



UMassAmherst | UMass Dining

Dining Services Health & Safety Plan

University of Massachusetts Amherst

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Introduction

Goal: The goal of the UMass Dining Health & Safety Plan is to define and outline the necessary steps to correctly execute a safe and high quality dining service program and to correctly train our employees to be prepared for the reopening all UMass Dining locations for the fall semester of 2020 under the new guidelines set forth by the Commonwealth of Massachusetts, due to the unprecedented crisis caused by the Covid-19 pandemic.

Core Values: UMass Dining genuinely cares about and is focused on the health and wellbeing of the **People** we serve and work with. Even during these difficult times, we strive for **Sustainability** in all our actions in an economically viable, environmentally sensible and socially responsible way. Carrying ourselves with **Integrity** by being accountable for what we do and transparent in our actions, we aim to have an **Impact** in fulfilling the mission of UMass Amherst by enhancing the quality of life on campus and in our surrounding community with a devotion to **Excellence**. The global pandemic makes us even more committed to each of these core values.

Areas:

Health and Safety
Training
Operations
Infrastructure
Public Health Standards

Health and Safety:

Before returning to work, **all** UMass Dining Employees will be required to attend several training classes focused on Covid-19 health and safety, food safety, working with and serving food in a post Covid-19 environment and social distancing. UMass Dining is committed to adhering to the very strictest precautions designed to keep our students, guests, faculty *and* staff as safe as possible while being able to enjoy our award winning cuisine.

- All employees will be required to wear face coverings on campus
- All employees will submit to a daily self-screening process prior to reporting to work
- Every employee will be supplied with face coverings. Additional appropriate personal protective equipment (PPE) will be provided in line with their specific work tasks
- All employees will be trained on standard handwashing techniques and single use glove wear
 - Appropriate signage will be displayed throughout each dining facility and additional training will be supplied
- The unit manager will emphasize the need to maintain cleaned, sanitized and disinfected work areas throughout the workday
- Employees will be trained on appropriate social distancing and will have designated work areas

- Break schedules will be reviewed with employees and emphasis will be placed on maintaining social distancing
- Employees will be reminded of the most effective ways to prevent the transmission of COVID-19
 - Wash hands often (every hour and/or when beginning a new task)
 - Avoid close contact with others and remain at least 6 feet apart
 - Wear face coverings while on campus
 - Avoid touching face coverings
 - Monitor health and be alert to symptoms
- The square footage of all dining facilities and markets have been observed to establish a new maximum capacity for each dining facility and market.
- A directional passageway for one-way foot traffic pattern has been implemented in all dining locations with additional signage
- Vinyl arrows have been placed on floors to indicate the proper flow of traffic throughout all dining facilities and markets.
- Exterior queuing areas have been provided for patrons entering the facility to respect social distancing guidelines.
- Tables and chairs have been reconfigured in all dining areas.
- Additional seating areas (outdoor tented areas) have been provided
- Visual cues have been placed at each table setting to remind patrons of social distancing.
- Installation of acrylic barriers at each point of sale to promote social distancing between patrons and employees.
- Mobil ordering via our GrubHub app is encouraged
- Mobile order platforms include offerings from dining facilities and market locations.
- Patrons are notified in real time when orders are ready to minimize wait times and expedite queuing.
- There are designated queuing areas that allow for order validation and pick up separate from in house foot traffic and queues.

Training:

All employees will be required to attend EH&S Sanitation and Dining Service Reopening Guideline Trainings, which include:

- Reopening Building Operations
 - Headed by the Director of Operations and performed by each area building manager each shift will meet to discuss Health and Safety and that days operations including a Pre Shift Check In
- Employee Orientation (EO)
 - A condensed version of EO's for returning employees in 5 different languages covering:
 - Operational Rules
 - Uniforms and Personal Hygiene
 - Customer Service and Safety
 - Teamwork
- ServSafe Food Handler
 - A condensed version for currently certified employees

- A PowerPoint presentation by our certified ServSafe Instructor
- Environmental Health and Safety COVID-19 PowerPoint presentation
 - A brief summary of COVID-19, presented by our certified health inspector and how to prevent its spread and stay safe

Resources:

In conjunction with EH&S Sanitation and Dining Service Reopening Guideline Trainings:

- Incident Response; COVID_19 HR Response Team and What You Need to Know
- Dining Services Handwashing video
- Dining Services Cleaning, Sanitizing and Disinfecting video
- Tips for Managing Noncompliance
- Return to work plan after being ill

