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COVID-19 Update: Move-Out and On-Campus Operations

1 message

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Tue, Mar 17, 2020
at 2:15 PM

Reply-To: announcements@georgetown.edu

To: pb919@georgetown.edu

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Dear Undergraduate Student,

We write today with an update on move-out procedures following COVID-19's designation as a pandemic. **Due to rapidly changing federal and state guidance, we urge you to move out as soon as possible, and no later than Sunday, March 22, 2020, to avoid any disruptions to your move-out plans.**

As you know, all students must move out of residence halls, apartments and townhouses unless they are approved to stay on campus following an application process. Students who have been approved to remain on campus will be notified by **Friday, March 20**.

Please note, any student or visitor returning from a country designated [Level 3 by the Centers for Disease Control and Prevention, including newly designated countries in Europe](#), should not come to campus for move-out before completing at least a 14-day self quarantine in an off-campus residence.

If you are unable to return to campus to pack up your belongings by March 22, the university is working with a moving and storage partner, [Hilldrup](#), to pack and store your belongings until August move-in (August 21). Please note that entire rooms will be packed and contents will be stored in a secure, climate-controlled warehouse. In the case of two roommates who are both unable to move-out, the contents of the entire room will be boxed, tagged and stored in large shipping containers.

For students who are able to return to campus to gather your belongings, we have dedicated resources to make your move-out as smooth as possible.

Changes to Dining Options and Complimentary Meals: All on-campus venues will serve food through a "to-go" only option in order to comply with [new District of Columbia guidance prohibiting dine-in restaurant establishments.](#)

Since the start of spring break on campus, the university has not charged students for any meal swipes. The university will continue to offer free meals for students (and their families), faculty, and staff who are on campus through March 22 at the [Fresh Food Company](#), downstairs in Leo O'Donovan Hall.

Several additional dining options will remain open for students who are unable to return home. Those hours are below and are subject to change based on demand. Visit www.hoyaeats.com/ for updated information.

- Starbucks: 7 a.m.-3 p.m., 7 days per week
- Chick Fil-A: 11 a.m.-2 p.m., Monday-Friday
- Epicurean: 7 a.m. – 7 p.m., 7 days per week
- Fresh Food Food Company: 7 a.m. – 7 p.m., Monday-Friday; 9 a.m. – 7 p.m., Saturday-Sunday

Free Parking: Between now and March 29, we have arranged for complimentary parking in the university's Main Campus parking garages for any students (and their families), faculty or staff who are required to be on campus during this move-out period. All vehicles will enter campus through the Canal Road entrance. Staff will be on hand to direct vehicles to the closest parking garage near the student's residence hall.

Packing Materials: A limited number of moving boxes and packing materials can be acquired on a first-come, first-served basis in the following locations from 10 a.m.-2 p.m. Monday-Friday and 10 a.m.-6 p.m. Saturday-Sunday: LXR Lounge/Multi-Purpose Room; McCarthy Hall: McShain Lounge; and the Arrupe Hall Multi-Purpose Room.

Summer Storage: Students of Georgetown Inc., commonly known as "The Corp," in partnership with Georgetown Auxiliary Business Services, has opened [Corp Storage](#) for items to be stored until Fall Semester 2020. There are also several off-campus, private options available for storage including [Dorm Room Movers](#) (coupon code GTown25 for 25% off). Other options are [Campus Storage](#), dorm2dorm.com and [Vertoe luggage storage](#).

Prorated Rebate for Room and Board: We will not charge undergraduate students for room and board for the portion of the semester when they will not be occupying their residence halls or utilizing their meal plans, following March 16. In the coming weeks, undergraduate students who vacate campus should expect to receive a prorated credit on their student accounts. Since each student and financial aid circumstance is unique, we request students' patience as the Finance department and Office of Student Financial Services work to process and communicate the impact of prorated reimbursements to students' aid packages. If you have questions about your financial aid package, please contact the Office of Student Financial Services at (202) 687-4547.

Yates Field House: Unfortunately, due to the rapid evolution surrounding the pandemic, Yates Field House closed its doors, effective March 16, until further notice. Yates is currently working on various logistics as it pertains to the suspension of memberships and membership add-ons, and the collection of personal items from rental lockers. Students can find guidance and [answers to frequently asked questions](#) at recreation.georgetown.edu.

For All Undergraduate Students who Live Off-campus: The university encourages in the strongest terms all students living off-campus to return to their permanent addresses. Students

should avoid returning to the neighborhood if possible or return only briefly to gather necessary items for the completion of academic work before departing to their permanent addresses. We would remind all off-campus students to be mindful of the terms and conditions of their leases. All university services and facilities are very limited at this time and students should be aware of this in planning for the weeks ahead. The Office of Neighborhood Life is communicating directly with off-campus students regarding move out procedures.

Other Resources: We know that many members of our community have friends and family members who may be impacted by the virus. We encourage anyone who might need support to reach out to university resources, including the [Office of Campus Ministry](#) and [Counseling and Psychiatric Services \(CAPS\)](#). CAPS can consult with you by telephone and if appropriate, by video chat.

During these unsettling times, important services are available to all students and are free of charge to Georgetown University [Premier Student Health Insurance Plan](#) members:

- **Emotional Support Help Line:** You can *immediately* access mental health specialists by calling this toll-free help line, open 24 hours a day, seven days a week, **(866) 342-6892**.
- **BetterHelp Virtual Counseling Appointments:** BetterHelp offers free non-emergency counseling services through August 14, 2020, to Premier Plan members. Others are charged \$40-\$70/week, billed monthly. With your insurance [ID Card](#) readily available, [register](#) for BetterHelp; within 24 hours a counselor will email you to arrange a virtual meeting or phone call.
- **HealthiestYou Virtual Medical Visit:** [HealthiestYou](#) offers a virtual medical visit that is free of charge to Premier Plan members and is available to others for around \$40.

Wifi Access: Almost all of the tools we're encouraging faculty to use for instructional continuity, including Canvas and Zoom, can be accessed from a mobile phone using a mobile data plan. If you do not have the ability to access the tools required by your professor, please contact help@georgetown.edu for assistance.

Should you have additional questions, please contact our university call center at (202) 784-3510, Monday-Friday 9 a.m.-5 p.m. or visit georgetown.edu/coronavirus for updates and answers to frequently asked questions, university messages, and other resources.

For more than 225 years, Georgetown has withstood many challenges. Please know that our mission as a university and strength as a community will guide us through these challenging times. We thank you for your patience and cooperation as we implement measures to ensure the safety of our community. And thank you to the many Georgetown employees and first responders for all that you do as this is the truest example of our values in action.

Sincerely,

Geoff Chatas, Senior Vice President and Chief Operating Officer

Todd Olson, Vice President for Student Affairs