Table of Contents

Purpose.........................................................................................................................................................3
Reopening and Repopulation ........................................................................................................4
Monitoring..................................................................................................................................................18
Containment..............................................................................................................................................20
Shutdown ..................................................................................................................................................21
Appendix A: Dining Services Safety Plan..........................................................23
Appendix B: Follett Book Store Safety Plan..............................................................47
Canisius College intends to be fully in session throughout the academic year 2020-2021 through a multi-modal approach to academics, work and student life. To the greatest extent that the public health situation permits, we seek to teach our students in person and on campus. While we cannot make accurate predictions today about the state of COVID-19 in the months ahead, we are proceeding with all the necessary planning for safely restarting Canisius’ on-campus operations. However, if on-campus operations are disrupted by the pandemic, our fundamental commitment is to continue providing an outstanding, transformative Jesuit education without interruption and without any sacrifice of quality.

Canisius College’s response to the COVID-19 pandemic will be guided by local orders and ordinances of the City of Buffalo and Erie County, as well as the State of New York’s guidelines for responsible operations. The college’s approach is rooted in our core value of *cura personalis* and incarnated in our emphasis on protecting staff, faculty, students, invited guests (e.g., contractors) and the public we interact with. The college cannot, however, guarantee a COVID-19 free campus. Policies, protocols, and procedures will focus on slowing the spread of the disease and protecting the health of every member of our community by adherence to recommendations set forth by federal, state and local health officials. Ongoing education and dissemination of timely and accurate information will be critical in our response efforts to ensure we can safely learn, live, and work together. The health and well-being of our community is critical. Protecting the health of the Canisius College community will require long-term effort and commitment, cooperation, teamwork and understanding – all values that our community has shown in a multitude of ways in recent months.

As we confront this health crisis, Canisius will remain steadfast in the constant pursuit of our mission and ideals as outlined in our Strategic Plan, Canisius 150, and rooted within our Catholic, Jesuit tradition, our reputation for academic and human excellence, and solidarity with the broader community.

Radically different ways of deploying campus resources, including physical spaces, will be necessary as part of establishing new processes to reopen as safely as possible. As we move forward, flexibility will be critical. Our return to learning and discovery on campus will occur in phases of increased activity, and will involve the careful evaluation of data, models and public health recommendations. Protocols will be pragmatic and evolve over time.

Canisius College plans for expanding operations and increasing the presence of faculty, staff and students will be guided by the following criteria:

1. The very intentional effort by all faculty, staff and students in exercising both personal and community responsibility. The combined efforts by all members of the community will create a culture that sustains a healthy and safe on-campus environment.
2. Existing and projected government restrictions (e.g., Stay at Home Orders, Masking Requirements, Physical Distancing, Gatherings, etc.).
3. Non pharmaceutical interventions and mitigation strategies recommended by the Centers for Disease Control and Prevention (CDC) and New York State Department of Health.
4. Resource availability: including staffing, ample supply of personal protective equipment for front line staff, adequate supply of hand sanitizer, EPA registered cleaners and disinfectants known to be effective against COVID-19, face coverings for all campus members, tissues etc.
5. Contact tracing and case management protocols.
6. Physical distancing strategies.
7. Financial feasibility.
8. Alignment with Canisius’ strategic framework that the ramp-up of on-campus activities will support primary mission objectives of the institution (on-campus research; on-campus teaching and instruction; on-campus residential living and learning).
I. REOPENING AND REPOPULATION

A. CAPACITY

**GRIFF PLEDGE: CAMPUS WIDE COMMITMENT TO HEALTH AND SAFETY**

Making the Canisius College campus safe is a shared commitment, and so Canisius requires that every member of our community take the Griff Pledge, which demonstrates that we are all working together to protect one another from COVID-19.

As a member of the Canisius College community, students, faculty and staff commit to the following:

- Rigorously practice hand hygiene by washing or disinfecting hands while on campus and after any interaction with other classmates, employees, or other constituents.
- Practice proper cough and sneeze etiquette.
- Maintain at least six feet separation from other individuals.
- Wear a face covering (over the nose and mouth) for your protection and others. On campus, face coverings are required in all common spaces in buildings including classrooms, conference spaces, hallways, bathrooms, and lounges.
- Continuously self-screen for the COVID-19 symptoms listed above. If symptoms are present, students should notify the Director of Student Health at 716-888-2612 and return to their home or to their room if living on campus. Employees should contact their supervisor and either remain home or leave work immediately. Limit contact with other individuals on campus and contact your healthcare provider for further guidance.
- Keep meetings to 50 people or less and spread out to at least six feet. Utilize Zoom for meetings when needed to maintain social distancing.
- Maintain cleanliness and sanitation in offices, classrooms, common areas and restrooms through removal of unnecessary personal items and debris to create clean counter spaces and support of cleaning efforts on common surfaces. If additional cleaning is needed, please contact Facilities Management.

Any member of the community who comes onto the campus must sign the Griff Pledge prior to coming to campus for the start of the academic year. Failure to sign the Griff Pledge will be considered a violation of the college’s community standards.

**PHASED RETURN OF EMPLOYEES:**

Canisius College followed a data-driven, three-stage plan to gradually return employees to work on campus which began on June 29, 2020. Canisius adhered to all New York State and local health authority guidelines as it implemented the plan. Central to the plan’s goals are the health and safety of employees, the well-being of the community, and careful preparations for the start of the fall semester.

This plan applies to all administrative and staff positions, faculty, and graduate assistants; it does not apply to any employees who were furloughed. Undergraduates not on the college’s payroll, which includes CEEP students, are also excluded. As we progressed through the stages of our return to workplace practices, all existing employment policies continued to be enforced as stated in Volume III of the Canisius College Policy Manual.
The plan will be updated as new guidance becomes available. Additional information was provided from the Office of Human Resources to support this plan, including a Return to Campus Guide and information about the distribution of Canisius masks or other PPE (personal protective equipment).

Four strategies guided actions within each of the three stages leading to normal staffing and operations.

1. **Gradually Increase Staffing.** The college increased staffing incrementally over the summer in stages as operations gradually increased and public safety for increased gatherings was approved. Academic and administrative departments developed a three-stage staffing plan that aligns with the following guidance and had it approved by the appropriate divisional vice president. Supervisors or chairs in each department worked closely with the vice president or dean on their individual plans. The return to work steps outlined below are consistent with current guidance and data from the CDC and from state, local, and college health professionals.

2. **Promote Personal Hygiene.** Scale hygiene practices into cultural norms. Individuals accept some personal accountability for self-care and care for colleagues, their workspaces and common areas.
   - **Social distancing.** Physically stay at least six feet apart and be mindful of others while in enclosed spaces.
   - **Handwashing.** Wash hands often and use hand sanitizers as needed.
   - **Face coverings.** Wear cloth or disposable face coverings while in public and when social distancing is not possible.
   - **Cleaning.** Regularly clean and disinfect frequently touched surfaces, including desks, keyboards, phones, and door handles.
   - **Common areas.** Avoid common areas, group gatherings, and unnecessary walking around campus to support social distancing.

3. **Expand Workplace Innovation.** Continue and expand innovative work practices.
   - **Remote work.** Continue to allow remote work practices and utilize technology as required or appropriate to limit density on campus.
   - **Alternative scheduling.** Consider staggered days and hours to limit the number of people in work spaces.
   - **Work spaces.** Consider changes in layout and design to create natural separation.
   - **Processes.** Identify opportunities to digitize paper processes.

4. **Screen and Monitor Health.** Monitor health to ensure the well-being of our campus community.
   - **Screenings.** Employees are required to complete a personal daily health screening online and confirm with their supervisor each day that they have not been in close contact with anyone with COVID-19 and that they do not have COVID-19 symptoms. This link was emailed to the campus community is posted daily on the college’s My Canisius portal.. The Office of Human Resources receives and reviews all reports. The college will not retain personal health data.
   - **Temperature checks.** As part of the health screening, employees are asked to check their temperatures before coming to work and stay home if they have a fever. Normal temperature should not exceed 100 degrees Fahrenheit.
   - **Self-isolation.** Those who report symptoms of illness are asked to remain home and not report to work that day, contact their healthcare providers for guidance and notify their supervisors.

Note – The below details outlining the Phased Return of Employees was sent to faculty and staff on June 17, 2020.

**STAGE 1 - LIMITED OPENING - JUNE 29, 2020**

In Stage 1, Canisius College plans to return staff and faculty to campus at a maximum of 25% allowable capacity in work areas (i.e., If a building or area has capacity of 100 people, 25 people working are allowed in that space). Priorities include positions that are needed for campus safety or reopening functions, jobs that cannot be effectively completed from home, and are critical to ongoing operations.
The college will allow faculty access to their offices on campus as part of this limited reopening. Laboratory and research activities may resume in accordance with guidelines provided by the Office of Academic Affairs.

The Vice President for Academic Affairs will announce specific guidelines for faculty access to offices. All other personnel should await communication from their direct supervisor about staffing plans.

All employees should maintain social distancing and adhere to all of the hygiene and health monitoring protocols described above. Remote work will continue for positions that can perform work duties from home with approval from the supervisor. Gatherings up to 25 are allowable as long as physical distancing can be maintained and safety protocols (e.g., face masks/coverings) are followed.

The target date for Stage 1 is June 29. Canisius will maintain operations consistent with Governor Cuomo’s Executive Orders as faculty and staff return to campus.

During this limited reopening period, the college will not have all permanent signage in place; however, departments and offices that are reopening will be provided approved signage to post about personal hygiene, health monitoring protocols, and social distancing requirements. The Office of Human Resources will distribute reusable face coverings as faculty and staff return to work.

**STAGE 2 - RAMP UP - JULY 13, 2020**

In Stage 2, Canisius will bring back additional staff to increase capacity to 50% and functionality as needed. Employees will maintain workspace habits on social distancing and hygiene and protocols described in Stage 1.

