

PACIFIC UNION COLLEGE

Fall 2020 Reopening Plan

Submitted to the Napa County Department of Health

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OVERVIEW OF THE PLAN

Pacific Union College (PUC) is reopening its campus in accordance with the state allowances for essential workforce programs. At this time, most of PUC's programs will be offered remotely; however, PUC plans to allow a limited number of students to return to campus. Students in the essential workforce programs of aviation, emergency management services (EMS), and nursing will be allowed on campus. PUC plans to also allow student teachers who are required to assist in person in K-12 classrooms to participate in person (limit of two people per classroom; the supervising teacher and the student teacher). Additionally, per state California Department of Public Health (CDPH) guidelines, one anatomy lab will operate in person, following protocols of a cap of 10 students per lab with social distancing, wearing of masks, and gloves. The lecture portions for these programs will be held online, and in-person instruction will take place only where hands-on training is required. In cases where classes must meet in person, PUC will prepare outdoor classroom spaces with appropriate physical distancing enforced. The nursing skills and simulation labs will operate at reduced density with required PPE and appropriate distancing. Aviation courses will be online; however, students requiring in-person flight simulator training and flying instruction will follow strict safety protocols.

The residence halls will house only the students in these respective programs, as well as those who apply and receive approval to stay on campus based on meeting guidelines set forth by the state (i.e., students experiencing safety, housing, food, and access insecurities). The residence halls will prioritize single occupancy of rooms.

This written document provides an overview of how the College will implement a variety of safety measures to establish containment and surveillance protocols as set by Napa County and CDPH. These measures include campus education about COVID-19 prevention, implementation of public health mitigation practices, and early identification of positive or suspected cases in our campus community. These protocols also provide a framework for reopening campus once Napa County is removed from the County Watchlist and it is deemed wise for campus repopulate safely.

PUBLIC HEALTH CONSIDERATIONS

PUC's plan involves maintaining safety guidelines until it is clear that pre-COVID-19 activities may resume. This document is to ensure that all departments across campus are involved in this plan.

Current all-campus health protocols

Current campus policy requires everyone on campus to follow protocols to limit the spread of COVID-19. All students, faculty, staff, and visitors to campus must adhere to CDC, state, Napa County, and campus health protocols. PUC encourages personal responsibility by providing education to campus, encouraging behavioral expectation of following the guidelines, and implementation of compliance strategies to enforce campus policies.

Gatherings will follow the Napa County guidelines which currently allow for a maximum of 10 people. Outdoor and church events will follow separate guidelines established by the County. Group gatherings will be reviewed and enforced by the Office of Student Life and Human Resources.

[See Appendix for Enforcement of Policy Protocol](#)

All-Campus COVID-19 Mitigating Behaviors

These measures will allow for mitigation of COVID-19 on campus.

- Masks are required when in the presence of others and in commonly shared areas;
- A physical distance of six feet is mandated at all times when on campus;

- Daily health questions and temperatures will be required for all campus personnel who are on campus (some are working remotely). Students will also be required to complete this process prior to their leaving their rooms in the residence halls. A Daily Health Check form is a self-monitoring system and is meant as an educational tool for reportable signs and symptoms of the coronavirus. It is not meant to deny access to individuals with on-going previously diagnosed medical conditions having similar symptoms (i.e., allergies, IBS, asthma, etc.). The app will show a green check mark if an individual passes the daily health check or a red X if they do not pass. Any red X on the app will send an auto-generated email notification to Student Health Services for appropriate follow up. Students will also be instructed to contact Student Health Services for assessment and treatment, where indicated. A green check will allow access daily to campus locations. This process can also be completed by downloading the “Daily Health Check” form found on the PUC website. [See Appendix: “Daily Health Survey”](#)

All individuals visiting a PUC office will be asked to complete the initial screening questionnaire to determine past potential exposure or illness if they do not show their LiveSafe app clearance. This questionnaire is not intended to be completed daily and is not the daily Health Survey & Temperature check required of employees and students on campus. Access to campus will be refused to anyone whose answers demonstrate the possibility of COVID-19 infection, and the individual will be denied access and will be encouraged to contact their primary care provider. [See Appendix: COVID19 Initial Screening Questionnaire](#)

Education

Employees and students will be required to complete education in COVID-19 awareness and prevention delivered prior to fall quarter beginning in September, 2020. This is planned to be shared both online and at the 2020 opening campus meetings (two days of employee training, which will include COVID-19 prevention training).

Temperature Checks

Non-touch temperature checks at the entrance to key buildings are required.

Signage

Visible signage denoting requirements for the campus safety protocols will be posted in the interior and exterior of all buildings. Additionally, where possible for dual ingress/egress, separate entry/exits will be marked clearly.

Disinfecting:

High contact/transactional areas will be sanitized multiple times a day by staff, professors, and Custodial Services. Each academic learning space (if indoors) will be disinfected between courses and cleaned by Custodial Services each day. Staff offices (counters, doorknobs, desks) with public traffic will be wiped down every four hours.

Campus Custodial Services has a comprehensive campus cleaning plan to ensure regular disinfecting of campus. This includes industrial spraying of classrooms with disinfectant each night, as well as a scheduled protocol each professor must follow if classes meet in person. [See Appendix: Custodial COVID-19 Prevention Plan](#)

Visitors to Campus

Campus visitors will be asked to complete the “[COVID19 Screening Questionnaire](#)” and follow all established mitigation measures. If concerns arise from the answers that they provide, they will be denied access to campus and will be encouraged to contact their own primary care provider.

Containment and Surveillance

Student Health Services (SHS), following CDC and American College Health Association (ACHA) guidelines will implement established strategies for early identification, testing, isolation, and/or quarantine of symptomatic suspect positives and known-exposure asymptomatic cases.

SHS will follow County of Napa guidelines for reporting and assistance in contact tracing under the direction of the Napa County Communicable Disease Unit.

Students and employees will be encouraged to receive an influenza vaccine via SHS or through their own primary care provider.

[For testing protocols, see Appendix: Student Health Services \(SHS\) section.](#)

Supervisor Considerations

PUC will adhere to established COVID-19 protocols for all employees. All department managers/supervisors will be responsible for their areas to ensure compliance of all established mitigation measures and the enforcement of these policies as outlined by Human Resources.

[See Appendix: HR FAQs about Coronavirus and Telecommuting Guidelines](#)

STUDENT HEALTH SERVICES (SHS)

Patient Care

Early Identification of suspect SARS-CoV-2/COVID-19 cases: Once individuals have been allowed to function on campus beyond their first day, they will be required to complete a Daily Health Check.

Medical assessment of suspect SARS-CoV-2/COVID-19 cases: Once it has been determined that an individual is suspect for any upper respiratory illness, they will be required to return to and remain in their residence and will be contacted by SHS or referred to their primary care provider. All initial contact with an ill individual will be conducted virtually. SHS staff will either refer individuals to their primary care provider or, in cases of residence hall students, a telehealth appointment will be made with the SHS medical provider. Once assessed virtually, SHS nursing staff will complete ordered diagnostics at the bedside using established infection control protocols. This service is only available for residence hall students and will not be provided at any other location.

Maintenance and monitoring of an individual with symptoms of a suspect case of SARS-CoV-2/COVID-19: If it is determined that an individual with symptoms of an upper respiratory illness should have a COVID-19 test, SHS nursing staff will obtain the specimen at the bedside per MD order for on-site rapid testing.

If the test is positive: The individual will be reported to the NCHD for isolation orders and monitoring of the case in coordination with SHS.

If the test is negative: A second specimen will be obtained by SHS nursing staff for outside lab processing. This test will be sent to a local contracted CLIA lab for rapid turnaround (usually 24 hours). Quarantine will be continued until results are obtained.

All county guidelines for isolation or quarantine of the individual will be implemented while awaiting results and will be extended for 10-14 days, based on the results. All monitoring and contact tracing of suspect and positive cases will be under the direction of the NCHD in coordination with SHS. Maintenance of any ill suspect or positive cases will be conducted on a case-by-case basis utilizing designated campus apartments, which are located across the street from campus proper, for isolation and quarantine. SHS and the NCHD

will communicate with these individuals daily. Bedside care and other non-medical support (i.e., food, linen, trash removal) will not be provided by Health Services but will be conducted in accordance with protocols already established by existing campus departments. If it is determined that bedside care is needed, the individual will be sent home whenever possible. If cases exceed Brookside apartment capacity, contingency plans for county-approved additional locations will be implemented.

Any confirmed positive case will receive an official county order for isolation from the NCHD chief medical officer. Release from isolation must be determined by the NCHD in coordination with SHS upon receipt of a written order to rescind the isolation order.

Maintenance and monitoring of an individual with no symptoms but have had exposure to a known positive case in the last 14 days: These identified individuals will be quarantined immediately. The length of quarantine will be for 10-14 days, as determined by the NCHD. If testing is ordered through SHS, nursing staff will collect the specimen at the bedside using established infection control measures and send to contracted CLIA lab for RT-PCR testing. This test will have a longer turnaround time due to no symptom manifestation at the time of the test (usually 72 hours).

If the student is tested and is negative with no symptoms: Daily contact will be made with the SHS department and the daily health check will be required. If, at any time, symptoms occur, the individual must contact SHS immediately. If after 10 days no symptoms occur, they will be allowed to return to their normal daily activities. Where these individuals will be allowed to reside will be determined at the time of their exposure in accordance with County guidelines.

If the student is tested and is positive with no symptoms: The NCHD will be notified to begin isolation protocols. Daily contact will be made with the individual by SHS under the direction of the NCHD. If the individual does not manifest symptoms by day 10 and does not have a fever without using fever-reducing measures, they will be allowed to return to normal daily activities after rescinding of isolation orders from the NCHD.

Daily Delivery of Medical Care through Health Services: For all medical emergencies, individuals will be instructed to call 911.

All in-clinic point of care testing including specimen collection for RT-PCR testing will be free of charge to students. Any specimens sent to outside laboratories for processing will require billing the individual's medical insurance plan. Denial of payment for any reason will become the financial responsibility of the individual.

SHS Facility and Administrative/Staff Considerations

All initial contact for medical care through Health Services will be provided virtually or on the phone, without exception. Walk-ins will not be allowed at this time. Determination of an in-person appointment for injuries or non-upper respiratory illnesses will be made by the medical provider at the time of the initial virtual visit.

To assure the health and safety of the department, the SHS front door will remain locked. Any access for an appointment, questions, or need for physical contact with our staff for any reason must be initiated by phone. This will allow staff time to implement appropriate PPE and cleaning protocols for the safe delivery of care.

Cleaning of all surfaces will be completed between each office visit using approved EPA cleaning products and following established disinfecting protocols.

Health Promotion

Employees and students will be required to complete education in COVID-19 awareness and prevention delivered prior to fall quarter beginning. Additionally, faculty and staff will be trained in COVID-19 prevention at the fall Colloquium meetings (currently scheduled for September 3-4, 2020). Different educational modalities will be used during student orientations. The Public Relations office has been sending educational COVID-19 prevention PSAs to campus on an ongoing basis.

Mental Health

The Career, Counseling, and Disabilities Support Services provides online mental-health support to all students with on-staff personnel and contract professionals. Students have access to 12 free counseling sessions as a part of their health fee. This is available remotely in fall. PUC's employee insurance plan also provides for access to mental health support.

Instruction and Learning Environment

All classes will offer remote instruction only, except for those that contribute to the essential services workforce of nursing, emergency management services, education, and aviation, which will run on-campus programs with in-person instruction for only the labs and classes that must be held in-person per state or organizational/educational accreditation purposes. The in-person classes are currently scheduled to meet outdoors with appropriate distancing measures in place. These students will be expected to reside in on-campus housing unless they provide a compelling reason to allow their daily commute from within Napa and adjacent counties. See [Housing section](#) for additional information on safety measures. A more detailed safety plan for each academic department can be found in the appendices.

Per State of California recommendations on maintaining equity in education, those students with housing, internet/technology, food, health, access, or mental health insecurities will also be allowed to reside on campus on a case-by-case basis. They will be allowed to reside in the residence halls but will continue their learning online, unless they are enrolled in one of the aforementioned academic programs allowing for in-person outdoor classes to be held.

Faculty who are not teaching in the aforementioned academic programs will teach online. They may, per County guidelines, return to their campus offices to use technology on campus; however, any one-on-one meetings with students will require adherence to established mitigation measures of distancing, mask wearing, and meeting outdoors. Additionally, faculty will be responsible to disinfect any common areas that they enter and use (i.e., if they use a smart board in a classroom, they will need to disinfect the classroom and record this on the log sheet in the classroom prior to their leaving the room). Chairs and directors of academic departments will have oversight of supervision of classroom use.

Faculty and Staff Behaviors

In addition to basic campus protocols, faculty are instructed to remain at least six feet in distance away from students. Most classes, except for those which must be held in a lab or airplane, will be held outdoors. The labs have been reconfigured to allow for physical distancing and to maintain safety. All additional departmental on-campus, in-person group activities have been suspended until it is deemed safe for in-person return to campus.

Classrooms

Classrooms have been reconfigured to position desks with seven-foot distancing around each desk for the time when Napa County moves off of the Watchlist and it is possible for a return to in-person classes. This will likely be phased in rather than implemented all at once, depending on conditions on campus and in the

County. Some classrooms, depending on the configuration of the rooms, will have plexiglass barriers on podiums or desks.

