



PIONEER
College Caterers

Summer/Fall 2020



Dining Services Reopening Guidelines

Path to the New Normal



Reopening Guidelines Introduction

Pioneer's reopening guidelines were established from Centers for Disease Control (CDC) guidelines and standards set forth by the National Institute of Occupational Safety and Health (NIOSH) and the Food and Drug Administration (FDA).

NIOSH leads the national initiative called Prevention through Design (PtD). The Hierarchy of Controls is a PtD strategy used as a means of determining how to implement feasible and effective control solutions.

Hierarchy of Controls

- Elimination: Physically remove the hazard *e.g. COVID-19 vaccine or cure*
- Substitution: Replace the hazard *e.g. Adopt new processes distant learning, working from home, etc.*
- Engineered Controls: Isolate people from the hazard through use of physical controls *e.g. Plexiglass dividers, stanchions, signage, etc.*
- Administrative Controls: Change the way people work or act, including changes to policies and procedures. *e.g. Pre-shift health check, cleaning and sanitizing procedures, etc.*
- Personal Protection Equipment (PPE): Specialized clothing or equipment used by individuals to protect against infectious materials and/or aid in the prevention/reduction of spread of infectious germs.

Elimination and substitution controls are mandated by federal and state governing authorities and institutions. Pioneer has established reopening guidelines for the three control areas we have direct influence on: engineered, administrative, and PPE. Pioneer reopening guidelines are based on expert resources from the National Restaurant Association and best practices from multiple state and county health department guidelines.

The Pioneer Recovery - Phased Reopening Plan is an outline of minimum recommendations. They are not mandates and may be used in part or in whole. They are points of consideration intended to aid in productive discussion and effective planning of dining service needs to each individual dining hall. *Local health department requirements will supersede all considerations. Confirm your specific guidelines with your state or local governing authority.*

Pioneer will provide standard print signage, administrative controls, and PPE for dining services employees. Engineered controls (such as acrylic barriers/guards, floor decals, electrostatic cleaners, etc.) requiring expense to implement must be discussed and pre-approved by client. All engineered controls, outside of Pioneer provided signage, are the financial responsibility of the client school.

Planning discussions should include Pioneer food service director, district manager and designated client contacts. Final dining service reopening and phased service plans need to be determined and mutually agreed upon before the dining hall reopens for any summer conference meal service. *(A sample meeting agenda is available in the resource section of the Reopening Guidelines and the Pioneer support page.)*

Be sure to review the resources available in the Reopening Guidelines Section on the Pioneer Support Resources Page.





The Pioneer Service Pledge

Pioneer College Caterers is proud to provide everyone entering our dining halls a safe, warm, and inviting space to enjoy their meal. As we welcome you back into our dining hall, we ask that you review our service pledge below. Only together can we commit to this pledge and keep our community safe.

Our Pledge to You

- We will continue to be a leader in safe sanitation practices with all our team members being safe food handling trained. A certified safe food handling manager will be scheduled on every shift.
- All employees will pass a pre-shift health check.
- All employees will practice proper hand hygiene standards and respiratory etiquette.
- All seating options will comply with appropriate, phased reopening, and social distancing guidelines.
- Hand sanitizing or hand washing stations will be available to all guests and employees.
- All serving and dining areas will be regularly cleaned and sanitized throughout the day, as needed, before and during meals and routinely after each meal.
- Place settings (plates, bowls, cups, etc.), utensils, and all serving vessels will either be single-use or will be properly cleaned and sanitized after each use.

Your Pledge to Us

- If you have been exposed to COVID-19 recently, have symptoms of COVID-19 or flu (including fever, cough, or shortness of breath), please help us keep everyone safe by immediately speaking with your resident assistant prior to entry in the dining hall. Arrangements for contactless meal delivery can easily be made.
- You agree to follow the posted signage and instructions that have been put in place to protect you and other dining hall guests.
- If you have any questions about the Pioneer Service Pledge, please ask for a manager and we will be happy to assist you.

Note: This pledge advocates compliance of standards as outlined in; CDC, NIOSH, FDA, National Restaurant Association, State Restaurant Associations, and state government/health department COVID-19 reopening guidelines.



Pioneer Controls and Guidelines



Pioneer Controls and Guidelines (for all phases)

Engineered Controls

Engineered controls such as barriers, portable handwashing and/or sanitizing stations, and signage require the purchase of physical materials to implement. These controls will be put into practice only with the prior approval of client and Pioneer district manager.