Operations/Pre Shift Check in Process:

All employees will be required to check in with their designated Health & Safety Champion every day prior to starting their shift. The Health & Safety Champion will review the COVID_19 Pre Shift Staff Checklist, which includes but is not limited to:

- Ensuring the employee has completed their daily self-screening
- Reviewing employees personal hygiene and is in proper uniform
- Issuing a face covering to each employee
- Ensuring each employee properly washes their hands for a minimum of 20 seconds before beginning their shift
- A reminder that all employees must wash their hands every hour and/or whenever beginning a new task

Every employee's uniform, hair and nails need to be clean and tidy. Employees should be encouraged to change their uniform whenever they become soiled.

Public Health Standards:

Employees will be required to adhere to strict safety standards throughout their shift, which include:

- Wearing face coverings while in the facility
- Required handwashing for a minimum of 20 seconds every hour and/or when changing tasks
- All employees must socially distance themselves from other employees and our guests. We have modified cooking and serving techniques that will enable you to safely serve our guests with limited interaction by means of:
 - Workstations allowing for a minimum of 6 feet of separation
 - Plexiglas guards for the serving of food
 - **All Items will be served, no self-service items will be allowed**
 - Self-tapping of students' UCards at cashier stations
 - Floor direction signage
- Following return to work after Covid-19 illness information

- Small Group Pre Meals will be administered before each meal to ensure we are meeting all safety guidelines and best practices.

Cleaning & Disinfecting:

Employees will be trained on proper cleaning and disinfecting techniques prior to returning to work. Only trained individuals will be allowed to perform these duties while in the facility.

- Maintainers in each dining facility and market are consistently cleaning, sanitizing and disinfecting common customer contact points based on our customer area contact point sanitization/disinfecting standard operating procedure.
- Touch-free hand sanitizer dispensers are stationed at designated entry points for customers at every dining facility and market.
- Touch-free hand sanitizer dispensers will be stationed at separately designated employee entrances at every dining facility and market.
- Maintainers shall complete their assigned duties:
 - Prior to a facility opening.
 - All customer areas will be sanitized at LEAST every 15 minutes or whenever they are used, whichever is more frequent.
 - Every time a customer leaves a designated seating area (both indoor and outdoor seating).
 - At the unit closing time.

Checklists, guidelines and standard operating procedures have been designed to include but not limited to:

- Cleaning vs Sanitizing vs Disinfecting
- How to Properly Clean, Sanitize and Disinfect
- Opening and Closing Your Work Station
- Chemical Guide with SDS
- Sanitation and Disinfecting Time Logs.
- Restroom Cleaning and Sanitizing Logs.

Additional Safety Measures:

- Physical acrylic barriers at each points of sale have been installed to promote social distancing between patrons and employees.
- Touchless payment is available at all points of sale.
- Cashless transactions will be the only option in Fall 2020.
- All patron self-service options are suspended.
 - Areas once self-service have been repurposed to stock prepackaged grab-and-go items.
 - Areas such as self-service have converted to full service dining options.
 - All shared food items have been converted to be available upon request:
 - Cups and lids
 - Utensils
 - Condiments

Revolutionary Road Ahead:

We at Auxiliary Enterprises believe that we have the structure, tools and resources available to implement the Dining Services Health & Safety Plan at any level and under any circumstance. We are ready, willing and able to be leaders in our industry and at the University of Massachusetts Amherst. That is what we do. Our mission statement, vision and values will act as our compass, as it does in all things—keeping us on track during this unprecedented time—we will not lose track of who we are and why we are here in the first place.

References:

1. Symptoms of COVID-19 <https://ehs.umass.edu/sites/default/files/Know%20the%20Symptoms.pdf>
2. Massachusetts Safety Standards and Best Practices <https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces>
3. COVID_19 Daily Self Checklist <https://ehs.umass.edu/sites/default/files/COVID%20Checklist-v2-4.30.pdf>
4. Face Coverings FAQ <https://www.umass.edu/coronavirus/news/face-coverings-faq>
5. Wearing is Caring
6. UMass Dining Services Face Covering Standard Operating Procedure
7. Information Regarding Social Distancing <https://ehs.umass.edu/sites/default/files/SOCIAL%20DISTANCING%20FLYER.pdf>
8. When to Seek Care <https://ehs.umass.edu/sites/default/files/When%20to%20Seek%20Care.pdf>
9. Proper Handwashing Techniques <https://www.cdc.gov/handwashing/when-how-handwashing.html>
10. Information regarding reopening of the State of Massachusetts <https://www.mass.gov/doc/reopening-massachusetts-may-18-2020/download>
11. Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020 <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
12. Return to work after Covid-19 Isolation information <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>
13. National Restaurant Association Handwashing Guide
14. Handwashing and Glove Use Tool
15. Pre Shift Staff Member Checklist
16. Pre Meal Form
17. Cleaning and Disinfecting: For Food Locations
18. Chemical Sign Out Form
19. Sanitizing and Disinfecting Log