The target date is Monday, July 13. Supervisors need to be flexible to accommodate those in vulnerable populations and continue to implement process improvements, including digitizing paper processes and using technology to limit gatherings. To support the strategies in Stage 2, the College will:

- Provide face coverings to all employees when they return to campus
- Provide additional PPE to employees whose jobs require it
- Adjust schedules, shifts, and reporting requirements to help ensure flexibility and social distancing
- Enhance cleaning and provide additional cleaning products
- Maintain health logs of self-reported information to support contact tracing efforts of the local health department
- Provide guidance to improve work space design
- Install signage to support social distancing and additional hygiene measures.

Department supervisors and the Vice President for Academic Affairs will communicate with staff and faculty about the increased staffing plans.

**STAGE 3 - THE NEW NORMAL - AUGUST 3, 2020**

In Stage 3, Canisius will implement a “new normal” with a return to full-staffing levels, although, the college may continue to utilize remote work arrangements, alternative scheduling, and other measures as needed to maintain social distancing and flexibility. The target date is Monday, August 3.

Those in vulnerable populations may return to campus, but supervisors retain the ability to make accommodations as needed. During this stage, Canisius will prepare for the arrival of students on campus for face-to-face instruction. Guidelines for gatherings and other protocols may change.

**STUDENTS ARRIVING ON CAMPUS**
The health and safety of our students, faculty, and staff remain the highest priority in our reopening plans. We have developed a series of health protocols to mitigate risk and promote the safety of the learning environment. These protocols include the following:

- **Health Hazard Reduction:** This is aimed at reducing or eliminating risk via the quarantine requirements noted above, regular health screening, and contact tracing efforts to ensure that people carrying the virus and their close contacts do not come to campus. As part of this process, it will be recommended that students participate in the daily health monitoring Mobile App.

- **Density Reduction:** We are focused on limiting the number of students, faculty, and staff on the campus and in the classrooms, and accommodating vulnerable populations.

- **Engineering Controls:** Improvements to campus HVAC systems and air circulation, will mitigate risk.

- **Administrative Controls:** These efforts protect our community with behavioral changes, through signage, training, and regular communication, to promote social distancing and reshape the way we live, work and study.

- **Personal Protective Equipment:** Face coverings, which will be provided to students as a critical component of risk mitigation, will be required at all times in all common, public areas, except in areas designated for eating or when in private quarters.

Undergraduate and graduate students enrolled in the College of Arts and Sciences, the Wehle School of Business, and the School of Education and Human Services will begin the academic semester as planned on August 31. Canisius has eliminated the Labor Day and fall break, making the last day of in-person classes November 24, when we break for the Thanksgiving holiday. After that date, all remaining instruction will move online. Undergraduate students will not be required to return to campus. Anyone who wishes to remain in the residence halls and access available dining and student services will be able to do so by registering with Student Life.

Canisius plans to stagger the arrival of undergraduate students on campus. A comprehensive schedule includes plans for students who must arrive on campus early in accordance with New York State’s travel advisory and quarantine requirements. The college plans to host face-to-face New Student Orientation programs this year, but unfortunately, it will be limited only to students. No family or parent events will be held on campus because of social distancing requirements. However, virtual events are being developed for parents and families so that they can stay informed and keep connected to Canisius.

**Canisius encouraged all students of our campus community to stay at home, insofar as practical, and to associate only with immediate family members in the two weeks prior to returning to campus.** We believe that taking proactive steps including encouraging the entire Griff community to self-quarantine two weeks prior to arrival adds to our safety and gives us momentum as we start the semester.

All individuals entering New York from restricted states and other countries were required to self-quarantine for 14 days. This mandatory quarantine applied to everyone (residential and commuter students), including those who have tested negative for COVID-19. For more information on New York State’s quarantine requirement, please read the state’s FAQ.

For students, there were a few ways to satisfy this quarantine requirement:

- The first option was to make alternative off-site plans for quarantining. Click here for more information--https://www.canisius.edu/commencement/buffalo-travel-information. Students could also use other hotels, including those outside of the metropolitan area that are in any state that is not on the list of restricted states. Students could also quarantine with a family member or family friend who lives in New
York or one of the other states not designated as a “Hot Spot.” In this case, students were required to submit a NY State Traveler Health Form and email a screenshot of the confirmation received to Mr. Al Pilato, Associate Director of Student Life at pilato1@canisius.edu.

- The second option was to remain home and begin classes online, until the student’s state is removed from the restricted-state list. The college is flexible in working with students on their plans to join Canisius College’s on-campus community at whatever time in the semester this becomes a comfortable and viable option for them and their families. If students choose this option, they were asked to contact the associate dean of their respective college/school:
  - Wehle School of Business: Laura McEwen (mcewenl@canisius.edu)
  - College of Arts & Sciences: Dr. Phil Reed (reedp@canisius.edu)
  - School of Education & Human Services: Dr. Lorrei DiCamillo (dicamill@canisius.edu)

- The third option pertained to residential students only—if a student entered from a restricted state or another country and was planning to live in College housing, they were able to quarantine in Canisius housing with assigned roommates (if applicable) and rooms or suites are considered a living/family unit under these circumstances.

B. PERSONAL PROTECTIVE EQUIPMENT

Face Coverings: All students, faculty, staff and visitors are required to wear face coverings that completely cover mouth and nose at all times when on campus, in both indoor and outdoor spaces when social distancing of at least six feet is not possible. The only times face coverings are not required are when students are (1) in their bedroom/suite/apartment with only their roommate or suite/apartment mates, (2) eating with adequate physical distancing, or (3) undertaking personal grooming. Canisius will be providing two cloth face coverings to all students, free of charge. Students are expected to obtain additional face coverings as needed and to launder and care for their cloth masks according to the CDC’s instructions on use of and care for face coverings.

C. TESTING

Students arriving on campus are not required to be tested for COVID-19 unless they are symptomatic. However, all faculty and staff are required to complete a daily health screening prior to reporting to work on campus. Faculty and staff returning to work prior to the start of the academic year will utilize a Qualtrics-based online survey to report their daily health and travel activities. A mobile app, Campus Clear, will be available for student use upon arrival in the fall. Students will be encouraged to utilize this daily self-monitoring tool whenever they are on campus. Results will be assessed periodically by our designated team in the Office of Student Health. If anyone reports symptoms or has been exposed to someone potentially infected, the college will initiate its protocols to care for the student and contain, monitor and track illness.

D. STUDENT HOUSING/RESIDENCE LIFE
Residence Hall occupancy has been reduced so that density in each building has been decreased in response to CDC guidelines to provide a safe living and learning environment. Undergraduate students who have roommates will be considered a family unit, which will enable us to monitor, quarantine and isolate students efficiently if cases of infection occur.

Graduate students will be able to arrive on campus for classes consistent with their specific program schedule.

**Before Students move into campus housing**, they must provide several items:
- Insurance information
- Updated emergency contact information
- Release to speak with parents/guardians regarding potential diagnosis of COVID-19 and isolation and/or quarantine protocols.
- Release from the student allowing Student Health to communicate with Student Life and for Student Life to communicate with parents and/or caregivers.
- Waiver indicating that residential students living within 250 miles of campus will be asked to return to their home if required to go into isolation or quarantine until they are cleared by a medical professional to return to campus housing.

**Student Housing Reduced density plan:**
- Upperclassmen will be able to select apartments as designated capacity.
- Bosch and Frisch = 254 freshmen or 4.2 students to a bathroom and 2.1 shower
- Dugan = 197 or 12.8 to a bathroom and 6.4 to shower
- Village = 128 or 2.1 students to a bathroom
- Delavan = 193 students or 2.1 students to a bathroom
- Total projected residence housing = 772 (62% of total capacity)

**Guidelines for opening residence halls:**
- Refer to Section on Campus-Wide Sanitation for residence hall cleaning schedules.
- Refer to Section on Campus-Wide Sanitation for location of sanitizer stations.
- Elevator occupancy will be limited to maximum capacities as follows:
  - All locations: Maximum of four (4) persons, all must wear face coverings.
- Lounge occupancy will be limited to maximum capacities as follows:
  - Dugan: Eight (8) persons at a time.
  - Bosch & Frisch: Six (6) persons at a time.
  - Face coverings required.
- Designated travel direction in stairwells to eliminate cross traffic.
  - Dugan: Middle stairwell to travel up/enter; End stairwells travel down/exit.
  - Bosch & Frisch: Middle stairwell to travel up/enter; End stairwell travel down/exit.
  - Village: Front stairwell to travel up/enter; Rear stairwell to travel down/exit.
  - Delavan A: Stairwell 1 (east end) and Stairwell 3 to travel up/enter; Stairwell 2 & Stairwell 4 (west end) to travel down/exit.
  - Delavan C & D: East stairwell to travel up/enter; West stairwell to travel down/exit.
- Designate one entrance for each building.
- Visitation policy suspended.
- Laundry rooms occupancy will be limited to maximum capacities as follows:
  - Dugan: One (1) person at a time
  - Bosch & Frisch: Four (4) persons at a time; Two (2) at washers and Two (2) at dryers.
  - Delavan Townhouse & Village Townhouse: Four (4) persons at a time; Two (2) at washers and Two (2) at dryers.
- Educational training for Student Life staff (PPE, food delivery, quarantine/isolation areas).
● Students and parents will be required to sign guidelines for returning to housing. (HIPAA waiver, return home if contracting Covid-19, transportation to hospital).
● Resident students will be asked to bring a mask and cleaning supplies with them. Student Life will provide masks, thermometer and cleaning supplies on a limited basis.
● Students will report daily temperature via the Student Health portal. Student Health will monitor and follow up with students failing to report daily temperature more than two days in a row.
● Tracking will be completed by Student Health and the Erie County Health Department.
● Reduced density in the residence halls.
● Student Life will continue safety checks of rooms twice a semester.
● Rolling check-in to start with local students.
● Students will need to make an appointment to move into the residence halls.

