

**APPENDIX G (a):**

**DINING**

# University of Louisville Dining Services Re-Opening Operations

June 22, 2020

As we continue to monitor the ever-changing impact of the Coronavirus (COVID-19), the safety and wellbeing of our students, employees, and the campuses we serve remains our top priority. We are living in a time that has fundamentally challenged the way people live, work, learn and engage within their communities.

We will utilize the following key foundational pillars that will guide our approach to the development of new models and processes as we welcome students back to campus:

**Focus on Students:** Ensuring students return to a campus environment that fosters safety and connection is paramount. We will deploy communications and processes to provide peace of mind for students, parents, faculty, and employees. Our teams are developing digital and social media communication plans, creating signage and planning increased engagement activities that reassure students about our safety practices, explain operational changes and support the campus community.

**Maintain Safe Environments:** Our primary concern is the safety of students, employees, clients, and communities, as well as promoting an environment of safety as campuses reopen. Our Dining Pandemic Response Plan continues to evolve based on the Centers for Disease Control and the World Health Organization guidance and our Pandemic Response Committee will provide continuous updates, direction and leadership that is in accordance with state regulations.

## **Management Responsibilities:**

- Provide universal reusable employee masks to be distributed each shift daily and collected at the end of shift for laundering
- Conduct daily employee temperature/health checks at each location
- Utilization of Oxivir disinfectant wipes for high touch common areas
- Maximum of 33% indoor seating capacity by having tables at least six feet apart
- Managers/Supervisors will be monitoring and controlling entrance ways
- Ensure employees are washing hands every 30 minutes
- Ensure sanitizer stations are filled for guests prior to ordering
- Hold pre-shift meetings and ensure proper signage is posted reiterating physical distancing, health/hygiene standards, etc.
- Increase employee training regarding use of chemicals, PPE, hand hygiene, etc.
- Daily check of Dining Higher Ed Coronavirus Website
- Following Healthy at Work state guidelines daily and consistently.

## **Personal Protective Equipment:**

- Free standing sanitizer stands at end of queue line at all locations for guests
- Plexiglas shields installed at all registers
- Physical distancing floor mapping
- All employees wearing protective masks
- All employees wearing gloves and follow dining's disposable glove standards.

## **Operational Adjustments:**

- Self-serve in all you care to eat dining hall will no longer available for foreseeable future; all stations will be manned
- Ville Grill will be using real silverware, it will either be rolled or placed in individual sleeves
- Possible menu addendums to increase speed of service
- Marketing campaign to utilize Grub Hub to offer services but decrease in-person contact
- Display all signage regarding covering cough, physical distancing, etc.

- All managers certified in ServSafe take out procedures
- Following the most stringent of safety measures per brand
- Ensuring subcontracted dining services to follow Healthy at Work requirements.



SALT & PEPPER SHAKERS  
HAVE BEEN MOVED TO  
THE CONDIMENT STATION  
FOR SANITARY PRECAUTION

THANK YOU FOR YOUR  
UNDERSTANDING

**we are working hard to keep you safe**

Your health, safety and peace of mind are important to us - here are just a few of the things we are doing to ensure you stay safe

*Increased cleaning of high-touch surfaces (tables, handles, etc.)*

*Washing our hands every 15 minutes and increasing use of gloves*

*Removing potential contamination points (shared condiments, etc.)*

*Checking associate health prior to starting work*

Let us know if you have any concerns or suggestions!

**FOOD SAFETY FOR TAKE-OUT**

The safety and quality of the products we serve is of the utmost importance to Arnesen and (institution's name).

In order to mitigate risk and assure the safety of your dining experience as we navigate the COVID 19 Pandemic - we strongly advise that:

**Take out food should be consumed within 1 hour of pick up.**

After 1 hour, any remaining leftovers need to be discarded.



**Thank you for your commitment to keeping yourself & others safe.**

**APPENDIX G (b)**

**BOOKSTORE**

# University of Louisville Bookstore Re-Opening Operations

June 22, 2020

## Cleaning and Disinfecting:

Bookstore staff is cleaning and disinfecting utilizing guidelines established by the Center for Disease Control and Prevention (CDC), World Health Organizations (WHO) – [Coronavirus \(COVID-19\)](#).

