Great Western Dining
COVID-19 Emergency Service Plan
Update 3-3-2020

Great Western Dining will implement the following outlined procedures in the case of an emergency on campus. While these procedures attempt to respond directly to controlling COVID-19, much is unknown about the virus and any unique circumstances will dictate actual operating procedures.

It is Great Western Dining’s responsibility to maintain service at the college campus (as operable) and be prepared to feed up to the current meal plan board count / or the number contractually agreed upon, on a limited menu.

Direction of food service operations will be under the leadership of the Food Service Director or other lead person as designated by the Food Service Director. This person under the direction of the District Manager, has responsibility and authority to make decisions for Great Western Dining on campus.

Once an emergency has been declared by the campus, it is the responsibility of the Food Service Director to make contact with an appointed campus contact to initiate an emergency feeding plan. In the absence of the Food Service Director a "Person In Charge" (PIC) will be appointed by the District Manager and remain the PIC until released by the Food Service Manager or District Manager.

Once contact has been made with the appropriate campus representative the following steps will be followed:

**Establish an inventory of assets**
- Unit will determine staffing available
- Unit will determine how functional staffing will be
- Unit will take inventory of usable products

As the severity of an emergency is identified GWD will transition into the proper feeding plan. During this phase the following items will be addressed:
- Who is the population that is being fed
- What meals and hours of service are appropriate
GWD will determine the need to seek additional support and resources

- Notify Corporate of situation and establish communication with district level or above
- How large is the emergency and from where will future supplies be obtained
- Establish staffing relief plan
- Review and contact local and regional supplier lists

Based on the severity of the emergency and the impact on the campus and region the following steps can be taken

- Meal service should be curtailed but no less than two meals per day
- Menu selection initially will be limited to supplies on hand. Suppliers will be contacted, and supply lines established so menu selection will reflect availability

The following emergency steps will be taken

- All self-serve bars and foods will be removed
- Only disposable items will be used
- Utensils will be disposable and prepackaged if available
- All items being used by guests will be disposable and wrapped separate when possible. Items such as stir sticks, straws, sugar and sweeteners will not be self-served
- All foods will be served by staff wearing face masks, gloves and using proper serving methods
- Foods will be prepared using STRICT and safe methods and reduced to items not requiring extended preparation
- All kitchens and service areas will be sanitized and cleaned every 15 minutes
- Staff will clean and sanitize hands and change gloves upon serving, several times during serving and any time when changing tasks
- All steps and measures to will be taken to keep a clean and safe dining area
- Beverages will not be self-serve and only limited options available
- If a quarantined student situation occurs, the college will need to facilitate plans for meal pickup in a designated location not in any location in proximity to a quarantine area

Minimum meal service should be:

- Beverage (milk, juice or water)
- Entrée (hot or cold protein or protein/starch based)
- Fruit (fresh or canned)
- Starch/Legume (rice, pasta, bean or bread)