E. OPERATIONAL ACTIVITIES: CLASSROOMS/ACADEMICS

This fall, students should expect a “multi-modal” learning experience. Because of social distancing requirements, we will combine high quality interactions in the classroom with online content. This means that we will be prepared to engage our students regardless of whether they are in the classroom or learning remotely. We will also maximize use of additional campus spaces for classes to provide as much face-to-face instruction as possible. Classrooms are set for social distancing and require face coverings.

All classes will include an online orientation prior to the start of their first class to inform students about the class meeting schedule and to establish the expectations. These orientations will help the college handle the new social distancing guidelines smoothly.

In the event that any of our students encounter challenges or barriers to a successful learning experience, the faculty, in coordination with the Griff Center for Academic Success, will work with them to address their needs.

Fall 2020 revised calendar

- Monday, August 31 -- First day of classes (no change)
- Monday, September 7 – Classes in session, limited office staffing (note change, no Labor Day holiday for classes)
- Wednesday, September 16 – All classes meet (this would have been Mass of the Holy Spirit, but, because we cannot have gatherings that large, it will be a normal class day)
- Monday, October 12 – Classes in session, limited office staffing (note change, no Fall Holiday for classes)
- Monday, October 13 – Classes in session, normal office staffing (note change, no Fall Holiday for classes)
- Wednesday, November 25 – No classes, beginning of Thanksgiving Break (no change)
- Monday, November 30 – Classes resume (virtual option only, no face-to-face class)
- Tuesday, December 1 – Last day of class (virtual option only)
- Wednesday, December 2 – Reading Day – no classes
- Thursday, December 3 – First day of final exams
- Wednesday, December 9 – Last day of final exams

SHARED SPACES: LIBRARY, DINING FACILITIES, FITNESS FACILITIES AND BOOKSTORE

The library, bookstore and dining facilities are developing specific plans for common spaces, including the safest ways for our students to navigate these areas and access what they need.
Library:
Occupancy will be reduced in study and shared spaces to ensure six feet of separation. Furniture will be distanced and a limited number of people will be allowed in small group study rooms. Signage will indicate the maximum number of patrons allowed in small group rooms. Other floor markings, signage, and plexiglass will be installed at service points to communicate social distancing and other safety protocols. Access to open stacks will be allowed with signage to mandate physical distancing with signage to indicate patrons should not re-shelve materials. Materials for short-term course reserves will be electronic only with no circulation of high-demand technology devices. Contactless transactions using self-checkout kiosks and self-serve holds will be used, employing cleaning protocols after each use. Returned or used materials will be quarantined for a minimum of three days. Specific protocols for the safe handling of rare and unique materials have been developed. Contactless procedures for item pickup and checkout will be used. Reduced operating hours will provide safe and secure late night, monitored study space.

Dining:
The maximum occupancy in our dining facilities has been reduced by 50 percent. Refer to Attachment A: Chartwells Dining Services Safety Plan for a detailed safety plan for each of the college’s main dining facilities.

Fitness Facilities:
Fitness facilities (for students use only) are subject to New York State guidelines for gym operations. Please refer to section I below for further information.

Bookstore:
Follett, the college’s bookstore vendor, has the nationwide scale and capabilities to help institutions provide needed course materials through the company’s technology platforms and content partnerships. During this pandemic, Follett is offering a number of online options to access free ebooks and make online shopping convenient.

The campus retail store located in the lower level of the Student Center remains open. A detailed safety plan has been developed in accord with New York State’s guidelines for retail operations. Refer to Appendix B for their plan.

TRAVEL
All non-essential college-sponsored travel outside of Western New York (WNY) is cancelled. Essential travel in WNY will be evaluated for approval on a case by case basis. Personal travel is discouraged. Anyone who does travel must adhere to NYS travel advisory guidelines and restrictions, including quarantine requirements. Any college related travel (including college-sponsored groups traveling locally) must be approved through the travel authorization process, which requires the area vice president’s signature.

RESEARCH/LAB ACTIVITIES

Research/lab activities

Research activities are based on the current phase allowed in Erie County.

- If Erie County is in Phase 1, research activities may occur in research facilities by faculty members, postdocs, or graduate students completing degree-required research. Generally there may only be one person in any research space (room), and facilities (buildings) are limited to 25% of density.
In Phase 2, research activities may occur in research facilities by faculty members, postdocs, or graduate students completing degree-required research. There may be the lesser of 25% occupancy or 2 people within a research space (room), and facilities (buildings) are limited to 25% of density.

In Phase 3, research activities may occur in research facilities by faculty members, postdocs, graduate students, and undergraduate students. There may be the lesser of 25% occupancy or 3 people within a research space (room) as long as social distancing can be maintained, and facilities (buildings) are limited to 25% of density.

In Phase 4, research activities may occur in research facilities by faculty members, postdocs, graduate students, and undergraduate students. There may be the lesser of 50% occupancy or three people within a research space (room) as long as social distancing can be maintained, and facilities (buildings) are limited to 50% of density.

Laboratories that are used for research are addressed above. Teaching laboratories follow our teaching plans. If the college is open and having face-to-face instruction, teaching laboratories will occur following our social distancing, reduced density, and requirement of appropriate PPE protocols. In the event that the college is open, but that we halt face to face instruction, teaching laboratories may still be offered at up to 25% density.

F. RESTART OPERATIONS: CLEANING, DISINFECTING AND FACILITIES MANAGEMENT

Canisius has enhanced cleaning and disinfecting efforts across campus. Common areas and restrooms will be cleaned and maintained by Facilities Management, and faculty, staff and students will have a shared responsibility for cleaning high touch surfaces and shared work areas (desktop, keyboards, chairs, etc.) before and after use, as well as public surfaces before/after eating.

CLEANING AND DISINFECTING:
The Facilities department requires the cooperation of the entire campus community to maintain a safe and clean campus.

- **Products: Disinfectant**
  - Upgraded to a hospital grade disinfectant that is FDA approved for cleaning and disinfecting products effective against SARS CoV2.
  - Housekeeping staff will be trained in the proper use of the product and provided the appropriate PPE.

- **Products: Hand Sanitizer**
  - Wall mounted dispensing stations will be located at each building entrance and near elevator lobbies. The sanitizer dispensers will contain at least 60 percent alcohol.

- **Offices Cleaning**
  - Carpets will be vacuumed by housekeeping 2x per week.
  - Cleaning/disinfecting of desks and work surfaces is the responsibility of the office occupant.
  - Disinfectant spray bottles and paper towels can be requested from Facilities through the work order system.

- **Classrooms**
  - Classrooms will be cleaned/disinfected by housekeeping staff 1x daily M-F.
  - Faculty and students will be responsible for hand hygiene before entering and after leaving a classroom.
• **Library**
  - The library will be cleaned/disinfected twice daily, once on the first shift and once on the second shift.
  - Spray disinfectant and paper towels will be made available at the circulation desk for faculty, staff and students to use in between cleanings.
  - Library restrooms will be cleaned/disinfected four times daily, twice on the first shift and twice on the second shift.
  - Soap and paper towel dispensers will be monitored to maintain an adequate supply for hand washing.
  - Hand sanitizing stations will be located near the entrance to each floor.

• **Common Restrooms**
  - Restroom will be cleaned/disinfected by housekeeping staff 4x daily M-F; 2x during first shift and 2x during second shift.

• **Corridors and Elevators**
  - High touch surfaces will be cleaned/disinfected by housekeeping staff 4x daily M-F; 2x during first shift and 2x during second shift.

• **Residence Halls**
  - Corridors will be cleaned by housekeeping 1x daily Monday through Sunday.
  - Common shower rooms will be cleaned/disinfected by housekeeping 1x daily Monday through Sunday.
  - Lounges will be cleaned/disinfected by housekeeping staff 1x daily Monday through Sunday.
  - Laundry rooms will be cleaned/disinfected by housekeeping 1x daily Monday through Sunday.
  - Apartment style units with bathrooms will be cleaned/disinfected by residents.
  - High touch surfaces within the rooms will be cleaned/disinfected by residents.

• **HVAC**
  - Engineering controls have been optimized to introduce fresh air into the campus HVAC without sacrificing thermocontrols.
  - There are air-handling systems on campus that utilize high-grade air filters meeting current ASHRAE recommendations for hospital level filtration.

• **Removal of Trash and Recyclables:** The Facilities department will require the cooperation of the entire campus community to maintain a safe and clean campus. To reduce the amount of handling required to process campus generated waste, the collection points for trash and recyclables will be consolidated to common areas within each building.
  - **Offices**
    - A recycling basket will remain in each office. No plastic liner will be used. The recycling basket will be picked up by housekeeping 1x per week.
    - All non-recyclable waste, including food and organic waste, tissues, paper towels, etc., should be taken to centrally located trash receptacles by the occupant of the office on a regular basis. Non-recyclable waste is not to remain in the office overnight.
  - **Classrooms**
    - The wastebaskets for trash/recyclables will be removed from every classroom.
    - Students/faculty are to remove their trash/recyclables and deposit them in the centrally located receptacles at the end of each class.
  - **Residence Halls**
    - Dugan, Bosch & Frisch
      - Residents are to bag trash and place it in the designated receptacles in the trash room located on their floor.
- Trash will be removed by housekeeping Monday through Friday from the floors to the dumpster or compactor.
- Village Townhouses
  - Residents are to bag trash and place it in the designated dumpsters located in the parking lot.
- Delavan Townhouses - A building
  - Residents are to bag trash and place it in the designated receptacles in the trash room located on each floor.
  - Housekeeping will remove trash from the trash rooms to the dumpster or compactor.
- Delavan Townhouses - C & D buildings
  - Residents are to bag trash and place it in the designated receptacles in the trash room located on the first floor.
  - Trash will be removed by housekeeping Monday through Friday from the trash rooms to the dumpster or compactor.

