

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 face coverings 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 face coverings
- 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 be 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.