I. Overview

This document provides guidance to three main facets of university dining managed by Contract Dining Vendor on all University of Wisconsin Oshkosh Campuses: residential dining, retail dining, and catered/conference services.

II. Applicability:

Students, Faculty, Staff, Guests and Contracted Dining Employees / Sub Contractors

III. Procedure: Moderate Alert Protections in Place

1. Procedure/Process
   i. Residential dining in Blackhawk Commons will offer meals to-go and limited in person seating seven days a week. Self-service food/ food items / buffets are not available at the Moderate Level.
      1. Menu selections and options will be adapted to fit a to go service
      2. Students with special dietary needs will be accommodated via a plan set with the registered dietitian and the Accessibility Center (as needed)
      3. The All Access and Classic Meal plans will have an increased number of bonus meals to allow for students to pick up food from other locations on-campus.
   4. Guests in Blackhawk Commons:
      a. Students at Blackhawk Commons may have one (1) guest dine with them if that person is a visiting family member. The students should use their ID Card to purchase a meal with their a bonus meal or Titan Dollars.
b. Faculty, staff and students not on a meal plan may dine through Blackhawk Commons using their ID card for their own meal using Titan Dollars.

c. Conference Guests residing on-campus or Gruenhagen Conference Center, Central Boarding Academy, FVTC – Utilize their affiliate card with a meal plan or Titan Dollars or complete the conference card meal request form to schedule meal services.

d. Departmental guests - Complete the online conference card meal card request form to schedule a visit with a meal on campus advance.

e. Admissions Tours – Tour guides escorting a person(s) and using the Tour Conference Card, set up in advance with Titan Central. These meals will be billed to a specified account / department.

5. Utilizing a TitanCard with a meal plan or Titan Dollars, or a conference card for residential conference groups, is the tender accepted in Blackhawk Commons.

6. Entry to the building will be on the Taylor side only with exit to be on the Scotts side. Elevators are available.

7. Blackhawk Express will also be open with only mobile order service and those guests will exit Blackhawk through the Scotts side exit.

ii. Retail locations will be open to faculty, staff, and students.

1. Fox Cities and Fond du Lac Campus – Retail cafes will be open for mobile ordering only through an online service for faculty, staff and students via their TitanCard.

   a. Any off-campus group who uses retail services for a to-go lunch during a meeting are encouraged to contact the Catering Manager. They will be able to set up either a pre-order through retail or a catering to fit the needs of the group.

2. Oshkosh Campus-

   a. Self-service food / food items/ buffets are not allowed at any dining location or catered event
   b. Ordering – designated either “only mobile order” or “mobile order & to-go service” for ordering during hours of operation.
   c. Exchange of tender (cash/coin) or purchased item will be done in a bin or by placing the item in a designated area on the counter.
   d. Guests – Each retail location will communicate if they accept walk up service. Current information for any guest will be posted to the University Dining website.
   e. The Dining Services vendor reserves the right to adjust hours of service and service locations to adapt to changing needs. All changes will be communicated via the University Dining Website and campus email.

iii. Catering Services will be available in a boxed/ packaged to go or served for groups to not exceed 50 guests in a reserved space at the Moderate Alert Level.
1. For any catering event, where the catering staff are in the room during an event, considerations will need to be made for physical distancing of bars, service tables, tray jacks and conference tables
   a. Any server or catering staff who are also a participant in the event must be counted as part of the guest capacity.
2. Self-service food / food items / buffets not allowed at the Moderate Level.
3. Served buffets must have sneeze guards or covers on all food items.
4. Menus can be requested to be pre-packaged or served.
5. A service plan will be required 10 business days prior to the event. If using contracted vendor catering, this service plan will be completed during the catering request process.
   a. The service plan will cover how the group will provide:
      i. Contact person, who will be in attendance at the event, and will act as the contact for communicating and upholding service plan
      ii. Process / procedure of how the group will serve / handle food
         1. Detailed description of food or menu
         2. Detailed description of how the food or menu will be served to guest
         3. Description of steps and measures the group is taking to ensure adherence to University guidelines on Hygiene, Face Coverings, Physical Distancing and Disinfection
      iv. Waste Management for disposable service wear.
         1. Receptacles for waste are located within dining operations, seating areas, and in designated areas across campus. All waste should be disposed of in a proper receptacle for the item (i.e. recyclables, standard waste).

2. Face Covering Requirements
   i. University general guidance for face coverings will be followed.
      1. In order to keep our University safe and open, all students, faculty, staff, and visitors will need to wear face coverings while inside University buildings and in any outdoor situation where maintaining six feet of physical distance is difficult. Event organizers may choose to require face coverings at outdoor events. People will not have to wear a face covering while eating in a dining hall, in their residence hall room, in private offices, or in office areas that separate individuals with cubicle walls.
         a. Because an individual cannot eat and drink while wearing a face covering, individuals should wear the face covering, during movement, and can be removed when seated, stationary, and physically distanced from others, to consume food or beverages.
         b. During in-person ordering, some persons may need an accommodation to allow for communication of an order.
i. At all locations or services where to-go orders may be taken in person, paper will be available for a guest.

ii. Students will meet with the Accessibility Center and Dining Office to confirm additional accommodations.

