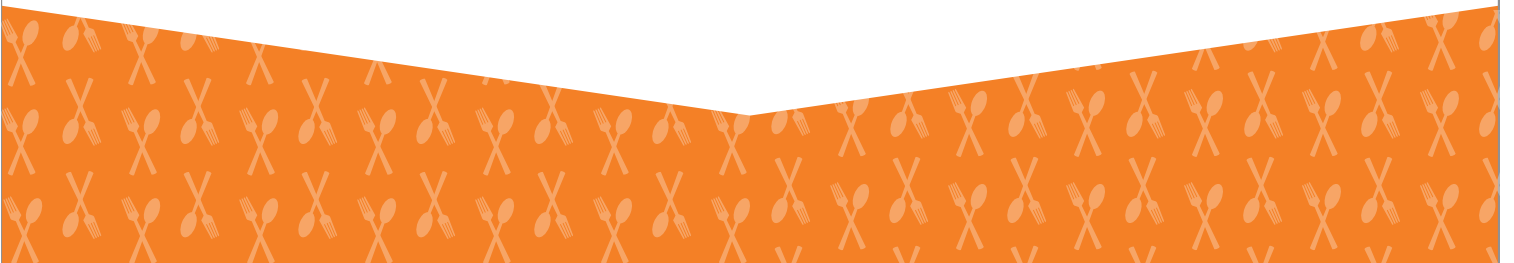


HEALTH AND SAFETY PLAN

HENDRIX DINING SERVICE

It is the desire of Hendrix Dining Service to adhere to all local and state guidance pertaining to reopening our facility in a post-COVID environment. The purpose of this document is to communicate these new procedures to the campus community. Our goal is to define and outline necessary steps that have been and will be taken to assure a safe and pleasant dining experience for students, as well as a safe working environment for our staff.



Students

Hours of Operation

The Dining Hall will be open 7 days per week with continuous service and some hours extended or added to allow students time to obtain meals.

- Monday through Thursday 7:00 a.m. to 9:00 p.m.
- Friday 7:00 a.m. to 8:00 p.m.
- Saturday 8:00 a.m. to 1:30 p.m.
- Sunday 11:00 a.m. to 7:00 p.m.
- For all days, meals will be carryout ONLY after 7:00 p.m. (the Dining Hall will be closed for cleaning).
- Due to the reduction in seating for proper distancing, guests are asked to limit their dining time and avoid lingering.

The Burrow will be open 7 days per week to serve as the pickup location for all pre-ordered meals. There will be no walk-up menu service in The Burrow.

- Monday-Friday 7:30 a.m. to 7:00 p.m.
- Saturday 10:30 a.m. to 1:30 p.m. and 4:30 p.m. to 6:30 p.m.
- Sunday 11:00 a.m. to 7:00 p.m.

An additional grab and go kiosk (Caf-to-Go) will be available M-F at lunch in Miller Creative Quad, with payment by OneCard only.

Technology

- Dining Services will be implementing the GET mobile app for use by all members of the Hendrix community. Students are encouraged to download this app as soon as possible.
- The GET app will be used to generate a barcode that will allow for contactless entry into the dining area, and contactless payment at Caf-to-Go.
- All pre-orders (pickup in The Burrow) will be placed via the app or by using the GET website.
- This platform will also give students the opportunity to view OneCard balance and use, load more funds, and upload an ID photo.



Entry

- Contactless entry (preferred) into the Dining Hall is available using the GET app. For students without a smart phone, cards may still be swiped (by the student), and credit cards are accepted.
- Only students will be admitted at peak meal times. Faculty/staff are asked to utilize pre-order pickup or dine-in at off-peak times.
- Guests will be required to use hand sanitizer and wear a mask upon entry. The mask must remain on until they are seated and eating.

Traffic Flow and Distancing

- Floor decals are placed with 6-foot distancing around the serverly at each available serving line.
- Traffic through the serverly should follow a clockwise direction. Directional arrows are placed on the floor for assistance and visual reminders. Guests should avoid “backtracking” whenever possible.
- Once in the seating area, there will be no re-entry allowed into the serverly.