- Store management is required to instruct all team members regarding cleaning and disinfection practices and monitor performance of processes.
- All team members are required to follow bookstore's cleaning and disinfecting process of high touch common areas and equipment at a minimum of every two hours during this pandemic. [These procedures supplement our current protocol for maintaining a clean and safe workplace.](#)
- The company has been procuring cleaning and disinfecting products for the stores. Through centralization, necessary supplies are being pushed out to all stores and are available for future replenishment.

## Hand Washing:

All team members are required to keep hands washed and clean while working in the store.

- Store management is required to instruct all team members regarding personal hygiene and hand washing practices and monitor performance of processes. COVID-19 posters are displayed in every washroom, employee entrance/exit and in each break room.
- Wash and scrub hands frequently for at least 20 seconds. If not near a restroom or sink, use hand sanitizer with at least 60% alcohol.
- The company has been procuring hand-sanitizing products for the stores. Through centralization, necessary supplies are being pushed out to all stores and are available for future replenishment.



## Personal Protective Equipment (PPE):

Team members will comply with specific jurisdiction and government mandates regarding face coverings/masks. In accordance to CDC and OSHA, face coverings/masks are highly recommended to be worn by all team members.

- First and foremost, all team members will adhere to the physical distancing of six feet between team members and customers.
- In accordance to the CDC and OSHA, face coverings/masks must appropriately cover both the nose and mouth.
- Team members may wear their own masks to work that they have either made or purchased – including scarfs, bandannas, gaiters and commercially manufactured masks. Masks must meet the company dress code requirements and may not include offensive verbiage or graphics.
- Disposable gloves may be used when team members are working at the cash registers, rental check-in/buyback or curbside customer pick-up.
- The company has been procuring face coverings/masks for all store team members, as well as gloves for key tasks. Through centralization, necessary supplies are being pushed out to all stores and are available for future replenishment.

## Store Experience:

Many store operations have been changed in order to keep our team members and customer safe during the shopping experience.

- Prior to all scheduled shifts, all team members are requested to review checklist with manager on duty prior to starting their shift. Team member's temperature and any possible symptoms of COVID-19 will be monitored and disclose possible exposure to others with potential symptoms.

- Team members that don't feel well or develop symptoms while at work are required to go home and remain at home until they are symptom free.
- Customers are encouraged to follow Physical distancing guidelines and remain six feet apart while visiting the campus stores. The store team will monitor physical distancing and store capacity adhering to occupancy guidelines by jurisdiction.
- Customer signage will be placed at the entrance and throughout the campus store with instructions.
  - Physical Distancing in Place sign
  - Face Covering Safety Mandate sign, where applicable
  - One-Way Aisle signs
  - Physical Distancing Reminder signs
  - Checkout, rental check-in/buyback and returns queue six feet (two meters) floor markers.
- The campus store website is available 24/7 for customers to place their orders for all course materials, supplies, clothing, accessories, gifts and technology with shipping to their home.



**Hours of Operation:**

Both locations: Public Hours: Monday – Friday 10:00 a.m. – 3:00 p.m.

Operational hours: 9:00 a.m. – 5:00 p.m. (We will continue to work in the store outside public hours and will make accommodations for customers as necessary but we will start with limited public hours.)

**Doors Used In/Out:**

Belknap: We will only open three glass panels of our main entrance. This will be the same entrance and exit. If traffic warrants it, we will create a separate exit.

HSC: Only one entry point exists and will be used as entrance and exit.

**Textbook Sales:**

Belknap: The textbook floor will be closed to public shopping and Campus Store team members will utilize clerk service to assist customers with textbook purchases. Customers are highly encouraged to order textbooks ahead of time and set as in-store pickup to save time.

HSC: Customer volume is low and the textbook floor will remain open for public shopping. Signs indicating physical distancing on the sales floor will be posted.

**Customer Experience:**

- Prior to all scheduled shifts, all team members are requested to review shift checklist with a manager on duty prior to starting their shift. Team member's temperature and any possible symptoms of COVID-19 will be monitored and disclose possible exposure to others with potential symptoms.
- Team members that don't feel well or develop symptoms while at work are required to go home and remain at home until they are symptom free.
- Customers are encouraged to follow physical distancing guidelines and remain six feet (two meters) apart while visiting the campus stores. The store team will monitor physical distancing and store capacity adhering to occupancy guidelines by jurisdiction.
- Customer signage will be placed at the entrance and throughout the campus store with instructions.
  - Physical Distancing in Place signs
  - Face Covering Safety Mandate sign, where applicable
  - One-Way Aisle signs
  - Physical Distancing Reminder signs
  - Checkout, rental check-in/buyback and returns queue six feet (two meters) floor markers
  - The campus store website is available 24/7 for customers to place their orders for all course materials, supplies, clothing, accessories, gifts and technology with shipping to their home.