Physical Barriers

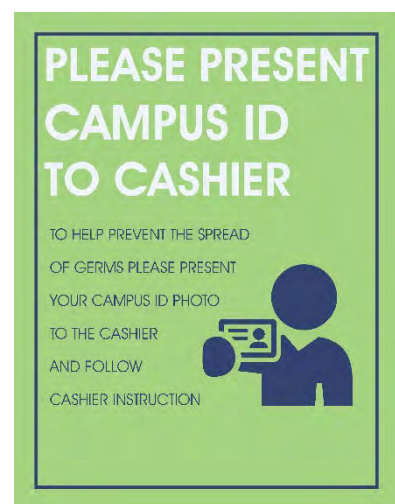
- Plexi Guard at Cashier Stand
- Plexi Guard at Food Stations
- Plexi Guard Dividers to Separate Tables and/or Booths
- Stanchions for Service Line Cue

Signage

A variety of general and instructional signage, as outlined below, will be utilized at entry, service, and Back of House (BOH) employee entrance points.

Entry:

- We're Fans of Clean Hands
- Please Wear a Face Mask
- Cover Your Cough or Sneeze
- Space Out - Social Distancing - Stay 6 Ft Apart
- Instructional Signage - Please present campus ID to cashier



Service Areas:

- Social Distancing - Stay 6 Ft Apart (Floor Stickers)



Back of the House – Employee Entrance:

- If You Are Sick Stay Home
- Temperature Check
- We're Fans of Clean Hands
- Avoid Touching Your Face
- Where's Your Face Mask?
- How To Wear, Remove, Change Face Masks
- Cover Your Cough or Sneeze
- Social Distancing - Stay 6 Ft Apart



Administrative Controls

Administrative controls involve changing the way people work or act, including changes to policies and procedures, to reduce or minimize hazard exposure. Outlined below are the administrative controls at the core of the CDC's recommendations to help prevent the spread of germs.

- Pre-Shift Health Check
- Cleaning and Sanitizing Procedures and Schedules
- Communication
- Hand Hygiene and Respiratory Etiquette
- Social Distancing Guidelines
- Personal Protective Equipment (PPE) Policies – See PPE Controls



Pre-Shift Health Check

The purpose of the Pre-Shift Health Check is to monitor our workforce for indicative symptoms. All Pioneer employees will be screened for COVID-19 when reporting to work. Upon clocking in for each shift, each employee will complete a Pre-Shift Health Check and temperature screening. A temperature cannot exceed 100.4 degrees Fahrenheit. If an employee cannot pass the pre-shift health, they should leave the premises immediately, notify their manager, then contact their primary health care provider. Pioneer does not allow symptomatic people to physically return to work until cleared by a professional medical provider.

Note: Per CDC guidelines, confidentiality of employee health information must be maintained.

Cleaning and Sanitation Procedures and Schedules

76% of surveyed consumers state a food service establishment's cleanliness and food safety procedures will matter more, post COVID-19. Pioneer will meet the following criteria.

- Thoroughly detail-clean and sanitize entire facility, especially after a closedown. Focus on high contact areas that would be touched by both employees and guests. Do not overlook seldom touched areas. Follow sanitizing material guidelines to ensure effective sanitizing strength and to protect surfaces.
- During meal periods, ensure all common use areas (food lines and dining tables) are routinely wiped with sanitizing solution. At the end of each meal period, all common use areas (food lines and dining tables) should be disinfected and sanitized.
- Use disinfectants according to manufacturer guidelines and with great care regarding food contact surfaces.
- Ensure routine, effective employee training on cleaning and sanitizing procedures are maintained.

Note: Each unit should have detailed cleaning and sanitation schedules built into their daily opening and closing checklists. The checklist should be routinely maintained, daily, and current copies held in the Unit Operations Manual.

Communication

Cleanliness and food safety have always been and will always be key priorities. Following are the best ways to communicate our commitment to safety and cleanliness.

- Effective Signage
- Posted Cleaning Schedules
- Manager Presence During Meal Periods
- Actions speak louder than words; all employee actions should actively model all posted sanitation and safety standards.
- Designate a single employee per shift – ideally with a clearly identifiable uniform or badge for guests to recognize – to oversee safety and sanitation measures.