**USE OF CAMPUS SPACE (LEASE AGREEMENTS)**

Lease agreements are in place for Catholic Health Services (CHS) who occupy space in Science Hall for administrative functions and People Inc. for their YALT (Young Adult Life Transitions) program, an education program for individuals with developmental disabilities developed by People Inc. that gives them the opportunity to experience college campus life.

Canisius is committed to maintaining common areas within leased space for its tenants, CHS and YALT, in accord with the safety plans outlined herein for cleaning and disinfecting and contact tracing. Tenants are required to develop and adhere to their own safety plans for reopening, testing, monitoring, and shutdown, in order to prevent the spread of COVID-19 within the spaces they occupy. The tenants will coordinate with Canisius College should a positive test result for COVID-19 among their employees or program participants so that contact tracing is enforceable, but also maintains the health privacy of tenants.

Tenants are responsible for complying with mandatory guidelines established by their organizations and with responsibilities and expectation of Canisius College with respect to their leased space and use of common areas. Tenants are required to provide their employees with a face covering and implement daily health screenings. Tenants are required to provide the College with copies of individual New York State Safety plans in addition to posting in the occupied space.

**G. STUDENT ENGAGEMENT/COCURRICULAR ACTIVITIES**

Any student gatherings will be limited to 50 people or in accord with current CDC and New York State social distancing guidelines and all health, safety and disinfecting procedures outlined in the plan will be strictly followed. There will be a two-hour gap between events to sanitize the rooms/chairs.

Student clubs and organization gatherings will continue, but students will be encouraged to hold meetings via Zoom to maintain social distancing. All in-person public events, lectures, entertainment and performances at Canisius will be canceled for the 2020-2021 academic year and the College will not lease its space for other public events to external clients.

Major gatherings, such as New Student Orientation, will adhere to all health and safety protocols. Details can be accessed here: [https://www.canisius.edu/orientation](https://www.canisius.edu/orientation)
Campus Ministry will continue to hold masses weekly with distancing guidelines enforced. All mass and wedding services will follow recommendations developed by the Diocese of Buffalo.

Student shuttle services operated through WeCare will oversee the shuttle process. No more than eight riders will be permitted at a time and face coverings are required at all times. The shuttle will be disinfected before it leaves the lot in the morning and during all breaks.

H. VISITORS TO CAMPUS

Visitors to campus will be permitted by appointment. All approved visitors and guests will be asked to complete the daily health screening. Casual guests and non-essential visitors are prohibited from campus. Students may not host visitors or guests during the fall semester. All approved visitors will abide by established safety protocols for wearing face coverings, completing the health survey, and social distancing.

Admissions tours will be adapted to maintain physical distancing for spaces on campus and student and guest numbers will be restricted to four people, including the prospective student.

Canisius campus tour guides have been trained to give tours while wearing masks and socially distancing. They will modify the route to avoid any restricted areas and to accommodate entrances and exits designated as one-way only. Virtual campus tours and web-based or phone meetings are also available with admissions counselors or faculty for prospective students.

I. ATHLETICS AND ATHLETIC TRAINING

A. Athletics
The Canisius College D1 Athletics Program will cancel all fall sports intercollegiate competition in accord with the decisions announced by the Metro Atlantic Athletic Conference. This will affect men’s soccer, women’s soccer, volleyball, men’s cross-country and women’s cross-country. It will also impact rowing and men’s golf, which compete in the fall but have spring championships. The MAAC presidents will decide at a later date if fall sports competition will be feasible in the spring.

B. Athletics Facilities

○ Limited amount of students in the athletic facilities and the Palisano Fitness room at one time. (Controlled)
○ Fitness room will need to be cleaned twice daily.
○ Spray sanitizer will need to be available at stations. Staff will be required to wipe down machines.
○ Bathrooms/locker rooms will need to be cleaned twice daily.
○ Club Sports will require COVID-19 testing.
○ Instruct coaches on social distancing.
○ Sanitization of all equipment.
○ Attempt to travel locally.
○ Signage to limit locker rooms, bathrooms, etc.
○ Concession to be modified for social distancing.
○ Controlled entrances and exits.
C. Athletic Training

To guide a safe return to athletic training, a phased approach shall be taken and graduation to more advanced opportunities shall be continually evaluated. Each phase will continue for a minimum of 14 days. The plan may be amended based on updated federal, state, county and institutional information, guidelines and policies involving COVID-19. In developing safety protocols, best practices were reviewed with an emphasis on guidance from the State of New York, the Erie County Department of Health, the Center for Disease Control, and the NCAA.

Phased Approach

All student-athletes, coaches, managers, staff and administrators shall receive COVID-19 education. Education delivered in an online format by the Director of Sports Medicine.

- Efforts to train outdoors must be made by all sports as much as feasible as the risk of transmission is reduced. Assurances of proper indoor ventilation are in place for indoor facilities in accordance with NYS guidelines.
- The period of August 31st and September 13th will be used for general resocialization, compliance and sports medicine meetings virtually, and medical testing done both virtually and limited in-person where necessary. Athletic team meetings will be held virtually.
- Social distancing spacing limitations for locker rooms, training rooms and other common areas within the athletic facilities will be required to adhere to the capacity limits in all phases.
- Daily screening and attendance logs will be maintained for all fitness and team training activities.
- All sanitization standards for spaces and equipment must be strictly adhered to.
- These team based resocialization principles will apply to intercollegiate (NCAA) and club sport programs.

Phase 1

- Utilize small designated groups/pods who can be consistently together.
- Individual training activities only with physical distancing and masking.
- This phase should allow for gradual re-introduction to physical activity, for example with a 3/2/1 theory.
  - 3 days of sport specific training per week
  - 2 days of strength and conditioning training
  - 1 day of team building activities
- Groups/pods no larger than 16 participants in designated areas outdoors.
- Groups/pods no larger than 16 participants in Koessler Athletic Center and Patrick Lee Center.
- Groups/pods no larger than 16 participants in Koessler Athletic Center Pool, with no more than three swimmers per lane.
- Strength training capacity in the KAC weight room(s) will not exceed 16 participants per room.
- Strength training and individual fitness activities in the Palisano Fitness Center will not exceed 16 participants.
- All training and strength session plans must be reviewed by the Sports Medicine and Athletic Performance staff in advance of taking place. The Director of Sports Medicine and/or Team Physicians may be conferred for input if decisions need to be made on training session content and exertion levels.

Phase 2

- Surveillance testing shall be required in accordance with the NCAA Resocialization of Collegiate Sport: Checklist.
- Sport specific activity with limited and controlled physical contact occurring within established small, designated groups/pods is allowed with masks or face coverings when social distancing is not possible.
- Groups no larger than 16 participants in designated areas outdoors.
- Groups/pods no larger than 16 participants in Koessler Athletic Center and Patrick Lee Center.
- Groups/pods no larger than 16 participants in Koessler Athletic Center Pool, with no more than three swimmers per lane.
- Strength training capacity in the KAC weight room(s) will not exceed 16 participants per room.
• Strength training and individual fitness activities in the Palisano Fitness Center will not exceed 16 participants.

Phase 3
• Surveillance testing shall be required in accordance with the NCAA Resocialization of Collegiate Sport: Checklist.
• This phase should allow for re-introduction to team activity and training as permissible by current NCAA guidelines.
• Groups no larger than 32 maximum participants in outdoor facilities. Entrance and exit to the field must be staggered with social distancing efforts in place.
• Groups/pods no larger than 16 participants in Koessler Athletic Center and Patrick Lee.
• Groups/pods no larger than 24 participants in Koessler Athletic Center Pool, with no more than four swimmers per lane.
• Strength training capacity in the KAC weight room(s) will not exceed 16 participants per room
• Strength training and individual fitness activities in the Palisano Fitness Center will not exceed 16 participants.

Phase 4
• Surveillance testing shall be required in accordance with the NCAA Resocialization of Collegiate Sport: Checklist.
• This phase should allow for re-introduction to team activity and training including return to full team activity as permissible by current NCAA guidelines.
• Team activities must follow current State and County guidelines in regard to indoor court and outdoor facility usage capacities.

J. VULNERABLE POPULATIONS

A. Student Accommodations
Canisius College respects and welcomes students of all backgrounds and abilities. In the event any student with a documented disability encounters any barrier to full participation in a course, The Griff Center for Student Success: Student Accessibility Services will meet with the student to discuss the barriers and process for establishing reasonable accommodations. We recognize that additional concerns may arise from changes implemented to address physical distancing requirements. Guidance is being developed specific to COVID-19 accommodations and includes guidelines for arranging for additional proctoring and space for in-person accommodated exams, the use of online test proctoring, provision of clear masks for instructors and interpreters serving students who are deaf or hard of hearing and ensuring any approved tool for assessment or instruction does not interfere with assistive technology. If students are interested in opting into completing their classes online, they can reach out to the associate dean of their respective College/School:

  o College of Arts and Sciences: Dr. Phil Reed reedp@canisius.edu
  o School of Business: Ms. Laura McEwen mcewenl@canisius.edu
  o School of Education and Human Services: Dr. Lorrei DiCamillo dicamill@canisius.edu

B. Employee Accommodations
Canisius continues to support remote work arrangements if required to accommodate individuals who have concerns or childcare issues. The College has introduced an Exception Request Form and will review these requests on a case by case basis. Employees should discuss these with their supervisors and/or the Office of
Human Resources. Supervisors who are asked for exceptions or accommodations, or who are otherwise aware of the need for them, should immediately contact Human Resources for assistance with responding to such requests. Employees should not provide personal medical information to their supervisor in connection with an accommodation request. Canisius College will abide by all equal employment opportunity laws, e.g., Title VII of the Civil Rights Act of 1964, the ADA and the ADEA, obligations under the New York Human Rights Law in addition to applicable policies located in the Canisius College Policy Manual.

