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- Q16. I've moved into the MODS after 5:00PM, who should I contact/what should I do?**
- Q17. My roommate/house mate tested positive and named me a close contact, may I use the meal delivery program? How do I order?**
- Q18. Who can I get in touch with if I have questions about the meal delivery program?**

Q1. I am going into close contact quarantine/isolation in the MODS, how do I set up food deliveries?

A1. Tufts Dining's Dining2You in the mobile app will guide you through how to order your meals. Follow the prompts in the app to choose your meal. Make sure you stay in your room during the delivery time frames to allow the delivery staff move about freely.

Q2. I am going into close contact quarantine/isolation in my own residence. How do I set up food deliveries?

A2. Go onto Dining2YOU on the Tufts Dining mobile app. The App will guide you through how to order your meals for delivery during close contact quarantine or isolation. Follow the prompts in the app to choose your foods. The Tufts Dining team prepares and delivers to you healthy, nutritionally balanced meals while you remain in isolation or quarantine. Dining2YOU delivers within 2.5 miles of campus. For residences outside of the 2.5 mile radius, we will set you up with meal credits for Uber Eats.

Q3. When can I place an order for a meal?

A3. Ordering is same day.
For Brunch:
 order between 12:00am–11:00am
For Dinner:
 order between 12:00am–5:00pm

Q4. When do I get my meals delivered?

A4. Meals are delivered twice daily. Brunch is delivered between 11am–12:30pm. Dinner is delivered from 5:00pm–6:30pm. Delivery times may be adjusted due to increased volume or inclement weather. Delivery in the MODS is between 11–11:30 for Brunch and 5–5:30 for Dinner.
 Make sure you stay in your room during the delivery time frames to allow the delivery staff to move about freely. Meals are delivered 7 days a week. Delivery times may be adjusted due to increased volume or inclement weather.

Q5. I'm getting a notification that my order keeps being cancelled and refunded, what do I do?

A5. You haven't been completely set up in the Tufts COVID close contact quarantine/isolation program. Once you are properly set up in the system, you will get an email and be able to order your meals through the Dining2YOU app. Feel free to email a screen shot of your first order from Dining2YOU at Dining2YOU@Tufts.edu. Someone on our team will contact you confirming your order.

Q6. Where is my food? My food order said it was completed.

A6. Brunch Meals generally arrive between 11am and 12:30pm. order by 11am.
 Dinner Meals generally arrive between 5pm and 6:30pm; order by 5pm.
 NOTE: We may experience delays in meal delivery. If you have not received your brunch order by 1:00pm or your dinner by 6:30pm, please reach out to Dining2YOU@Tufts.edu.

Q7. If it is after the time frame to place an order, what can I do to receive a meal?

A7. Please place all orders within the delivery windows (before 11:00am for brunch and before 5:00pm for dinner). If you've missed the order deadline, please email Dining2YOU@Tufts.edu to make arrangements for a meal delivery. Include your delivery location with room number and what you would like to order from what is available on the Tufts Dining Mobile App in Dining2YOU. If it is after 6:30pm, please contact Residential Life to make your meal arrangements. We can most likely still provide a meal to you.

Q8. My suite mates/roommates received their meals, but I haven't received mine. What should I do?

A8. Orders are dispersed to different drivers at different times. If delivery is late and outside of the delivery window time frame and you still have not received your order, please contact Dining2YOU@Tufts.edu for assistance before 7pm.

If your order was cancelled and you received a notification in the app it was cancelled, it is probably because you have not been set up in the quarantine/isolation housing systems yet. Please contact Dining2YOU@Tufts.edu for assistance.

Q9. It is after the delivery windows and I still don't have my meal, what should I do?

A9. Don't worry. Please contact Dining2YOU@Tufts.edu with your name, delivery location, and your order number. If you are able to send a screen shot of your order, please do that as well. The delivery team may have a high volume of deliveries for this particular meal period.

Q10. I have dietary restrictions/allergies, can I still be accommodated with the delivery program?

A10. Our meals accommodate dietary preferences, food allergies, and intolerances. Please indicate any allergies or foods you avoid while ordering where indicated on the Mobile App (in the Room Number & Allergen Info Box after you make your menu selections).

Note: if you have been ordering through the alternative meal program or have further menu specific questions, The Tufts Dining nutritionist, Kelly Shaw is available to guide you through the ordering/menu process. She can be reached at Kelly.Shaw@tufts.edu. Typically, most dietary restrictions have been considered in the preparation of the menu, just be certain you provide your personal restrictions as soon as possible and each time that you order.

Q11. My order is missing items/items are incorrect, what should I do?

A11. Please contact Dining2YOU@Tufts.edu before 6:30pm and someone will get back to you.

Q12. I can't find my residence listed as a delivery location on the app, what should I do?

A12. All on campus residences are listed in alphanumeric order. If you live off campus, please scroll down to off campus location. Once you have selected that there is a place to type in your off-campus address (including city) in the Room Number & Allergen Info field while ordering. Off campus deliveries extend to a 2.5 mile radius around campus.

Q13. I'm staying in the MODS, where will my food be delivered to?

A13. For students in MODS, meals are delivered just inside the main entrance of the MOD and labeled. Please remember to stay inside your room between 11 and 11:30 am as well as 5 – 5:30 pm so delivery staff can move about easily. On occasion, your meal delivery may be delayed for various reasons. If your dinner meal does not arrive by 6:00pm, please reach out to Dining2YOU@Tufts.edu to let us know.

Q14. I'm not feeling well or have been injured, may I use the Dining2YOU delivery program?

A14. Tufts Dining2YOU is only for students who have been told by a contact tracer to move into either close contact quarantine or isolation housing. If you are not feeling well and not in quarantine or isolation, Tufts Dining will be happy to prepare a meal for you at Carmichael or Dewick-MacPhie (Meal Plan students only), so you don't need to leave your residence. Use the "Send a Friend" program found under [Meals for Sick Students](#) on the [Tufts Dining website](#). Your friend or even an RA can pick up your meal for you. Order from Carmichael or Dewick-MacPhie on the Dining Mobile App. Then email the dining center with your name, what you ordered, and who will be picking up your meal. We hope you feel better soon.

Q15. I don't have a meal plan. Can I still get meals while in quarantine/isolation or will it come from my Jumbo Cash (this was a question from an actual student)?

A15. While in close contact quarantine or isolation, all students are eligible to receive meals twice a day through the Tufts Dining2YOU program. The university has made this commitment, so that you can concentrate on your health and education while you are in quarantine or isolation.

Q16. I've moved into the MODS after 5:00PM, who should I contact/what should I do?

A16. Please contact Dining2YOU@Tufts.edu before 6:30pm for assistance. There are snacks and waters in the MODs lounge for you to have as well.

Q17. My roommate/house mate tested positive and named me a close contact, may I use the meal delivery program? How do I order?

A17. Until you are contacted and asked to go into quarantine/isolation you will not be eligible to use the Dining2YOU on the Tufts Dining mobile app. If someone in your residence has listed you as a close contact please e-mail Dining2YOU@Tufts.edu and our on-call manager will get back to you with next steps and instructions on how to get a meal.

Q18. Who can I get in touch with if I have questions about the meal delivery program?

A18. Please send an e-mail to Dining2YOU@Tufts.edu and someone will get back to you as soon as they are able.