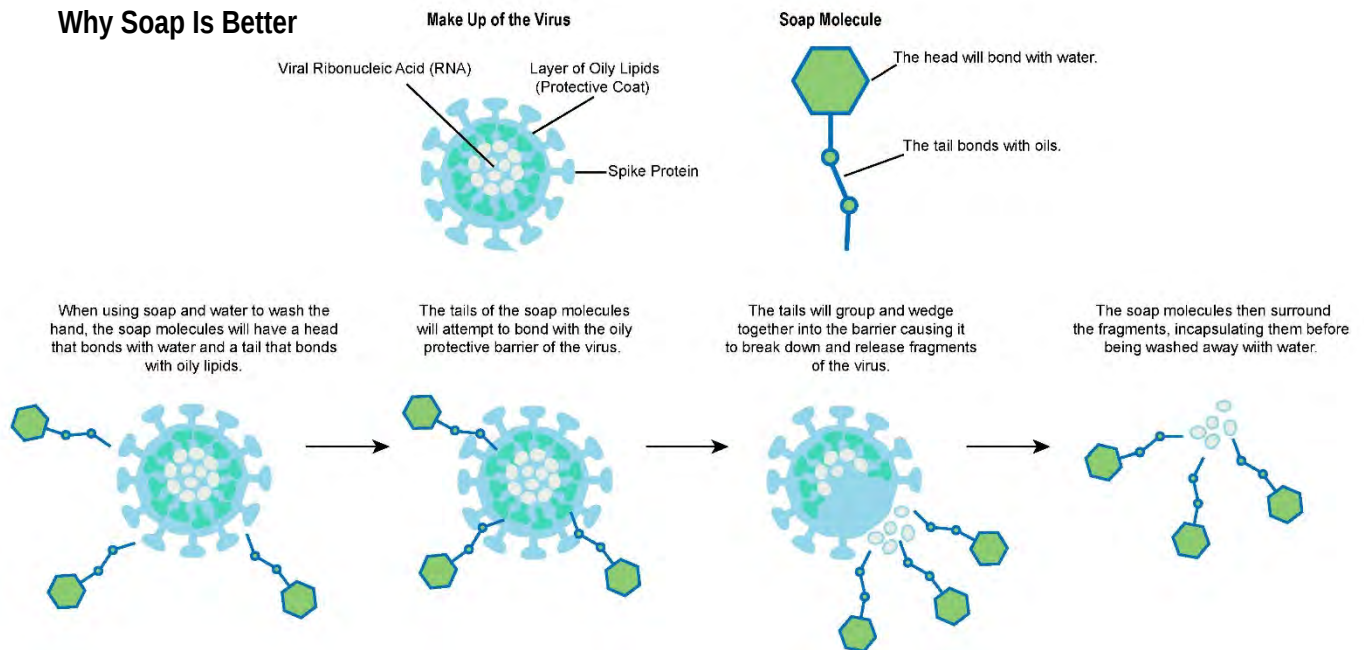


Hand Hygiene and Respiratory Etiquette

Washing hands prevents illnesses and spread of infections to others. Handwashing with soap removes germs from hands. This helps prevent infections because:

- People frequently touch their eyes, nose, and mouth without even realizing it. Germs can get into the body through the eyes, nose, and mouth and make us sick.
- Germs from unwashed hands can get into foods and drinks while people prepare or consume them. Germs can multiply in some types of foods or drinks, under certain conditions, and make people sick.

Why Soap Is Better



Respiratory Etiquette

All employees are to be trained on proper respiratory etiquette, sneeze or cough into a tissue or the inside of your elbow. Ensure "Cover Your Cough" signage is visibly posted.



Social Distancing Guidelines

To prevent the spread of germs, the CDC recommends individuals employ social distancing, or maintain approximately six feet from others, when possible. Ensure “Social Distancing – Stay 6 Ft Apart” signage is visibly posted.

In food production and retail food establishments, an evaluation should be made to identify and implement operational changes that increase employee separation. However, social distancing to the full six feet will not be possible in some food facilities. The risk of an employee transmitting germs to another is dependent on distance between employees, the duration of the exposure, and the effectiveness of employee hygiene practices and sanitation. When it is impractical for employees in these settings to maintain social distancing, effective hygiene practices should be maintained to reduce the chance of spreading the virus.

Note: Maintaining social distancing in the absence of effective hygiene practices may not prevent the spread of germs. Food facilities should be vigilant in their hygiene practices, including frequent and proper hand washing, and routine cleaning of all surfaces.

Personal Protection Equipment

Personal use items such as tissues, disinfectant wipes, infrared thermometers, gloves, and facemasks may help prevent the spread of disease.