II. MONITORING

A. TESTING RESPONSIBILITY

Canisius has developed a plan for surveillance, testing, and contact tracing which involves a combination of symptom tracking of all students, faculty, and staff and contact tracing of all positive cases. The Director of the Office of Student Health will serve as the primary point of contact for monitoring health conditions on campus, purchasing and administering testing kits as needed and coordinating with state and local health authorities. Student Health will screen all students for COVID-19 signs or symptoms or exposure, conduct surveillance, and support contact tracing efforts.

B. TESTING FREQUENCY & PROTOCOLS

Evidence of a COVID-19 test is not required from students, faculty or staff prior to returning to campus. However, all members of the campus community will complete the daily self-monitoring health survey. Faculty and staff are required to complete this daily prior to arriving at work. The results for all employees will be monitored daily by a designated individual. Residential students will be expected to complete the assessment daily; commuters will be expected to complete the survey whenever they come to campus. The Office of Student Health will conduct periodic assessment of students.

Anyone who reports symptoms of COVID-19 or has been exposed, must be sent home to their primary residence if possible or to the designated quarantine space, contact their primary care physician or the Student Health Center to review their symptoms and schedule a COVID-19 test.

If symptoms of COVID-19 are suspected, Student Health will work with each student to determine the best testing option based on some of the following criteria: underlying medical conditions, high-risk status, severity of current signs and symptoms, local primary care provider, health insurance status, transportation and presence of local family support.

Telemedicine provider

To ensure 24/7 access to health care during the COVID-19 pandemic, Canisius College and WellNow Urgent Care have partnered to provide off-campus urgent care and telemedicine (virtual) to our students when the Student Health Center is closed. In addition, WellNow the college will be providing weekly testing of students, faculty and staff on campus for the first several weeks of the fall semester. Services provided by WellNow will be the responsibility of the student and billed to the student or employee health insurance.

Student Health Plan for Testing for SARS CoV2

Diagnostic Testing for SARS CoV2
Diagnostic testing for SARS CoV2 will be authorized by the college physician after a telehealth visit for:

- Students who present with signs and symptoms of COVID-19 disease
- Students who have been exposed to a confirmed case of COVID-19 disease either by close or proximate contact
- Students who have been placed in mandatory or precautionary quarantine
- Students who meet any of the other testing criteria as outlined by New York State Department of Health

Student Health will work with each student to determine the best testing option based on some of the following criteria: underlying medical conditions, high-risk status, severity of current signs and symptoms, local primary care provider, health insurance status, transportation, and presence of local family support.

Testing Options:
- During the academic year, Erie County Health Department and New York State Department of Health will provide testing services. Testing is free.
- Specimen collection “in-home” for residential students via Diagnostics - billed to third party payer
- Referral to local hospitals, urgent care centers and local primary care providers for emergent care and testing

Serological Testing for Antibodies
Students wishing serological testing for presence of IgG antibodies must have a telehealth visit with the college physician who will determine if the student meets the New York State Protocol for Testing. Serologic testing will be billed to the student’s health insurance or private pay. Blood collection for serologic testing can be collected at the following locations:

- Student Health
- Quest Diagnostic Collection Site
- Sisters of Charity Outpatient Laboratory

New Onset Signs and Symptoms of COVID 19 Disease
All students will be screened by a nurse triager for COVID-19 signs and symptoms and exposures. The nurse will schedule telehealth visit and advise the student to:

- Remain in their current housing location and self-isolate
- Students who live within a 250-mile radius of campus should make arrangements to return to their primary residence.
- Refrain from attending any in-person classes, employment, or other campus activities
- Follow all other infection control recommendations including wearing face coverings, covering coughs/sneezes properly, maintain at least 6 feet of physical distance from others, and practice good hygiene, including frequent hand-washing, etc.
- Notify parents / emergency contacts of illness
- Notify faculty via email of illness and missing class
- Check email for link to telehealth visit with college physician

Telehealth visits will prioritize high-risk students with asthma, obesity, diabetes, heart, liver, kidney disease, pregnant or immunocompromised. Referral for testing will be ordered by the college physician.

C. WARNING SIGNS AND BENCHMARKS

Canisius will follow state and county guidance if an infection surge is present in Erie County. Canisius will track the numbers of symptomatic cases among students, faculty and staff, monitor the use and availability of isolation and quarantine rooms, and confer with local and state public health authorities. As warnings of an infection surge in Erie County or if cases escalate among members of the Canisius community, the Emergency Infection Response
Team would re-engage in regular meetings to coordinate and implement its response plan. The college will respond to significant changes with consideration of additional control interventions (e.g., limitations on gatherings, limitation on in-person instruction, shutdown certain operations or areas) and/or enhanced health surveillance.

**D. TRACING**

The Office of Student Health will conduct contact tracing for on-campus students, while Erie County will conduct contact tracing for students off-campus as well as for employees. Contact tracers will follow tracing protocols and utilize tools developed by NYS. Staff in the Office of Student Health will complete the Johns Hopkins Contact Tracing Course. Any student who tests positive will be given a contact tracing form to complete at the time of testing. Student Health will work with Erie County Health Department to assist them in contact notification.

**E. SCREENING**

To support ongoing surveillance of the college community, Canisius will deploy daily symptom checks using either an online screening tool (for faculty and staff) or symptom monitoring mobile app, #CampusClear, for all Canisius students. Results are monitored daily by the Office of Human Resources for all employees, while the Office of Student Health plans to review student data periodically. The appropriate contacts in those offices will follow up with anyone who reports symptoms to assess whether testing is recommended.

MyCanisiusHealth is another tool located on the internal student portal introduced to enable students to directly connect to the Student Health Center. Any students who are experiencing signs or symptoms suggestive of COVID-19 can submit a confidential Symptom Checker Form directly to the Student Health Center. Once submitted, a nurse will review the form and reach out to students.

**III. CONTAINMENT**

If anyone is suspected of illness or diagnosed with COVID-19, a plan for containment, quarantine and isolation has been developed. Faculty, staff members, and non-residential students would need to quarantine or isolate at home and consult with their health care provider.

If a residential student whose home residence is located within our region (within 250 miles of campus) must be quarantined or becomes sick, they should plan to return home.

**IDENTIFIED CONTACT OF CONFIRMED STUDENT CASE OF COVID-19**

If a student is suspected of exposure to COVID-19, the Office of Student Health will screen for signs and symptoms of the disease and exposure history. If appropriate, a Telehealth visit with a physician will be scheduled. If a positive diagnosis of COVID-19 is made, Canisius will notify ECHD of the positive result.

The Office of Student Health will notify students via a Telehealth visit of positive test results and review the student’s current health status. Daily telehealth visits will be scheduled and self-care tips, infection control, isolation requirements, emergency symptoms and signs, and action plans will be reviewed.

Referral for diagnostic testing either in home, if a resident student or in the community. Testing should be done around day five after exposure. If diagnostic testing is negative, students must complete full quarantine. If a diagnostic test is positive and the exposed student is asymptomatic, they must remain isolated for 10 days after
the positive test result received and follow all procedures for positive test result. If a student becomes symptomatic while in quarantine, referred for testing.

Mandatory quarantine will be implemented for any student who has had close contact with a confirmed case of COVID-19. Close contact means within six feet for 10 minutes or longer. These individuals will be required to quarantine per NYS guidelines.

Precautionary quarantine may be implemented for any student who had contact with a confirmed case of COVID-19 but not within six feet but had prolonged contact such as in a classroom, car, or dormitory. The decision for precautionary quarantine will be made after consultation with the ECHD.

Residential students, residing in on-campus housing, who live within a 250 mile radius of campus will be sent home to quarantine for 14 days since the last exposure with a sick individual. If unable to go home, the student will be moved to a designated quarantine space.

Quarantine space will have in-home test kits in the room for testing on day five under direction of the Student Health nurse. Daily checks will be completed by the Office of Student Health in Medicat for the entire duration of quarantine for on-campus students.

Anyone required to go into mandatory quarantine, will complete a required form from the Erie County Health Department that includes self-care instructions, a daily temperature log, and a daily quarantine symptom form that must be completed throughout the quarantine period. Students will be released from isolation following the CDC and NYSDOH recommendations.

Counseling Center support services will be available.

### IV. SHUTDOWN PLAN

#### A. OPERATIONAL ACTIVITY SHUTDOWN

Canisius will ramp-down operations under the following circumstances:

- Isolation space is fully occupied
- Federal, state, or local regulation mandate a change in operations

If isolation space is fully occupied, Canisius will shift to fully remote instruction in accord with the Academic Contingency Plan. Face-to-face teaching and student services will be ended, and the virtual options will be extended to all students. Canisius will decrease density on campus by decreasing the faculty and staff on campus to 50% occupancy levels (unless lower levels are required by federal, state, or local regulation). Residence halls and dining facilities will remain open, although students living within a 250-mile radius of the campus will be encouraged to return home.

Canisius will shut down campus if required by federal, state, or local health authorities.

#### B. MOVE OUT PROCEDURES

In the event that the College is directed to closedown residential facilities by state or county health authorities, all residence halls will close at 5pm on a date designated in advance of the closedown date. Swipe card access to the halls will be deactivated at that time, as well. Canisius will require students to return home to their permanent addresses, or go home with a friend for the duration of the hall closures. Canisius will also instruct students to
bring home all materials and textbooks needed for current coursework. Students will be allowed to leave other belongings in their rooms as they would for any break. They will not need to move all of their items out of their rooms at this time. Only students with extreme circumstances will be allowed to remain in campus housing, such as:

- Any international student concerned the borders will close in either direction and they would be barred from returning the following semester
- Students who would otherwise experience homelessness

Exemptions to this plan will be approved individually after submitting a request via this exemption form: https://forms.gle/iWgko9pnpEREr8ux7. All decisions made by the college will be considered final and we expect students to abide by those decisions in the interest of public health during this extraordinary time. Anyone who may need to access their room after a close-down should email housing@canisius.edu for guidance.