Service

- All items will be served by dining staff. There is no self-service allowed.
- Because there is no re-entry, servers may give larger portions when requested.
- Plexiglass is placed at serving stations where glass barriers are not existent.
- Regular dishware will be used (and properly santized between uses) for dine-in guests. All cutlery will be pre-wrapped disposable.
- Individually wrapped condiments are available on At the Grill, on the Garden Variety station, and at the beverage station.
- Bottled beverages are available for guests choosing to carry out their meal.
- A touchless dispenser for water will be available for refills in the Dining Hall.
- Grab and go sandwich and salad items are available at the Garden Variety station.



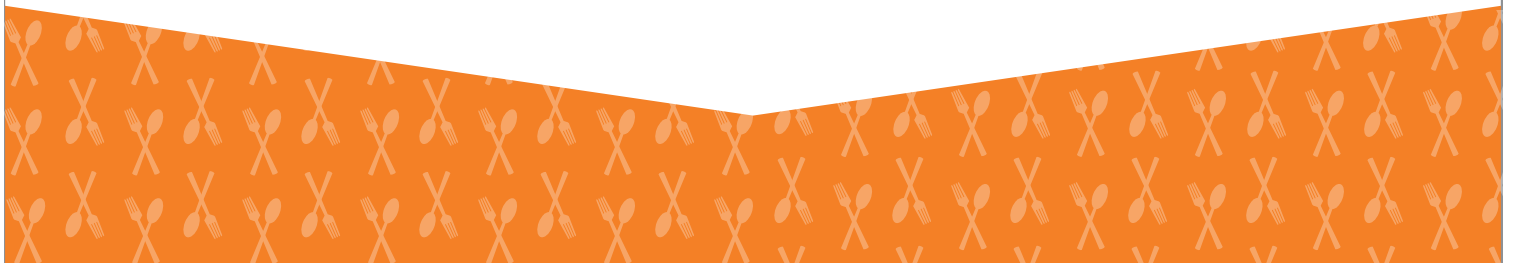
Carryout

In order to decrease traffic through the Dining Hall, and to accommodate appropriate distancing, carryout service is available and encouraged at all meal periods.

- For those wishing to carry out their meal from the Dining Hall, one reusable clamshell container will be given. Disposable containers are available at each serving line for additional items when desired. Guests will proceed through serving lines as usual. Bottled beverages are available as well.
- Students are expected to rinse and return the reusable containers to designated receptacles in the servery as soon as possible, so they may be sanitized for the next use.
- Guests may pre-order meals for pickup in The Burrow using the GET app. Items available will be similar to the menu of the day in the Dining Hall. The line for picking up orders will begin in the game room, and proceed along the right wall through the SLTC to the Burrow Café doors. Distancing decals are on the floor to assist.
- As an additional option, students may also choose to visit the Caf-to-Go kiosk in Miller Creative Quad at lunch during the week. Grab and Go sandwiches, salads, and beverages are available, with payment via OneCard accepted.

Quarantine and Isolation

- The student will initially receive a care package that includes snacks, beverages, and breakfast items.
- After receiving an email from the quarantine support manager, the student will need to respond to the campus dietitian to request dietary restrictions or preferences.
- Meals are determined by Dining Services and include: continental breakfast, cold lunch plate including a sandwich and salad, and a dinner meal in a reheatable container, plus beverages.
- Meals will be delivered once per day in the afternoon to cover the current day's dinner, and breakfast and lunch for the next day.
- Meal deliveries and care packages will be coordinated between Dining Services, Isolation and Quarantine Support Manager, and resident hall assistants.



General Safety Protocol

Physical Distancing

- A distance of at least six (6) feet should be maintained within all areas of the Dining perimeter.
- Floor markings are placed around the servery to facilitate distancing.
- In areas where this distance cannot be maintained, only one employee is allowed at a time (for example, dry storage and walk-in refrigerators).
- Tables and chairs are placed in the Dining Hall in such a manner as to achieve this distance between tables.
- It is recommended that students in the same “family groups” (i.e., teams, roommates, etc.) utilize seats at the same table, and other individuals should attempt to dine alone.
- Employees shall maintain appropriate physical distance while on meal breaks, using designated areas.

