

Great Hall Catering COVID-19 Guidelines

The following document is a guideline and framework for the safe environment within Great Hall Catering for our staff and customers.

All guidelines will be open for adaptation as required based on guidance from the government and local public health authorities.

Information Sources:

For the most up-to-date information, please visit the Middlesex London Health Unit website.

<https://www.healthunit.com/novel-coronavirus>

<https://www.uwo.ca/coronavirus/>




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General

- ✓ Proper signs for physical distancing
- ✓ Controlled and limited entry to facilities
- ✓ Recommending individually prepared meals for pickup or delivery service
- ✓ Masks wearing is mandatory for all staff, students and visitors
- ✓ Gloves will be worn when delivering and handling food
- ✓ Sanitizer provided in not already present
- ✓ Services for pickup and delivery should be set up in low traffic areas with proper distancing; one entry and one exit point where possible

GREAT HALL CATERING

EVENT SAFETY PRACTICES

-  Maintain a physical distance of 2m while taking food
-  Wash or sanitize hands before and after eating
-  Do not share utensils with others

WORKING TOGETHER FOR
A SAFER CAMPUS COMMUNITY



Physical Distancing

Great Hall Catering has added the following measures of safety to allow for proper physically distancing of our staff and our customers.

BOH (Back of House)

- ✓ Signage in change rooms indicating one person at a time; i.e. 6 feet apart
- ✓ Relocated break area to the Green Leaf Café to allow for proper physical distancing of staff
- ✓ Hand sanitizer provided on all breakroom tables
- ✓ Signs to remind frequent handwashing
- ✓ Relocated coffee service prep area to the servery area to provide more area for chefs and cooks to physically distance in the main kitchen
- ✓ Signage on elevators and other small spaces to indicate acceptable capacities
- ✓ Maximum of two people in the Catering office at one time, ensuring workspaces are 6 feet apart. Shared devices sanitized after each use
- ✓ Removal of shared pens and office supplies; please sanitize as you use

FOH (Front of House)

- ✓ Removable floor mats to help guests maintain adequate distancing; mats can be moved and removed without damaging the surfaces
- ✓ Signs, posters, table tents posted throughout buildings reminding to physically distance
- ✓ Physically distancing capacities added to EventWorX
- ✓ Compiled listing of possible exterior gathering places
- ✓ Reduce traffic through kitchen by keeping all deliveries to 2nd floor loading dock area only; drivers to call upon arrival
- ✓ Limit external client visits by conducting meetings by phone or zoom where possible



Locations

- ✓ The Great Hall and additional spaces may be used on campus for larger groups with "wave style" pick-ups of bagged lunches in 15-20 minute intervals
- ✓ Green Leaf Café will be temporarily closed
- ✓ The Angry Goose food truck will operate for lunch service on a rotating location throughout campus
- ✓ Great Hall Catering will provide home delivery and curbside services as required
- ✓ The Bookstore will operate in the Great Hall for curbside pickup only at required times throughout the academic year

Health Safety & Sanitation

In addition to our regular health and safety standards, Great Hall Catering has added the following process to our sanitation routines.

- ✓ Updated daily infection control cleaning checklists for each area to reflect new COVID-19 guidelines (including carts, green racks, vans, contact surfaces), to be completed **daily**, submitted to office for management review weekly

ICC January 2020 - GHC DISHROOM.XLSB

**INFECTION CONTROL CHECKLIST
GHC - DISHROOM**

DATE:	WASHED INITIAL					SANITIZED INITIAL					SUPERVISOR NOTIFIED							
	M	T	W	T	F	S	M	T	W	T	F	S	M	T	W	T	F	S
OPENING TASKS																		
Dry storage door handles																		
COMMENT																		
Sanitizer dispenser elevator																		
COMMENT																		
Elevator call button (each floor)																		
COMMENT																		
Ice Machine door & scoop																		
COMMENT																		
3 Compartment Sink																		
COMMENT																		
Back Door: sanitizer station																		
COMMENT																		
All fridges and freezer handles																		
COMMENT																		
Bar office door handle/keyboard - mouse																		
COMMENT																		
All hand sinks & soap dispensers																		
COMMENT																		
Mop broom handles																		
COMMENT																		
Push plates on doors to dishroom (both)																		
COMMENT																		
Slicer - check for food debris																		
COMMENT																		
Can opener check for food debris																		
COMMENT																		
OTHER AREAS WASHED AND SANITIZED																		
ADDITIONAL TASKS																		
ADDITIONAL COMMENTS																		
DATE:											CHEF SIGNATURE:							

2/10/2020

Prepared by GREAT HALL CATERING

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**INFECTION CONTROL CHECKLIST
Angry Goose – Sanitization Schedule**

EQUIPMENT REQUIRED: Green Soap, Green Bucket, Water, Sanitizer Spray Bottle, Cloths x2, and Garbage Bags

****DEBIT KEYPAD CLEANED AFTER EVERY TOUCH****

DATE: _____ ARRIVAL: TIME _____

AREA/ITEM	WASH COMPLETED	SANITIZE COMPLETED	COMMENTS/ CORRECTIVE ACTION
Service Counter			
Hand Sanitizer Dispensers			
Garbages	Empty	As Required	

11:00 am

AREA/ITEM	WASH COMPLETED	SANITIZE COMPLETED	COMMENTS/ CORRECTIVE ACTION
Service Counter			
Hand Sanitizer Dispensers			
Garbages	Empty	As Required	