**Contact:**

- **Belknap Campus Store**  
[books@louisville.edu](mailto:books@louisville.edu)  
502-852-6679  
[www.uoflshop.com](http://www.uoflshop.com)  
Store Manager: Andrea Herrera [1543mgr@follett.com](mailto:1543mgr@follett.com)
- **Health Science Campus Store**  
502-852-5284  
[www.bkstr.com/uoflhscstore](http://www.bkstr.com/uoflhscstore)  
HSC Store Manager: Jack Shelman [Jshelman@follett.com](mailto:Jshelman@follett.com)

We remain dedicated to the success of your students during this unprecedented time, but the health and safety of your campus community is our top priority.

**APPENDIX G (c)**

**MANAGED PRINT AND MAIL SERVICES**



# University of Louisville Managed Print and Mail Services Re-Opening Operations

**June 22, 2020**

In the interest of safety and following the OSHA/HHS Guidance on Preparing Workplaces for COVID-19, the managed mail services will resume full operational services by August 8, 2020. Canon's main lobby in the SAC will be open from 8:00 a.m. – 5:00 p.m., Monday – Friday.

## **University Mail Services:**

Canon's modified mail pick up of the outgoing mail three (3) times per week occurring on Mondays, Wednesday and Fridays will return to normal daily pickup and delivery. Information, departments should email: [ulprint@louisville.edu](mailto:ulprint@louisville.edu) and a Canon staff member will assist you. Canon's service window will be staffed and open for incoming and outgoing mail drop off services.

## **Student Mail:**

Students can come to the SAC location to pick up or drop off incoming or outgoing mail. Additional service questions can be answered by Canon staff via: [ulprint@louisville.edu](mailto:ulprint@louisville.edu). If students are expecting packages, they will be placed in a locker for student pickup or if the package is too large for a locker they can come to the Main lobby in the SAC location with a valid ID to receive their packages. Student can come to the SAC during open hours (8:00 a.m. – 5:00 p.m., Monday – Friday) at their convenience to pick up their mail or large packages. Parcel lockers are accessible during open SAC hours.

## **COVID-19 Lobby Area precautions:**

Canon will observe the following safety precautions to protect the university community and all users of Canon services.

- Signage and floor markers promoting physical distancing has been installed in the main lobby area.
- Signage has been posted promoting using hand sanitizer before using lockers/mail pick up. Hand sanitizer dispensers will be placed in the lobby area. One at entrance and one at locker area. This will assist in reducing the spread of any viruses.
- Lockers/Counter sanitized periodically by Managed Print and Mail Services staff. This will assist in reducing the spread of any viruses.
- Sneeze guard will be installed across the counter area to protect all parties involved with any face-to-face Canon transactions.

**APPENDIX G (d)**

**CAMPUS CARD**

# University of Louisville Cardinal Card Re-Opening Operations

**June 22, 2020**

The Cardinal Card office will be implanting the following procedures for the Fall 2020 Semester to address the COVID-19 guidelines.

## **Office Locations:**

- Resume regularly scheduled hours of Monday – Friday, 8:30 a.m. – 5:00 p.m.
- Reserved space for Move-In Day that provides separate entrance and exit points and provide more space for physical distancing.
- Restrict the capacity of the waiting area to no more than three, rearrange seating to be six feet apart and remove additional seating.
- Provide hand sanitizer in the waiting area.
- Post messages and floor marking to remind people to physical distance while in line to be serviced and along the adjoining hallway.
- Require all staff to wear facial covering while in the common areas of office.
- Install temporary sneeze guards on the counter.
- Provide hand sanitizer and encourage frequent washing of hands by staff.
- Require staff to wear gloves when customer interaction will require that items change possession.
- Have customers insert and remove their own credit/debit cards into the clover register station.
- Clean register and all high touch areas regularly throughout the day.

## **Remote Locations:**

- Staff required to wear face coverings while providing services away from the office.
- Will encourage customers to adhere to physical distancing guidelines while waiting to be serviced.
- Staff will wear gloves when customer interaction requires items to change possession.
- Hand sanitizer will be available for customer use.