Faculty and Staff Offices

Faculty and staff may work in their offices and must maintain campus safety protocols. Academic Departments other than those offering in-person classes, will remain closed to the public. Those in areas with increased traffic (transactional spaces) will be fitted with plexiglass to provide a barrier between the staff and the public. In areas where share office spaces could not be moved six feet apart, a work rotation schedule has been established to ensure employees do not work together in the same space. With approval from H.R., faculty and staff will continue to work remotely.

Aviation Program

The Aviation Program is deemed an essential service. To ensure safety of its majors, all campus safety protocols will be ensured during flight. The Flight Center staff will disinfect the Flight Center daily. The bathrooms will be cleaned daily, and the Flight Center will limit the number of people in the facility at any one time. When aircraft or Aviation Training Devices (ATD) keys are dispatched, students will disinfect the keys and the screens of the planes. After the flight, the instructor will ensure all trash is disposed of and certified flight instructors will wipe down all aircraft and simulators with disinfectant wipes after each use. A log of these behaviors will be maintained for reference.

[See Appendix “Aviation Program COVID-19 Prevention Plan”](#)

Nursing Program

The Nursing Program, also deemed an essential service, will hold in-person classes outdoors with distancing measures, except in cases where labs must be held indoors (clinicals, simulation lab, and skills lab); in those cases, strict adherence to donning of full hospital-level PPE will be maintained. [See Appendix “Nursing and EMS Program COVID-19 Prevention Plan”](#)

Biology: Anatomy Lab

The Anatomy lab is one of the requirements for students gaining entry into the nursing program, which contributes to the essential workforce. Postponing this course would lead to an uncertain timeline for completion and entry into that, and other essential service programs, such as those in allied health. The essential component of the lab is the tactile, three-dimensional understanding of the structures gained by in-person study of anatomical models, specimens, and dissection activities. All of the didactic work is planned to be online, but the portions of the in-person labs that require the hands-on manipulations will be conducted in person. The labs would be restricted to 10 students per lab, with strict cleaning and disinfectant protocols to be completed between lab sessions. All students would be masked, wearing gloves, and spaced at least six feet apart. The instructor and teaching assistant would be masked and wearing face shields.

Prior to entry, students will wait in the hall, maintaining distancing, and will only be allowed access to the lab if they are enrolled in the lab and their LiveSafe app indicates that they are permitted to be on campus to attend class. Once they enter the lab, they will don gloves to perform the laboratory activity, maintaining distance at the stations set up for the lab that day. Once the student has completed the lab, they will be released individually to leave the building. Lab stations will be disinfected and cleaned following department protocols. Windows in the lab will be open and the room will be ventilated so that all the air in the room is pulled into a side room and then to the outside, with unidirectional movement.

[See Appendix: Biology Department COVID-19 Prevention Plan](#)

HOUSING

To prevent the spread of COVID-19, each residence hall has a dedicated custodial staff member to sanitize public areas and restrooms. Hand sanitizer stations have been placed in all lobbies of the residence halls and general parlors. Where possible, rooms will only house one resident. Common areas—where students would typically gather in groups—have been closed, and bedrooms rearranged to allow for six feet between each resident’s head, and to allow for further distancing, if campus determines that roommates are allowed. Students will also be instructed to sleep toe-to-toe to allow for further distancing. All residence halls will be closed to non-residents. Students will be expected to bring fans for increased ventilation in rooms.

The additional protocols have will be mandated to increase safety:

- Each Residence Hall will remain locked, and only residents of that hall may enter and exit;
- Plexiglass is being installed at each of the front service desks for the safety of all;
- Common lobbies will not be open until further guidance indicates it is safe to do so;
- Any common spaces that remain open will be monitored and maintained with COVID-19 cleaning protocols daily.
- Residence halls with communal showers will not be used for housing and will remain closed.

Two apartments have been set aside for campus quarantine for a total of eight isolation beds. Should the need arise, additional designated housing will be made available, as necessary. [See Appendix: Residential Life COVID-19 Prevention Plan](#)

DINING

Dining Services (Bon Appetit) are following the Napa County protocols for dining. As the County flexes between indoor and outdoor dining, so will the PUC dining commons. Additionally, the following measures will be in place by fall opening:

- Pandemic and COVID-19 training completed for all team members and managers;
- Proper cleaning, sanitizing, and disinfecting completed prior to reopening;
- Dedicated personnel for cleaning, sanitizing, and disinfecting highly touched surfaces which will be done very visibly throughout service periods;
- Reinstate third-party auditors to complete sanitation and workplace safety assessments;
- Review pest control prevention measures;
- Be prepared to follow CDC guidelines to continue our preventative measures:
 - PPE food standards maintained;
 - Temperature checks, if required, and symptoms screening;
 - Physical distancing.

For current conditions, food and utensils will be served to the students with only grab-and-go options. The cafeteria will be cleaned and sanitized regularly.

Once it is safe to allow indoor dining, the following measures will be in place:

- Population counts to maintain a safe number of occupants;
- New patterns of remote vs. on-site work and classes;
- Modifications to guest meal timing to avoid large common rush periods;
- Plan to deliver meals and snacks to multiple drop points across a campus/building for individual pick up;
- Adjustments to the meal plan structure for COVID-19 mitigation;
- Major events and gatherings will likely not return to normal for some time;
- Adjust to County requirements for distancing indoors;
- Protective barriers for cashiers and between self-checkout stations;
- Sneeze guards and other physical barriers;

- Stanchions positioned to direct foot traffic;
- Janitorial equipment to be purchased and used;
- Lockers for employees' belongings to be kept safe;
- Portable hand sinks (if needed).

Additional safety measures will be implemented for indoor dining once that is approved.

[See Appendix: Bon Appetit Reopening Guide](#)

Additionally, the dining services will provide food for those students in isolation or quarantine in coordination with SHS. Currently, the plan is to offer two options: contactless drop-off or hand-off options.

[See Appendix: Quarantine Meals](#)

ATHLETICS

Athletes

PUC student athletes will be housed on campus to continue their training outdoors, since the gym and fitness facilities continue to be closed. All athletic personnel, including athletes, coaches, and student workers, will be required to attend training in COVID-19 prevention.

- Pacific Union College's COVID-19 Training Plan will cover:
 - Risk of COVID-19 for athletes;
 - Facility-specific guidelines;
 - Daily Screening-Temperature checking and logging, Daily Questionnaire (Via LiveSafe App);
 - Testing-Method, Scheduling, and Procedure;
 - Legal Implications and Insurance;
 - Checklist of items to cover with teams:
 - Face coverings, exemption of face coverings, distancing, bathroom usage, locker room usage, uniforms, non-sharing of personal equipment and supplies;
 - Plan for symptomatic/positive athletes:
 - Protocol for reporting any symptoms;
 - Assumption of Risk Waiver Form;
 - Consequences for non-compliant staff and student athletes.

Regarding resumption of training for student athletes, collegiate athletic teams are permitted to begin *practice* only if:

- **Testing:**
 - As indicated by our state guidelines, regular periodic testing of athletes and support staff will be established (based on availability of tests and subject to change of guidelines);
 - Upon availability of resources, the program's goal will be to randomly select a percentage of teams and staff population to be PCR-tested each week when competition resumes;
 - Any athlete that shows symptoms will be prioritized above other athletes for testing;
 - Isolation and quarantine of individuals who test positive, as well as any close contacts of those individuals, will be established. (Refer to SHS section above).
- **Quarantine:** This will be in effect for any international student athlete.
 - All students arriving to campus from outside of the US will have to self-quarantine for 14 days before they are allowed to practice or return to any regular team activity;
 - Self-quarantine of 14 days will also be in effect for any athlete that tests positive, as well as any who came in "close contact" to anyone diagnosed COVID-19 positive.
- **Temperature Checks:** Temperatures must be under 100.4F
 - Each team under supervision of a designated person needs to perform non-touch temperature checks prior to joining ALL team practice/group activity or entering the practice/play area.

- Head Coaches must report on their team's health screenings and temperature checks to the Athletic Trainer or Athletics administrator on duty.
- On-duty director or ATC submits the regular screening reports to the NAIA COVID-19 Portal or via whichever method they establish.
- **Housing:**
 - Student athletes are to be housed in either individual rooms or have a teammate from their same cohort/small group as their roommate or suitemate.
 - Student athletes will not be allowed to "visit" anyone else's room.
 - Student athletes must adhere to any and all other protocols set forth by the residence hall staff, campus-housing leadership, or director of SHS.

Per the California state guidelines for institutions of higher education, collegiate athletic teams will be permitted to begin competition between teams without spectators only when:

- **Testing:** Athletes are tested and results are given within 72 hours in advance of competition in high-contact risk sports
 - Reasonable assurance that the same risks have been adequately considered and addressed by the opposing team. This includes:
 - Sharing results that indicate their team is clear (with negative results);
 - Sharing results with an opposing team within 48 hours of competition that a positive case has shown up within the team.
 - Ability to evaluate local contact tracing resources. This includes a trained individual on contact tracing.
- **Face Coverings:** All coaches, staff, media, and players not engaged in play are required at all times to wear proper face coverings.
 - Exemptions of face coverings must be submitted to the disabilities support services coordinator/counseling center for consideration.
- **Social Distancing:** Distancing of at least six feet will be mandatory for players on the bench, as well as media, and any other game-day staff.

Practice and Workout Protocols-All Teams

- **Practices and Workouts** for all sports are to be performed outside until further notice from Napa County
 - Once allowed inside, social distancing and face covering protocols will still remain in effect until told otherwise by the County;
- **Social Distancing** is to be implemented at all times while practicing:
 - Maintain six feet distance, even while masked;
 - Follow other social distancing markers and visuals;
 - Practices will be scheduled to allow for one team to exit before the next team enters, to ensure proper flow of traffic and decrease chance of infection.
- **Cohorts/Small Groups** are to be established by the designated coach.
 - For example, these groups will share a ball, run drills together, etc.
 - These groups cannot intermingle with other groups, even of the same team.
- **Face coverings** are to be worn the entire time practices and workouts are happening.
- **Disinfecting** is to be done to all shared equipment used during practice:
 - A rotation and disinfecting of equipment half-way through practice is required;
 - At the end of practice, all equipment used, including floors, are to be disinfected.
 - Coaches should plan practice accordingly and coordinate with their team manager to ensure all duties are completed.
 - Each team will be provided with a disinfecting kit that will include:
 - Hand Sanitizer, gloves, eye protection, spray bottle with disinfectant, disinfectant wipes, towels.

- It is the responsibility of each coach or manager to notify Athletics administration when they are running low on supplies.
- **Non-sharing of personal items**
 - No one is allowed to share personal items, such as water bottles, towels, phones, etc.
 - Student athletes are expected to bring their own items to practice and remove them at the end of each practice.
- **Team Meetings** are to be conducted virtually or outdoors, with appropriate physical distancing.

Recreational Programs, Facilities, and Club/Intramural Sports

The recreational programs, club and intramural sports, and use of the facilities are currently suspended due to County regulations. However, once they open, additional information on protocols can be found.

[See Appendix: PUC Athletics and Facilities COVID-19 Prevention Plan](#)

COMMUNICATIONS PLAN

PUC updates its website with information on fall quarter planning. This website outlines the campus COVID-19 policies and protocols; moreover, each campus area may have additional communication protocols. The PUC website can be found at: www.puc.edu/fall2020

Communication internal to campus: The campus Emergency Operations Committee (EOC) has mobilized to communicate policies to the campus via email. The EOC mobilizes both the P.R. office and the H.R. office to send out communication to employees regarding COVID-19 status and protocols.

Before classes begin, students will receive training, and regular updates from the offices of Student Life and Academic Administration to keep them informed of policies and COVID-19 campus protocols.

Faculty and staff have been notified of COVID-19 protocols by the EOC and Public Relations office, and will be notified of continued policies from those entities. The office of Academic Administration will notify chairs and directors of classroom-specific expectations and protocols and the office of Student Life will ensure students are clear on residence-life protocols for COVID-19 mitigation.

PUC's Marketing and Enrollment and Student Life offices will continue to communicate with prospective students and the public. Prospective and incoming students currently receive a weekly update; once they arrive on campus, they will receive updates from the office of Student Life.

[See Appendix: Letters to College Parents from Dining Services](#)

[See Appendix: Communicated Expectations to Send to Students](#)

INTERNATIONAL TRAVEL

All international travel for employees is currently banned. PUC's international-traveling students will be required to quarantine (preferably off campus) for 14 days after arrival to the U.S. and complete the Daily Health Check. If off campus is not an option, the student will quarantine in their room with food and services being delivered for 14 days. Studies Abroad program students will adhere to the same protocol.

COVID-19 Health Protocol Enforcement Policy

Mask & Social Distancing

- Enforcement
 - To be enforced by all employees and student employees
- Infraction Reporting
 - Employee – report to Human Resources
 - Students – report using Student Concern Form
 - Handled via Student Conduct process
 - Should any individual refuse to comply, may be grounds for dismissal via appropriate conduct processes.
- Fines
 - Should a fine be incurred by the institution from Napa County AND it is confirmed who the individual is, the fine may be passed on to that individual.