Tissues and Disinfectant Wipes

- Tissues should be available at all entry/cashier points to aid in proper respiratory etiquette.
- Tissues and/or Disinfectant Wipes should be available throughout self-serve areas with handled dispensers. Instructional signage, “Please use a tissue or wipe as barrier between your hand and dispenser handle” should be visibly posted.
- Make sure there are trash cans nearby so tissues and wipes may be quickly and properly discarded.

Infrared Thermometer

With the encouragement of the CDC and some state and local governments and EEOC approval, all employees entering the workplace must complete a pre-shift health check including a daily temperature screening. The CDC defines a fever as a temperature above 100.4° F.

A non-contact infrared thermometer will be used for the daily temperature screening.

Gloves

All Pioneer employees will wear disposable gloves when handling or serving ready-to-eat foods and when working in the dish room. Disposable gloves may be of any food safe material vinyl, latex, nitrile, etc.

Face Masks

Federal health officials and the CDC recommend the use of face masks to stem the spread of COVID-19. The virus primarily spreads when a person coughs, sneezes, or breathes contaminated respiratory droplets into the face of a well person. Face masks help protect others from these respiratory droplets when in close contact.



As a reminder, wearing a face mask should be used in conjunction with hand washing every 30 minutes, social distancing, cleaning and sanitation procedures, as well as other guidance below:

- Face masks are not sufficient to allow symptomatic employees to work. Any employee with symptoms will be excluded from work immediately.
- Face mask usage does not remove the need for social distancing.
- Face masks should not be shared person to person. Unless using a freshly laundered, dry, reusable face mask.
- Employees must have two clean face masks per shift.

A washing machine will properly clean and sanitize the face mask and must be washed each day, after use.

Note: Be careful to not touch your eyes, nose, and mouth when removing face mask and wash your hands immediately after removing.



Cloth Face Masks Should:

- Include multiple layers of fabric but allow for breathing without restriction.
- Fit snugly, but comfortably against the side of the face.
- Be secured with ties or ear loops.
- Be able to be laundered and machine dried without damage or change to shape.



Pioneer Recovery - Phased Reopening Plan



Pioneer Recovery - Phased Reopening Plan

Introduction to Phased Approach of Reopening

In response to the spread of the novel coronavirus COVID-19, state governments across the country have issued stay at home/shelter in place/safer at home orders as a public health mitigation strategy to slow the spread of the virus. As these orders start expiring and business begins to reopen, we must plan responsible, phased, action steps to ensure the continued safety of the communities we are privileged to serve.

A few key points affecting recommendations moving forward:

1. There is a lot about COVID-19 that we do not know. We do not know if COVID-19 will end up being seasonal. We do not know enough about how it spreads. This plan is based on the best information that is currently available and may change as knowledge improves.
2. Once stay at home orders are lifted, especially when social distancing and gathering size requirements are relaxed, there will likely be an increase of some magnitude in COVID-19 spread. How the orders are lifted, in each community we serve, is a key determinate.
3. Until a vaccine or other therapeutic interventions become available, some level of social distancing will be required and use of personal face masks will be encouraged.

Dining Hall Health Protocols for All Phases

- Hand washing stations are available in all bathrooms adjacent to the dining hall.
- Hand sanitizing stations will be available upon entry to the dining hall.
- All front-of-the-house contact surfaces including door handles, tray slides, and other common contact surfaces (table-tops and serving lines) will be sanitized regularly before and during meal service and disinfected after each meal period.
- Signage will be placed in easily visible locations to remind everyone of best hygiene practices.



Duration of Phases

Reopening dining operations and relaxing protective measures in place will occur in phases in compliance with local municipality reopening guidelines. Proceeding to the next reopening phase will depend on accomplishing milestones, meeting the applicable gating criteria as defined by local municipality, not on a timetable.

We understand there will be an increased risk of exposure during the reopening process. We understand we may need to reinstate the same or stricter protective measures to protect our community. However, given what is currently known about the virus, we can expect each phase to last at least 14 days.

We can help reach reopening milestones by actively practicing universal precautions and staying home if ill. We will proceed to next reopening phase only at the direction of the local municipality and in agreement with college/university operations.