[**Mandatory Safety Standards Poster \(Español\)**](#) (PDF 218.5 KB)

[**Mandatory Safety Standards Poster \(Korean\)**](#) (PDF 248.44 KB)

[**Mandatory Safety Standards Poster \(Khmer\)**](#) (PDF 947.73 KB)

[**Mandatory Safety Standards Poster \(Haitian Creole\)**](#) (PDF 1.11 MB)

[**Mandatory Safety Standards Poster \(Simplified Chinese\)**](#) (PDF 247.8 KB)

[**Mandatory Safety Standards Poster \(Traditional Chinese\)**](#) (PDF 1.51 MB)

[**Mandatory Safety Standards Poster \(Arabic\)**](#) (PDF 267.04 KB)

[**Mandatory Safety Standards Poster \(Vietnamese\)**](#) (PDF 281.94 KB)

[**Mandatory Safety Standards Poster \(Gujarati\)**](#) (PDF 248.61 KB)

[**Mandatory Safety Standards Poster \(Portuguese\)**](#) (PDF 210.5 KB)

CORONAVIRUS (COVID-19)

**KNOW THE
SYMPTOMS**University of
Massachusetts
Amherst**FEVER, COUGH, SHORTNESS OF BREATH, SORE THROAT –
THEY CAN BE MILD TO SEVERE**

The virus spreads through close contact – within 6 feet of someone infected

TAKE EVERY DAY PRECAUTIONS**WASH YOUR
HANDS****DON'T TOUCH
YOUR FACE****MAINTAIN SOCIAL
DISTANCE AS MUCH
AS POSSIBLE**
(6 feet distance)**STAY HOME AS
MUCH AS YOU CAN**

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[UMass.edu/coronavirus](https://umass.edu/coronavirus)

EMPLOYER GUIDANCE

Mandatory safety standards for workplaces



SOCIAL DISTANCING



All persons, including employees, customers, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces



Establish protocols to ensure that employees can practice adequate social distancing



Provide signage for safe social distancing



Require face coverings or masks for all employees

HYGIENE PROTOCOLS



Provide hand washing capabilities throughout the workplace



Ensure frequent hand washing by employees and adequate supplies to do so



Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site

STAFFING & OPERATIONS



Provide training for employees regarding the social distancing and hygiene protocols



Employees who are displaying COVID-19-like symptoms do not report to work



Establish a plan for employees getting ill from COVID-19 at work, and a return-to-work plan

CLEANING & DISINFECTING



Establish and maintain cleaning protocols specific to the business



When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed



Disinfection of all common surfaces must take place at intervals appropriate to said workplace

COVID-19 Daily Self Checklist



Review this COVID-19 Daily Self Checklist **each day before reporting to work.**

If you reply YES to any of the questions below, STAY HOME (with pay) and follow the steps below:

- Step 1: Call your supervisor and
- Step 2: Call or Email the COVID-19 HR Response Team at 413-687-2283 or COVID19HR@umass.edu.

If you start feeling sick during your shift, follow steps 1 and 2 above.

Do you have a fever (temperature over 100.3°F) without having taken any fever reducing medications?

- ☐ Yes
☐ No

Loss of Smell or Taste?

- ☐ Yes
☐ No

Muscle Aches?

- ☐ Yes
☐ No

Sore Throat?

- ☐ Yes
☐ No

Cough?

- ☐ Yes
☐ No

Shortness of Breath?

- ☐ Yes
☐ No

Chills?

- ☐ Yes
☐ No

Headache?

- ☐ Yes
☐ No

Have you experienced any gastrointestinal symptoms such as nausea/vomiting, diarrhea, loss of appetite?

- ☐ Yes
☐ No

Have you, or anyone you have been in close contact with been diagnosed with COVID-19, or been placed on quarantine for possible contact with COVID-19?

