

## Increased Cleaning, Sanitizing & other Safety Protocols:

- Enhanced Team Member Training
- Increased cleaning & sanitizing of high touch areas every 20 minutes
- Increased frequency of hand washing
- Daily team member health verification & screening
- Identifying, removing and/or centralizing potential high touch contamination points to ensure frequent cleaning & sanitizing
- Installation of barriers wherever social distancing is not possible
- Aligned with UHART's "Let's Keep Hawks Healthy" Campaign
- All team members have reviewed and signed "Let's Keep Hawks Healthy" Pledge
- Level 1-3 Mitigation Strategies/Protocols in place
- Quarantine & Isolation Plan Protocols in place
- State of CT Covid Prevention Certification Completion for all campus locations

## Technology Innovation Changes:

- **Occupancy Monitoring Systems @ Commons & GSU Café**  
Occupancy levels of each dining space have been re-accessed in accordance with social distancing guidelines. Monitoring systems have been installed to count the number of people currently occupying that space. We have arranged socially distanced waiting lines when the cafeterias reach capacity. This system allows us to accurately track how many people are in a space at a given time to maintain a safe occupancy.
- **Sanitation Beacons**  
We have installed "sanitation beacons" at high touch areas within the dining locations. These are indicator lights that be used as a gentle reminder for staff to clean and sanitize that space. The lights will turn red at the predetermined intervals to indicate that it is time to sanitize. Once the area is safe, the employee resets the beacon by the no touch system, of waving their hand over it. The beacon will then turn green. This will be highly visible to our staff as well as our guests. Another benefit to this system is that employees do not need to wait the set amount of time to sanitize, if they sanitize the area before the light turns red they can wave their hand over it, to reset the clock back to the initial time.
- **No Touch Payment Solutions at all Locations:** Apple pay is 100% touchless and accepted at all locations. Students will no longer have to hand their ID's to a cashier as we have installed card readers that will allow students to swipe their own ID for payment.
- **No Touch Beverage Solutions:** The freestyle coke machines will now feature a QR code that can be scanned. The guest will be able to select the type of drink and order beverage of choice right from their phone. No touch utensil dispensers at all dining locations.
- **Dining Services has moved to Grubhub Ultimate Platform**  
Grubhub Kiosk locations in GSU, Dana Hall, Mortenson Library & PAC  
Increased mobile ordering functionality  
Increased Menu Selections & Meal Plan Functionality  
Simplified Grub Hub pick up stations that are easily accessible for accelerated pick up
- **Introduction of E-Commerce Solutions** to provide access to meal plan additions and changes 24/7 through campusdish.