C. COMMUNICATIONS PLAN

COMMUNICATION

Communications plans for faculty, staff, students, and visitors have been developed to provide information about restart and recovery efforts for students and their families, staff, faculty, and visitors. This includes a series of leadership messages from the President, Vice President for Student Affairs, Vice President of Academic Affairs, the Associate Vice President for Human Resources, the deans and other senior administrators.

A main source of information is the Canisius College Return to Campus webpage, which includes important information on our plans, policies and expectations. Whenever warranted, clear, transparent, and consistent messages will be developed either in the form of written emails, blog posts on the employee newsletter, The Dome, video messages, and social media, as appropriate. All content will be placed on the Return to Campus webpage, which will be regularly updated, or on the MyCanisius Portal.

SIGNAGE

Canisius will develop appropriate campus signage to inform the community about health and hygiene protocols (including hand washing and wearing face coverings), help maintain occupancy and building flow, and avoid congestion and congregation. Supervisory staff will work with facilities staff to identify the best locations for placing signage and visual cues, such as floor decals, colored tape, or signs to indicate to individuals where to sit and stand. One-way directional signage will also be placed in large open workspaces, hallways, or buildings with multiple ingress and egress points to help maintain appropriate distancing.
In order to support re-opening with a range of options for appropriate distancing, we’ve classified solutions into a three tier model.

We have created this plan for Canisius College with social distancing in mind for each tier. We are operating under the assumption that we will re-open in a **Tier 3** model and retain the ability to evolve as necessary.

The impact to service models, required equipment, hours of operation, safety enhancements, menu modifications and a plan for student and parent communications is outlined.

The basic safety standards will not vary, but be used across all campus venues.
Safety Procedures Across Campus

At all location daily the following enhanced safety standards will be in place:

ASSOCIATESAFETY

Daily Wellness Checks
✓ Every associate will receive wellness check to include self-reported illnesses and a contactless temperature check.

Personal Protective Equipment
Face coverings will be provided and expected to be worn at all times by associates.

We recommend guests wear masks as well, except when eating

Gloves are worn at all times when handling food.

Plexi health shield barriers used at all registers and points of service.

What is the difference between cleaning, sanitizing, and disinfecting?

Cleaning is the removal of debris. This is done with our standard surface cleaners to remove the presence of food and beverage particles.

Sanitizing is the removal of pathogens, such as those known to cause foodborne illnesses.

Both cleaning and sanitizing protocols exist within the USDA Food Code guidelines Chartwells has always followed.

Disinfecting is the killing of specific pathogens, such as COVID-19. CDC guidelines were updated May 20, 2020 to reflect new COVID-19 transmission understanding that high contact surfaces are not a primary source of infection.
CLEANING AND SANITIZING

✓ Associates wash hands and change gloves every 30 minutes, or less.

✓ Associates continuously cleaning tables, chairs and all high-touch surfaces with sanitizer.

✓ Sanitizer stations are available for guests to use at the entrances and exits and in the production areas for associates.

✓ Upon closing for the day, the team will disinfect the entire facility utilizing Diversey disinfectant.

✓ Back of house cleaning procedures will take place every 30 minutes. The culinary team will clean and sanitize surfaces and high-touch areas.

“Normal routine cleaning with soap and water will decrease how much of the virus is on surfaces and objects, which reduces the risk of exposure.”

CDC Guidelines for Reopening

EVERY 30 MINUTES

Diversey Suma Pan Clean or SumaLight Detergent
Diversey J512 Sanitizer

DOWNTIMES

#1

Diversey Virex II 256 RTU Spray
J-fill 3 min
10 min

Disinfectants

Diversey Virex RTU Spray
1 min

Oxivir Wipes
1 min
SAFETY MEASURES AND ASSOCIATE TRAINING

Social Distancing

✓ One-way traffic management to help guests navigate dining and seating areas.

✓ Social distancing in our kitchens and other back of the house areas.

✓ Understand and evaluate capacity thresholds for each dining location.

✓ Elimination of cash handling

✓ Signage visible at all hand washing sinks and time clocks.

✓ Floor decals and signs for guests to follow proper distancing and flow of service.

Trainings

ServSafe COVID-19 safety training for both managers and food handlers.

Ongoing trainings will be covered at pre-shift meetings and provide the most up-to-date procedures.

Close coordination with local health departments on best practices.

Working through our purchasing company, FoodBuy, Chartwells will ensure that vendors follow similar safety protocol for their drivers and other associates and, delivery drivers will be discouraged from entering buildings and required to wear masks.

Plan associate training to cover all COVID-19 policy changes including
- Mask, hand wash and glove requirements
- Tobacco & cell use policies
- Cell phone use policy
- Cough and sneeze etiquette
- Guest interactions
- Cleaning policies and procedure changes
- Social distancing expectations of associates
- Symptoms/temperature checks process
Location Specific Plans

Each of our dining locations and operations are unique. On the following pages, you will find our location-specific plans and adaptations for social distancing.
The three tier levels are here for reference. The differences between them may evolve over time.

### Residential Service Model Tiers 3, 2, 1

<table>
<thead>
<tr>
<th>TIER 3 - LEAST SOCIAL DISTANCE</th>
<th>EXPERIENCE:</th>
<th>CHANGE:</th>
<th>MODIFICATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIER 3 - LEAST SOCIAL DISTANCE</td>
<td>DINING ROOM</td>
<td>Zone Seating</td>
<td>Tables arranged for Social distancing</td>
</tr>
<tr>
<td>TIER 3 - LEAST SOCIAL DISTANCE</td>
<td>FOOD STATIONS</td>
<td>Open with modified menus</td>
<td>Served by associate, no self-serve</td>
</tr>
<tr>
<td>TIER 3 - LEAST SOCIAL DISTANCE</td>
<td>BEVERAGE</td>
<td>Fountain open</td>
<td>Area Sanitized every 30 minutes</td>
</tr>
<tr>
<td>TIER 3 - LEAST SOCIAL DISTANCE</td>
<td>DISHWARE</td>
<td>Available</td>
<td>Served by associate</td>
</tr>
<tr>
<td>TIER 3 - LEAST SOCIAL DISTANCE</td>
<td>FLATWARE</td>
<td>Used but protected</td>
<td>No-touch dispenser or served by associate</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TIER 2 - MID SOCIAL DISTANCE</th>
<th>EXPERIENCE:</th>
<th>CHANGE:</th>
<th>MODIFICATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIER 2 - MID SOCIAL DISTANCE</td>
<td>DINING ROOM</td>
<td>Open with restriction</td>
<td>Associates serve pre-packaged or pick-up window</td>
</tr>
<tr>
<td>TIER 2 - MID SOCIAL DISTANCE</td>
<td>FOOD STATIONS</td>
<td>No self serve</td>
<td>Associates serve pre-packaged or pick-up window</td>
</tr>
<tr>
<td>TIER 2 - MID SOCIAL DISTANCE</td>
<td>BEVERAGE</td>
<td>Limited fountain/bottles</td>
<td>Bottled/disposable cup</td>
</tr>
<tr>
<td>TIER 2 - MID SOCIAL DISTANCE</td>
<td>DISHWARE</td>
<td>Support take-away service</td>
<td>To-go packaging</td>
</tr>
<tr>
<td>TIER 2 - MID SOCIAL DISTANCE</td>
<td>FLATWARE</td>
<td>Used but protected</td>
<td>Handled out by associate, no self-serve</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TIER 1 - MOST SOCIAL DISTANCE</th>
<th>EXPERIENCE:</th>
<th>CHANGE:</th>
<th>MODIFICATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIER 1 - MOST SOCIAL DISTANCE</td>
<td>DINING ROOM</td>
<td>Closed</td>
<td>To-go only</td>
</tr>
<tr>
<td>TIER 1 - MOST SOCIAL DISTANCE</td>
<td>FOOD STATIONS</td>
<td>No self-serve</td>
<td>Associates serve pre-packaged or pick-up window</td>
</tr>
<tr>
<td>TIER 1 - MOST SOCIAL DISTANCE</td>
<td>BEVERAGE</td>
<td>Limited or no fountain</td>
<td>Bottled/disposable cup</td>
</tr>
<tr>
<td>TIER 1 - MOST SOCIAL DISTANCE</td>
<td>DISHWARE</td>
<td>Not used</td>
<td>All disposable</td>
</tr>
<tr>
<td>TIER 1 - MOST SOCIAL DISTANCE</td>
<td>FLATWARE</td>
<td>Not used</td>
<td>All disposable</td>
</tr>
</tbody>
</table>
Retail Service Model Tiers 3, 2, 1

The three tier levels are here for reference. The lines between them may evolve over time.

<table>
<thead>
<tr>
<th>EXPERIENCE:</th>
<th>TIER 3: LEAST SOCIAL DISTANCE</th>
<th>TIER 2: MID SOCIAL DISTANCE</th>
<th>TIER 1: MOST SOCIAL DISTANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEATING AREA</td>
<td>Seating arranged to accommodate social distancing and sanitized every 30 min.</td>
<td>Tables arranged for effective social distancing.</td>
<td>Closed, pick up only. Ghost kitchens.</td>
</tr>
<tr>
<td>LOCATIONS</td>
<td>Possible limited menus or rotation of what is open for line management. All associate served.</td>
<td>Possible limited menus or rotation of what is open for line management. All associate served.</td>
<td>Limited menus with frequent rotations.</td>
</tr>
<tr>
<td>IMPULSE ITEMS</td>
<td>Wrapped and associate served.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DESSERTS</td>
<td>Bottle, can and fountain available, sanitized every 30 minutes.</td>
<td>Bottle/can beverages encouraged, limited fountain possible, associate served.</td>
<td>Bottle/can beverage only.</td>
</tr>
<tr>
<td>BEVERAGES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COFFEE</td>
<td>Associate served only.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COFFEE CONDIMENTS</td>
<td>Individual servings, associate served.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FORKS, KNIVES, SPOONS</td>
<td>Touchless dispenser and/or individually wrapped.</td>
<td>Pre-packaged or wrapped disposable eating utensils, associate dispensed.</td>
<td>Pre-packaged or wrapped disposable eating utensils, associated served.</td>
</tr>
</tbody>
</table>
Canisius Dining Mapping Plan

We are pleased to present our COVID-19 specific and customized plan of service following CDC and local and state guidelines. Campuses may implement additional safety measures and expectations above and beyond this plan. These plans will apply to all resident dining and internal retail dining locations. For national brands, follow guidance and policies defined by the brand if provided. If no guidance is provided, utilize the guidance below.

