

Dining Service ReOpen & Risk Mitigation Plan

Executive Summary

Messiah University Dining Services has a solid reputation for outstanding food, great service and an award winning food safety program. The Pennsylvania Restaurant and Lodging Association has awarded Messiah University with the Excellence in Food Safety Award each year for the past six consecutive years and as such Messiah's dining services is particularly well positioned to effectively manage the demands of the COVID-19 pandemic. Dining Services is prepared to enhance the already existing excellent safety practices and protocols based upon guidance from guidelines of the State, the CDC, and our local regulatory authorities to ensure a safe and quality dining experience for all of our students, staff and guests.

All students, staff and guests are required to wear a mask in the dining facilities until they are seated at a table. The dining rooms and food courts will have furniture and spacing arranged to maximize social distancing. The dining rooms will be adjusted to fifty percent capacity, and each restaurant will have separate and specific entrances and exits posted. Automatic hand sanitizers will be placed at each restaurant entrance as well as throughout the dining areas. Six foot distancing signage will also be posted throughout the dining facilities and Plexiglas barriers will be installed at each register and food serving location.

The culinary service in the Lottie Nelson dining hall will be offering to-go, no touch or minimal touch services with all self-service stations being utilized so that students may dine in Lottie, the Martin Commons, in Brubaker or at other locations on campus. China and silverware will be introduced back into service within two weeks of reopening Lottie for those who choose to dine in. Lottie, The Falcon, The Union Café, The Café Diem and the Café @ Winding Hill will each offer contactless payment options, and an extensive variety of to-go offerings and services. We offer on-line ordering which is highly recommended for fast and efficient service pick up or dining in at both the Union Café and The Falcon. If quarantine meals are required, Dining Services in partnership with the Engle Health Center has a fully automated quarantine meal service program designed to deliver meals directly to the student's door.

The annual Dining Services employee orientation has been designed to include extensive and comprehensive training for all Dining Services employees regarding effectively and consistently maintaining the highest standards for safe and sanitary foods and facilities in light of COVID-19. In addition to our extensive daily cleaning and sanitizing operational checklists, every contact surface within each operation will be sanitized and or disinfected after each use. Specific COVID-19 training sessions will demonstrate proper personal hygiene, hand washing, cleaning surfaces, social distancing, glove usage and COVID-19 symptoms awareness. Every full time employee in Dining Services is a Certified ServSafe Manager with the National Restaurant Association and will be responsible for the initial and ongoing quality training of our part time and student employees.

The Dining Services team is excited to welcome our students to campus and will work tirelessly to ensure that each campus restaurant is a safe, healthy, inviting and quality dining experience for our students and guests.

Dining ReOpen Plan

Seating for Social Distancing

All businesses resuming in-person service, whether outdoor service in yellow phase counties or dine-in service in green phase counties, must adhere to the following requirements:

- Customers must wear masks at all times, except while seated at a table, unless the customer is medically unable – which they will not be required to prove.
- Provide at least six feet between parties at tables, (i.e., the six feet cannot include the space taken up by the seated guest). If tables or other seating are not movable, seat parties at least six feet apart.
- Spacing must also allow for physical distancing from areas outside of the facility's control (i.e., such that pedestrians on a sidewalk can pass with at least six feet of distance to a customer).
- Ensure maximum occupancy limits for indoor and outdoor areas are posted and strictly enforced. Maximum occupancy is calculated using the following two methods. The more restrictive number must be used.
 - Method 1: Limit to 50% of stated fire capacity or twelve people per 1,000 square feet if there is not a fire code number available. When no fire code number is available for outdoor dining, the twelve people per 1,000 square feet number should be applied.
 - Method 2: Arrange the restaurant or retail foodservice business so that customers sitting at a table are not within six feet of any customers sitting at another table in any direction and calculate the maximum number of customers that can be accommodated.
- Install physical barriers, such as sneeze guards and partitions, at point of sale terminals, cash registers, bars, host stands, and other areas where maintaining a physical distance of six feet is difficult.

Messiah University Dining facilities have been re-designed with specific seating configurations for each Dining location on campus which appropriately adheres to the current Pennsylvania capacity requirements.