Phases	Phase 1	Phase 2	Phase 3	Phase 4
	<i>Restricted Service</i>	<i>Moderate Service</i>	<i>Limited Service</i>	<i>Standard Service</i>
Social Distancing	Maintain 6-Foot Distance	Maintain 6-Foot Distance	Maintain 6-Foot Distance	Respect Others Social Distance
Dining Hall Entry	One Entry/Cashier	One Entry/Cashier	All Entries/Cashiers Open	Full Capacity
Food Service	Carry Out Only	Dine-In and Carry Out	Dine-In and Carry Out	Full Capacity
Dining Areas	Closed	50% Max Occupancy with Social Distancing	75% Max Occupancy with Social Distancing	Full Capacity Avoid Large Crowds

Note: Phase guidelines and specifics may differ by location. Confirm your specific guidelines with your state or local governing authority.

Universal Precautions in All Phases

During all dining hall service phases, we will encourage all community members to:

- Please stay home if you feel sick.
- Wear face masks whenever in public including the dining hall except for when consuming food or beverage.
- Practice good hand hygiene, including frequent hand washing, use of hand sanitizer when unable to wash hands, and refrain from touching face.
- Practice good respiratory etiquette; Sneeze or cough into a tissue, or the inside of your elbow.
- Practice appropriate social distancing as outlined in phased guidelines.
- Observe and comply with all posted signage and instruction.



Social Distancing in Phases 1 through 3

Dining services has reviewed flow of service and ensures social distancing by limiting flow of service through the dining hall to the greatest extent practicable.

- Maintain at least 6 feet distance apart from each other while entering the dining hall.
- Maintain at least 6 feet distance apart from each other while waiting in line at stations for meal and/or beverage service.
- In the event the dining hall is at capacity, dining services will ensure meals are available to-go.
- Maintain at least 6 feet distance apart from each other while waiting in line at dish return.



Social Distancing in Phase 4

- Please respect others' social distance.

Dining Hall Entry in All Phases

- Wash your hands before entering dining hall.
- Sanitize your hands upon entering the dining hall.
- Present your campus ID to the cashier and follow cashier instruction for entering the dining hall.
- Signage should be posted at dining hall entrance stating, "No one with fever or symptoms of COVID-19 is permitted to enter."



Food and Beverage Service in Phases 1 through 3

This has been expanded from Communicable Disease Action Plan, "Step Two" to cover restricted, moderate, and limited service levels. The purpose of restricted, moderate, and limited service levels is to reduce the number of common touch items such as serving utensils, plates, cups, glasses, etc. Placement of additional engineered controls (e.g., acrylic shields, barriers, floor decals, etc.) will be implemented as mutually agreed upon by client and Pioneer district manager.

- To the greatest extent practicable, floor decals / stanchions and cordons will be placed at dining hall entry and service line queuing areas to support proper social distancing.
- All self-prepared offerings such as Make Your Own will be suspended until standard service operations resumes.
- Where possible, all sneeze shields will be arranged to block self-service. Additional acrylic barriers may be placed to block self-service.
- All meals will be served by dining hall employees, no self-service items will be available. Grab and go items may be an option in different phases.
- Salad bar will not be offered. House salads will be pre-prepared, wrapped in salad bowls or disposable containers, and served or made available as grab and go.
- Desserts will be pre-plated and served or pre-packed and made available as grab and go.
- Grab and go items will be stocked to no more than minimum levels to prevent excessive touching of items.
- Use of self-service beverage stations will be discontinued to the greatest extent practicable. Self-service beverages stations will have tissues / wipes available to use as a disposable hand barrier. Any unwrapped or non-disposable items (e.g. straws or utensils) as well as fruit (lemons), sweeteners, creamers, and any condiment containers that are not single-use, disposable packaging, will be removed from service. *(Check and conform with local guidelines)*
- All seconds and beverage refills will be served on a clean or new plate and/or cup.
- Rolled napkins with utensils, or disposable cutlery kits will be distributed by dining hall employees at the same time a meal is served.
- Condiments will be served upon request, in single-use or non-reusable portions.



Dining/Seating Areas in Phases 1 through 3

- The chairs in the dining hall have been placed to comply with social distancing guidelines. Dining hall guest will not move chairs and will maintain at least 6 feet of distance from each other at dining tables.
- No common tabletop napkins or condiments will be available.
- Use of tablecloths and cloth napkins is discontinued.
- Instruct guests when done eating, pick up your plates, silverware, cups, trash, etc. and either dispose of in proper waste receptacles or follow instruction on proper dish return.