The Basics

Tier level: Tier 3
Anticipated guest capacity campus-wide is:
- Economou 192
- Tim Horton’s – Take Away Only
- The Market 52

Number of total associates – both full time and part time: 110

Front of the House

Revised and newly added Pick-Up Locations:

- Ghost Kitchen in the Student Center
- New Online Store for Bulk Purchases at The Market
- Fresh Produce Purchase Program at the Economou Dining Hall
STEP 1: Guest Entrance Requirements

All Dining Locations
✓ Sanitizer stands
✓ Plexi health shield barrier at service points and registers
✓ Associates in gloves and masks
✓ Signage for guests that masks are strongly advised in service area/lines
✓ Sanitizing hands is required for entrance to facility (guests and associates)
✓ Payment methods (options)
  ✓ Contactless check-in at Economou Dining Hall
  ✓ Locations will not accept cash
  ✓ Tap to pay (Apple pay, Griff Bucks and Griff Choice as well as Debit/Credit)

STEP 2: Service Ware Solutions

Residential
✓ Cutlery
  ✓ Silverware available but protected
  ✓ Pre-wrapped kit
✓ Dishware
  ✓ Dine-in plates protected and served to guests
  ✓ Single-use cups served or dispensed
  ✓ Policy requiring a new cup for each fill

Retail
✓ Cutlery
  ✓ Pre-wrapped kit
  ✓ Touchless dispenser
✓ Dishware
  ✓ Disposable to-go packaging
STEP 3: Residential Station Plan

To support safety, the operation of the following stations have been altered and the following practices have been put into place:

- Salad bar/Deli bar – fully served and/or pre plated
- Ice cream/Smoothie machine – will remain self-serve with glasses being passed out and enhanced sanitation practices
- Milk and Cereal bar – will remain self-serve with cereal bowls being passed out and enhanced sanitation practices
- Pasta Station will feature greatest hits vs create your own
- Hand fruit will be individually wrapped – excluding peel-to-eat
- No unprotected food available for self serve-everything must be served or individually packaged
- Fountain Beverages- will remain self-serve with single use glasses and enhanced sanitation practices
- Condiment Stations – individual serving packets available
- Communications displayed in residential for single use cups only
- Beverage station sanitized every 30 minutes

Closing for Disinfection: Economou Dining Hall from 2:15p-3:45p daily.
Canisius Dining Mapping Plan

STEP 4: Retail Locations Plan

To support safety, the operation of the following stations have been altered and the following practices have been put into place:

- Common condiment areas will have individual serving packets available
- Queues/lines marked with floor decals, separated by 6ft
- Appropriately distanced waiting spaces implemented for concepts with limited space such as Market and Starbucks/Science Hall Café and Tim Horton’s
- Limited guests to enter Market stores at one time
- Created additional pick up zones across campus, separate from main locations to reduce congestion and promote social distancing
- Bottled Beverages are available

Dining Hours of Operation:

**Economou Dining Hall:**
- Breakfast M-F 7:00am – 10:00am
- Brunch Sat & Sun 10:30am – 1:30pm
- Lunch M-F 10:30 – 2:00
- Dinner Sun – Sat 4:00 – 8:00

**Tim Horton’s:**
- Monday - Friday 7:00am – 9:00pm
- Saturday – Sunday 10:00am – 9:00pm

**The Market**
- Monday – Thursday 10:00am – 4:00pm
- Friday 10:00am – 3:00pm

**Iggy’s- Ghost Kitchen** (new name TBD)
- Sunday – Saturday 7:00pm – 11:00pm

**Science Hall Café/Starbucks**
- Closed to begin the Fall semester
STEP 5: Guest Ordering

**Residential**
- 6-ft distance with plexi health shield barrier
- One-way traffic flow to stations and in and out of dining commons
- Cash not accepted
- Self Swipe

**Retail**
- 6 ft distance with plexi health shield barrier
- Iggy’s is mobile ordering only
- One-way traffic flow to stations and in and out of locations
- Queues/lines marked with floor decals, separated by 6ft
- Cash not accepted
- Cashless, contactless, tap to pay with Apple, Griff Bucks, Griff Choice, Card, credit/debit card

STEP 6: Service Styles and Menus

**Residential**
- Menus re-engineered for speed of service and maximum throughput
- Reduced customization
- All food associate served and contactless hand-off

**Retail**
- Emphasis on order ahead program through Boost
- Hot grab and go and meal kits available at Market
- Additional pick-up locations may be added
- Menus modified based on national brand recommendations
- Menu options streamlined during peak service times
Canisius Dining Mapping Plan

STEP 7: Plexi Health Shield Barriers
Plexi health shield barriers will be placed at all registers and points of service.

Residential and Retail

✓ All point of sale registers shielded with plexi barriers.
✓ All food stations – 7ft from floor and 18 inch from ceiling
✓ Contactless hand-off

STEP 8: Seating Modifications
Based on CDC recommendations and campus requirements, we have adjusted our floor plan to a 50% seating capacity with social distance dining and queueing in mind for both residential and retail locations.
STEP 9: Hand Sanitizer Stations
Freestanding touchless sanitizer stations for guests to use will be available at all entrances and exits and in the production areas for associates.

✓ 1-2 per retail concept

STEP 10: Guest Signage
Our signage package is designed to communicate important safety information throughout the guest experience.

✓ Signage includes floor decals, posters, window clings, floor banners, sanitization signage, one way walk arrows, mask request, safety process communications, service update communications, station closed signage, new pick-up location updates

STEP 11: Labor
Residential and Retail

✓ Cleaning Concierge on the floor at all times, continuous 30 minute sanitation routine in effect

✓ Complete shutdown for daily disinfection of restaurants and service areas
COST IMPACT OF EQUIPMENT

Below are estimated cost implications for Canisius Dining, based on our program:

- Plexi health shield barriers and hardware - $1,800
- Fabric food carrier - $300
- Mobile shelving unit - $250
- Hand sanitizer stations - $650
- Temperature scanners - $700
- Stanchions - $3,000
- Boost network - $13,500
- Plasticware Dispenser - $25 each (10)

- Masks - $1,900
- Sanitizer solution - an additional $3,400 system wide
- Paper - an additional 2% cost increase across all concepts
- Labor - a 5% increase across all concepts
- Signage - $1,200
New Back of the House procedures and requirements

**Time Clock:**
- Identified manager per concept to conduct wellness checks of associates clocking in.
- Review process/train managers to conduct wellness checks.
- Identified private space to conduct wellness checks (manager’s office, private hallway, or exterior tent/location) to maintain associate privacy. Our goal is to minimize associates being in the preparation areas of the facility prior to symptom checks.
- Will utilize Manager Decision Tree for any associate showing symptoms of illness.

**Signage Posted:**
- Cough/sneeze etiquette
- Mask Use SOP’s
- Tobacco/nicotine product use policies
- Cell phone use policies
- Glove and handwashing policies
- Designated workspaces
- Social distancing requirements

**Associate Break Room/Locker Room:**
- Sanitation station
- Modify table/chair arrangements in break rooms and/or locker rooms to facilitate social distancing.

**Food Prep Areas:**
- Rearrange and organize workstations to facilitate social distancing.
- Will stagger of associate schedules with possible third shift to achieve proper social distancing.
- Set up individual stations, avoid assembly line production.

These items will be consistent through all locations on campus including residential, retail and catering spaces.
MARKETING STRATEGY FOR MEAL PLANS

New meal plan campaigns have been developed for our campus and cover resident, commuter and faculty/staff members. We will outline our communication campaigns on the following pages.

Virtual Campaign

DINE ON CAMPUS APP

View daily menus, nutrition information, dining locations, events, special offers, give feedback and more on your phone with the Dine On Campus App.

Boost

Save time, pre-order food, and skip the line with Boost mobile ordering. Use your meal plan by adding Cougar cash through the app.

STARSHIP

Get your lunch, coffee and snacks delivered! Starship robots work around your schedule and deliver anywhere on campus.

Meal Plan Marketing Calendar

The best way to make a financial impact is to sell and upgrade meal plans!
Conveying Confidence

With so many elements of the student experience changing to adapt to new safety measures, a strong communication plan is key to conveying our message. The following tools will be implemented to help generate excitement and instill confidence as students return to campus.
Social Safety Signage

A complete guest communication package will be implemented in all locations to offer a cohesive look and feel and effectively communicate the new safety measures.
REQUIRED SIGNAGE

Our communication approach is designed to provide instructions to our guests while providing a sense of security. Below outlines the required approaches for each area of our dining facility.

Required at Dining Venue All Entrances

- Mask Required Reminder
- Hand Sanitizer Callouts
- Dining Safety Commitment

One Way Directional

Walk This Way

Required at All Dining Stations or Cues

- Station Front Indicator
- Clings for All Areas
- Place This Every 6ft In Station Line Queue

The horizontal indicator sign is designed to communicate social distancing in front of station.
Communications and Digital

The following communication methods will be used on campus to share important dining information, safety updates and convey meal plan value.

