

SUN DEVIL DINING

COVID-19 Enhancements for our Guests*

We, Sun Devil Dining at Arizona State University, are committed to the safety and well-being of students, faculty, and staff, as you prepare to return to campus in the fall. We have implemented additional safety processes and protocols to help ensure the safety of campus operations. In addition, we are implementing new menu programs and enhancements to ensure operational excellence from sourcing to serving of all items, promote consumer confidence, utilize reusable and compostable dining ware when possible, and continuously deliver on our quality and student satisfaction standards that you have come to expect at Sun Devil Dining.

- **Focusing on Students**

- Sun Devil Dining Residential Takeout Services
 - Our dining halls are providing Take Out Service only
 - 6 feet social distancing measures are in place and indicated with floor decals
 - Swipe your University ID card upon entering the dining hall
 - Only one to-go meal may be used for a given visit (double swipes are prohibited)
 - To receive your reusable to-go container, provide your “Go Local Green” key tag provided to you in your Sun Devil Dining tote bags placed inside your dorms. If you have misplaced it, please let the dining hall cashier know, show your ID and they will provide you with one
 - In addition to the reusable to-go container, you will be given compostable containers for soup, dessert, salad and one cold beverage cup & one hot beverage cup
 - Fill your to-go container with tasty foods! Please do not overfill as the lid of your to-go container must close as designed
 - All food and beverage must be carried. Any food unattended may be discarded
 - Only Sun Devil Dining issued reusable to-go containers are allowed in the dining halls. Personal containers are prohibited
 - For the reusable containers, rinse it thoroughly, bring it back to the dining halls for a clean and sanitized new container. If you misplace or need to replace your to-go container you can purchase a replacement for \$6 plus tax with your cashier

- Expanded Grab and Go:
 - To support the on-the-go student looking to limit physical interactions while purchasing food, we have expanded the Quick Eats Grab & Go to include a full offerings for breakfast, lunch, dinner and snack occasions while expanding it into the all-you-care-to-eat dining halls. Menu items are prepared fresh on site.
- C-store with Enhanced Grocery Offering
 - To provide peace of mind and access to essential items on campus, we have expanded our C-store portfolio with the option to include enhanced grocery offerings. This program ensures students and faculty/staff have access to grocery items without leaving campus and includes on-trend categories that have become more popular in response to the virus.
- Communication and Student Engagement
 - Social media is the ideal tool during this time of social distancing to discuss changes, new offerings, and virtual events and much more with you.
 - Facebook: Sun Devil Dining
 - Instagram: Sun_Devil_Dining
 - Twitter: @SunDevilDining
 - Events
 - We have planned themed meals as well as Limited Time Offers for Residential as well as Fast Casual Restaurants, Coffee Shops and Campus Markets to provide variety and savings!
- Evaluating Student Satisfaction
 - While COVID-19 continues to provide challenges for fall planning, we recognize the importance of receiving constant feedback from guests to better understand how expectations are changing. We encourage guests to provide the positives and improvements by leaving comments on [YourDiningVoice.com](https://www.asu.edu/yourdiningvoice). We will respond in real time to address all feedback.
- **Individualized Catering**
 - In an effort to further support the needs of our campus community, we have created a new platform to safely deliver catering upon location re-openings. Individual Catering provides the same level of customer service, quality, and flavors in a box to ensure guest safety. This program will provide a collection of full meals across breakfast, lunch and snacks; satisfying all palettes and tastes. Customers will still have their catering orders delivered per their request.
 - To access the 'Catering Box' menu, visit [ASUCatering.com](https://www.asu.edu/ASUCatering.com)
- **Social Distancing**
 - Carry-out only at all on-campus fast casual restaurants, campus markets and coffee shops
 - Signage and graphics encouraging spacing
 - Established 'traffic lanes' to facilitate safe movement
 - Use stanchions and floor markings for line spacing
- **Dining Area Adjustments**
 - Face masks are to be worn in all ASU buildings
 - Closure of all common seating areas
 - Strict control of occupancy limits
 - Increased outdoor seating where possible
 - Marked and spaced standing areas

- **COVID-19 Sanitation Practices**

- Cleaning & Sanitation

- **CLEANING:** Each location maintains a variety of tools and processes designed to ensure the highest levels of cleanliness are maintained at all times. Each associate has a Day-At-A-Glance Tool to guide them of specific cleaning requirements for every station and space.
- **HIGH TOUCH CLEANING:** Extra and frequent cleaning of all surfaces and items that are at higher risk of contamination (door handles, light switches, condiment stations, etc.).

- Hand Hygiene

- **GUESTS:** Increased availability of hand wash stations, hand sanitizer, 'no-touch' service options and targeted signage and communication to promote hand hygiene.
- **EMPLOYEES:** Substantial and ongoing hand hygiene training, an increased schedule of mandatory hand washing (every 20 minutes) and appropriate use of PPE (gloves).

- Chemicals, Equipment & PPE

- **CHEMICALS:** Specified chemicals are designed specifically for food service environments. Diversey Quat-Sanitizer has the highest possible rating for efficacy. Every location also maintains an inventory of Oxivir TB Wipes, a CDC approved disinfectant for the pathogen treatment of spaces that have been exposed to the COVID-19 virus.
- **EQUIPMENT:** All equipment utilized in cleaning and sanitation, including dishwashers, glass cleaners, chemical dispensers, etc. are checked multiple times per day for correct temperatures, concentrations and functionality.
- **PERSONAL PROTECTIVE EQUIPMENT (PPE):** Ensures that all locations are properly equipped with the necessary PPE to ensure guest and employee safety - including gloves, masks, eye protection, thermometers, aprons/gowns, etc.

- Product Safety

- **VENDORS & SUPPLIERS:** All vendors and suppliers must pass stringent safety and sanitation requirements to gain and maintain approval. Additional controls will be placed on vendor deliveries to ensure the safe transfer of all products.
- **FOOD SAFETY:** Standards for food receipt, storage, handling and preparation are very detailed and specific. Each step of the process is monitored and documented so that quality, temperature control, and contamination risks are managed at all times.

*Due to the fluid nature of COVID-19, this information is subject to change