Phase 1 Specific

- Only one entry/cashier is open
- Dining hall open with carry out only
- Dining/Seating area closed

Phase 2 Specific

- Only one entry/cashier is open
- Dining hall open with dine-in and carry out
- Dining/Seating area will not exceed 50% maximum seating capacity per fire code with social distancing guidelines in place

Phase 3 Specific

- All entry/cashier points open
- Dining hall open with dine-in and carry out
- Dining/Seating area will not exceed 75% maximum seating capacity per fire code with social distancing guidelines in place

Phase 4 Specific

- Dining services will be open in full capacity
- Maintain universal precautions
- Facemasks are optional
- Respect others social distancing



Employees and Back of the House in Phases 1 through 3

- All Pioneer employees will wear a face masks for any interaction with dining hall guests, co-workers, or while in common travel areas of the business (e.g. dining hall, serving lines, hallways, bathroom, storeroom, loading areas, entries, and exits.) ***Employees are not required to wear masks while alone in office, more than (6) feet away from other individuals, or if doing so would pose a serious threat to their health or safety. (e.g. Working over a fryer, grill, range, or other piece of equipment that may exacerbate difficulty breathing.)***
- Interaction between delivery drivers / sales reps at loading dock, back door, office, or other locations will be minimized.
- Contractors, vendors, and drivers must wear face coverings or masks while on site.
- Workspaces and other work-related items / utensils (pens, knives, etc.) being shared by employees is discouraged to the greatest extent practicable.
- Maintaining 6-foot social distance between workstations is to be practiced to the greatest extent practicable.



Resources



Phased Dining Hall Service Levels

During all dining hall service phases, we will encourage community members to:

- Wear a face mask over their mouth and nose when in the dining hall, except for when consuming food or beverage.
- Practice good hand hygiene, including frequent hand washing, use of hand sanitizer when unable to wash hands, and refrain from touching face.
- Practice good respiratory etiquette; sneeze or cough into a tissue or the inside of your elbow.
- Practice appropriate social distancing as outlined in service phases and/or local mandates. Chairs in dining hall have been placed within social distancing guidelines. Please do not move chairs.
- Observe and comply with all posted signage and instruction.

PHASE 1 Restricted Service

Social Distancing

- Maintain 6-Foot Distance

Dining Hall Entry

- One Entry/Cashier Only

Food Service

- Open with Carry Out Only

Dining Area

- Closed

PHASE 2 Moderate Service

Social Distancing

- Maintain 6-Foot Distance

Dining Hall Entry

- One Entry/Cashier Only

Food Service

- Open with Dine-In and Carry Out Service

Dining Area

- Up to 50% maximum seating capacity with social distancing.

PHASE 3 Limited Service

Social Distancing

- Maintain 6-Foot Distance

Dining Hall Entry

- All Entry/Cashier Points Open

Food Service

- Open with Dine-In and Carry Out Service

Dining Area

- Up to 75% maximum seating capacity with social distancing.

PHASE 4 Standard Service

- Respect Others' Social Distancing
- Maintain Universal Precautions; Good Hand Hygiene and Cough Etiquette
- Face Masks Are Optional
- Open at full capacity

Note: Specifics of phased service guidelines may differ by location. Confirm your specific guidelines with your state or local governing authority.



Return to Work Agreement

Agreement between Pioneer College Caterers and employee on returning to work between May 1, 2020 and Dec 31, 2020 due to COVID-19 mandatory government closure of the business.

- Employee agrees to voluntarily return to employment. It is understood that job descriptions may change based on new service requirements due to COVID-19 mitigation requirements.
- Employee states that they nor anyone in their household has displayed COVID-19 symptoms in the past 72 hours and 7 days have passed since the onset of any illness.
- Employee agrees to voluntarily leave the facility if asked by management due to concerns relating to the Employee's health, including but not limited to, COVID-19 related concerns.
- Employee agrees to a temperature check prior to beginning work each day.
- Employee agrees to complete a self-examination for COVID-19 related symptoms prior to beginning work each day.
- Employee agrees to report to management any visible symptoms of COVID-19 they experience themselves or witnesses occurring with any other employee or customer on the business premises.
- Employee agrees to follow all guidelines and rules, regulations stated by the employer, state, or federal government concerning COVID-19.
- Employee agrees to report to management any quarantine order Employee receives or any instance where someone Employee has been in close contact with, is diagnosed with or thought to have contracted COVID-19 as soon as Employee becomes aware of the information.
- This agreement supersedes any previous terms of employment and nothing in this agreement alters the at-will nature of Employee's employment with the Company.

AGREED and ACCEPTED BY

Employee Signature

Employee Print Name

Date

Manager Signature

Manager Print Name



EMPLOYEE PRE-SHIFT HEALTH CHECK

All Pioneer employees will be screened for COVID-19 when reporting to work. Upon clocking in for each shift, each employee will complete the following Pre-Shift Health Check.