Health Survey

- Enforcement
 - Academic – to be checked and enforced by each professor at the beginning of class
 - Employees – to be checked and enforced by each supervisor each work day
 - Residence Halls – shown at the desk upon exit and entrance to the building.
- Infraction
 - Should an individual not complete it, they will be sent back to their home/residence hall to complete the survey. (If they are stopped at a temperature-checking station on campus, the temperature and survey may be completed on site and handled accordingly)

Daily Health Survey

The survey includes questions to be completed online or on the LiveSafe campus app:

- Currently known symptoms related to COVID-19 (fever/chills, cough, shortness of breath or difficulty breathing fatigue, muscle aches, etc.)
- One's daily body temperature
- Whether someone in their shared living space is suspected/confirmed COVID-19 positive;
- Whether they have had recent contact with anyone suspected to have COVID-19 in the last 14 days;
- Whether they have maintained a proper physical distance from other people in the last 14 days.

COVID-19 Initial Screening Questionnaire

COVID-19 Initial Screening Questionnaire

To continue our efforts to protect the PUC community, all faculty, staff, and students returning to campus are initially required to complete the following screening. If you answer YES to any of the following, you will be contacted by PUC's Health Services office for further instructions.

For everyone's health and safety (including yours), you will not be allowed to enter your work building, classroom setting, or dormitory until cleared. If indicated, you may be required to have the bottom portion of this document signed by the medical provider you were directed to see and presented upon your return.

-
1. I have had symptoms of a cold and/or flu within the last two weeks Yes/No
 2. I have been in close contact with someone with symptoms of a cold or flu- like symptoms within the last two weeks Yes/No
 3. I have travelled by air within the last two weeks Yes/No
 4. I am currently experiencing the following:
 - a. Fever Yes/No
 - b. Chills Yes/No
 - c. Sore throat Yes/No
 - d. Cough Yes/No
 - e. Difficulty breathing Yes/No
 - f. Headache Yes/No
 - g. Muscle aches Yes/No
 - h. Abdominal pain Yes/No
 - i. Diarrhea Yes/No
 - j. Vomiting Yes/No
 5. I have been tested for COVID 19 Yes/No
 6. I have been tested for SARs COV2 antibodies Yes/No

Date: _____ (I have seen and cleared the above-named individual)
Medical provider name: _____ Title: _____ (MD/PA/NP/RN)
Address: _____ Conditions (if any) for safe return: _____

Custodial COVID-19 Prevention Plan: Cleaning Procedures

- PUC's Custodial Department will disinfect the following before any classroom building is open in the morning:
 - All main entrance and classroom door handles
 - All light switches
 - Classroom tabletops and desks
 - Lab countertops and stools
 - Restroom doors, light switches, sinks, urinal handles, stall doors, and toilets
 - Stair railings
- Classrooms will be disinfected before and after each use throughout the day. The process will be supervised or completed by the instructor, and larger classrooms will have extra cleaning spray and disinfectant for a team of cleaners. All contact surface will be disinfected, which includes the following:
 - Desks
 - Chairs
 - Tables
 - Door handles
 - Light switches
 - Remotes
 - Overheads
 - Computers
 - Outdoor class times and spaces will have to be utilized on an ad hoc basis. Instructors should use their discretion when considering taking their course outdoors. (Weather, desks and chairs should not be left outside, etc.)
- Lab equipment will be disinfected by the TA's and instructors as they are used throughout the day. Additional cleaning can be requested as needed.
- General cleaning will be done throughout the day according to Custodial Department student and staff schedules.
 - Restock restrooms with paper goods
 - Disinfect and clean sinks and toilets
 - Disinfect drinking fountains
 - Sweep and mop
 - Take trash out
 - Vacuum as needed
 - Clean chalkboards as needed
 - Clean mirrors
 - Take trash out from offices as scheduled
- Gym exercise rooms and equipment will be disinfected frequently by front desk workers.
- Cleaning and disinfecting procedures for the Dining Commons will be performed by Bon Appetit personnel.
- Residence Halls daily cleaning and disinfecting includes:
 - Terminal cleaning of restrooms, parlors, and laundry room by housekeeping personnel every morning
 - Disinfecting of lobby surfaces, desk areas, and other frequently touched surfaces throughout the day by front desk personnel
- Outdoor class times and spaces will be used on an ad hoc basis. Instructors will use their discretion when considering their use of outdoor spaces, considering weather and other factors. Desks, chairs, and other equipment will be cleaned and disinfected, and will not be left outside.
- PUC will adhere to CDC recommendations as follows:

Cleaning and Disinfection

Clean and disinfect frequently touched surfaces (e.g., door handles, sink handles, drinking fountains, grab bars, hand railings, bathroom stalls, dining hall tables) within IHE facilities at least daily or between use as much as possible. Use of shared objects (e.g., lab equipment, computer equipment, desks) should be limited when possible, or cleaned between use.

If transport vehicles (e.g., buses) are used by the IHE, drivers should practice all safety actions and protocols as indicated for other staff (e.g., hand hygiene, cloth face coverings). To clean and disinfect IHE buses, vans, or other vehicles, see guidance for bus transit operators.

Develop a schedule for increased, routine cleaning and disinfection.

Ensure safe and correct use and storage of cleaners and disinfectants, including storing products securely. Use products that meet EPA disinfection criteria.

Encourage students, faculty, and staff to keep their personal items (e.g., cell phones, other electronics) and personal work and living spaces clean. Encourage students, faculty, and staff to use disinfectant wipes to wipe down shared desks, lab equipment, and other shared objects and surfaces before use.

Ensure there is adequate ventilation when using cleaning products to prevent students or staff from inhaling toxic fumes.

Shared Objects

Discourage sharing of items that are difficult to clean or disinfect.

Ensure adequate supplies to minimize sharing of high-touch materials to the extent possible (e.g., assigning each student their own art supplies, lab equipment, computers) or limit use of supplies and equipment by one group of students at a time and clean and disinfect between use.

Avoid sharing electronic devices, books, pens, and other learning aids.

Ventilation

Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible, for example by opening windows and doors. Do not open windows and doors if doing so poses a safety or health risk (e.g., risk of falling, triggering asthma symptoms) to students, faculty, or staff using the facility.

Water Systems

To minimize the risk of Legionnaires' disease and other diseases associated with water, take steps to ensure that all water systems and features (e.g., sink faucets, drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown. Drinking fountains should be cleaned and disinfected, but encourage faculty, staff and students to bring their own water to minimize use and touching of water fountains.

Modified Layouts

Space seating/desks at least 6 feet apart when feasible. For lecture halls, consider taping off seats and rows to ensure six-foot distance between seats.

Host smaller classes in larger rooms.

Offer distance learning in addition to in-person classes to help reduce the number of in-person attendees.

Provide adequate distance between individuals engaged in experiential learning opportunities (e.g., labs, vocational skill building activities).

Create distance between students in IHE vehicles (e.g., skipping rows) when possible.

Physical Barriers and Guides

Install physical barriers, such as sneeze guards and partitions, particularly in areas where it is difficult for individuals to remain at least 6 feet apart (e.g., cash registers).

Provide physical guides, such as tape on floors or sidewalks and signs on walls to ensure that individuals remain at least 6 feet apart in lines and at other times.

Communal Spaces

Close shared spaces such as dining halls, game rooms, exercise rooms, and lounges if possible; otherwise, stagger use and restrict the number of people allowed in at one time to ensure everyone can stay at least 6 feet apart, and clean and disinfect between use.

Add physical barriers, such as plastic flexible screens, between bathroom sinks and between beds especially when they cannot be at least 6 feet apart.

For more information on communal spaces in student or faculty housing (e.g., laundry rooms, shared bathrooms and recreation areas) follow CDC's guidance for Shared or Congregate Housing.

Disinfecting Procedures

Each room needs to be disinfected by one individual after each class session. The next class cannot start until the classroom has been fully disinfected. While cleaning, you must wear the proper protective equipment as described below in the procedure list. After fully disinfecting the room, please log what has been completed on the checklist sheet next to this one. All disinfecting procedures will be monitored, the log sheet will be checked frequently, and Administration will oversee that all requirements are being met.

Disinfecting Procedure

1. Put on gloves and ensure you are wearing a mask;
2. Spray every chair, desk, podium, doorknob, light switches, and other frequently touched surfaces;
3. Wipe off everything with paper towels after spraying;
4. Be sure to change out paper towels frequently when wiping;
5. Dispose of paper towels and gloves in waste basket;
6. Log what has been disinfected and lock classroom when leaving;
7. Ensure that there are 15 minutes between each class;

Please take your time and be precise about cleaning every surface in order to keep our students and faculty safe. Thank you!

Aviation Program COVID-19 Prevention Plan:

General Procedure

It is recommended that all students and staff familiarize themselves with SARs CoV2 and how to prevent COVID19. Information can be found on the CDC and State Health Department websites. Health Services is also available at healthservices@puc.edu or by telephone.

Staff and students MUST remain vigilant.

1. All staff and students are required to wash their hands with clean, running water and soap for at least 20 seconds EVERY TIME you do the following:

- Entering AND exiting the facility
- Before AND after each flight
- After using the restroom

Staff will check and refill soap periodically. Sanitizing hand gel will be provided in designated area.

2. All staff and students will be expected to diligently follow mitigation requirements set by the Centers for Disease Control in collaboration with state and local agencies, as well as PUC campus. These requirements are face coverings while indoors (this includes while in any aircraft), six feet of social distancing between individuals both indoors and out, and frequent hand washing or use of hand sanitizer. Please refer to <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html> for more detailed information.

3. Any person of concern should be directed to contact Health Services to implement Napa County Health Department protocols. If the person reports to any member of the staff, refer them immediately to PUC Health Services office for further instructions.

“All students will be asked to complete a daily health log after arriving on campus using the LiveSafe app. It requires taking a temperature and monitoring symptoms at least once a day for two weeks. You are not required to limit your activities or to quarantine while completing this form. If at any time you have a fever of 100.4F or experience any symptoms you are required to contact Student Health Services prior to leaving your residence for further instructions. In addition to the above, all students and staff will be required to have a temperature taken before entering any building on campus. NO EXCEPTIONS. If your temperature is above 100.4F or you are having any symptoms of concern, you will be directed to contact Student Health Services immediately for further instructions.”

4. Please avoid outside activities after the flight training. (Staff and students must notify director of all travel.)

Sanitation Duties

For full cleaning information please refer to CDC Guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/community/clean-disinfect/index.html>

All staff should be proactive about cleaning their work area daily. Soap and hand sanitizer should be readily available at all locations.

- Flight Center: Staff will clean twice per day (keyboards, hard surfaces).
- Aircraft & Simulators: CFIs will wipe controls (yokes, dashboard, etc.) with sanitizer after each use.
- Bathroom (office) – Cleaned daily by staff.
- PUC hangar bathroom – Cleaned daily by staff.
- The Flight Center limits the number of persons in facility at any one time.

CFIs and students Additional Procedures

To reduce the risk of infectious disease transmission within our aircraft and ATDs, we have implemented the following dispatch procedures to mitigate the risk to students and instructors.

- Cleaning and disinfecting supplies are provided by Flight Center staff.

- When the aircraft or ATD keys are dispatched, student should be offered disinfectant wipes and a screen wipe.
- After the flight, students and instructors must also ensure that all trash is removed from the airplane.
- Immediately dispose of used tissues and wipes in garbage.
(This information will be used to sterilize areas and quarantine others at high risk of infection.)

Please have your temperature taken and record below. Any temperature above 100.4F should be reported to Student Health Services immediately at (707) 965-6339 during business hours and (707) 965-6789 after hours. You will not be allowed to enter the facility or any aircraft. NO EXCEPTIONS.

DATE	NAME	TEMPERATURE	SIGNATURE

Nursing and EMS Program COVID-19 Prevention Plan

Pre-Nursing students: taking general courses which are all offered online; this group does not need to be on campus in person and can take courses remotely.

Associate Nursing: didactic and clinical hours need to be concurrent (lecture & shifts in a hospital all in the Napa Valley; primarily at Adventist Health), therefore specific courses need to be held in person.

Movement within the County: All students will be expected to stay within Napa County during Phase 2 of COVID-19, with the exception of participation in clinical sites at Vallejo, Santa Rosa, and Clearlake.

All ASN students accepted to the Nursing Program are expected to be on campus.
Only classes that have a required in-person component will be offered face-to-face outdoors.

BSN courses are online except for the practicum, which will occur in whichever county the student lives (they already have nursing licenses so do not need faculty member present).

Skills lab has 8-10 beds:

Limiting to 1 student per bed; wearing masks and face shields; if two students are required to do a procedure over the mannequin to imitate real life, students will treat the situation as if the mannequin is infected. It is unlikely that six-foot distancing can be maintained 100% of the time; oral, nasal, and ocular coverings will be worn. Students will be assigned a face shield for themselves (no sharing). To minimize effects of COVID-fatigue, instructors will prompt students at the beginning and end of each session/lab to use the hand sanitizer, remind them of mask-wearing and safety procedures, remind students to clean their face shields. Students will be advised to bring their own towel or blanket to sit on chairs, the grass, or steps of the amphitheater (if outdoors). Grassy areas or amphitheaters will have classes running in them all day. At the end of each class, if indoors at all, the instructor will ask the students to wipe down the area with disinfectant, and students will be encouraged to sit in the same space each class period.

Skills practice hours:

Usually, the skills lab coordinator has a student worker to record the attendance of students. They will need to ensure PPE is worn and the lab is wiped down.

