

Appendix K: Dining Service Plan

Residential & Campus Dining

The dining facilities are readily used by students, faculty, and staff as part of the residential experience and for shared social gatherings over meals. As campus reopens, the Clarkson Community will continue to have a variety of food, nutrition, and dietary options to consider; however, the dining experience, ordering, and packaging has been altered to accommodate new health and safety guidelines.

Meal Plan & Retail Payment

- Students on a University meal plan will use an application (DishOut) to determine menu selection, place food orders, and pick up/delivery time and location
 - Menu supported by In My Kitchen and Simply To Go modules
 - Students to utilize DishOut to make menu selections, learn about promotions, and determine safest traffic route to stations
 - Software allows “heat mapping” technology to be deployed to reduce capacity and wait times
- Faculty/Staff/Non-meal plan orders (e.g. graduate students, retail purchases) ordering from dining locations will use the same application (DishOut) to place an order and schedule a pick up/delivery time and location
- Meals will be ordered in advance as listed above and picked up “takeaway/to-go” only
- All payments will be touchless, using DishOut app. (meal swipe, DB, credit/debit cards accepted)
 - **Change for the academic year Fall 2020 - Spring 2021 - KnightCard will not be accepted at Campus Dining locations**
 - **KnightCard can continue to be used at community locations and campus vending**
- Students on meal plan who desire “all you care to eat” option will have an ability to order multiple meals via the Ross-Brooks dining location for one meal swipe (same location that has traditionally served as the only “all you care to eat” option on campus)
- Student meal plans begin with brunch on August 16th and end with dinner on November 24th
- For dining information regarding self-isolation / quarantine, please review the [Positive Case Response Plan](#)

Dining Locations, Social Distancing, and Safety

- Dining locations include the Student Center Servery, Ross-Brooks Cafeteria, Concrete Cafe, and Cheel clients may expect and/or utilize the following features and plans.
- Adjustments in seating availability, due to NYS government regulations, and set capacity of dining spaces clearly marked
- Clear signage delineating traffic patterns and queuing space to ensure social distancing
- Capacity limits are currently 50% (as of June 28, 2020 and subject to change)

- Additional seating will be available throughout campus and outside of the Student Center
- As patrons enter the dining location, they will experience:
 - Touchless entry options, if practicable, along with enhanced sanitation procedures in the entryway, including hand sanitizing stations
 - A welcome center displaying instructions for the floor traffic pattern, a menu format at each station, and any other safety and service expectations required
 - Greeting by dining staff, standing behind a plexiglass barrier and equipped with appropriate PPE, at the checker stand
 - Augmented signage – at eye level – that includes floor decals to reinforce traffic patterns and social distancing resident dining student journey
 - A travel pattern allows them to efficiently move from the Welcome Station to their selected stations to pick up food/beverages
 - Stations, attended by uniformed staff, who are wearing and using appropriate PPE
 - Staff frequently sanitizing serving stations for safety and disinfection
 - Efficient station designs for each menu module to ensure quality selection and service and optimal sanitation standards
 - Tables that are cleaned and disinfected after each use and free of any items like salt/pepper shakers or napkin dispensers
 - Designated instructions along the way for returning dishes, if available, and/or disposing of packaging or waste into marked receptacles
- Meal packaging that is appropriate to the specified menu item, along with wrapped utensils, napkin, and portioned condiments
- No personal refillable containers to be utilized in the dining room, to ensure safety for our staff and guests
- Menu toppings and condiments to be portioned by the attendant
- Reusable dishware and utensils, if available, to be stored behind the service area and distributed by the attendant in a sanitary fashion

Dining Staff is expected to adhere:

- Prior to leaving home, staff members must follow the [Policy on Employee COVID-19 Safety Measures](#)
- When traveling to and from work, staff members should avoid public transportation and/or rideshare services whenever possible.
- Each location must establish the proper entrance to the location or work area: where a team leader will greet them, observing for any health concerns and/or symptoms, ensuring that they have all components of the uniform and have all appropriate PPE
- All staff members adhere strictly to the Sodexo Self-Screening Check, as per health + safety guidelines.
- The time clock and immediate area must be set up to demonstrate social distancing with sanitizing standards in place after each use, as per health + safety guidelines.