Name: _____

	Day Date	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
Health Check Questions		Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
Have you been in close contact with a confirmed case of COVID-19?		☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐
Are you experiencing a cough, shortness of breath, difficulty breathing, or sore throat?		☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐
Are you experiencing chills, repeated shaking with chills, muscle pain, or headache?		☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐
Have you had new loss of taste or smell?		☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐
Have you had vomiting or diarrhea in the last 24 hours?		☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐
Have you had a fever in the last 48 hours?		☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐	☐ ☐
Temperature Screening								
<i>Normal temperature cannot exceed 100.4 degrees Fahrenheit.</i>								

If you answers yes to any of the screening questions or your temperature is over 100.4 degrees fahrenheit
leave the premises immediately, notify your manager, and contact your primary health care provider.

Per CDC guidelines, employee health information will be held confidentially.



Sample Meeting Agenda

Pioneer is providing all dining halls with;

- Engineered Controls: Standard signage consisting of 8½”x11” print signage for entry, service, and back of the house employee areas.
- Administrative Controls: Enhanced policies and procedures regarding employee pre-shift health checks, cleaning and sanitation, hand hygiene and respiratory etiquette, social distancing and PPE guidelines.
- PPE: All Pioneer employees are being issued face masks and have disposable gloves readily available. Each dining services employee clock-in point will have an infrared thermometer.

Will campus facilities or Pioneer be responsible for maintaining hand sanitizer stations at entry and other service points?

Are students going to be required to wear a face mask in the dining hall?

Will there be a school staff person responsible for taking the temperature of all persons entering the building/dining hall? *Pioneer does not have the staffing resources to accomplish this.*

Flow of service

- Social distancing and line queue at entry, food, and beverage service points, and dish return.
- Social distancing at dining tables.

Staggered Mealtimes

- Do meal hours need to be amended to ensure adequate service?
-
-

If self-service is not allowed, what are alternative service options? (Made to order, grab and go, full served program, or a combination of service styles)

What additional engineered or physical controls are needed to enforce the flow and style of service agreed upon?

- Acrylic guards for cashier stand
- Stanchions, Tensabarrier, floor decal or floor tape to aid in social distancing
- Acrylic barriers for food lines
- Electrostatic cleaners to disinfect dining hall

Clarify, client school bears the financial responsibility of additional engineered controls.

There are a wide variety of resources for engineered controls available on the support page.

To receive more information and/or price quotes please contact John Donaldson at jdonaldson@pceonline.com.



Engineered Controls

Engineered controls such as acrylic barrier and guard and entrance control solutions require the purchase of physical materials to implement. These controls will be put into practice only with the prior approval of client and Pioneer district manager.

Acrylic Barrier and Guard Solutions

For several years Pioneer has teamed up with TriMark, the nation's largest food service equipment provider to bring design, engineering, and equipment expertise to our clients. To support our teams and clients during this unprecedented emergency, Trimark has lined up three leading equipment suppliers. Each offers prefabricated and custom engineered solutions for protecting food, staff, and guests. These industry leaders are:

- **Cal-Mil** – Manufacturer of Acrylic and Plexiglas food service merchandising products. They have introduced a Health and Safety product line.
<https://calmil.com>
<https://calmil.com/products/browse-categories/barriers.html>
- **NEMCO** – Food service equipment manufacturer offering both custom and prefab options for their Easy Shield guards and barriers. In addition, they have introduced Clean Gateway, hands-free door openers.
<https://www.nemcofoodequip.com>
<https://www.nemcofoodequip.com/catalog/easy-shield>
<https://www.nemcofoodequip.com/catalog/clean-getaway>
- **Bon Chef** – Leading purveyor of food service presentation equipment, offers a wide selection of their Health and Safety Shields.
<http://www.bonchef.com>
<http://bonchef.com/pdf/Bon-Chef-Future-of-Buffer.pdf>
- **American Metalcraft Inc** – Long established leader in offering trend-focused and unique products to the food service industry with a strong reputation for customer service and high satisfaction. They have introduced a line of unique, mobile barriers for booths and table seating that protects customers while allowing for safe personal space within a more confined dining environment.
<https://www.amnow.com/product-category/buffet-display/protective-barriers/mobile-partitions>



Utilizing Pioneer's existing process for securing equipment quotes, TriMark Engineering, Design and Equipment experts will work closely with Pioneer and our clients to identify the right solutions for your campus.