For Students and Parents
• Customizable dining video outlining dining options is being explored
• Paid social media advertising, targeting students and parents with ads focused on meal plan value
• Branded newsletters and templates for students and parents outlining dining commitments and a new student experience
• Virtual dining committee meetings
• Participation in virtual orientation
• Guest text, email and private social messaging capabilities
• Virtual office hours for guests
• Monthly/quarterly student surveys sent via email
• Student surveys administered via social media

Dining Website
• Updates to Dine on Campus site and mobile app
• Homepage banners with important information
• Dedicated pages on our safety response
• Up to date information on location hours and levels of service
• Integrated traffic status into our locations
• Live chat options

Videos
• Live cooking classes and Teaching Kitchens
• Recipe and food prep videos
• Virtual town hall
DIGITAL MARKETING PLAN

Ways to Make Students Feel Safe

Our strategy of communicating daily with students via multiple platforms is designed to maximize reach and make them feel safe. The following vehicles will be included in our approach to communicate with students and build their confidence in dining.

- Student Ambassadors
- Social Platforms
- Onsite Communications
- Dining Website
- Mobile Messaging
- Dining Video

**Student Ambassadors**

Peer to Peer to communication via Student Ambassadors and interns serves as an effective platform for disseminating dining events and periodical messaging. Once students return we will recruit a student ambassador team.

**Timeline:** 4 weeks into semester

**Multiple Social Platforms**

Connecting on multiple social platforms provides the ability for Canisius dining to meet students where they are. Our social strategy will lead with Instagram as it has the most engagement. However, Twitter and YouTube will be deployed as well.

**Timeline:** (6/15) 4 posts per week

**Communicating Safety**

Once students arrive on campus, communicating health and safety within dining will be critical. Canisius Dining will have a full communication strategy that provides specific overviews and instructions on how we are keeping diners safe.

**Timeline:** Day 1 of service

**Dining Website and Live Chat**

dineoncampus.com/uh will be the one stop for all things dining. Additionally, students will have the option of accessing dining via our feedback function – directly from the site.

**Timeline:** Immediately

**Mobile Messaging**

Connecting on mobile devices with our Gen Z students will provide real-time messaging. Event details, dining feedback and information on campus dining venues will be a consistent offer for students on mobile.

**Timeline:** (6/15) 4 post per week

**Dining Video**

Our dining video will showcase the highlights of the program that students will experience upon their return to campus. The target audience of this dynamic video will be parents and the campus community.

**Timeline:** Immediately
The health and safety of our team members, campus community, customers and vendors are the Company’s foremost concern. The Company provides the following COVID-19 procedures to aid stores in operating safely. These procedures are based on current information that is available and therefore may be revised to comply with applicable laws and recommended best practices.

SAFETY PROCEDURES

A. Prior to Opening/Re-opening the Store:
   1. Conduct a thorough cleaning of facility, ensuring that all solid surfaces are cleaned as follows:
      • If surfaces are visibly soiled, clean using a detergent or soap and water prior to disinfection
      • Disinfect surfaces with a diluted bleach solution or other Centers for Disease Control and Prevention (CDC) approved cleaner
      • Follow the manufacturer’s instructions and ensure that the cleaning solution remains on the surface (wet) for at least one minute
      • Refer to CDC Guidelines for Cleaning and Disinfecting Your Facility
      • Refer to Health Canada Guidelines for Cleaning and Disinfecting Your Facility

Note: After re-opening the store after a closure, follow the above steps. Do not utilize an external resource when cleaning your facility.

2. Ensure you have the following supplies, which can be purchased locally, through CustomPoint or the Follett Marketplace:
   • Face coverings/masks (2 per team member)
   • Hand sanitizer
   • Antibacterial wipes and/or spray
   • Paper towels
   • Kleenex tissues
   • Painters tape
   • Company signage
   • Stanchions
   • Gloves (Reusable or disposable)

3. Review training materials regarding the proper usage of a mask and be prepared to demonstrate proper usage with your team members.

4. If using gloves, make sure to review proper glove usage training documentation.
5. Refer to the Ogletree Deakins Coronavirus (COVID-19) Resource Center for state and local jurisdiction “U.S. requirements”.
   - Click link to access the COVID-19 State Orders/Requirements, then scroll down to the Employee Screening & Protective Measures requirements link to review the most current updated document. Regional, country-specific, and local laws may vary, and government agencies may issue further orders and guidance that should be considered.

6. If the campus requires additional protective measures, please contact your regional manager and group VP.

B. Team Members:

1. **U.S. Only** - Store Management is required to ensure each and every team member (both salaried and hourly) complies with mandated laws and company requirements during the COVID-19 pandemic for everyone’s health and safety.
   a. Management is required to ensure all COVID-19 Team Member Requirements are implemented and adhered to by all team members working in the store
      i. Ensure that team members have a mask and are wearing it appropriately
      ii. Have team members clean their hands frequently while at work
      iii. If using gloves, make sure to review proper glove usage

   b. Management is required to ensure every team member completes the Pre-Shift Self-Certification Requirements tasks:
      i. Verify each team member reviewed the COVID-19 Self-Certification Requirements and attested to follow requirements through MyHR My Learning.
      ii. On a daily basis, each team member must review the COVID-19 Self-Certification Requirements prior to every worked shift and acknowledge by signing off with the date and their signature on the COVID-19 Self Certification Log or using the FollettClock attestation process.


3. Ensure to place team member safety posters and fliers that are required by Follett, OSHA or mandated by state, province or jurisdiction
C. Store Set-Up:

1. Point-of-Sale (POS) Area:
   a. Designate one or more register areas to be used for the day
   b. Ensure each open register area is at least 6 feet (2 meters) away from the other open registers
   c. Ensure hand sanitizer and antibacterial wipes or spray are placed by each open register
   d. Ensure customer queue line is clearly marked to ensure customers stand at least 6 feet (2 meters) apart
   e. Utilize painters tape to mark flooring
   f. Ensure signage is placed by the customer queue line regarding restrictions on returns (no food and beverage or health and beauty)
   g. Have a designated area to segregate merchandise returns, rental check-ins and buyback by day; quarantine returns for at least 24 hours before processing and returning items to the sales floor stock
2. Customer Entrance:
   a. Ensure COVID-19 specific signage is posted at the entrance
   b. If possible, use a greeter to limit facility access and ensure social distancing requirements meet occupancy, campus and local jurisdiction restrictions
   c. Place social distancing markers outside the entrance for customer queue lines

   **Example 1 – Using Painters Tape**

   ![Example 1 – Using Painters Tape](image1)

   **Example 2 – Using Stanchions**

   ![Example 2 – Using Stanchions](image2)

   d. If possible, entrance/exit doors propped open to minimize customer contact and allow air flow within the store
   e. If available, hand sanitizer can be placed near the entrance for customer use

3. Sales Floor:
   a. Ensure appropriate signage and floor markings are in place for any one-way aisles
   b. Utilize with painters tape to mark flooring
   c. **Do not** use duct tape or strong adhesives on flooring or carpeting

   ![Sales Floor](image3)
COVID-19 STORE SAFETY PROCEDURES

4. Visitors:
   a. To prevent the spread of the COVID-19 virus, and to identify and contact individuals in the event of a virus-related incident, effective immediately until further notice, all locations are to implement the COVID-19 Vendor & Visitor Log.
   b. All visitors, vendors, service representatives, campus cleaning crew and delivery personnel who access the interior of the location shall fully complete the log before further accessing the store. This does not include customers.

   5. Shipping/Receiving:
      a. Vendors that are delivering parcel, package or other deliveries must be restricted to only the drop off location and are not allowed any additional access to the facility
      b. They must sign the COVID-19 Vendor & Visitor Log on each visit.
      c. Conduct touchless receiving:
         o Conduct a carton count and segregate inbound containers for 24 hours before they are processed
D. Store Operations:

1. Traffic and occupancy control - If applicable, have a greeter at or near the entrance to enforce the following requirements:
   a. Customers are required to remain at least 6 feet (2 meters) apart from others while shopping in the store
   b. Greeter should limit the number of customers allowed in the store at any time to ensure that social distancing is occurring, especially in states or jurisdictions with mandated reduced occupancy
   c. If possible, create an entrance and exit with stanchions or use separate doors

2. Curbside/Limited Contact Pick Up Online
   a. In order to continue to service our customers during this unprecedented time, we need to provide a Hassle-Free Shopping Experience for those who may want product from our store, yet not come into the physical store space. We need to plan for a surge in volume of online orders. This can address instore lines due to reduced occupancy mandates.
   b. Curbside/Limited Contact Pickup Overview
   c. Store Sign Up for Curbside / Limited Contact Pick Up
   d. TIP > Curbside/Limited Contact Pickup for Online Orders
3. All common surfaces and areas (POS area, door handles/knobs, counters, cooler doors, store phones, debit machines, computer and keyboards, refrigerators and microwave doors, etc.) must be cleaned with antibacterial cleaner at least every 2 hours.

4. Refer to How to Clean Your Verifone Devices for proper PIN pad cleaning. Print copy to post near POS area.

5. Coordinate with the campus/landlord to have constant air circulation with the HVAC system (fans constantly operating when team members and customers are in the store).

6. If possible, store management should open windows/doors for at least 30 minutes, three times per day in order to provide fresh air circulation.

7. Team members are required to clean and disinfect all common and high touch surfaces, such as the register area, buyback and rental check-in counter area with antibacterial cleaner after completing any return transaction.

8. Team members must wash hands frequently. Wash and scrub hands at least 20 seconds. If not near a rest room, use hand sanitizer with at least 60% alcohol.

Resources:
- The Quad> Retail Operations> COVID – Store Operations
- Follett’s Coronavirus Resource & Information Site (CRIS)
- Centers for Disease Control & Prevention (CDC)
- Government Of Canada - Coronavirus (COVID-19)

If you have questions, first reach out to your regional manager and then follettsafety@follett.com for any further support.