- ☐ Yes
☐ No

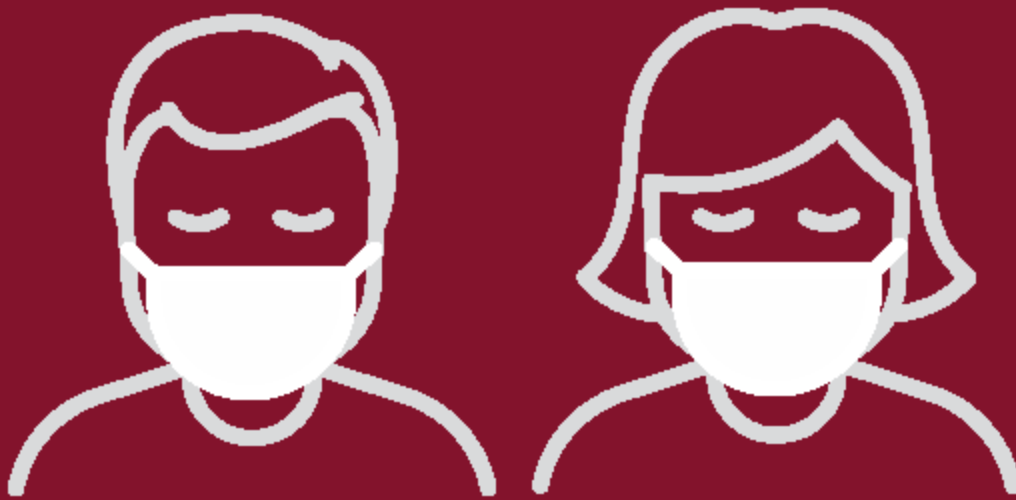
Have you been asked to self-isolate or quarantine by a medical professional or a local public health official?

- ☐ Yes
☐ No

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WEARING IS CARING.

All individuals are required to wear face coverings in public places (indoors and outdoors) where social distancing (6 feet) is not possible.



**HELP SUPPORT THE HEALTH OF
THE UMASS AMHERST COMMUNITY**

For more information, please visit
umass.edu/coronavirus

UMassAmherst
Environmental Health and Safety

HELP PREVENT COVID-19 WITH **SOCIAL DISTANCING**

University of
Massachusetts
Amherst

HAVE TO GO OUT? KEEP 6 FEET OF DISTANCE BETWEEN YOU AND OTHERS WHENEVER POSSIBLE.

WHY DOES IT MATTER? IT CAN HELP LIMIT THE SPREAD OF CORONAVIRUS (COVID-19).

WHAT IS IT? STAYING AWAY FROM CLOSE CONTACT IN PUBLIC SPACES, AVOIDING LARGE CROWDS & GATHERINGS.



Call/Facetime/
online chat with
friends and family.



Stay home as much
as you can.



If you must go out:

- Don't gather in groups
- Stay 6 feet away from others
- Don't shake hands or hug



And please
continue to
wash your hands
frequently.

CORONAVIRUS (COVID-19)

WHEN TO SEEK CARE

University of
Massachusetts
Amherst

IF YOU'RE EXPERIENCING COVID-19 SYMPTOMS –
HERE ARE GUIDELINES ON WHAT TO DO NEXT.



STAY HOME

If you are worried, but well, please stay home.

Going to a hospital or a doctor's office when well adds a higher number of people and can overwhelm the healthcare system.

If you need emotional support during this time: Students call CCPH (413) 545-2337, Faculty and Staff call FSAP (413) 545-0350 or email cag@umass.edu



CALL FOR HEALTH ADVICE

If you are sick with mild or moderate symptoms of COVID-19.

- UMass students and UHS patients: Call the Triage Advice Nurse at (413) 577-5229
- Faculty and Staff: Call your health care provider before going to their office



SEEK CARE

If you are sick and feel you have an emergency, call your health care provider or seek medical care. If you call 911 please alert them of your COVID-19 symptoms.

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[UMass.edu/coronavirus](https://umass.edu/coronavirus)

Handwashing

How to wash hands (should take at least 20 seconds):



1. Wet hands and arms. Use running water as hot as you can comfortably stand. It should be at least 100°F (38°C).



2. Apply soap. Apply enough to build up a good lather.



3. Scrub hands and arms vigorously. Scrub them for 10 to 15 seconds. Clean under fingernails and between fingers.



4. Rinse hands and arms thoroughly. Use running warm water.



5. Dry hands and arms. Use a single-use papertowel or hand dryer. Consider using a paper towel to turn off the faucet and open the restroom door.