*To view the floor plan of each dining location with the specific table and chair configurations, refer to Dining Appendices named: **Dining Procedures – Dining Furniture***

Signage for Social Distancing

A variety of signage, merchandising and informational posters will be utilized in each of the Dining operations to facilitate single traffic flow, six-foot social distancing practices, and personal hygiene informational practices. This signage and posted information will be located in all public and production areas within the dining facilities to ensure each student, guest and employee is fully informed of best practices and appropriate behaviors.

- **Lottie** will utilize the main entrance cashier stand to swipe ID cards and with floor signs every six feet. Students and guests will be directed to walk to the left along the north wall past the salad bar and turn right along the alcove to enter the food court which will have multiple social distancing signs posted. Students and guests will exit the food court using the center exit door for dining room B, C, or the east door for Martin Commons and Brubaker Balcony and Brubaker Area B.

- **The Falcon** will utilize the main gate entrance with directional floor signs to direct students and guests to the pick up lines, past the grab and go selections and to the cashier stations exiting the space to the dining room or the mail room hallway for seating in Brubaker Area B.
- **Union Café** will utilize the patio door and main entrance door (ADA) with social distancing floor signs to direct students and guests to the small gated entrance to the food court. Within the food court, social distancing signs will be posted directing all customers to the food pick up lines, past the grab and go offerings and to the two cashier stands for payment.
- **The Café Diem** will utilize the main entrance to the Library with social distancing signage to direct students and guests to the café service line. All will exit the café using multiple exits within the library.

*To view each of the safety signs that will be appropriately and effectively posted in each of the Dining Services Restaurants and Facilities at Messiah University, please refer to Dining Appendices named: **Signage***

Reduced Dining Room Capacity & Carry-Out for Social Distancing

To facilitate dining efficiencies during the time of required social distancing, Lottie Nelson will initially be offering all of our menu offerings in takeout containers. Dining room seating in Lottie and the Martin Commons will be expanded to include the Brubaker Balcony and one half of the Brubaker gymnasium. The use of reusable china, cups and silverware will be reintroduced in Lottie shortly after re-opening following all of the requirements and recommendations of the CDC and the State of Pennsylvania. The Falcon, Union Café, Café Diem and the Café @ Winding Hill will continue to utilize takeout containers for service until further notice.

In addition, Messiah University currently utilizes an effective and efficient online ordering system for the Union Café and The Falcon. Dining Services strongly encourages the use of this system by our students and employees to facilitate best practices for social distancing, and for efficiencies in the service and the pick-up of orders. Links to order food online can be found online on the Dining Services Website:

https://www.messiah.edu/info/20561/dining_services/2362/order_food_online

Contactless payment options For Social Distancing

Messiah University utilizes the Blackboard Transact III point of sale system to manage all dining services sales transactions. The meal plans and declining balance accounts for all of our students and employees are uploaded onto each individual's ID card. Additionally, Messiah University also accepts credit cards with equipment that offers minimal contact point transactions. The restaurants of Dining Services and the vending machines on campus all have the capability to accept payment from the University ID Cards. To facilitate contactless payment options, each cash register in Dining Services features a "Tap" card option in which the student or employee simply taps his/her ID card on the reader and the transaction is completed and recorded. The contactless readers are continuously sanitized.

Every Messiah University student and employee is encouraged to load funds on to the ID card at The Falcon Exchange to take advantage of this contactless safety feature.

Reduced Inventory for Social Distancing

Messiah University offers a wide variety of “Grab and Go” convenience menu items at multiple restaurant locations across campus. These operations include the Union Café, The Falcon, Café Diem and Café @ Winding Hill. Additionally, there are 21 vending machines on campus to further support convenience food purchase options for our students, staff and guests.

To promote health and safety, the grab and go menu selections in each of our operations will be reduced, not by the variety of items being offered, but by how many of each item is being displayed within the coolers and retail merchandisers.

The employees of Dining Services will be trained and diligent to refilling the grab and go coolers and merchandisers on a frequency rotational basis to maintain minimal points of customer contact, while ensuring the consistent and extensive variety of product offerings for our students, staff and guests.

Preparing Employees

Dining Services employee orientation that occurs each fall and spring prior to our restaurants’ opening includes several intensive training sessions that ensures each employee is knowledgeable of our operational procedures and protocols. In the fall of 2020, the employee orientation program will be inclusive of the impacts of Covid-19 and the new operational protocols that are being implemented into our daily routines. The employee training session for the Covid-19 include requirements, guidelines, sanitation practices, social distancing, and appropriate PPE.