2. Dining staff will wear a face covering while working to serve or produce food in dining operations. And, they will comply with University guidelines for face coverings. Delivery drivers and service staff will comply with University guidelines for face coverings.

3. Physical Distancing Parameters
   i. Physical distancing guidelines will be set up in each dining location, catered event or campus event involving food being served and consumed. These will include signage to queue in line entry into the location through to exiting of the location. If the line exceeds the in place signage for physical distancing, guests are expected to adhere to physical distancing leaving a 6-foot diameter per person.
      1. Indoor seating / furniture placement will be adjusted to accommodate a 6-foot diameter per person when feasible. Where furniture cannot be moved to accommodate a 6-foot diameter per person, and plexi-glass is not utilized, then signage, rope, or other means may be used to indicate that some seats cannot be used to allow for physical distancing.
      2. Service Counters for ordering - Any area that has regular customer traffic, and/or exchanges of papers/objects, and/or exists to provide information to its customers will have a see-through barrier installed at that service counter. In some of these areas, floor marks may be placed to guide individuals waiting for access to the counter.
      3. Registers - Dining locations will offer contactless ID card swiping via the ID card readers at each dining location. This will also offer contactless tending of credit card sales. If a dining location provides a to-go menu, that location will have barriers installed, and floor spacing signage, at the register to indicate safe physical distancing at time of purchase. All cash or coin tenders placed in a bin or on the counter.
   
   ii. Mobile ordering will be encouraged as the key route of ordering in retail to aid in line management and congestion. Mobile ordering is available for persons with a University ID number and having downloaded the application to their device.
      1. If a dining location provides a to-go menu, that location will have barriers installed, and floor spacing signage, at the register to indicate safe physical distancing at time of purchase. All cash or coin tenders placed in a bin or on the counter.
      2. If a student does not have technology to place a mobile order, they should contact food@uwosh.edu and Dining will work with that student to make appropriate accommodations.
   
   iii. Contracted dining staff will set a physical distancing plan for the back of house locations to minimize cooking or production in close proximity.

4. Hygiene
i. Guests should follow University guidance on best hygiene practices:
   1. Washing hands with soap and water, or using at least a 60% alcohol content
      hand sanitizer, prior to consuming food.
   2. All University food venues are located near restrooms with hand washing
      facilities or there are hand sanitizer stations available within the building.
   3. Guests are encouraged to wash and/or sanitize their hands prior to entering a
      dining location and/or consuming food.

ii. Contracted Dining Vendor Employees / Sub-Contractors
   1. Employees of the contract dining vendor, and their sub-contractors, will
      adhere to their corporate health and wellness expectations. A letter will be
      sent advising the contractor of the University guidelines for face coverings,
      hygiene, disinfectant, and face coverings.

5. Disinfection
   i. To reduce the spread of infection, all high-touch and shared surfaces should be
      disinfected. Common areas, such as restrooms, hallways, classrooms, conference
      and collaboration rooms, etc. shall be cleaned and disinfected at least one time per
      day by Custodial staff.
   ii. Any dining seating areas will have staff attending to the sanitation of tables and
       chairs after each guest during the meal period.
      1. Guests are encouraged to ask a dining staff member to sanitize a table or
         chair space. A sanitation station(s) will be available in the defined dining
         seating areas to allow guests to self-sanitize a table or a seat prior to a dining
         staff member sanitizing a table.
   iii. During high traffic times, University Dining will have additional seating service team
        members to help pinpoint open seating, encourage adherence to physical distancing
        and face coverings.
   iv. At each dining location, the operations will close for a specified time daily to do a
       mid-service additional sanitation of seating, tables and high touch and shared
       surfaces. During this time, locations will not serve food and guests may be asked to
       leave to allow the completion of that sanitation.
   v. All high-touch and shared surfaces will be sanitized hourly in retail locations including
      cooler doors, counter tops, and tray slides in front of serving lines.
   vi. All kitchen and production areas will review current sanitation plans and increase the
       frequency of sanitation in heavily used areas and high-touch locations.
   vii. If non-disposable service ware is used for food consumption, the dining staff will follow
       sanitation protocols in the dish room areas as per Wisconsin Food Code.

6. Isolation and Self - Quarantine Food Service
   i. In the isolation and self-quarantine, as identified by the University, the vendor will
      mutually work with the University to design a meal service for the students who need
      to be in those locations.
   ii. The vendor will only provide food to a centralized service. The vendor will not
       individually provide meals to a student or a room unless for an approved
accommodation coordinated and approved by the Accessibility Center and Dining Services.