Two cohorts (Health Assessment and Nursing Fundamentals) will participate in a skills fair prior to the start of fall term. Anticipated dates: September 9 and 10 or 10 and 11. There will be one student at each station with a faculty member to observe the skills demonstrations. Rotation of students among stations will occur every 15-20 minutes with no mingling.

Third-Space Areas: The student lounge will be closed and hallway furniture has been physically distanced to discourage congregating.

Ventilation:

Box fans will be used for cross-ventilation in the skills lab (can mark entrance and exit).

Simulation Lab:

The simulation lab will only allow 1-2 students at a time (those involved in the scenario itself). The instructor and simulation coordinator will be in a control room). All will be masked with face shields. Other students will be able to watch remotely.

Office Hours:

For the faculty in a shared office space, they will hold office hours online and only be in the classroom (outdoors, weather permitting) on the days they are teaching.

Social Events:

Department specific events postponed until the County permits.

Quarantine:

Any students testing positive for COVID-19 would be removed from clinicals and campus quarantine protocol would be followed.

Emergency Management Services:

All classes and labs will be held in the open bays to allow for ventilation and air circulation, while providing shade. This area is close to the storage area where training and equipment is stored. Masks and physical distancing are required. If practicing skills during which distancing cannot be maintained, masks and face shields will be worn to provide additional protection to faculty and students.

Biology Department COVID-19 Prevention Plan

BIOL 101 Human Anatomy Students: didactic portions are to be provided entirely online but hands-on learning of human anatomy is crucial to overall understanding and knowledge of the body. In-person tactile and three-dimensional interaction with models, cadavers and dissection is critical for these future healthcare workers.

Movement within the County: All students will be expected to stay within Napa County during Phase 2 of COVID.

The Human Anatomy Lab (Clark Hall room 118) will accommodate no more than 10 people:

Students will enter Clark Hall through the front doors and exit through the back door. Entry to room 118 will be through one door and exit through a second door.

Though this lab may safely provide social distancing for up to 20 people, this class will maintain a maximum capacity of 10 people at any one time (this includes students, teaching assistant, and professor). Labs will be thoroughly cleaned/disinfected between sessions.

Students will wear face masks at all times and will maintain at least six feet of distance from other students whenever possible. The professor and TAs will wear a face mask and face shield in the lab to allow for closer proximity when demonstrating and/or answering individual questions. Students, TAs, and professor will wear gloves at all times. Sterilized models, equipment and instruments will be provided to each individual student and there will be minimal sharing of any items.

Third-Space Areas: All other Clark Hall classrooms and study areas will be closed and hallway furniture has been physically distanced to discourage congregating.

Ventilation: Box fans will be used for cross-ventilation in the lab, which will have clearly marked entry and exit doorways.

Office Hours: The Human Anatomy professor has his own office space; he will hold office hours online and will only be in the laboratory on the days he is supervising the lab.

Quarantine: Any students testing positive for COVID-19 would be barred from in-person lab attendance and campus quarantine protocol would be followed.

COVID-19 Residence Life Plan

Description: The following protocols are established for residential campus housing.

- Select residence halls (RHs) will remain open to allow for single occupancy.
- All residence hall deans remain available to assist with monitoring the health of students.
- Select RH service desks will be open to monitor student LiveSafe app and behavioral protocols prior to residents exiting and entering the premises.
- Students must follow County guidelines on shelter-at-home orders, pledging to be socially responsible to protect the PUC community.
- Single occupancy prioritized—Roommate Waiver available upon request.
- Beds repositioned for six-foot distancing between roommate heads (if not single occupancy)
- Leave approval required for any overnight trips and any travels outside of Napa County—even to their home. Understanding that upon return they would be required to quarantine to maintain the safety of the PUC community.
- Residence Life will also post and follow strict cleaning protocols.

Rationale: To have the best chance of keeping everyone healthy—students, deans and staff—their safety needs to be the utmost priority. Maintaining separate residence halls with single-occupancy rooms is recommended:

- If sickness happens in one RH, it can be more easily isolated to just that group of people and the threat mitigated before spreading.
- The RH can maintain smaller cohorts and the level of individual attention needed for early detection and academic and life skills education.
- If deans remain primarily in their own buildings, there is less chance of acquiring illness or spreading to students if exposed.

Communicated Expectations to send to students

Residence Halls COVID—19 Plans*

Dear Students:

As we all navigate the ever-changing landscape, our expectations reflect the CDC guidelines and the expectations outlined in the CDPH guidelines for institutions of higher education. Below are some modifications and changes to be aware of as students plan to return to campus for fall 2020:

- Staggered Move-In/Move-outs will be implemented throughout the year.
- Beds will remain un-bunked and must be at least six feet apart, where possible.
- Roommates will require approval and a signed waiver. They must also sleep toe-to-toe in order to maintain the farthest distance from each other while sleeping.
- Students are encouraged to bring fans and keep open windows for as much ventilation as possible.
- Masks must be worn in all residence hall buildings while continuing to maintain the six-foot distancing along with other mitigation measures.
- Each residence hall will remain locked, and only residents of that hall may enter and exit.
- Plexiglass is being installed at each of the front service desks.
- Overnight off-campus trips are not recommended and must receive approval and the expectation that the student will self-quarantine for 14 days upon return—especially when those trips (i.e., for family emergencies, etc.) take you outside of Napa County.
- Common lobbies will not be open until further guidance indicates it is safe to do so.
- Lobbies that remain open will be monitored and COVID-19 cleaning protocols will be implemented daily.
- Students will be required to maintain the cleanliness of their rooms and/or bathrooms.
- No visiting room to room in residence hall buildings will be allowed.
- All socializing must be done outside with the appropriate masks and distancing maintained during interactions.
- Daily Health Checks on the LiveSafe App will be recorded and temperature checked before leaving the building each day.
- Laundry and kitchen facilities will be available with limited and staggered scheduling.
- Any student who becomes ill should contact the PUC campus Student Health Services Department or their own primary care provider for assessment and treatment as soon as possible. While on campus you will be expected to follow any necessary isolation or quarantine protocols. If any ill student chooses to return home during their illness, they will need to be medically cleared to return to their residence hall room. Students will not be allowed to return to in-person classes until cleared. Online communication with professors can be maintained during these times.
- Any identified positive or suspect COVID-19 cases will be moved to a designated housing area until cleared to return to their room. Health Services will monitor all cases under the direction of the Napa County Health Department. Health Services will not be able to provide bedside care but all necessary support services will be initiated by specific college departments for food, linen, trash removal etc.

While keeping the above guidelines in mind, we are also going to make sure that you are able to communicate with your friends and interact—although it may need to be through FaceTime or other creative measures while indoors. We will still have regular worship programming and social events, but we will be challenged to be more creative in our delivery of how we all interact going forward.

Thankfully California enjoys many days of beautiful weather each year, so enjoying the great outdoors will become an integral part of our memories moving forward.

Students are creative, and I have no doubt that your Residence Life experience will still be one that you will cherish. Although campus may not look the same, friendships will be made that will last a lifetime, and you will have stories to tell that will top all previous generations.

We look forward to having you on campus as safely as possible,

Your Residential Life Team

Residential Life COVID-19 Roommate Request Waiver—Fall Quarter 2020

In light of PUC committing to prioritize a single-occupancy housing policy this year, we realize that some of you may still want to have a roommate.

I, _____ request to be assigned a roommate.

We encourage students to make an informed decision about if they would like to have a roommate assigned in the same room.

- If you should choose to have a roommate and are assigned one, the College reserves the right to place you with a roommate according to normal housing placement procedures.
- If the College decides to follow stricter protocols, you and your roommate may be separated even after signing this form to ensure the health and safety of each person.
- In electing to have a roommate, you agree to maintain distance inside the room as much as possible.
- If you or your roommate should have to quarantine or isolate, the other resident in the room would also be asked to quarantine with that person for the quarantine time period.
- Failure to follow outlined protocols for quarantine or isolation may result in removal from on-campus housing. A removal does not constitute a termination of the housing contract.
- By signing this waiver, I acknowledge the increased risk of exposure to COVID-19 by requesting a roommate and I agree to the statements above.

Athletics Covid-19 Prevention Plan

PUC Fitness Facility Protocol & Return to Play Safety Plan-COVID 19

Athletic Department COVID Team (Answers to EOC & PC)

- Health Services Director (consultant)
- Campus Physician (consultant)
Campus Physician's Assistant
- Athletic Director
- Assistant Athletic Director
- Athletic Trainer

COVID-19 Concerns Contact Person for Athletics: Campus Physician Assistant 965-6339

Contact Person for Reporting to Napa County Health: Health Services 965-6339

Equipment Needs for Student Athletes “Return to Play” Outdoors

Basketball

- Outdoor Hoops
- Outdoor Balls - Spalding ZI/O excel, or TF-500 (Men & Women)
- Tent for shade
- Water station
- Disinfectant station for all equipment

Soccer

- Tent for shade
- Water Station
- Disinfectant station for all equipment

Volleyball

- Grass & outdoor nets/ Sand court
- Outdoor balls
- Tent for shade
- Water Station
- Disinfectant station for all equipment

Cross Country

- Student athletes will conduct their practices utilizing asynchronous methods. No contact will occur.

Facility Operations & Guidelines

PUC's indoor athletic facilities (gymnasium, weight room and cardio center) shall remain CLOSED until it is granted permission to open by the authorities of NAPA County.

Once our college is permitted to use our indoor facilities, we will apply the following restrictions through the FALL QUARTER, or until our state/county moves to a more relaxed phase:

Gymnasium Courts

- **Maximum Occupancy:** 6-12 guests, 1 student worker
- **Hours of Operation:** (Assuming classes remain fully online, Gym usage is available, and Intramurals are outdoors)

Monday - Thursday	6:00am - 7:00 am 7:00am - 9:00 am 9:30am - 12:00pm 12:00pm - 1:00pm 1:00pm - 4:00pm 4:00pm - 6:00 pm 6:30pm-8:30pm 9:00pm - 11:00pm	Morning CLEAN & Prep Varsity Teams-Practice 1 RSVP only CLOSED for deep CLEAN Available with limited capacity Varsity Teams-Practice 2 Varsity Teams-Practice 3 Available with limited capacity Closing CLEAN
Friday	6:00am - 7:00 am 7:00am - 9:00 am 9:30am - 1:30pm 2:00pm - 4:00pm 4:00pm	Morning CLEAN & Prep Varsity Teams Available with limited capacity Varsity Teams Pre-closing CLEANING.
Saturday Night	30min PAST sunset - 11pm	Available with RSVP/ Limited Capacity
Sunday	8:00am - 12:00noon 1:00 noon - 3:30pm 4:00pm - 6:00pm 6:30pm - 8:30pm 9:00pm-10:30pm 10:30pm	Available with reservations CLOSED for deep CLEAN {FLOOR} Varsity Teams- Practice 1 Varsity Teams- Practice 2 Available with reservations Pre-closing CLEANING.

- **Reservations** are not required for gym courts; they are on a first-come-first-served basis
 - Limit to two people per basketball hoop
 - Must wear face coverings, and keep a distance of six feet apart at all times
 - Upon arrival, check in with student worker, sign in, present completed screening questionnaire/LiveSafe App green check mark
- **Flow of Traffic:** signs will be posted with door-specific entrance and exit points.
- **Temperatures** must be checked at the door by student worker:
 - Temperature must be under 100.4F, if higher, person will be asked to leave.
 - If temperature is within limits, person will be asked to show a current Green Check Mark on the LiveSafe app to be allowed inside the facility.
- **Face coverings** must be worn the entire time on the courts;
 - This includes watching and playing;

- Exemptions of face coverings can only be authorized by disabilities support services coordinator in the counseling center
- **Social Distancing** is to be followed at all times:
 - Maintain a distance of at least six feet apart from all others in the gym
 - Follow the spacers, and other social-distancing visuals
- **Cleaning and Disinfecting** must be done to each court after each use:
 - Disinfecting wipes/spray bottles and towels will be provided near each hoop
 - A deep cleaning and disinfecting will be done at least once a day, during a block of time with no one in the gym
 - (See schedule above)

Weight Room

- **Maximum Occupancy:** 10 guests, 1 student worker
- **Hours of Operation: Fall Quarter**

(Assuming classes remain fully online, and weight room usage is permitted)

Monday - Thursday	5:30am - 6:00 am 6:00am - 10:00 am 10:00am - 12:00am 12:00pm - 1:00pm 4:00pm - 6:00pm 6:00pm-10:00pm 10:00pm - 10:30 pm	Morning CLEAN & Prep Community/General Student Population Varsity Teams CLOSED for deep CLEAN Varsity Teams Community/General Student Population CLEANING
Friday	5:30am - 6:00 am 6:00am - 10:00 am 10:00am - 12:00pm 12:00pm - 1:00pm 1:00pm - 4:00pm 4:00pm - 4:30pm	Morning CLEAN & Prep Community/General Student Population Varsity Teams CLOSED for deep CLEAN Community/General Student Population CLEANING
Sunday	7:00am - 8:00am 8:00am - 10:00am 10:00am - 11:00am 6:00pm - 10:00pm 10:00pm-10:30pm	Morning CLEAN & Prep Community/General Student Population CLOSED for deep CLEAN Community/General Student Population CLEANING

- **Reservations** for the weight room are on a first-come-first-served basis
 - Limit to 10 guests in the weight room at a time
 - If the maximum number is reached, participants will be asked to wait until a spot opens up
 - Maximum of one hour in the weight room
 - Time starts when person arrives; worker will then ask participants to leave after they have reached one hour
 - Upon arrival, check in with student worker to begin work-out time
- **Non-touch temperatures** must be used to check body temperatures at the door by student worker
 - Temperature must be under 100.4; if higher, person will be asked to leave;
 - If temperature is within limits, person will be asked to show a Green Check Mark on the LiveSafe app to stay in the weight room.

