Point Person Process Overview for when COVID-19 Symptoms Are Reported

When a CMU student, faculty or staff member reaches out to you as their point-person after experiencing potential COVID-19 symptoms, follow these 3 simple steps. The scope of this process identifies the organizations involved and actions taken to respond, coordinate and communicate accordingly.

**1 Inform**

Provide helpful information by pointing them to CMU’s COVID-19 Updates Website.

Reassure them that there is a team to help them through this.

https://www.cmu.edu/coronavirus/health-and-wellness/index.html

**2 Connect**

Connect them to CHWB (and UHS) to kick off the support process by emailing:

CHWB@andrew.cmu.edu

Include the individual* on the email.

CHWB (and UHS) will consult with the individual directly to assess their circumstance and determine the next steps based on this assessment.

For employees, CHWB will notify OHR to provide support.

UHS will provide support to students.

**3 Respond**

Follow any instructions provided to you as a point-person by CHWB, FMCS, UHS, OHR or other members of university leadership.

Continue to provide support to the individual as appropriate.

FMCS, with information from CHWB, will assess the need for a closure of the impacted space(s).

If necessary, OHR will support the Deans/Dept. Heads/PSO in communicating status of a case with impacted unit.

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**DEFINITIONS**

- **CCT**  COVID Coordination Team Communication Representative(s)
- **CHWB**  Community Health and Well-Being
- **EHS**  Environmental Health and Safety
- **EMT**  Executive Management Team
- **FMCS**  Facilities Management and Campus Services
- **OHR**  Office of Human Resources
- **PSO**  Pandemic Safety Officer
- **UHS**  University Health Services
- **Confirmed**  A diagnosis confirmed by a positive COVID-19 test conducted by an accredited medical lab.
- **Probable**  Symptomatic after contact with an individual who has a confirmed COVID-19 diagnosis.

* Information regarding your circumstances will only be shared as necessary for the university to safeguard the community and to comply with any applicable laws or government orders.