Face Coverings

- Approved face coverings are required at all times within Dining Services with the exception of 1) while eating, 2) while working alone in an office.
- Two face masks are provided to each Hendrix employee. Employees may also choose to wear their own (appropriate) mask. Employees are expected to wear a clean face covering each day, and are responsible for laundering masks along with uniforms.
- No guest should be admitted without a face covering. If necessary, a disposable mask will be provided.

Handwashing

- Employees will be instructed in proper handwashing technique.
- Hands should be washed after clocking in and storing belongings, before beginning work. Hands should be washed frequently throughout the day (especially after using the restroom or handling a cell phone), and employees should also utilize hand sanitizer when appropriate.
- Although gloves will be used, they are NOT to be a substitute for good handwashing.



Cleaning and Sanitation

- Work stations and service areas will be thoroughly cleaned at the beginning and end of each service period/shift, in addition to a full wipe-down every 30 minutes.
- Proper supplies will be located at each station.
- Tables and chairs in the Dining Hall will be cleaned between guests.

Outside Vendors and Deliveries

Vendors

- Any outside vendor or salesperson should not be admitted without an appointment. Appointments will be accepted only outside of heavy meal traffic times (between 9:30-10:30 a.m. and 2:00-4:00 p.m.).
- Masks should be worn and all distancing protocol followed.
- For any necessary repairs, vendors should attempt to schedule work outside of high-traffic times

Delivery

- Delivery personnel must wear masks, use gloves where appropriate, and should not attempt to enter the dining hall or server.
- Traffic should be restricted as much as possible, especially if a delivery is made during peak hours.

Visitors and Non-scheduled Employees

- Outside guests and/or visitors are not permitted at this time.
- If an individual is giving a ride to an employee, he/she should wait in the vehicle until the employee exits the building.
- Any non-scheduled employees should refrain from visiting the work site when not on duty, and make an appointment if needing to speak with a manager or take care of other business.



Dining Staff

Coming to Work

Self-Screening

- Staff should not come to work when sick.
- Employees are required to complete the self-screening checklist (including a temperature check) prior to coming to work. If they answer “yes” to any criteria, they should contact their supervisor and stay home.
- Employees should enter the SLTC through the South Entrance (near the Information booth), proceed to the designated “UP” stairs at the northeast corner, and enter Dining Services at the rear hallway door.
- The use of the freight elevator as a passenger elevator is discouraged at this time. Employees who need the elevator should proceed around the building to the passenger elevator.
- Traffic patterns in the building will flow in a counterclockwise direction, with the designated entrance being the South doors, and exit at the West doors. Please do not move against traffic flow.

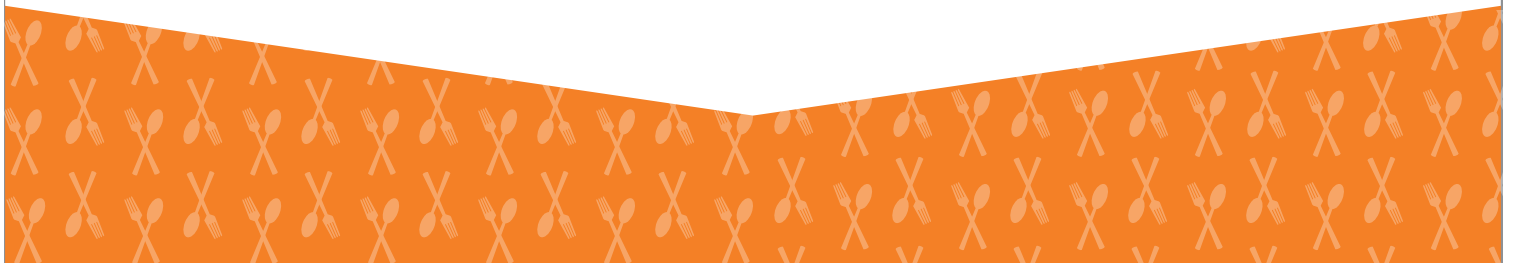
Work Area

Distancing

- Work stations are designed to be a minimum of 6 feet apart during stationary duties.
- In areas where proper distancing is not feasible (i.e., the pantry or walk-in refrigerators), limit occupancy to one employee at a time.
- For duties that require employees to work in tandem, activities should be limited to 10-minute blocks with time between.

Traffic Flow

- Staff should be aware of others when moving around in the kitchen, and limit movements outside of the work area as much as possible.
- Keep to the right when meeting other workers, and keep moving.