- If a community member does not have the LiveSafe app a verbal questionnaire will be required to be answered using the Daily Health Check form.
- **Face coverings** must be worn the entire time people are in the weight room
 - Exemptions of face coverings must be submitted and considerations made through the Disabilities Support Services Coordinator at the Counseling Center
- **Social Distancing** is to be followed at all times
 - Keep a distance of six feet apart from others in the weight room
 - Follow the spacers, and other social-distancing visuals and guidelines
- **Flow of Traffic** - signs will be posted with door-specific entrance and exit points
- **Cleaning and Disinfecting** must be done to each machine/weight handled after use
 - A personal container of disinfecting wipes/spray bottles and paper towels will be provided to each person when they enter the weight room; this is theirs for the entirety of the workout and will be sanitized upon their exit.
 - Sanitation is required of every machine, weight, and any other equipment, immediately after each use
 - A deep cleaning and disinfecting will be done at least once a day, during a block of time with no one in the weight room
 - (See above Schedule)

Cardio Center

- **Maximum Occupancy:** 20 guests, 1 student worker
- **Hours of Operation: Fall Quarter-**

Monday - Thursday	5:30am - 6:00 am 6:00am - 12:00 pm 12:00pm - 1:00pm 4:00pm -10:00pm 10:00pm - 10:30 pm	Morning CLEAN & Prep Community/General Student Population CLOSED for deep CLEAN Community/General Student Population CLEANING
Friday	5:30am - 6:00 am 6:00am - 12:00 pm 12:00pm - 1:00pm 1:00pm - 4:00pm 4:00pm - 4:30pm	Morning CLEAN & Prep Community/General Student Population CLOSED for deep CLEAN Community/General Student Population CLEANING
Sunday	7:00am - 8:00am 8:00am - 10:00am 10:00am - 11:00am 6:00pm - 10:00pm 10:00pm-10:30pm	Morning CLEAN & Prep Community/General Student Population CLOSED for deep CLEAN Community/General Student Population CLEANING

- **Reservations** are not needed for the cardio center
 - Limit to 20 people in the cardio center
 - Machines will be clearly marked as to which ones can be used, and which are closed due to social distancing
- **Non-touch temperatures** must be used to check temps at the door by student worker
 - Temperature must be under 100.4, if higher, person will be asked to leave;
 - If temperature is within limits, person will be asked to show a Green Check Mark on the LiveSafe app to stay in the cardio center

- If a community member does not have the LiveSafe a verbal questionnaire will be required to be answered
- **Face coverings** are required at all times in the cardio center
- Exemptions of face coverings must be submitted and considerations made through the Disabilities Coordinator/Counseling Center
- **Social Distancing** is to be followed at all times
 - Please keep a distance of six feet apart from others in the cardio center
 - Follow the spacers, and other social distancing visuals and guidelines
- **Flow of Traffic:** signs will be posted with door-specific entrance and exit points
- **Cleaning and Disinfecting-** must be done to each machine after use
 - A personal tube of disinfecting wipes/spray bottles and paper towels will be provided to each person when they enter the cardio center-this is theirs for the entirety of the workout
 - Sanitation is required of every machine after each use
 - A deep cleaning and disinfecting will be done at least once a day, during a block of time with no one in the cardio center
 - (See above Schedule)

Pool

- **Maximum Occupancy:** 1 person per lane, 1-2 Lifeguards
- **Hours of Operation:**

Monday-Thursday	6:00am-8:00am 6:00pm-8:00pm
Friday	6:00am-8:00am
Sunday	6:00am-8:00am 6:00pm-8:00pm

- **Reservations** for the pool must be made through “Signup Genius”
 - Limit to one person per lane
 - Upon arrival, check in with student worker/lifeguard to confirm reservation
- **Temperatures** must be checked at the door by student worker
 - Temperature must be under 100.4, if higher, person will be asked to leave
 - If temperature is within limits, person will be asked to show a Green Check Mark on the LiveSafe app to enter the pool
- **Face coverings** must be worn when walking to and from the pool and locker room.
 - Exemptions of face coverings must be made through Disabilities Support Services Coordinator in the Counseling Center.
- **Pool Chemicals:** Are checked on a regular basis as to comply with Napa County outdoor pool requirements.

Human Resources Coronavirus FAQ

The health and safety of our campus community is our highest priority. This document is to provide all employees with the most recent information from the Napa County Health Department and the California State Department of Public Health. We will continue to monitor and update you with any recently passed legislation and/or changes in our public health requirements as they become available.

Question: Other than my current job description, what am I expected to do as an employee during the pandemic?

1. Wash your hands frequently for at least 20 seconds
2. Wear a mask or face covering when on campus. You must always wear one both indoors and out (if not alone). Medical exclusions for not wearing a mask may result in denial of access to campus.
3. Maintain Social Distancing guidelines of at least 6 feet between yourself and others.
4. Avoid groups or gatherings whenever possible
5. Complete the Daily Health Check every day before leaving for work using the LiveSafe app or by downloading the document from the PUC website. This health check includes taking your temperature each morning. (If you do not own a thermometer you can acquire one from your work supervisor). Anyone with a fever of 100.4F or higher should remain home and refer to #4 listed above. Be aware that certain entry points across campus may take your temperature again with a non-touch thermometer regardless of your morning reading.

[Click here to download the LiveSafe App](#)

6. You must show your app or paper copy to allow access to your worksite each day. Access may be denied if not completed. A green check will allow access and a red X will deny access. Anyone that gets a red X should refer to the “What should I do if I get sick?” question below. If you completed the paper form, any YES answers will deny access and should also refer to the “What should I do if I get sick?” question below.

Question: Who do I show my Daily Health Check results to?

The Daily Health Check is meant to be an educational tool to alert employees about any early identified symptoms related to COVID19. It is paramount that each employee embrace this as their personal responsibility along the well-established mitigation measures. Each department may want to establish a system that guarantees completion of the Daily Health Check. Ultimately it is the responsibility of the supervisor of each department to expect compliance and adherence to the policies and protocols as it relates to this requirement.

Question: What do I do if I get sick?

If you are sick stay home. If you get sick while at work, contact your supervisor, and return home. Contact your primary care provider as soon as possible for further assessment and treatment. For a list of COVID19 symptoms see the list below.

Question: Many of the symptoms of COVID19 are like other viruses. How do I know if I have it?

People with COVID-19 have reported a wide range of symptoms ranging from mild to severe. Most hospitalized individuals have one or more of the first three listed below. Check with your primary care provider if you are concerned or suspect you have the virus. Listed below are the most commonly reported symptoms. Symptoms may appear **2-14 days after exposure to the virus.**

- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Question: Should I take myself to the emergency room if I have any of the symptoms of COVID19?

No, you should call your primary care provider before you access any emergency care. If you cannot reach your provider, you should call your local emergency room directly for instructions before leaving your home. It is suggested you call 911 if you have any of the following symptoms:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

For more details about the SARS-CoV-2 virus and the disease it causes (COVID19) please visit the CDC website at:

<https://www.cdc.gov/coronavirus/2019-ncov>

Question: What if I have questions or need additional resources?

- **TELADOC** is a service where you can call a doctor 24/7 and receive care and prescriptions if needed. You can use this program for such things as: flu, sinus infections, stomachaches, skin conditions and much more. Their phone number and web address are on the back of your health care ID card. With the current coronavirus epidemic, this program could be very useful as you try to avoid hospitals and Dr.'s. Offices who could be very busy and filled with ill patients.

Below is a brief video link about TELADOC:

<https://www.teladoc.com/videos/video-what-is-teladoc>

Attached, are instructions on how to register for TELADOC and a TELADOC notice to clients on how they are being proactive in preparing to handle the coronavirus. We encourage you to get registered right away, even if you are not sick. The initial registration includes your contact information, insurance information and medical history. The same process you follow in a doctor's office.

Payments are as follows:	\$5.00 per appointment for PPO Plan members
	\$45.00 per appointment for HDHP members

Please contact HR if you have questions.

- **Employee Assistance Program:** Provides a variety of services. Our EAP can be reached 24/7 at 1-888-293-6948 or at workhealthlife.com/Standard3. You can also copy and paste the following links into your web browser for additional information:
- <https://www.standard.com/eforms/17277.pdf> (Convenience Services)

- <https://www.standard.com/eforms/17275.pdf> (Financial Support Services)
- <https://www.standard.com/eforms/17278.pdf> (Legal Services)
- <https://www.standard.com/eforms/17303.pdf> (General Services)

In addition to the EAP and the relief bills recently passed, Pacific Union College has long participated in voluntary programs designed to protect employees impacted by their own illness or injury, those needing to care for a family member, and those experiencing job loss.

PUC is a long-time participant in California's **State Disability Insurance Program (SDI)**, **Paid Family Leave Program (PFL)**, and the **Unemployment Insurance Program (UI)**, which are managed by the Employment Development Department (the EDD).

Question: I am worried about my health and afraid I might get sick. What do I do?

While there have been cases in Angwin identified in the last several weeks, we have every faith in the County protocol designed to keep community members as well as our campus family safe.

In closing, during these uncertain times 2 Timothy 1:7 is more pertinent than ever. "For God has not given us a spirit of fear, but of power and of love and of a sound mind." Author Nathan Betts offers 5 practical tips on how to "live out of love," and not fear during these times:

- (1) Quiet - It is difficult to live out of love when our minds are anxious. A still mind is a better starting point. Take time daily to be quiet. In this moment, there is so much noise, especially online. If we find our minds and hearts busy, setting aside time daily to simply be quiet can enable our minds to have the quietness we need.
- (2) Prayer - Pray often. We live in an age of self-sufficiency. And yet, the coronavirus has exposed how flawed this mindset is. Setting aside different times of the day for prayer to God, calling out to Him for help, reminds us that we cannot do things on our own. We need his help. If we call out to Him, He will answer.
- (3) Listen to God - Take time daily to read or listen to the Bible. The Bible shines a spotlight on how God has acted throughout history—in times of hardship, plagues, war, famine, and peace. The Bible helps us know what God is like and how He has acted throughout history. Becoming aware of God's acting throughout history creates a greater sensitivity to how he might be working today in our lives and in the world.
- (4) Understanding - Practice the discipline of understanding. I have found that in order for me to love my neighbor, friend, or family member well, I need to understand them. Understanding is vital to loving. But this takes patience and care. It requires us to ask more questions than to utter statements when we are in conversations.
- (5) Thoughtful Care - Increasing amounts of people are being quarantined during this time. Having the opportunity to express care and kindness can become more challenging. One practical way in which we could express care for our quarantined friends could be to use our phones to actually call our friend. Or we could set up a video call. Hearing a friend's voice can be hugely meaningful, especially during times of self-isolation. We could send a note of encouragement to a friend by text or video chat. While still maintaining social distancing, making a point to check in on elderly or vulnerable neighbors could be a way of letting them know that they are loved. In this time, we need to become creative in expressing embodied

ways of expressing care to others while at the same time not necessarily being physically present with them.

If you have any other questions or concerns, please feel free to contact the Human Resources Team at ext. 6231 at your convenience.

Telecommuting HR Guidelines

The statements of this policy document are not to be construed as a contract or covenant of employment. They are not promises of specific treatment in specific situations and are subject to change at the sole discretion of Pacific Union College.

SCOPE: All Pacific Union College employees.

PURPOSE: To provide guidelines for employees who telecommute on an emergency and/or temporary basis. This policy is an extension of the PUC policy on telecommuting.

POLICY: Employees should understand that telecommuting and working remotely is a privilege, not a benefit to which they are entitled. Employees also should remember that what might work well for one position or person might not work for another. As such, telecommuting and remote working arrangements will be evaluated on an individual basis. Allowing one employee in a department to telecommute or work remotely does not mean that all employees in the same department must or will be allowed to telecommute or work remotely.

PROVISIONS:

1. Telecommuting and working remotely must not materially interfere with the quality, quantity, or timeliness of service provided to our customers, either internally or externally.
2. An employee who is telecommuting or working remotely must be able to complete a majority of the job duties as described in the employee's job description.
3. Whether an employee is permitted to telecommute or work remotely is at the discretion of the department vice president and the employee's immediate supervisor in partnership with Human Resources.
4. The supervisor will discuss the job responsibilities with the employee and determine if the job is appropriate for a telecommuting agreement.
5. An employee's scheduled hours will not materially change as a result of telecommuting and working remotely, unless agreed to by the employee and his/her supervisor.
6. Job responsibilities and standards of performance and productivity will not materially change as a result of telecommuting or working remotely. Telecommuters and Supervisors should regularly review work products.
7. Telecommuters and remote workers will be as accessible and "visible" as their on-site counterparts during their agreed upon regular business hours, regardless of work location, e.g. reachable via Skype, Teams, text, emails, etc.
8. Telecommuting and remote workers agree to follow all PUC policies and procedures. All policies,

procedures, practices and instructions as well as the basic terms and conditions of employment at PUC remain in effect during all telecommute and remote work hours. As with PUC-based staff, failure or refusal to comply with PUC policies and procedures may result in removal from the Telecommuting/Remote Worker Program and/or discipline up to and including termination.