3-6



Hand Hygiene and Glove Use Observation Tool

Date of Observation _____	Locations _____	Time Observed _____
Opportunity Assessed	Adequacy of Cleaning	Break in Compliance
A. Before start of shift	Adequate (20 seconds or more)	1. Touch face
B. Before putting on gloves	Inadequate (<20 seconds)	2. Touch hair
C. After changing gloves	Noncompliant (not done)	3. Using phone
D. After touching high touch surfaces	Not drying hands properly	4. Touch glasses
E. Periodically during shift		5. Touch non sanitized items w/gloves
F. After returning from break		6. Blowing nose, cough, sneeze
		7. Touching garbage
		8. Eating food

[illegible]

Hand Hygiene and Glove Use Observation Tool

Pre Shift Staff Member Checklist

Date: _____

Shift: _____

Manager on Duty: _____

Health & Safety Champion: _____

[illegible]

Pre-Shift Briefing

Mangers on Duty

Supervisors on Duty

Chef / Head Cooks on Duty

Date _____

***Did You Perform Your
Daily Self Health
Check Today?***

Daily Focus

<i>Key Allergens</i>	Portion	Eggs	Milk	Nuts	Gluten	Soy	Fish	Corn	GF	Vegan	Sesame

Health & Safety

Health & Safety Champion:
Health & Safety Focus:
Health & Safety Action Item:
All Areas Cleaned and Sanitized: Y / N
All Staff Members Washing hands: Y / N

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Cleaning & Disinfecting: For Food Location (Auxiliary Enterprises) Employees at the University of Massachusetts relative to COVID-19 issues – Date: April 1, 2020

For Cleaning Non-Food Contact areas/items (Maintainers)

1. If items are dirty, greasy, or sticky, use hot soapy water first. Then,
2. **CLEAN** All areas with the Peroxide Multi-Surface Cleaner, by spraying, wetting the area, and wiping per usual cleaning.
3. **CLEAN** “High-Touch” or frequently touched items and surfaces periodically throughout your shift. Return to these same “High-Touch” surfaces to disinfect as directed below.

For Disinfecting Non-Food Contact areas/items and “High-Touch” areas/items (Maintainers)

4. Examples of “High-Touch” items are items or locations that are frequently touched: doors, door handles, railings, faucets, light switches, bathroom fixtures, equipment handles, etc.
5. **DISINFECT** previously cleaned hard surfaces with Peroxide Multi-Surface Cleaner by spraying it and keeping it **wet for three (3) minutes**. Do not wipe it. Let it Air Dry. If it air dries before the three minutes is up, spray it again. Disinfect all “High Touch” items/areas at least **4 times per day** per supervisor instructions.

For Cleaning and Sanitizing Food Contact areas/items in Food Prep areas (Food Handlers)

6. If items that are dirty, greasy, or sticky, use hot soapy water first. Then,
7. **CLEAN** all areas with the Peroxide Multi-Surface Cleaner, by spraying, wetting the area, rinsing, and wiping per usual cleaning.
8. **SANITIZE** by Spraying with Oasis 146 Quats and keep **wet for 1 minute**; do not wipe. Let Air Dry.

For Disinfecting Food Contact areas/items due to High-touch, or Incident (Food Handlers)

9. If there is a food contact item that needs to be disinfected, then **DISINFECT** it with Peroxide Multi-Surface Cleaner by spraying it and keeping it **wet for a minimum of three (3) minutes**. Let it Air Dry. If it air dries before the three minutes is up, spray it again. Let it Air Dry.
10. **After this disinfected (food contact) surface has dried, Rinse with potable water and then re-sanitize** by Spraying with Oasis 146 Quats and keep **wet for a minimum 1 minute**; do not wipe. Let Air Dry.

**University of Massachusetts at Amherst
Auxiliary Enterprises
Chemical Sign out Form**

Date: _____

Shift: _____

Manager on Duty: _____

Health & Safety Champion: _____

[illegible]

**University of Massachusetts at Amherst
Auxiliary Enterprises
Cleaning, Sanitizing and Disinfecting Log**

Date: _____

Shift: _____

Manager on Duty: _____

Health & Safety Champion: _____

Staff Member: _____

[illegible]