a daily update on new quarantines to the Associate Dean for Academic Affairs (ADAA).
- 5.03 A weekly activity report will be provided to the IMT.

Monitoring Wellbeing

- 5.04 The CARE team will coordinate initial contact from the College. Students will be contacted as needed but no less than every 2 to 3 days, to check-in with them.

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- First Contact (within 24 hours of notification)
 - A. Reach out to students both on and off campus by phone/text (Google Voice/ CEATCARES email address) using the following verbiage:
 1. How are you doing?
 2. Have you been contacted by the OSU Student Affairs staff?
 - a. The OSU Student Affairs staff is responsible for giving the quarantined student details on the process.
 3. Are you feeling OK – Do you have your process in place for getting food?
 - a. If no, a CEAT Cares Leader should contact Debbie Stump or Kyndal Roark for help with this.
 4. Do you feel you are able to stay up with the courses that you are enrolled in?
 - a. We strongly encourage this, unless you are too sick to do so.
 5. Do you have the resources needed to stay up to date in courses?
 - a. Loaner laptops may be available through the OSU Library
 - i. Delivered to door or mailed (out of town)
 - b. Internet access?
 - i. Hot spot access – If money is an issue, the CEAT Care Team should help facilitate by contacting Debbie Stump
 6. You need to work together with your faculty for all courses to discuss your situation and work out a reasonable accommodation plan.
 - a. Would you like us to make the initial contact with your faculty?
 - i. If so, Anne Mahoney to send an email to faculty (CEAT faculty or other college faculty), copy student, copy ADAA.
 - Use the OSU standard email (APPENDIX B)
 - OSU would prefer that colleges make the initial contact with faculty, but not work out accommodation details, as this is the responsibility of the student and faculty.
 - Do not reveal if a student is “positive” – only that the student is in quarantine and faculty should work together with the student for reasonable accommodations
 - Ask faculty and students to work together to find reasonable accommodation (No need to keep CEAT Cares in loop on this step)
 - ii. If you feel that a reasonable accommodation can not be reached, contact the ADAA. The ADAA will work with the School Head and faculty to make sure a reasonable accommodation is made. Contac the other college ADAA if needed.

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- B. Keep the student's advisor informed so that if there are academic alerts, etc., and the advisor is aware of the situation; they may not, however, interrupt the CARE team process.
 - a. We will stay in contact with you. How is the best way to communicate with you? Text? Email? Phone Call? How often would you like to be contacted?
 - b. Can we help you any other way?
 - C. CARE team will record notes on contact and overview of conversation. Log when contacts are attempted.
 - D. If the student declines support or further contact, raise the issue with the CARE team and proceed accordingly.
 - E. Provide our contact details.
 - F. Provide list of campus and community resources, making sure the student knows it is always appropriate to use these resources.
 - G. Request outside contact information (parents/other).
 - H. Contact parent/other if student consents and give them CARE Team contact information.
- Second Contact (2 to 3 days from first contact)
 - A. Follow up to see if previous resources were provided and if so, if the student utilized the resource.
 - B. Assess how does the student feels to help determine what we do next.
 - C. Provide CARE Basket (support card, balloons, cookies, candy, CEAT cup, bottle of water, Kleenex, some type of game, hand sanitizer, facemasks, fruit, beef jerky, pretzels, chips, Chex mix, chicken noodle soup).
 - D. Student Council will assist with making up CARE Baskets.
- Third Contact (2-3 days from second contact)
 - A. Follow-up on student wellbeing.
 - B. Check if resources that were provided are enough.
- Final Contact (2 to 3 days from third contact)
 - A. Check with the student to see if he/she is symptom free, encouraging honesty.
 - B. Check whether the student is ready to resume classes/move back to residence hall.
 - C. Encourage reading the General Campus/CEAT-wide email weekly, reminding students to reach out to peers during quarantine/isolation.