*To view the employee training session for the Covid-19 information, please refer to Dining Appendices named: **Training: What’s Needed for Re-Opening***

A certified ServSafe manager or supervisor is scheduled to be on-site at all times during working operating hours to ensure all procedures are being followed. The local jurisdiction of Messiah University requires that one employee in each dining operation, while open for business, must be a “Certified ServSafe Manager”. Messiah University exceeds this requirement by ensuring that every FTE employee in Dining Services is certified as a ServSafe Manager. Additionally, Messiah’s Director of Dining Services is a current certified ServSafe Instructor and Proctor licensed by the National Restaurant Association for the facilitation of this intensive training.

Preparing Vendors and Delivery Drivers

Dining Services partners with dozens of dedicated vendors and suppliers to facilitate the production of our varied menus, as well as supply our diverse inventory of food and beverage offerings on campus. Delivery drivers must participate in their specific company’s mandated COVID-19 health screening programs daily as they report to their place of employment and prior to their arrival to Messiah University. Each company mandates a health screening of their employees which includes a temperature screening and several health questions. Third party delivery drivers are required to stay home if proper health screening criteria is not met.

The vendors and delivery drivers supporting Messiah University are required to check in when they arrive on campus. Each vendor employee is required to wear a mask at all times and to practice social distancing while on campus. Delivery drivers must limit their access in our facilities to only the loading dock receiving areas. The items received are required to be dropped at the loading dock where Messiah University employees process the orders and distribute the products within the buildings.

Hand Sanitizers

Touchless hand sanitizing dispensers are located at every entrance, exit and throughout each of the restaurants within Dining Services. The sanitizer dispensing equipment is cleaned, sanitized and checked for refilling on a regular fifteen minute cycle while the operations are open for business.

- **Lottie Nelson:** Will have hand sanitizing dispensers located at the Cashier Entrance, the Food court entrance, and have two in the dining room.
- **The Falcon:** Will have hand sanitizing dispensers located at the entrance and in the Food court.
- **The Union Café:** Will have hand sanitizing dispensers located at the building entrance doors and at the Food court entrance.
- **Café Diem:** Will have hand sanitizing dispensers located at the café entrance.
- **Café @ Winding Hill:** Will have hand sanitizing dispensers located at the café entrance.

Sneeze Guards

Sneeze Guards are installed and located in all Messiah University foodservice operations in accordance to the requirements of the Pennsylvania Department of Agriculture and the FDA Food Code - Title 7, Part III - Chapter 46. In response to the COVID-19 requirements and to further protect the safety of our students and employees, we have installed an extension to our use of sneeze guards in the food preparation, customer service and cashier areas using Plexiglas[®], a clear acrylic sheet to create a large barrier enhancing social distancing. Plexiglas[®] has been installed in the following foodservice locations:

- **Lottie Nelson:** The cashier station, the deli, A line, B line, C line, D line, the soup station, the pizza station, the coffee bar and the Mongo Grill station.
- **The Falcon:** The entire food court serving line, the coffee bar, and the two cashier stations.
- **The Union Café:** The two cashier stations and the coffee bar.
- **Café Diem and Café @ Winding Hill:** The cashier stations and the coffee bars.

No-touch or Prepackaged Utensils and Service-ware

Because of the reduced risk of exposure to infected surfaces, using single-use tableware is safer for our students and guests. As students choose their dining location, it is crucial that they feel reassured about the precautions that we are taking to protect them. To build this confidence and avoid potential spread of the virus, until further notice, each dining location on campus will be offering these single-use products:

- **To Go Containers, Plates and bowls.**
We will be using multiple sizes of single-use to-go containers or plates to accommodate appetizer, salad, entree, or dessert portions. Single-use bowls will be offered to serve soups, pastas, and other foods.
- **Drinking cups**

Single-use cups and lids will be used to serve our assorted beverages. For coffee and tea service, hot cups with sleeves will be available. The use of personal mugs or beverage containers in the dining facilities is prohibited until further notice.

- **Cutlery and utensils**

Single-use forks, spoons, and knives as well as disposable chopsticks will limit the exposure to these frequently handled items.