9. All employees have the responsibility to protect the confidentiality of PUC's employee, student, and business information, particularly confidential information that is in the employee's home or removed from PUC. Consistent with the organization's expectations of information asset security for employees working at the office full-time, telecommuting and remote employees will be expected to ensure the protection of proprietary company and customer information accessible from their home and when transporting PUC equipment and/or documents to and from home. Steps include, but are not limited to, use of locked file cabinets, disk boxes, vehicles and desks; regular password maintenance, and any other steps appropriate for the job and the environment.
10. PUC shall reimburse employees approved to telecommute for reasonable and necessary business expenses. Typically, such reimbursable expenses include PUC work-related portion of the cost of maintaining a desktop or laptop computer and office supplies. Approval must be given by the supervisor prior to purchasing any work-related items. Reimbursement will occur within four weeks of receipt of appropriate documentation of approved expenses.
11. Injuries sustained by the employee while at their home/work location and in conjunction with their regular work duties are normally covered by the workers' compensation policy. However, this liability is limited to injuries resulting directly from the work and only if the injury occurs in the employee's designated work area. Employees should immediately notify Human Resources of any potential hazards in the work area. Telecommuting and remote workers are responsible for immediately notifying PUC of such injuries in accordance with PUC's workers' compensation procedures. Failure to do so may result in disciplinary action.
12. PUC assumes no liability for injuries occurring in the employee's at-home workspace outside the agreed-upon work hours.

PROCEDURES:

1. Non-exempt telecommuting and remote workers are required to account for all hours worked each day, and meal and rest periods, by clocking in and out in the time clock. Timecard approval and edits are to be made by supervisor no later than noon on the Monday following the completion of a pay period.
2. Telecommuting and remote workers will agree to a pre-determined schedule, during regular business hours, as directed by the supervisor.
3. The supervisor may require a telecommute employee to work on-site (other than scheduled onsite visits) to meet the needs of the department and PUC.
4. Telecommuting and Remote Workers will be required to attend Department staff meetings, training programs and any other mandatory PUC meetings via Teams or Zoom.

HELP: For questions about this policy, or assistance with understanding your obligations under this policy, please contact Human Resources.

Bon Appetit Reopening Guide

REOPENING SAFELY!



BON APPÉTIT
MANAGEMENT COMPANY

food service for a sustainable future®

To Our Valued Clients,

As we look to a time beyond the current crisis, I am hopeful that we will soon be able to reopen your cafés, coffee shops, and other dining outlets. I would like nothing more than to bring our people back and to serve your community again. We must do so in a measured and safe way.

Our senior operators and corporate support team have been hard at work planning for a new era in café, catering, market, and snack services. They have drawn on their decades of experience, consulted subject-matter experts at Compass Group, and looked to our sister companies, our industry, and beyond for best practices. This guide was created to provide support and structure for our chefs and managers and to be a starting point of discussion with you.

Just as we customize everything we do, each reopening will be tailored to your specific circumstances. Variables include timing and phasing of your population's return, state and local health guidelines, server and dining room setups, and more. Your local Bon Appétit team will work closely with you to mirror your organization's schedule and provide you with any additional information you may need.

In the 30+ years since Bon Appétit was founded, we have weathered many storms. The COVID-19 shutdowns were unprecedented in terms of scope, but we have decades of proven experience in opening business and running it safely. With your help and support, we will continue to adapt to our changing circumstances, to refine, and share what we have learned. I am confident that together we can rebuild successfully.

My thoughts, prayers, and gratitude to you and your loved ones,

A handwritten signature in black ink, reading "Michael Bauccio". The signature is fluid and cursive, with a small dot above the 'i' in Bauccio.

Michael Bauccio
President

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Introduction

Thinking ahead

COVID-19 has fundamentally changed the world. As hospitality professionals, we are forward-thinking by nature. It's instinctive for us to think about what those we serve will want before they have thought of it themselves. We are collectively responsible for staff, services and spaces that have been dramatically impacted by this situation. We need to find ways in which we can move toward the new normal, accepting that the world has changed, and we must change with it.

What we know

We know that people will still need to eat and drink. Dining, events, social interaction, and community will remain important, even though they may look different than they did just a few months ago. We also know that the world is going to return to a new normal over time. The impact has taken both an emotional and behavioral toll resulting in a significant economic effect on everyone.

Now what?

We need to take a staged approach to reach the new normal. After the current crisis stage concludes, we see reopening happening in three stages. According to health experts, the idea of a clean and linear transition with set timelines is not realistic across the country. With that said, the following pages identify the stages we are planning around. This is not unfamiliar to us and in many ways parallels what we do every day in our operations and culinary service process. We plan, we prepare, we taste, and we serve. We have never stopped, and we are always planning.

ADAPTING TO A CHANGING WORLD



E¹⁵ Data-Driven Adaptation Strategy

As our cafés and restaurants begin to reopen, guests will be paying closer attention to the way food is prepared, served, and consumed. Thus, our reopening strategy must be informed not just by local and federal health and safety guidelines, but consumer perceptions.

Bon Appétit worked with E15, a Compass data analytics partner, to review data on consumer perception in order to craft a strategy to make consumers **feel safe and cared for** in our newly opened operations.

This data has informed the development of a **three-step reopening plan** as well as **supporting plans for three different service levels** based on what we anticipate the various local and federal guidelines will be in different locations throughout the coming months.

As shown throughout our plan, data and professional experience was used to inform all aspects of our operations.

COVID - 19 DATA

- **What:** Custom research survey fielded by E15 data partner Datassential
- **When:** Eight (8) separate surveys fielded throughout March and April returned 8,000+ responses from diverse demographic and geographic backgrounds
- **Goal:** To provide insights on how customers feel about foodservice when they return to everyday life



Three Steps to Reopening

The reopening prep will happen in three steps - prepare, taste, and serve. (Yes, we think of everything like getting ready for a meal.)

Step 1 Prepare

Step 2 Taste

Step 3 Serve

The Prepare step will require a balance of detailed logistical planning and flexibility as we work in an environment of ever-changing local and federal mandates. Key actions in this stage will include:

- Confirming scope of service and anticipated volumes of business for the cafes, coffee bars, restaurants, pantries & vending, and catering,
- Reopening kitchens in compliance with current cleaning, sanitation, and pest control guidelines.
- Placing orders for additional equipment needs and making layout changes.
- Notifying suppliers and planning for changes in supply availability.
- Calling back frontline associates and filling coverage gaps. Management team to be on site 10 days ahead. Associates on site 3-5 days ahead.
- Designating and training a front of the house ambassador.

Each aspect of the dining model should be studied for relevance during this stage: hours of operation, menu depth and scope, style of service, labor model, payment options, leveraging technology, disposables, etc.

Agility, creative problem-solving, client partnership and communication will be essential.

Three Steps to Reopening - *continued*

Step 1 Prepare

Step 2 Taste

Step 3 Serve

The Taste step will focus on testing (or "tasting") the plans of action (or "recipes") developed in the Prepare step. We anticipate significant overlap between the Prepare and Taste steps as we tinker with our "recipes for operation" in the new normal. Key actions will include:

- Testing, evaluating, and modifying service models, menus, methods of procurement, delivery methods, etc. as conditions change.
- Focusing on business continuity plans. Pandemic plans will be assessed and updated to create a comprehensive playbook that considers all the recent learnings.
- Reviewing and reprioritizing goals for corporate social responsibility and sustainability initiatives. For example, many of our Farm to Fork partners have been severely impacted by the pandemic and may be short product or be in desperate need for support. Realistic purchasing goals to be set.

As we focus on the day-to-day operation and try to reach a stable model, we will need to look ahead and plan for what the new normal could be, anticipating how the situation could develop and what the new guidelines could be.

Three Steps to Reopening - *continued*

Step 1 Prepare

Step 2 Taste

Step 3 Serve

The Serve step will include both action and reflection. An iterative approach will be required as we see how our guests react to new service norms. As we collaboratively work in this stage, key questions for us to consider will be:

- What is going to change permanently versus temporarily?
- Will remote working increase?
- Will people cook at home more and eat out less?
- Will guests trust self-service?
- Will events take on a different style?
- Will work and class schedules return to what they were, and in the same group sizes?

We don't know all the answers, but we expect change. Based on past experiences with 9/11, the financial crisis, and natural disasters, changes in business levels, scopes of service, and more were a given. But, eventually, much of it settled back into a workable new normal. We expect the same with this crisis.

Whatever the new normal ends up being, we will approach our operations with the same passion, unparalleled quality, and spirit of service that we always have.

PREPARING OUR SPACES & OUR PEOPLE



Making Change & Making it Visible

The safety of our guests and associates remains our number one priority. Through new equipment setups, cleaning procedures, and enhanced training for all team members, we can assure you that we have done everything in our power to keep our guests safe. Additional measures will be put in place so that guests can visibly see these efforts in action.



Insight

Visible cleaning provides reassurance

Consumers said...

Staff visibly cleaning was
the most important thing
restaurants must do to
make them feel safe

The following initiatives will be put in place prior to and after reopening:

- Pandemic & COVID-19 training completed for all team members and managers.
- Proper cleaning, sanitizing, and disinfecting completed prior to reopening.
- Dedicated personnel for cleaning, sanitizing, and disinfecting highly touched surfaces which will be done very visibly throughout service periods.
- Reinstate third party auditors to complete sanitation and workplace safety assessments.
- Review pest control prevention measures.
- We are prepared to follow CDC guidelines to continue our preventative measures:
 - PPE Standards
 - Temperature Checks if Required & Symptoms Screening
 - Physical Distancing

Preparing Our People: Resources & Support

Caring for our associates is more critical now than ever before. How safe our guests feel is dependent on the actions and attitudes of our associates.

Our associates will need support in the following areas:

- **Managing revised safety measures** - Such as how to wear required PPE and how to comply with current CDC recommendations for food service.
- **Interpersonal relations** - How to interact with coworkers and guests struggling to comply with CDC recommendations.
- **Proactively managing their own well-being** - So they in turn can better focus on continuing to provide guests a positive dining experience.

Managers will give public recognition to individuals and teams implementing best practices at regular service meetings.

One-on-one praise and coaching will be done as needed.

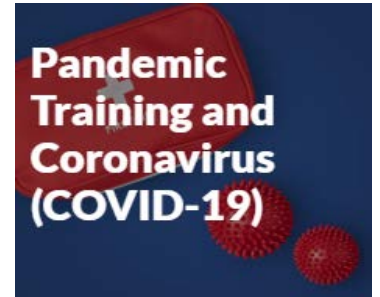
Enhanced approach from the on-site management team and corporate staff to engage hourly associates:

- **Associate Welcome Back Enhanced Package** - Updated informational materials and training presentations.
- **Open Door Policy** - Ensuring associates know where to go if they have any questions or concerns.
- **Clear Communication** - Management team members will underscore the importance of timely communications along with how to engage guests in a manner compliant with current CDC recommendations.
- **Wellness checks** - Conduct daily wellness checks for symptoms and, when required, temperature checks.

Well-being resources for associates enrolled in an eligible Compass Group benefits plan:

- **Teledoc** - Virtual medical care available 24/7
- **EAP/Health Advocate** - Mental health and well-being
- **Sanvello** - On-demand help with stress, anxiety, and depression
- **Sleepio** - Six-week online program to help rebuild a healthy sleep pattern
- **Daylight** - An app to help cope with anxiety

Preparing Our People: Staff Training In Progress



Our staff has been working diligently during this crisis to refresh on the training below

Salaried Associates:

- ☐ MyLMS Compass Manager's Safety in the Workplace
- ☐ ServSafe Manager Certification Training
- ☐ Food Allergies and Celiac Disease Training for Chefs and Managers
- ☐ Hazard Communication: An Associate's Right to Understand 2.0
- ☐ Bloodborne Pathogen Awareness 2.0
- ☐ Pandemic Training & Coronavirus (COVID-19)

Team Members:

- ☐ Initial Associate Site-Specific Safety Orientation
- ☐ Dining Associate Workplace Safety Orientation - Individual
- ☐ Dining Associate Workplace Safety Orientation - Group
- ☐ Jurisdictional Specific Food Handling Training
- ☐ Food Allergies and Celiac Disease Training for Team Members
- ☐ Hazard Communication: An Associate's Right to Understand 2.0
- ☐ Bloodborne Pathogen Awareness 2.0
- ☐ Pandemic Training & Coronavirus (COVID-19)

Preparing Our Spaces: Equipment & Supplies

Bringing kitchens back into operation while training our teams on the newest safety and quality assurance standards is our top priority. Additional equipment and supplies may be needed to reopen safely and to offer reassurance to our guests. As we monitor the CDC guidelines, we are prepared to adjust equipment and supplies, as necessary.

Available supplies through our contracted vendors:

- Protective barriers for cashiers and between self-checkout stations.
- Retail and catering wares including sneeze guards.
- Hand sanitizer dispensers. Touchless where available.
- Crowd management supplies: stanchions, signage holders.
- Janitorial equipment: spray bottles, disinfectant, sanitizing buckets.
- PPE, if applicable.
- Back-of-the-house lockers for personal belongings.
- Portable hand sinks.