1:00 pm

AREA/ITEM	WASH COMPLETED	SANITIZE COMPLETED	COMMENTS/ CORRECTIVE ACTION
Service Counter			
Hand Sanitizer Dispensers			
Garbages	Empty	As Required	

End of Day

AREA/ITEM	WASH COMPLETED	SANITIZE COMPLETED	COMMENTS/ CORRECTIVE ACTION
Service Counter			
Hand Sanitizer Dispensers			
Garbages	Empty	As Required	

LAST TASK: TRANSPORT GARBAGE BACK TO SOMERVILLE, SANTIZIER ALL CARTS
COMPLETED BY: _____
SUPERVISOR: _____

✓

- ✓ Hand sanitizer provided at key high-touch areas; entrances, exits and all event spaces, including deliveries
- ✓ Continued proper and frequent handwashing throughout entire shift with enhanced reminders to staff on the importance of more frequent handwashing and the risks of touching your face with your hands
- ✓ Staff uniforms to be inspected at each shift by supervisors; Uniforms should be clean and freshly laundered for each shift
- ✓ All standard personal hygiene, uniform and jewelry policies remain in place

- ✓ Masks are mandatory for all staff, students and visitors on campus; Mask are only permitted to be removed during the consumption of food or beverage
- ✓ All Chefs, Cooks and employees in contact with food must wear disposable PPE provided by Western

Staffing

- ✓ All staff must self-report before coming to work at my human resources

<https://www.uwo.ca/coronavirus/questionnaire.html>

- ✓ Stay at home if you feel unwell and complete the Absence Notification Tool and notify your supervisor by logging into the MyHR website

<https://myhr.uwo.ca>

- ✓ Any staff unwell will be sent home immediately
- ✓ All breaks will be in Green Leaf Café, with physically distanced tables
- ✓ No eating in servery area
- ✓ No eating or drinking unless in designated break space
- ✓ Prep area in Somerville House 3320, Garden room
- ✓ All Great Hall Catering staff will be working varied shifts in different service styles, locations and times

Delivery & Pickup Services

- ✓ Disposable Service
- ✓ Contactless curbside pickup process available at Somerville House Loading dock
- ✓ Home deliveries available with contact less drop off safe practices
- ✓ Sanitizers provided with all on campus deliveries if one in not present
- ✓ Signage provided with each delivery; best practices, GHC commitment to safety

- ✓ Mandatory masking
- ✓ Gloves worn after hand sanitizing
- ✓ Physical distancing

Alcohol Service

- ✓ Alcohol services are temporarily unavailable



**GREAT HALL
CATERING**
AT WESTERN

Western University COVID-19 Visitor Expectations

During the COVID-19 pandemic, a number of people will need to come onto the Western campus for consultations, academic purposes, meetings or to deliver products or services such as food items, waste management, compressed gas, equipment installation, maintenance, or others.

For formal events or bookings please visit <https://conferences.uwo.ca/> or contact event@uwo.ca

All visitors to Western must follow these directions with respect to COVID-19 protocols, to ensure the safety of our campus community:



Before coming to campus

- If feeling unwell, stay home.
- Complete the Ontario Public Health self-assessment questionnaire <https://covid-19.ontario.ca/self-assessment/>
- Symptoms of COVID-19 include, but are not limited to: cough, fever, shortness of breath or difficulty breathing, runny nose, stuffy nose, sore throat, painful swallowing, headache, chills, muscle or joint aches, feeling unwell in general, new fatigue or severe exhaustion, gastrointestinal symptoms (such as nausea, vomiting, diarrhea, or unexplained loss of appetite), loss of sense of smell or taste, or pink eye.

Stay up to date on the symptoms related to COVID19 by visiting <https://www.ontario.ca/page/covid-19-stop-spread#section-0>

Once on campus




Practice [physical distancing](#). When possible, stay two metres apart. Wear a non-medical mask/face covering. This is required when in the presence of others and in common and shared spaces on campus. [Wash hands](#) thoroughly and often and avoid touching your face.

Disinfect your work area, equipment and tools frequently. Wear gloves when delivering or removing items from campus locations.

Please visit

<https://www.uwo.ca/coronavirus/health-safety.html> to learn about the steps that Western is taking to keep our campus community safe.



 <p>Take Care of Yourself</p>	<ul style="list-style-type: none">• Monitor for symptoms of COVID-19 and report to a medical professional if you experience a fever of 37.5 C or higher, fatigue or muscle aches, loss of taste or smell, chills, or new/worsening respiratory illness symptoms such as cough, shortness of breath, sore throat, runny nose or difficulty swallowing• Wash your hands thoroughly and often and avoid touching your face• Use hand sanitizer when you're unable to wash your hands• Get vaccinated for the flu• Modify your actions and encourage others to do the same as guidelines and recommendations adapt over time
 <p>Take Care of Each Other</p>	<ul style="list-style-type: none">• Practice physical distancing, and when possible, stay two metres apart from others• Wear a face covering and other protective gear when in the presence of others and in common and shared spaces on campus• Stay home if you feel ill or after exposure to someone who is ill or has tested positive for COVID-19• Be positive, attentive, and helpful to anyone around you who may be in need of support
 <p>Take Care of Our Community</p>	<ul style="list-style-type: none">• Keep your clothing, belongings, study area, personal spaces, and shared common spaces clean• Adhere to capacity limits as indicated by signage and government regulations• Carefully observe instructional signs and follow directions• Complete the Campus Questionnaire before each class, work shift, or visit to campus

Western is committed to accessibility for persons with disabilities. Please contact takecare@uwo.ca if you require information in an alternate format.

takecare.westernu.ca