- **Napkins**

Napkins will be included in the single use utensil package with additional napkins being available using single sheet dispensers.

Elimination all self-serve stations and buffets

The Food and Drug Administration has released a series of best practices for restaurants, which include discontinuing self-serving stations that require customers to use common utensils or dispensers, like salad bars and buffets. To ensure federal and local operational compliance, the dining facilities of Messiah University has adjusted and changed all of the self-service food stations and food bars to either “served stations”, single use pre-packaged offerings, or grab and go items.

- **Lottie Nelson** – To-Go Containers initially, working in reusable service ware starting in two weeks of the academic year
 - Deli – will be offering prepared sandwiches, bagels, breads and wraps with chips and accompaniments
 - A Line – will offer a served entrée with assorted side dishes and accompaniments
 - B Line – will offer a served specialty rotational bar – Chili, potato, tapas, etc.
 - C Line – will offer a served entrée with assorted side dishes and accompaniments
 - Speed Bump – will offer served soup and accompaniments
 - D line – will offer a served variety of salads, toppings and dressings
 - Pizza – will offer an assortment of served pizza
 - Ice Cream - will offer an assortment of pre-packaged novelties
 - Beverages – will be minimal touch service with single touch cup dispensers
 - Peripheral offerings – will be pre-packaged single use offerings
- **The Falcon** - Breakfast – service will remain unchanged. Lunch Service:
 - Rice Bowls Station – will offer a core menu of selections and a rotational variety with accompaniments
 - Flatbread Sandwiches Station – will offer a core menu of selections with a rotational variety and accompaniments
 - Salad Station – will offer a core menu of selections with a rotational cycle menu
 - Grab and Go items will remain unchanged
- **Union Café**
 - The food and beverage stations at the Union Café will offer the same variety of offerings utilizing a rotational menu format. Grab and Go offerings will be enhanced to offer additional options for students living in the apartments.
- **Café Diem**
 - The beverages menu will remain unchanged, however the food offerings will be enhanced to include to go entrée options with accompaniments.

Protocols Meeting the CDC, Department of Ag, and the State of PA guidelines

The FDA, CDC, Pennsylvania Department of Agriculture, and the National Restaurant Association have provided a food safety re-opening checklist for food establishments or for those that have been open with limited service related to the COVID-19 pandemic. This checklist addresses key food safety practices for food establishments to implement when re-opening and restarting operations. Messiah University has implemented each of the following food safety and operational guidelines:

Facility Operations

- Signs posted on how to stop the spread of COVID-19 and promote everyday protective measures
- Premises in good order, including fully operational utilities and equipment (e.g. electrical, lighting, gas services, and proper ventilation; hood systems for fire prevention; garbage and refuse areas; and toilet facilities)
- All areas of the food establishment, including restrooms and waiting areas, properly cleaned, stocked, sanitized, or disinfected, as appropriate
- Facilities checked for pest infestation or harborage and all pest control measures functioning
- Ventilation systems, including air ducts and vents in the facility, clean, free of mold, and operating properly
- Increased circulation of outdoor air (as much as possible) by, for example, opening windows and doors or using fans (Do not open windows and doors if they pose a safety risk to children using the facility.)
- High touch self-service containers and items requiring frequent hand contact removed from use, or appropriately washed, cleaned and sanitized, and changed after each customer/party is served (e.g. seating covers, table cloths, linen napkins, throw rugs, condiments such as ketchup bottles and salt/pepper shakers, and reusable menus)

Water, Plumbing, and Ice

- Potable water available throughout the facility
- Water and sewage lines working
- Hot and cold water
- All water lines flushed, including equipment water lines and connections, according to the manufacturer's instructions
- Ice machines and ice bins cleaned and sanitized

Food Contact and Non-food Contact Surfaces (Clean, Disinfect, Sanitize)

- Sanitizers and disinfectants that meet EPA's criteria for use against SARS-CoV-2 available and used per label instructions to clean and disinfect the facility during hours of operation
- Food contact surfaces and counters cleaned and sanitized (wash, rinse, and sanitize food contact surfaces, food preparation surfaces, and beverage equipment after use)