IV. Procedure Modifications: Very High Alert

1. Meal service on-campus will be for meal plan holders whether residing on or off campus.
2. Residential Dining – Academic Year
   i. Meal plans service will be assigned meal time and location for lunch and dinner daily during the contracted board days. Breakfast meal items will be prepackaged and picked up during dinner.
   ii. That assignment will be based on their housing assignment.
   iii. All meals will be to go.
   iv. All seating will be closed.
   v. No guests will be allowed
3. Retail Dining
   i. All retail dining will close.
4. Campus/Conferences – Residing in on-campus housing
   i. All campus/conference guests will be assigned meal times.
   ii. Will set this up through GCC/Residence Life to ensure services match housing plans.
5. Campus/Conferences – Not residing in on-campus housing
   No services will be available
6. Catering
   i. No services will be available.
7. Quarantine & Self-Isolation Housing /Special Dietary Needs / Accommodations
   i. Moderate Level processes remain in place.

V. Procedure Modifications: High Alert

1. Residential Dining – Academic Year
   i. Meal plans service will be assigned meal time and location for lunch and dinner daily during the contracted board days. Breakfast meal items will be prepackaged and picked up during dinner.
   ii. That assignment will be based on their housing assignment.
   iii. All meals will be to go. All seating areas will be closed.
   iv. All other Moderate Level processes remain in place.
2. Retail Dining
   i. Retail will be open for mobile order only. All to-go services will be reduced to key locations.
   ii. Seating will be reduced or removed.
iii. Based on the number of students, some retail locations may be changed to serve students with meal plans only.
iv. All other Moderate Level processes remain in place.

3. Campus/Conferences – Residing in on-campus housing
   i. Moderate Level Processes remain in place.

4. Campus/Conferences – Not residing in on-campus housing
   i. Non-residential conference guests, departmental guests and Admissions tours can order to-go meals in retail locations only. Guest purchases must use Titan Dollars, Credit Cards and/or a conference meal card set up in advance.
   ii. All other Moderate Level processes remain in place.

5. Catering
   i. Guests allowed for a catered event capacity will be reduced to 10 people.
   ii. All other Moderate Level processes remain in place.

6. Quarantine & Self-Isolation Housing /Special Dietary Needs / Accommodations
   i. Moderate Level processes remain in place.

VI. Procedure Modifications: Low Alert
   1. Residential Dining – Academic Year
      i. Moderate level processes remain in place.
      ii. Additional seating and menu items may be added.
   2. Retail Dining
      i. Moderate level processes remain in place.
      ii. Additional seating and menu items may be added.
   3. Campus/Conferences – Residing in on-campus housing
      i. Moderate level processes remain in place.
   4. Campus/Conferences – Not residing in on-campus housing
      i. Moderate Level processes remain in place.
   5. Catering
      i. Service amounts are adapted to 50% of the capacity for the reserved space.
      ii. Moderate Level processes remain in place.
   6. Quarantine & Self-Isolation Housing / Special Dietary Needs / Accommodations
      i. Moderate Level processes remain in place.

VII. Guidance Documents/Policy Links:
   ACHA Guidelines – Considerations for Reopening Institutions of Higher Education in the COVID-19 Era
VIII. Templates/Forms:

IX. Definitions

Catered: Events where food or beverages are served to others by an organization, campus contracted dining service or an approved off-campus vendor.

Cleaning: The use of water and detergent to remove dirt and germs from a surface. This does not kill the germs, but it lowers their numbers on the surface by removing them.
Commercially pre-package: Food that comes pre-packed, with no edible portion of the product exposed, and sealed at a commercial facility. This includes individually packaged candies and candy bars.

Contracted: Dining services that are contracted to a Vendor for service. The Vendor is responsible for the services provided in that operation.

Dining Location: Predetermined location on-campus that is designated for food services and is licensed via the county to serve.

Disinfecting: The process that kills germs on a surface; can be done after cleaning or just on its own.

High-touch, shared surfaces: door and drawer handles/knobs, elevator buttons, work surfaces (desk, counter, and tabletops), office machines (copiers, printers), light switches, drinking fountains, faucet handles, railings, shared computers, chair arms.

Mobile / Mobile Order: Order that is placed on a device such as a phone, or computer, and picked up at a specified time and location from an on-campus dining location. This method requires prepayment at the time of order.

Non-Residential Dining Location: Dining locations that accept Bonus meals and Ultimate Meals as a tender for a meal. They do not accept regular meal plan meal swipes.

Physical Distancing: Physical distancing, also known as “social distancing”, is the practice of avoiding direct physical contact and maintaining a space between yourself and other people that you do not live with.

Residential Dining Location: Dining locations which accept a regular meal plan swipe from the student meal plan. At these locations, Bonus Meals and Ultimate Meals are also accepted as a tender.

To Go Service – Locations that will accept a guest walking up to order and use Titan Dollars, UWO gift cards, and cash/credit as a tender.

“While eating”: Because an individual cannot eat and drink while wearing a face covering, individuals should wear the face covering, during movement, and can be removed when seated, stationary, and physically distanced from others, to consume food or beverages.

X. Revision History:
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