Pioneer's Director of Corporate Development, John Donaldson will manage the request for quotes process. Many clients are already set up with TriMark accounting. For those that are not, Donaldson can assist in having an account established.

To expedite a quick turnaround of options and pricing, the following is needed:

- Identify each location needing barriers or guards
 - Supply photos of each location from several angles
- Accurate dimensions of the area to be guarded by W x H
- Attachment method
 - Moveable or Fixed
 - Free Standing
 - Suspended from ceiling or soffit
 - Pole or Framed mounted
 - Counter mounted using brackets, screws, Velcro
- Features
 - Pass-Through
 - Top shelves
 - Side wings or panels

Requests can be e-mailed to jdonaldson@pcconline.com or called in to 816-536-4618. There is no obligation to utilize TriMark. We will assist our clients if they wish to go direct to the vendors above or to work with two other resources identified below.

Other Resources: To help sort through the vast number of sellers that have jumped on the Covid 19 band wagon, Pioneer has identified two additional leading manufactures with decades of experience in engineering both custom and prefabricated shields and barriers. Howard Industries and Interstate Plastics are not part of the TriMark system but will work directly with our clients.

- **Howard Industries** – Industry leading SGuard Essential Wellness Shields. They offer numerous examples that can be used for ordering or as templates for making in-house. You can access this valuable information at:

https://www.howardindustries.com/index_test

Michelle Lohrer
Howard Industries
6400 Howard Drive
Fairview, PA 16415
814-833-7000 ext. 242



- **Interstate Plastics** - Nationwide system of manufacturing locations offering full range of engineered solutions. Their pricing is favorable, and they were very responsive. Additional information on their protective sneeze guards can be found at:

<https://www.interstateplastics.com/sneeze-guard/cp165>

Robert Simpson

Interstate Plastics

330 Commerce Circle,

Sacramento CA, 95815

Phone: (888) 768-5759

Fax: (916) 422-1608

www.interstateplastics.com

Entrance Control Solutions

Pre-Admission Temperature Checks

The cafeteria offers one location where most students and many faculty and staff gather several times a day. While not always an indicator that a person has contracted the virus, temperature checks are one tool being used to monitor an individual's health. Using infrared cameras and advanced software, technology is providing an efficient and safe method of quickly confirming a person does not have a fever before they enter the cafeteria.

Avantgearz Automated AI Temperature Screening Station is one of the more economical system on the market today. More information can be found at: <https://canamwireless.com/product/avantgearz-automated-ai-temperature-screening-station/#tab-description>

Queuing

Cafeterias present unique challenges for maintaining social distancing. At the entrance, crowding together is a common occurrence. Inside the dining facility, waiting in line to be served presents another challenge at keeping guests a safe distance apart. The same can occur at dirty dish returns.

Tensators TensaBarrier has been a leader in queuing solutions for well over a century. Their retractable belt barriers and lobby ropes are ubiquitous. Combined with floor markers, social distancing posts and stanchion signage, an effective, highly visible system can be put in place to reinforce the need to maintain safe distance.

More information is available at: <https://www.tensator.com/solutions/social-distancing-queueing-products>

TensaBarrier products are available through TriMark or purchase direct from their webpage.



Resources

Additional COVID-19 Resources on the Pioneer Support Page

The Pioneer Service Pledge
Return to Work Agreement
Employee Pre-Shift Health Check
Fountain Equipment Start-Up Customer Guide
State Food Safety – A food Manager’s Complete Guide to Food Safety Stand Up Training
COVID-19 Signage

Resources and References:

CDC/NIOSH: Guidelines for College and University, Correctional and Detention Facilities, and Long-Term Care Facilities
CDC/NIOSH: Hierarchy of Controls
FDA: COVID Retail Best Practices Fact Sheet
FDA: Retail Food Protection, Employee Health and Personal Health
KPA: Safety and Compliance – COVID resources Facility Hygiene
National Restaurant Association: COVID -19 Reopening Guidance
State of Tennessee: Post COVID Pledge, Reopening Guidance
Texas Restaurant Association: The Texas Restaurant Promise and Minimum Standard Health Protocols
Missouri: Department of Health and Human Services – Economic Reopening Order
Johnson County, Kansas – Recovery Planning Task Force
Kansas – Ad Astra: A Plan to Reopen Kansas
Ecolab: Guidance for Resuming Operations
MNU Emergency Response Team
Kentucky – Healthy at Work