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Dealing with Individuals in Crisis

- 6.01 Serve the student's emotional state (is the student distressed, anxious, etc.) when he/she interacts with the CARE Team, as it gives an indication of the individual's receptivity to help and type of support needed.
- 6.02 Recognize that an individual will be experiencing a range of emotions. An individual will most likely be expecting to get information or assistance that will solve the problem.
- 6.03 Do not make promises that can't be kept. Assist when able and refer when a situation or issue is not your area of expertise. For example, do not handle individuals who are suicidal or may harm themselves or others. It is mandatory to refer them to OSU Mental Health @ 405-744-5458 or immediately call the OSU Police or 911.
- 6.04 Refer the student to University Health Services (UHS), Mental Health agencies, or other community agencies, if the individual does not respond to your intervention.
- 6.05 Follow up to ensure the individual is getting the assistance needed.
- 6.06 Dinner time (5 to 7 p.m.) can be a hard time, as this is a time of community/family dining in which a quarantined individual will not be able to participate. Reach out and offer to share a virtual meal.
- 6.07 Remember to respect the individual's privacy.

Reporting an exposure of a CARE team member

- 7.01 The same procedure is to be followed as the CEAT Supervisor Positive COVID-19 Test Notification Procedure (CCB-007), available at: https://ceat.okstate.edu/site_files/docs/ccb-007supervisor_positive_test.pdf

Reporting information from faculty or staff about new quarantined students

- 8.01 Faculty and staff who have been informed by students in their courses that they are quarantining should pass this information on to Anne Mahoney, who is responsible to inform Debbie Stump of any new quarantines not on the OSU list with the mandated form.



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Resources Available at OSU

Student Counseling Center

- 9.01 Students may contact the Student Counseling Services to set up sessions with a counselor at 405-744-458, Monday-Friday, 8 a.m.-5 p.m.
- 9.02 After regular business hours, a counselor can be reached through the OSU Police at 405-744-6523.
- 9.03 For individual counseling, the first four (4) sessions are free; after that it is \$10 per session. Information for counseling sessions can be found at this link: <https://ucs.okstate.edu/>

University Health Services (UHS)

- 9.04 Students may contact the University Health Services at 405-744-7665, Monday-Friday, 8 a.m.-5 p.m.
- 9.05 More information on setting up an appointment can be found at this link: <https://uhs.okstate.edu/>.
- 9.06 UHS is located at 1202 W. Farm Road. Medical and psychiatric care is available. Fees vary. Health insurance is accepted.

Counseling Referrals

- 9.07 Counseling and Counseling Psychology Clinic (Public Information Office Building) may be contacted at 405-744-3156 to schedule individual counseling sessions. For students, the first four (4) sessions are free; after that it is \$10 per session.
- 9.08 Psychological Services Center (North Murray Hall) may be contacted at 405-744-5975, Monday-Friday, 8 a.m.-5 p.m. The initial intake is \$10, then counseling session fees are based on income (\$10 minimum).

Self-Help

- 9.09 TAO Self-Help/Therapy Assistance Online (thepath.taoconnect.org) is available to anyone at OSU with a working @okstate email address. Refer to the following link for more information: <https://ucs.okstate.edu/scc/tao/index.html>



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Resources Available in Stillwater

- 10.01 Volunteer Support/Care: Stephen Ministry-Polly Crawley @ 405-742-4042
- 10.02 Students also may use Call SAM (Student Assistance by Mercy), which is a FREE 24-hour call center staffed with counselors who will assist individuals in getting the help they need. Assistance may be obtained by @ 1-855-225-2SAM (2726).
- 10.03 Payne County Youth Services provides counseling and crisis intervention via a toll-free call to 866-377-3380 or 405-377-3380.

Other Emergency Contact Numbers

- 11.01 911
- 11.02 Wings of Hope is a 24-hour crisis helpline providing support and counseling @ 405-624-3020 or 1-800-624-3020.
- 11.03 24/7 Crisis Line - Grand Lake Mental Health Center @ 800-722-3611.

Date approved by the CEAT COVID-19 Incident Management Team (IMT) Chief of the Planning Section and IMT Head: 8/17/20, Revised 8/27/20, Revised 12/14/20