- Common use areas such as restrooms being cleaned and disinfected more frequently
- High-touch areas and equipment cleaned and disinfected (e.g. door knobs, display cases, equipment handles, check-out counters, order kiosks)
- Sufficient stocks of single-service and single-use articles (e.g. tableware, carryout utensils, bread wrappers, and plastic wrap) available. If not, ensure all reusable food service items are handled with gloves and washed with dish soap and hot water or in a dishwasher. Employees should wash their hands after removing their gloves and after directly handling used food service items.
- Staff properly trained on cleaning procedures to ensure safe and correct application of disinfectants
- A disinfection schedule or routine plan developed with sufficient stocks of cleaning and disinfecting supplies to accommodate ongoing cleaning and disinfection

Food Temperature Control

- All coolers, freezers, and hot and cold holding units functioning
- All coolers, freezers, and hot and cold holding units clean, sanitized, and protected from contamination
- Calibrated thermometers available and accurate to check equipment and product temperatures to ensure food safety/HACCP plans are executed as designed

Product Inspection, Rotation

- All food examined for spoilage, damage, expiration, or evidence of tampering or pest activity with, if needed, such food appropriately discarded
- Food properly labeled and organized, such that receiving date and rotation is evident
- All food, packaging, and chemicals properly stored and protected from cross contamination
- Contact made with suppliers in the supply chain to ensure deliveries are scheduled and able to be fulfilled

Ware washing Equipment

- 3-compartment sink clean and equipped with detergent and sanitizer
- Ware washer clean and functioning and equipped with detergent and sanitizer (single temperature machine, 165°F) or reaches 180°F rinse (high temperature)
- Sanitizer test strips available and appropriate for the sanitizer being used

Handwashing Stations

- Trained and reminded employees of effective hand hygiene practices including washing hands with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing their nose, coughing, or sneezing
- All handwashing sinks accessible and fully stocked (e.g. soap, paper towels, hand wash sign, and

trash bins)

- Paper towels and trash cans available in the bathrooms so doors can be opened and closed without touching handles directly
- All handwashing sinks functional and able to reach 100°F minimum
- Using hand sanitizers (minimum 60% alcohol), as appropriate, in multiple locations to encourage hand hygiene by both customers and employees to supplement hand washing.

Employee Health / Screening

- Protocol to check employee health and personal hygiene practices within food establishment
- Follow CDC guidance and practices for employee health checks/screenings
- Checked with the CDC and local regulatory/health authority guidance for employees returning back to work
- Monitor and respond to a higher than normal level of absenteeism
- Provide and have available an adequate supply of personal protective equipment (PPE) and/or cloth face coverings

Social Distancing

- The facility has taken measures (e.g. tape on floors/sidewalks, partitions, and signage on walls) to minimize face-to-face contact that allows, to the extent possible, at least a 6-foot distance between workers, customers, and visitors
- Limit offering of self-serve food or drink options, such as buffets, salad bars, and drink stations noting as local regulatory/health authorities lift levels of restrictions to limit use with additional monitoring
- Restrict the number of employees in shared spaces, including kitchens, break rooms, and offices to maintain at least a 6-foot distance between people

Dining Operations Facility Sanitation Program

A ServSafe Certified manager or supervisor of Dining Services will be specifically dedicated to maintain the safety and sanitation of each dining operation throughout each meal period daily.

○ Table & Chairs

Dining room sanitation teams of employees working at Lottie Nelson, The Falcon, The Union Café, The Café Diem and Café @ Winding Hill will be scheduled and assigned specifically to wash, rinse, sanitize and disinfect the tables and chairs in each of these dining facilities at the beginning of each meal period, after each guest usage, and at the end of each meal period. To facilitate the proper sanitation of each dining room, table and chair, each employee will be trained in the proper use of PPE, commercial sanitizing solutions and disinfectants, and how to apply each of these chemicals effectively and safely to clean the dining facilities. Additionally, each employee will be trained to fully understand the SDS Safety Data Sheets system and where to source each safety data sheet for detailed information.

- **Work surfaces, Production and Service areas**

Coronavirus is a respiratory virus – it is not considered to be a foodborne illness by the CDC, but similar proactive steps, such as not working when sick, proper hand washing and thorough sanitizing and disinfecting, can help to mitigate the risk.