All costs to be identified and budgets approved prior to re-opening



Guardiant



Insight

Provide disinfectant/hand sanitizer upon arrival

89%

of consumers said providing disinfectant/hand sanitizer at entrance will make me feel safer



VGS

Preparing Our Spaces: Planning & Protocols

Once an opening date is set, our teams will begin work immediately on a checklist that includes:

- Contacting vendors at least one week prior to reopening with anticipated product needs.
- Planning menus accordingly, based on client populations, vendors, and product availability.
- Ensuring all equipment is working and in good condition.
- Incorporating daily safety and sanitation plans to include:
 - Deep cleaning
 - Disinfecting of food & non-food contact surfaces
 - Health and temperature check procedures conducted where required
- Ensuring all staff members have completed the necessary training on the following:
 - PPE usage and handling
 - Sanitation
 - Updated local health department protocols
- Confirming client protocols prior to opening.
- Review all cost impact.



Insight

BOH standards matter

What worries consumers the most?

	Total
How food was PREPARED?	41%
How food was DELIVERED?	30%
How food was PACKAGED?	29%

SERVICE CHANGES



Service Considerations

We must work together to determine the best approach for your dining operations in light of local health department guidance and the needs of your community.

Some of the things we will need to quickly consider:

- Population counts.
- New patterns of remote vs. on-site work and classes.
- Modifications to guest meal timing to avoid large common rush periods.
- Consideration of delivering meals and snacks to multiple drop points across a campus/building for individual pick up.
- In education environments, meal plan structure may not work the way it did in the past. Perhaps one solution is an all-inclusive service model.
- Major events and gatherings will likely not return to normal for some time. We will need to consider the impact at your facilities.

Overarching Service Changes

Here are overarching recommendations for a service changes while right-sizing the offerings and menus based on the anticipated population. Each unit will create its own plan based on local recommendations and the following guidelines.

- Eliminate self-service open buffet stations (salad bar, deli bar, breakfast bar, etc.) and re-purpose existing equipment to house pre-packaged meals.
- Wrap or package all self-serve items that cannot be washed (baked goods, desserts, etc.).
- Eliminate the guest use of personal mugs, cups, or containers in our cafés and retail outlets.
- Reduce the number of stations and edit the menu at the remaining stations to align with the forecasted levels of business in order to reduce food waste.
- Review payment options and consider eliminating cash.
- Augment existing mobile app menu offerings.
- Adjust staffing models accordingly.
- Implement a visible and timed customer-facing cleaning and sanitizing schedule.
- Management floor presence will be visible and easily identifiable.
- New staff uniform standard to include face coverings along with a "I'm Trained" button for associates to wear demonstrating their commitment to guest safety.
- Configure dining room seating plan to follow guidelines set by the CDC, local and state authorities.
- Increase signage and crowd management to eliminate areas of congestion.



Café Service Levels

Queuing and Physical Distancing			
	Stage 1	Stage 2	Stage 3
Service Levels	This will be driven by local regulations and safety considerations. Contactless meal options may be required. We may be able to provide controlled service options in closed or packaged containers.	Recommend continued self-service restrictions as warranted by local regulations. Add served to order stations, limited MTO stations with controlled service options in closed containers.	Close to normal set-up, some self-service may be considered with increased sanitation. Stations sanitized every 30 minutes.
Menus	Pre-packaged foods; meals in individual closed containers or wrapped plates or bowls. Post samples or pictures so consumers can request items.	Simplified menus, limit number of MTO items for speed of service.	Near normal service with increased sanitation schedules and restrictions driven by health regulations.
Crowd Control	<p>Determine # of customers to be allowed in café based on square footage - will change as restrictions ease over time.</p> <ul style="list-style-type: none"> Meal periods may need extended hours. Clients regulate flow by staggering service times by groups: business unit or floor, class schedule, campus zone, or alphabetical. Concierge at the door to limit flow: one in, one out. Temperature checks as required 	<p>Evaluate traffic flow and adjust # customers per hour.</p> <p>Adjust hours of operation based on need to disperse crowding.</p> <p>Continue to provide concierge and entry messaging that clearly informs the guest of any changes.</p>	Customers self-regulate.
Signage	Door, floor, and sneeze guard markers in place.		Remove floor markers if social distancing and flow regulation are not needed, maintain/refresh signage.
Mobile Ordering	Limited menu and pick up/delivery points.		Consider expansion to more menu selections and add delivery options.
Delivery	Delivery to defined pick up locations, following catering delivery protocols.		Adjust delivery options to the new normal.

Café Service Levels - *continued*

Café and Self-service			
	Stage 1 - High Impact (No self-service)	Stage 2 - Medium Impact (Self-service of packaged items)	Stage 3 – Low Impact (Some self-service with increased sanitation)
Dining Room	Dining room seating areas closed. Hard Surface Disinfectant Protocol followed.	Tables arranged for effective social distancing. Hard Surface Disinfectant Protocol followed. Tables sanitized between guest usage.	Normal set up. Tables sanitized every 30 minutes.
Entrée Stations	Pre-packaged foods; meals in individual containers or wrapped plates or bowls. Post samples or pictures so consumers can request items.	Individual servings in covered containers or serving sizes behind sneeze guard. Customer self-service.	Full-service by associate only.
Salad/Breakfast Bars	Pre-packaged, served by associate.	Pre-packaged, behind sneeze guard, customer self-service.	Full-service by associate only.
Whole Fruit	Individually wrapped, associate served		Individually wrapped, behind sneeze guard, customer self-service
Dessert Stations	Individually wrapped, associate served	Individually wrapped, behind sneeze guard, customer self-service	Individually wrapped, behind sneeze guard, customer self-service
Ice Cream/Yogurt Machines	Served by associate or pre-packaged frozen dessert	Individually wrapped, behind sneeze guard, customer self-service	Customer self-service, sanitized every 30 minutes
Beverage Dispensers	Served by associate only, or move to bottled beverages only		Customer self-service, sanitized every 30 minutes
Coffee	Served by associate only		Customer self-service, sanitized every 30 minutes
Coffee Cream/Condiments	Individual servings, served by associate including sleeves and lids	Individual servings, customer self-service	Carafe or dispenser - customer self-service, sanitized every 30 minutes
Disposable beverage Cups/Lids/Stir Sticks/Straws	Beverages dispensed by associates only	Customer self-service from dispenser. Sanitized every 30 minutes.	Customer self-service from dispenser. Sanitized every 30 minutes.
Forks/Knives/Spoons	Pre-packaged or wrapped disposable eating utensils, dispensed by associate.	Pre-packaged or wrapped disposable utensils; wrapped re-usable utensils; all eating utensils behind sneeze guard.	Wrapped reusable utensils or disposable utensils in dispensers behind sneeze guard.
Multi-use Plates, Cups, Glasses	Not available		Meals served by associate onto serviceware positioned behind the service line.
Disposable plates, bowls, cups	Not available		Customer self-service from dispenser or inverted behind sneeze guard
Consumer Refillable Cups	Not allowed		

Coffee Bars

Even if physical distancing guidelines are still in place, the coffee bar can be a welcoming service for guests — a go-to location for a pick-me-up or a place to feel part of the community. If applicable, it could also be perceived as a safer dining space while guests regain trust in dining in the café.

Coffee bar-specific considerations include:

- Confirm all equipment is operational and determine service and calibration needs.
- Consider the availability of coffee bar seating in relation to new seating arrangements in nearby cafés.
- Determine the need for cashier/barista shielding based on local regulation.
- Discontinue self-serve coffee and have all coffee and espresso-based beverages fulfilled by a barista and served to the guest. This includes additions of all dairy and condiments with lids placed on all beverages before handoff.



Insight

Set a transition, ease-in plan

64%

of consumers are excited about returning to work

60%

of consumers said they plan to pack a lunch when returning

Restaurants

Although data and social media chatter lead us to believe guests are excited about patronizing restaurants and dining rooms, there are steps to take to ensure everyone's safety and mitigate negative perceptions. Order ahead and digital delivery will be the primary drivers of the rebound in revenue in our restaurants.

Restaurant- specific considerations include:

- Create an efficient and organized pick-up station near the entrance for to-go meals.
- Move to an abbreviated menu to streamline production to maintain strict physical distancing.
- Offer single-use paper menus.
- Assign "Standing Zones" for all associates including hosts, servers and bussers.
- Wear gloves when setting and clearing tables.
- Present checks directly to guest, face down, not in check presenter. Pens disinfected.
- Hand sanitizer and sanitation wipes available at host stand, service bar, and all workstations.



Insight

Go above and beyond to make everyone safe

When asked about which restaurants consumers are most excited to return to...

Sit-down restaurants ranked **first** as compared to a list of 15+ options.

Pantries & Vending

Coffee and snack pantries are an essential business service in some of our locations and demand will depend on perceived safety and measures implemented. Offering these services will be guided by local regulations.

Traditional vending at your location will continue to be recognized as safe while modern self-service micromarkets might need to be temporarily modified to shield products.

Pantry & vending-specific considerations include:

- Engage the building cleaning company to provide additional staff to clean throughout service.
- Provide sanitizing wipes for guests to wipe highly-touched surface prior to using.
- Eliminate all bulk snacks, mixes, sweeteners, condiments, etc.
- Provide single-serve packaged snacks under a sneeze guard or in drawer if possible.
- Position whole fruit under a sneeze guard or wrapped, dependent on local regulations.
- Offer wrapped cutlery.

We will work collaboratively with our sister sector, Canteen, where they provide office coffee and vending services at locations.

Catering

Catering and events dining service operations will see dramatic modifications. Our catering team will make every effort to put guests' minds at ease by providing quality food and superior hospitality while employing enhanced safety measures. The keys to successful catering and events are communication, creative menus, and innovative delivery and service styles

Catering-specific considerations include:

- Adjust catering style of service and menus to include individual servings, packaged meals, lunch and breakfast boxes, bento boxes, tray service, touchless delivery, etc. Consider starting with only cold/ambient menus in early re-opening stages.
- Update dining and/or catering website to reflect menu changes and new ordering and service protocols.
- Develop marketing plan and supporting collateral introducing changes to catering menus, service styles, and enhanced safety messaging.
- Follow up with clients on any catering event bookings in the system: Advise on the new menu offerings, consult on a different style of service, or suggest a future date for the event.
- Identify equipment and supply needs for quality and safe assurance: Sneeze guards, chafing equipment, serving utensils, and packaging. Set catering PPE and new uniform standards.
- Coordinate with on-site facilities team, addressing social distancing, sanitation, pre-event hand sanitizing, catering room set up, touchless service protocols, and hand sanitizing wipes for guests and catering attendants.

COMMUNICATIONS & MARKETING



Communications & Marketing

Effectively delivering clear, easy-to-understand messages about our health and safety measures to both our associates and guests will make them feel comfortable working and dining with us each day.

Communications to be in place by day one of re-opening include:

- Bon Appétit and client integrated Health & Safety Strategy communicated across all channels.
- “I’m Trained” button and Floor Manager easily identified.
- Wayfinding and queuing collateral throughout cafés.
- Physical distancing collateral as needed per CDC guidelines.
- Communication on dining website and social media. Integrated client and Bon Appétit FAQ page.
- Email signatures.

Consider conducting a pre-opening survey or focus group exploring guest-specific measures for perceived safety and trust.

Marketing

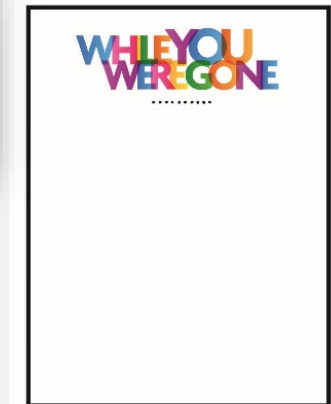
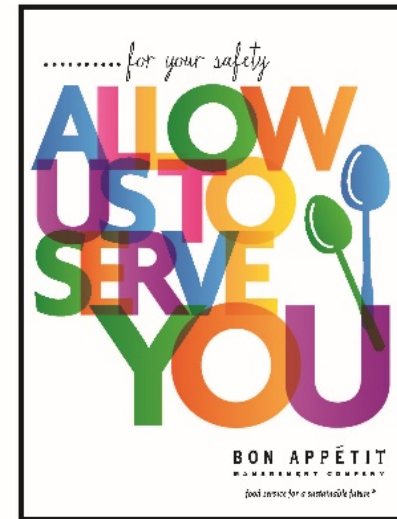
Guests should feel safe and excited about returning to your café. We're suggesting a number of coordinated marketing programs aimed at welcoming guests back, creating buzz, and serving new needs.

Welcome Back

- We've Missed You - Designed to welcome guests back to the cafés and highlight changes that have been made for safety.
- While You Were Gone - Feel-good stories about special measures taken to feed the community during the crisis.
- Allow Us to Serve You - Explaining the move from self-service to served stations.
- Print and digital collateral is available to customize and be used across all marketing channels.

