

# RESOURCES FOR QUARANTINE AND ISOLATION

## GROCERY/FOOD DELIVERY

University Dining will be supporting students isolating or quarantining who live in an on-campus residence hall or apartment through dining center food delivery. Students will be contacted by a University Dining staff member to determine next steps.

For students living off-campus in the Ames community, there are a variety of grocery and food delivery services in Ames.

[HyVee Grocery Delivery](#)

[Hello Fresh](#)

[Uber Eats](#)

[Door Dash](#)

[Walmart Grocery Delivery](#)

[Blue Apron](#)

[Grub Hub](#)

[EatStreet](#)

Connect with a roommate or friend about stopping by one of the campus or community food banks and dropping off food at your apartment or house. More information on food banks can be found here: [Student Wellness: Keep Community-Stay Informed-Be Well Campaign](#)

## MEDICAL/PHARMACY DELIVERY

### [Thielen Student Health Center](#) (515) 294-5801

Thielen Student Health Center is a full-service medical clinic located on campus and staffed with physicians, advanced registered nurse practitioners and nurses. Our team is available to care for Iowa State University students' primary health care needs, and we offer a full range of medical services.

### [Mary Greeley Medical Center](#)

Mary Greeley Medical Center is the hospital located in Ames. The Mary Greeley Medical Center Emergency Department is ready to help you through those emergencies with a dedicated team of highly trained and compassionate medical professionals.

### [McFarland Clinic](#)

McFarland Clinic is Iowa's largest physician-owned multi-specialty clinic. The McFarland Clinic network of healthcare providers serves residents in 12 Iowa communities including Ames.

### [Free/Income Based Medical Services](#)

Ames and the surrounding community have free/income based medical services available. The above website will inform you of the services they provide and how you can utilize available resources.

### [Thielen Student Health Center Pharmacy](#) (515) 294-7983

Located inside the main doors of Student Health, the pharmacy offers a convenient location, dependable service and competitive prices for enrolled students of Iowa State University.

### [CVS Pharmacy Delivery](#) or [HyVee Pharmacy Delivery](#)

If you are unable to pick up your prescriptions on your own, CVS and HyVee offer pharmacy delivery. More information can be found by clicking the links above.

## **MENTAL HEALTH AND EMOTIONAL SUPPORT**

**Student Counseling Services** is a free service available to ISU students. Student Counseling Services is currently offering Telehealth (virtual) appointments for students. If you need support, please call Student Counseling Services at 515-294-5056 and they will assist you. Intake paperwork is done electronically and then appointments will be over video. Hours include 8am-3pm, Monday-Thursday. If a student is experiencing a crisis, Student Counseling Services is available 8am-5pm, Monday-Friday. Call to get started.

### **COVID Recovery Iowa (Free Counseling and Support)**

The State of Iowa has received federal funding from FEMA to offer free virtual counseling and assistance to those affected, in any way, by COVID-19. COVID Recovery Iowa provides counseling, virtual activities, referrals and help finding resources to any Iowan seeking assistance or a listening ear.

### **Academic Questions and Resources**

If students are unable to attend class due to isolation or quarantine, students are encouraged to communicate with their instructors regarding any absences as well as to coordinate making up any missed material. If a student is unable to communicate with instructors due to symptoms caused by COVID19, students can reach out to the Office of Student Assistance at [studentassistance@iastate.edu](mailto:studentassistance@iastate.edu) to discuss next steps and options.

### **Academic Grievance Process**

It is encouraged students communicate with their instructors regarding any academic issues or concerns. If the student and instructor are not able to agree upon a solution, the next step would be to file an Academic Grievance. The Academic Grievance Policy is an option for students who feel their instructor is being unreasonable or unfair regarding their situation. The above website outlines the steps to file an Academic Grievance, but essentially, students will put into writing why you feel their instructor's decision is unfair or unreasonably. From there, the grievance needs to be sent to the instructor's Department Chair and the Department Chair will make the determination of next steps.

Students needing additional academic support while isolating or quarantining can still access the services of the Academic Success Center and the Writing and Media Center virtually.

#### **Academic Success Center or by phone at 515-294-6624**

The Academic Success Center (ASC) offers individualized and group-facilitated experiences through course-specific and general academic assistance such as Academic Coaching, Supplemental Instruction, and Tutoring Services. All programs and services are designed to help you learn how to learn and become an independent, self-directed, and self-regulated learner.

#### **Writing and Media Center or by phone at 515-294-8899**

The Writing and Media Center (WMC) helps students become stronger, more confident communicators. The WMC is a welcoming and inclusive peer tutoring center where friendly Communication Consultants offer individualized assistance to undergraduate and graduate students working on any form of written, oral, visual, or electronic communication.

### **Holistic Wellness Support and Resources**

Student Wellness focuses on holistic wellness and works with students to create a university environment that promotes health and wellbeing. Student Wellness created the Keep Community-Stay Informed-Be Well Campaign as way to provide opportunities for students to practice self-care and support during times of isolation or quarantine. Check out the campaign website to learn more about resources available to you for continued care and support:

[Student Wellness: Keep Community-Stay Informed-Be Well Campaign](#)

## **Additional Support**

For additional needs, students can reach out to the Office of Student Assistance. The Office of Student Assistance works to help students achieve academic success, personal growth, and well-being by providing direct support and connection to appropriate campus and community resources.

If you would like to move forward with connecting with the office of Student Assistance, please send an email to [studentassistance@iastate.edu](mailto:studentassistance@iastate.edu) or contact the office through phone by calling 515-294-1020.

## **DEPARTMENT OF RESIDENCE QUARANTINE OR ISOLATION QUESTIONS**

[DOR\\_IQ@iastate.edu](mailto:DOR_IQ@iastate.edu) or 515-460-3047

## **OTHER HELPFUL INFORMATION & RESOURCES:**

Department of Residence: [housing.iastate.edu/](http://housing.iastate.edu/)

Thielen Student Health Center: [health.iastate.edu/](http://health.iastate.edu/)

Department of Public Safety: [dps.iastate.edu/](http://dps.iastate.edu/)

Facilities and Project Management: [fpm.iastate.edu/frontdoor/](http://fpm.iastate.edu/frontdoor/)

ISU Dining: [dining.iastate.edu/](http://dining.iastate.edu/)

Centers for Disease Control (CDC): [cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html](https://cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html)

Check out the [ISU COVID-19 Response Page](#) for additional information concerning COVID-19 information and resources.