Restaurants have a common goal with health departments to protect their guests, their employees and the communities in which they serve. Messiah University in partnership with the PA Department of Agriculture is taking additional actions to do just that. There has been tremendous effort by our dining managers to ensure ill employees remain out of the restaurants, increase the handwashing practices even more than they already do, and to disinfect surfaces on an increased basis. Dining Services Directors within our consortium are also sharing prevention steps and best practices with each other to maximize safety and compliance.

There are four aspects of keeping a foodservice establishment clean and sanitary:

- **Hand Washing**—best way to prevent both staff and guests from getting sick
- **Cleaning surfaces**—removing soils and food sources from surfaces. While cleaning does not kill pathogens, it is the most important part of the hygiene process because it impairs the environment where those pathogens would thrive.
- **Sanitizing food contact surfaces**—lowering the number of germs on surfaces or objects to a safe level, as judged by public health standards or requirements
- **Disinfecting touch points**—killing pathogens on surfaces or objects. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Many will mistakenly use disinfecting interchangeably with sanitizing, but it is important to note two major differences: effectiveness and application. Disinfectants remove more germs than sanitizing, making it more effective in killing pathogens like Covid-19. However, disinfectants are not generally food safe. Due to the high level of actives and detergency in disinfectant products, they must be followed with a potable rinse once the dwell time, or amount of time the surface must remain visibly wet, is achieved. In contrast, food safe Quaternary Sanitizers remove pathogens to a safe level after cleaning, and food products may be placed on the surface immediately after the dwell time. Though such sanitizers may not remove pathogens as thoroughly as a disinfectant, the application process is simpler because they do not require a potable rinse.

Dining Services Cleaning Checklists

- **Back-of-House**

Cleaning and sanitizing the back-of-house area consistently and thoroughly is important for preventing cross-contamination and the spread of bacteria and viruses. Below is the list of cleaning standards and tasks for each dining operation:

- **Daily:**

- Wipe down and sanitize the walls
- Clean and sanitize all kitchen equipment and contact surfaces

- Sanitize other equipment, such as coffee makers, microwaves, toasters, and meat slicers
- Disinfect prep area surfaces and rinse
- Clean and sanitize beverage dispensers and equipment
- Clean and sanitize sinks and counter surfaces
- Properly launder towels, aprons, and uniforms
- Refill soap and sanitizer dispensers
- Sweep and sanitize walk-in refrigerators and storage areas
- Remove trash and recycling from the production areas
- Disinfect the waste disposal area and clean the trash cans
- Sweep, mop and sanitize floors

- **Weekly:**

- Clean ovens, including walls, door, and racks
- De-lime the sinks, faucets and dish machines
- Boil out the deep fryer
- Wash and sanitize walk-in refrigerators and freezers
- Clean and sanitize anti-fatigue mats
- Sanitize and disinfect floor drains
- Run cleaning and sanitizing chemicals through the coffee or espresso machine
- Clean and sanitize the ice machines
- Clean and sanitize refrigerators and freezers
- Clean refrigerator coils to remove dust
- Wash and sanitize walls and ceilings
- Wash and sanitize vent hoods and screens

- **Front-of-House**

Cleaning and sanitizing the dining service areas consistently and thoroughly is important for preventing cross-contamination and the spread of bacteria and viruses. Below is the list of cleaning standards and tasks for each of the dining rooms and service areas:

- **During each Meal Period:**

- Clean and sanitize walls
- Clean and sanitize dining tables after each guest
- Clean and sanitize all counters and contact surfaces

- Clean and sanitize seats and benches
- Remove trash and recycling
- Clean and sanitize interior and exterior of all trash and recycling bins
- Sweep, mop and sanitize floors
- Clean and sanitize bathrooms
- Clean all glass surfaces
- Clean light fixtures
- Disinfect door handles and contact surfaces and rinse-*
 - **Maintain the Workplace – Daily**
- Ensure all handwashing sinks are operational with clean running hot water, cleaned daily, and adequately stocked with soap and paper towels
- Ensure all hand sanitizer dispensers are kept full and operational
- Ensure bathrooms are meticulously cleaned and disinfected frequently and are adequately stocked with soap and paper towels
- Ensure building ventilation systems are working properly and maintained per standard protocols for optimal indoor air quality, including regularly replacing filters or cleaning and disinfecting them; increase ventilation rates and percentage of outdoor air that circulates into the system, if feasible
- Ensure stove hood filters are regularly cleaned and disinfected
- Empty trash receptacles frequently, wearing gloves that you then throw away
- Ensure all sanitation systems are fully stocked and functioning
- Verify dishwashing machines are operating at the required wash and rinse temperatures and with the appropriate detergents and sanitizers
- Remember that hot water can be used in place of chemicals to sanitize equipment and utensils in manual dishwashing, disinfecting them
- Ensure hood screens and filters are regularly cleaned and disinfected