Targeted Messaging

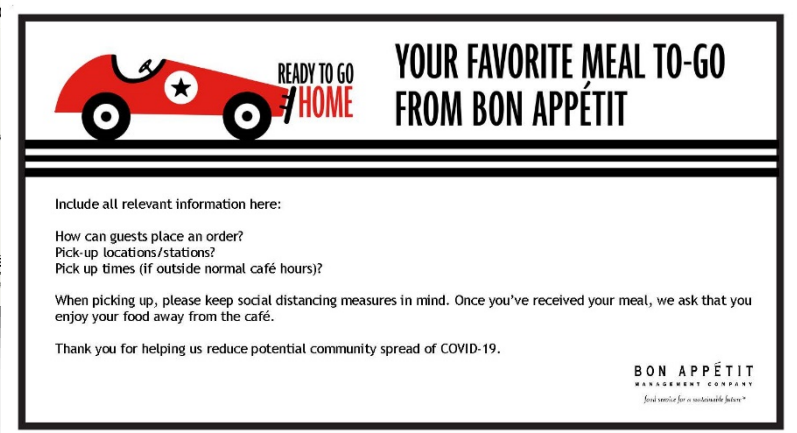
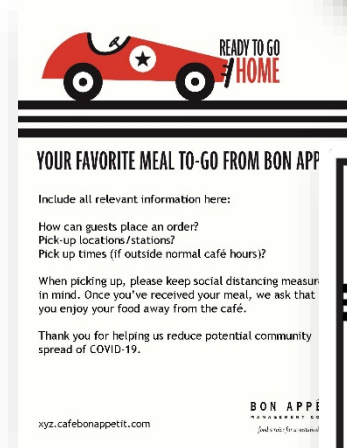
- Catered meetings and events can restart but will need to be adapted so we will hold town hall-style meetings with key stakeholders to discuss and guide the near-term future of catering.
- During times of change, wellness is more important than ever so Food for Your Well-Being and digital wellness events will focus on how to eat well to reduce stress and boost immunity.



Marketing - *continued*

Serving New Needs

- Pop-Up Markets - Reduce guests' need to go to the store by offering convenience products and bulk items in accounts without c-stores. These are also a great way to fill stations not yet reopened.
- Ready to Go Home - Take-home meals either ready to heat and serve or all the ingredients needed to cook yourself.
- CSA Bags - Help local farmers and minimize grocery runs with pre-bagged seasonal fruits and vegetables.



TECHNOLOGY



Technology

Solutions that will help with social distancing and allow us to efficiently serve our guests include:

Food Delivery

Bon Appétit is working with several third-party delivery companies, including **Postmates**. Guests order food from the mobile app, Bon Appétit prepares and packages the food, and the third party delivers the food.

We can also support online ordering where guests select a designated pick-up location outside of the café or in alternate buildings on campus, thereby helping spread out the crowds and minimizing congestion in the cafés.

Food Lockers

Food lockers — ambient, insulated, or temperature controlled — can provide a minimum contact pick up location, with easy access, maintenance, and cleaning. A technically mature solution that can integrate with mobile apps or kitchen display systems.

Mobile Order App or Web Ordering

Bon Appétit can implement its own mobile app or one of the many third-party partner solutions including **ChowNow**, **Catertrax**, and **Spoonfed**, each meeting different business requirements. Agilysys' **rGuest on Demand** or **NEXTEP's web URL** can be implemented for mobile and desktop ordering.

Space Analytics - Innerspace

Bon Appétit partners with **Innerspace** which provides comprehensive indoor location data allowing our clients and food service managers analyze space traffic patterns, density, and crowding. This data can assist with making operational and service changes to meet post COVID-19 spacing requirements.

FOR DISCUSSION



Discussion Points

We can expect programming and operations to change over the next several months. Every effort will be made to make our guests and associates feel safe and cared for in café and retail environments.

Client discussion points prior to re-opening:

- Staged approach to offerings based on CDC guidelines, vendor/product availability, and client preferences.
- Confirm opening date.
- Building population and client ramp-up plan.
- Communication plan.
- Review payment options, consider suspending cash transactions.
- Identify equipment needs prior to re-opening: cashier barrier, additional sneeze guards, hand sanitizer dispensers, cleaning equipment, etc.
- Review mobile and desktop order-and-pay solutions and delivery options, augment offerings.
- Client to engage the building cleaning company to provide additional staff to clean throughout service.
- Review cost impact based on programming changes.



Insight

Limit multiple touch interactions

Consumers want restaurants to...

- Use plastic containers
- Serve packaged food
- Remove open containers (for now)
- Have enclosed serving stations

Resources

Providing quick and uncomplicated access to resources for our associates is important. Below you will find a list of many of these tools so that you may see what our teams have access to. The list is continuously updated as new guidelines are released by the government, CDC, and local authorities and it includes the current recommendations of Compass Group and FoodBuy, our procurement resource. In addition, we provide on-site teams with a Reopening Checklist containing additional details.

Reporting

- ☐ Decision Tree (For handling exposure and reporting cases)
- ☐ Reporting Tool (for COVID-19 cases)

Culinary and Purchasing

- ☐ Pest Prevention Tips prior to reopening
- ☐ BuySmart / FoodBuy Purchasing Guidelines
- ☐ FoodBuy Purchasing Portal for Emergency PPE
- ☐ Health, Beauty, Personal Care Items

Communications & Supplies

- ☐ Social Distancing Signage
- ☐ Station Shield from VGS

Guidelines

- ☐ MyCompass Coronavirus Home Page
- ☐ Additional Prevention Measures
- ☐ Mask Usage Recommendations in Food Service / Food Service Worker Printout / Alternative Face Mask Guidance
- ☐ Emergency Contingency Planning Template
- ☐ CDC
- ☐ CDC - Symptoms Poster
- ☐ CDC - Stop the Spread Poster

HR and Training

- ☐ Health Advocate Employee Assistance Program
- ☐ MyStaff Mobility - Labor Pooling Information
- ☐ MyStaff FAQs
- ☐ Pandemic Training & Coronavirus (COVID-19)

Quarantine Meals

Delivery to and Feeding of Quarantined Students/Customers

In the interest of keeping our essential food workers safe and minimizing possible Covid-19 exposure; all reasonable attempts should be made to insulate our associates from any interaction with Covid-19 symptomatic populations. This includes non-symptomatic populations being quarantined for travel or other exposure reasons. In addition to simply wanting to protect the health of our valued co-workers, food workers are required for business continuity. Those who come into contact with or enter living spaces of positive or symptomatic persons run the risk of becoming infected themselves thereby removing the skilled food worker from kitchen production and operation. Or in a heightened scenario exposure causes the virus to spread to multiple kitchen staff, jeopardizing the kitchens ability to produce food for not only those in quarantine but all populations serviced by the kitchens.

- Work with your client to identify the location where quarantined students will be housed and fed. Look for locations where food can be delivered safely without coming in contact with individuals who may be infected. Note entry points and staging areas available for this activity. Our associates should NEVER come into direct contact with a quarantined/sick individual or their living quarters.
- Regardless of the location, ensure that delivery associates follow safety guidelines. Proper hand washing technique should be followed before and after the delivery is made. Associates should be in full uniform with hat, slip-resistant shoes, single use gloves, and face masks and/or additional PPE as determined to be necessary.
- Associates will maintain proper social distancing during delivery and drop-off of all meals.

Drop-Off

You may choose either of the following delivery methods:

1. Contactless Drop-Off - food is delivered and dropped in a predetermined location for later pick-up by a client-designated associate (not Bon Appétit personnel).
2. Hand-Off - food is delivered and physically given to a client-designated associate (not Bon Appétit personnel) who is not in quarantine nor has virus symptoms/positive diagnosis.

Be sure to follow QAFS guidelines to ensure that food maintains the proper temperature during the delivery process. As needed, discuss with your client the timing of the deliveries to maximize quality and food safety.

Post signage at the drop-off locations that includes:

- Drop off time
- Guidance to guests:
 - Consume cooked and perishable food within 2 hours, or discard.
 - Do not leave cooked food at room temperature for more than 2 hours, discard if unable to consume or refrigerate (below 40°F) within 2 hours.

What to Include in Quarantine Meals

Quarantine Meals - With GI Symptoms:

Students with GI symptoms should actively hydrate during illness. The following guidelines will provide adequate fluids and calories for one day. Students with GI symptoms should check-in with their health care provider before continuing for more than 3 days.

Shelf-stable option

- 1 package instant oatmeal
- 2 cans chicken noodle or vegetable soup
- Saltine crackers
- 1 banana
- 1 applesauce cup
- 2 (20oz) bottled sports beverage
- 20oz bottled ginger ale

Fresh option

- 1 cup oatmeal made with water
- 16 oz. chicken noodle, vegetable soup, or other broth-based soup without cream or other dairy products
- Saltine crackers
- 1 banana
- 1 applesauce cup
- 2 (20oz) bottled sports beverage
- 20oz bottled ginger ale

Quarantine Meals - Without GI symptoms:

Students may be exhibiting symptoms of the virus that are not GI related, but may still be contagious or they may be in quarantine due to suspected exposure and/or recent travel. During quarantine, these students maintain a normal eating pattern.

Shelf-stable option

Breakfast:

- 1 packet instant oatmeal
- Granola bar
- Hand fruit
- Bottled water, small juice, or tea

Lunch/Dinner

- Entree: soup and frozen/non-perishable microwave meal
- Sides (send 2): chips, hand fruit, yogurt, granola bar
- Bottled beverage of choice

Fresh option

Breakfast:

- Oatmeal or yogurt
- Granola bar
- Hand fruit
- Bottled water, small juice, or tea

Lunch/Dinner

- Balanced meal of entree / sides of choice from menu*
- Snack (send 2): hand fruit, yogurt, granola bar
- Bottled beverage of choice

*Entrees and sides can be packaged from items on the daily menu.

If planning a specific quarantine menu - consider ways to simplify how many different types of meals you will prepare. For example a robust vegan meal with an option to add animal protein gives flexibility for multiple types of diets.

Be mindful that some students/guests will have dietary restrictions. Students with food allergies or additional dietary restrictions should work directly with a chef or manager to receive access to safe meals.

Labeling

Meals delivered to students/guests in quarantine will be packaged and delivered either contactless or by hand-off method to locations that are **unattended by our staff** and therefore must include a label on the package.

For these items, use GO labels that meet GE4 guidelines from either...

1. The templates found in the [GO Program Implementation Guide](#) or
2. Output from the [GO Menu](#) found in the café manager.

Attention to descriptive menuing and use of restaurant-style descriptors to communicate main ingredients and allergens will continue to be critical in both scenarios.

Any meals for students with special dietary needs should be clearly labeled. Due to privacy laws, do not include the student's name on the label. Instead label meals with the student's ID number/type of diet (eg: 0046325 - made without gluten-containing ingredients).

Dining Service Letter to Parents/Students

Letter for College Parents in the Era of COVID-19

Dear Parents and Guardians,

As classes begin on campus at Pacific Union College, Bon Appétit Management Company is implementing rigorous sanitation and service measures to ensure students can dine with us safely and comfortably.

These new measures have been developed based on guidance from the Centers for Disease Control (CDC), health and sanitation experts from our company's Coronavirus Response Team, and local health regulations:

- **COVID-19-specific training for all staff** designed by sanitation experts and updated regularly as new issues emerge. Topics covered include proper disinfection, the use of personal protective equipment (PPE), physical distancing protocols, and more, and are integrated with food safety and sanitation protocols. Team members wear "I'm Trained" buttons to let students know they're up to date on all safety measures.
- **Pre-shift wellness screenings for employees** in alignment with local regulations, which include no-contact temperature scans and daily interview questions.
- **Decision tree and step-by-step action plan** for unit managers who have employees who are sick or who may have had contact with someone diagnosed with COVID-19. (Bon Appétit offers paid sick leave to all employees.)
- **Employees will wear masks and gloves** at all times.
- **Amped-up cleaning and sanitation schedules** with clearly detailed procedures that meet or exceed all local guidelines and national best practices. This includes frequent disinfection of high-touch surfaces.
- **No-touch sanitation stations** at entrances.
- **Clear physical distancing and wayfinding signage** so students feel comfortable moving around in the café.
- **Protective infrastructure** such as plexiglass barriers at cashier stations and in front of café stations.
- **Shifting from self-service to full-service concepts.** Breakfast, salad, and deli bars are being replaced with made-to-order options and/or freshly made, prepackaged meals.
- **Tables moved to create more distance in dining areas**, including clear markers for physically distanced seating.

The health and well-being of your student is our top priority. Our corporate safety team is continuously monitoring CDC recommendations, updating our guidance as needed, and regularly communicating with our on-site team.

We would like to add that while safety is a key priority, it is not our only one. We still believe that food has an important role to play in building culture and community. Our chefs will still be cooking from scratch, using fresh local and seasonal ingredients that meet our sustainability standards. (We are pleased to mention that in March the Humane Society of the United States ranked us the #1 food service company, the only one with an A+ grade, thanks to our early commitments to cage-free eggs and gestation-crate-free pork.) We are offering free online wellness resources to support students' health and well-being. In addition, your student will continue to find abundant plant-forward, vegetarian, and vegan options as well as ones that are

made without gluten-containing ingredients every day. We're happy to work with any students with food allergies or other dietary restrictions to make sure everyone can enjoy plenty of delicious food, safely, with us.

As always, we welcome any questions or feedback from concerned parents.

Sincerely,

Allen Plouffe
General Manager
Bon Appetit Management Company@PUC
Allen.plouffe@cafebonappetit.com