Breaks/Meals

- Supervisors will notify employees of their assigned break times.
- Employees are expected to observe distancing within the server, and not to serve themselves at any time.
- Bates Dining Room is reserved for employee meals, so that appropriate distance is maintained. In the event that there are more employees scheduled for a break than the room's capacity, alternate locations are available and will be rotated.
- Employees are expected to wear their mask unless eating.

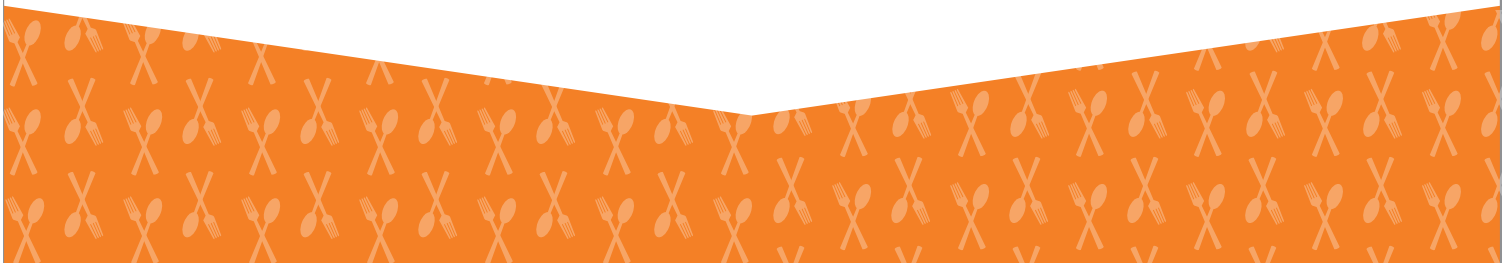
Expectations outside of work

- In order to decrease risk of exposure and thereby minimize disruption to meal service, employees are expected to adhere to all government mandates regarding COVID-19 (masks, distancing, etc.) while not at work.

Exposure Guidelines (from Hendrix Testing and Tracing Policy)

Employees who have signs or symptoms of COVID-19:

- Should stay home and not come to work.
- Should contact their immediate supervisor.
- Should contact the Hendrix Medical Clinic for a telehealth visit. It is strongly recommended that you contact the Hendrix Medical Clinic due to our partnership with Conway Regional Health. Our partnership allows for reliable testing and reporting of test results. If you prefer, you may contact your own healthcare provider.
- If an employee is not referred for COVID-19 testing, then the employee may return to work so long as there is no fever for 48 hours and the guidance of the healthcare provider is followed.
- If an employee is referred for COVID-19 testing, then the employee should isolate at home pending the test result, notify their immediate supervisor, and email aboutcovid19@hendrix.edu or call/text 501-476-5562.



- If the test result is negative, the employee may return to work so long as there is no fever for 48 hours and the guidance of the healthcare provider is followed.
- If the test result is positive, then employees should follow the instructions for a Positive COVID-19 Test Result.

Employees who test positive for COVID-19:

- Should isolate immediately at home.
- Should contact their immediate supervisor and discuss any important work-related issues.
- Email aboutcovid19@hendrix.edu or call/text 501-476-5562 as soon as possible with the employee's full name, test result, and most recent date on campus.
- Employees will be contacted by a Hendrix staff person and the Arkansas Department of Health to share detailed instructions and conduct a contact tracing interview. Any possible close contacts that are identified will be contacted and informed of their risk for exposure. We will respect your privacy to the greatest extent possible while still providing notice to those who may have been exposed.
- A verification letter confirming the employee's isolation will be sent to the employee, the immediate supervisor, and Human Resources.
- The Arkansas Department of Health will monitor each employee and set an expected date to end isolation. In most instances, isolation lasts 10 days from the date of the positive test result so long as symptoms are improving and there has been no fever for 24 hours.
- At the end of isolation, the Arkansas Department of Health will provide an official letter. Isolation cannot be ended until that official letter is received.

Training

- Employees will participate in training related to COVID-19 specific policies and procedures.
- Employees will receive re-training on proper handwashing and glove use. Supervisors will emphasize the necessity of adhering to these policies.
- Employees will receive training on sanitation protocol.