Dining Services Quarantine Meal Program

Notification

The Engle Center will confidentially notify Dining Services of the name and housing location of each student that will require meals while in quarantine. The Engle Center will also notify the student placed in quarantine to expect an email from Dining Services. Dining Services will then email any student in quarantine an online link that the student will be able to utilize to submit their meal requests. The Menu Link will automatically submit the completed form to the following Dining Services email:

thegmenu@messiah.edu

Menus, Meal Requests and Ordering

Meal options from Lottie Nelson, The Falcon and the Union Café will be available to view and select from the online link provided to each quarantined student. The online menu will list daily options for a full week's worth of meals. Each student's menu selections will be forwarded to Dining Services to individually prepare for delivery.

Dining Services will receive the requested meal selections from each student and process them for production, packaging and delivery. Weekly meal selections are to be made by the student on the Friday before the menu's start each Monday, but will be flexible as students may be going into quarantine on the same day meal deliveries are required.

Meal Delivery:

Housing will notify Dining Services regarding the specific delivery drop off location for each quarantined student. Meals will be no-touch prepared, packaged and delivered to those pre-determined residence locations for delivery to each student. Delivery times will be at 11:30am and 4:45pm daily. A continental breakfast will be delivered with the dinner meal.

Meal Plan/Payment:

Dining Services will apply the cost of the quarantine meals directly to the student's meal plan in accordance to the meal plan agreement using the Lottie Nelson daily meal rates. Students who do not have a meal plan will have the Quarantine Meal Plan assigned to their student account at the price of \$165.00 per week.

Two Bridges Catering

As Messiah University begins to plan and hold events and gatherings, the CDC offers the following considerations for enhancing protection of individuals and communities and preventing spread of coronavirus disease 2019 (COVID-19). Event planners and officials can determine, in collaboration with state and local health officials, whether and how to implement these considerations, making adjustments to meet the unique needs and circumstances of campus community. Because COVID-19 virus circulation varies, these considerations are meant to supplement—**not replace**—any state, local, territorial, or tribal health and safety laws, rules, and regulations with which gatherings must comply. Messiah University will continue to assess, based on current conditions, whether to postpone, cancel, or significantly reduce the number of attendees for gatherings.

- **Food and Catering Service**

- There is no evidence that COVID-19 is spread by food. However, people sharing utensils and congregating around food service areas can pose a risk.
- Use touchless payment options as much as possible, if available.
- Clean and disinfect frequently touched surfaces such as counters, or hard surfaces between uses.
- Provide physical guides to ensure that individuals remain at least 6 feet apart.
- If a dining room is used, serve individually plated meals or grab-and-go options, and

hold activities in separate areas.

- Use disposable food service items including utensils and dishes. If disposable items are not feasible or desirable, ensure that all non-disposable food service items are handled with gloves and washed with dish soap and hot water or in a dishwasher.
- Individuals should wash their hands after removing their gloves or after directly handling used food service items.
- Avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations. Consider having pre-packaged boxes or bags for each attendee.

Two Bridges Catering is a division of Messiah University Dining Services and is subsequent to utilizing and maintaining all of the same extensive food safety & sanitation practices and protocols that are utilized within the Department of Dining Services.

Catering events are to adhere to the following additional guidelines:

- Events must be individually served, pre-packaged in single use packaging, or be prepared for To-Go service.
- Foods, beverages and service ware must be individually pre-packaged single use items.
- Dining areas will be designed to serve at a 50% capacity.
- Catering menus will be custom designed with the support of the Catering sales team.
- Social distancing protocols will be implemented and maintained at all events.
- Guests at each event may be recorded for tracing purposes.

The Two Bridges Catering team is excited to welcome our students, staff and guests to campus and will ensure that each catered event is a safe, healthy, inviting and quality experience for our entire campus community, as well as our off campus clients and guests!