

NLD PHASE ONE & TWO

[MEDIUM RISK EMPLOYER’S] COVID-19 PREPAREDNESS AND RESPONSE PLAN

In accordance with Executive Order 2020-59, Northern Michigan University (**Northern Lights Dining**) institutes this COVID-19 Preparedness and Response Plan (“Plan”).

Northern Lights Dining aims to protect its workforce by enacting all appropriate prevention efforts. NMU is continually monitoring guidance from local, state, and federal health officials and implementing workplace and Plan modifications where appropriate.

Employees with questions are encouraged to contact Human Resources via phone at 906-227-2470 and/or email at: hr@nmu.edu

1. Prevention Efforts and Workplace Controls

a. Cleanliness and Social Distancing

Employees who are able to perform their essential duties remotely may be permitted to work from home in accordance with approved telework arrangements.

Only critical infrastructure workers performing necessary work are directed to report on-site. For such workers, Company abides by the recommended social distancing and other safety measures and establishes the following:

- Face covering outlined by NMU (cover nose & mouth) must be worn at all times with exception when eating (still leaving at least 6 feet distance) or if in a room/office alone.
- Large gatherings are minimized whenever possible; staff meetings are postponed, cancelled or held remotely;
- Employees are encouraged to maintain physical distance even when on break as well as before and after working hours;
- Employees are required to maintain physical distance when reporting to work, clocking in, leaving work, and clocking out;
- Employees’ workstations are no fewer than six feet apart; Six feet is maintained as much as possible, acknowledging there are times when employees will be within six feet when going from one workstation to another, aiding a fellow employee and/or to fulfill a customer need/order/request. Note, face shields or safety goggles will be available for employees at all stations.
- NMU may utilize flexible work hours, wherever possible, to limit the number of employees simultaneously working on-site;
- Employees’ interactions with the general-public are modified to allow for additional physical space between parties;
 - Plexiglas at the both entrances at the NLD to prevent risk of air droplets coming in contact with the employee, touchless card reader is placed on the customer side of the Plexiglas to avoid customer interaction.

- **Phase One: No In-House Dining only Pick-up:**
 - Waiting line to place an order at entrances in marked by tape on the floor that is six feet apart. Hand sanitizer station is encouraged to use prior to placing order (hand sanitizer station is conveniently located at this spot).
 - The customer verbalizes what they want to NLD Register Employee, and once an order is placed, the customer waits in the receiving order line (which is marked by tape on the floor six feet apart).
 - The NLD Register Employee writes down the order and brings it to “orders to be filled” table and leaves it here and returns to the register table.
 - The “NLD Runner” picks-up the written order from the “orders to be filled table” maintaining six feet distancing from Register Employee. The Runner then fills the main entrée of the written order and brings it to the “filled orders table” and returns to the “order to be filled table” to await the next order and maintain six feet distancing.
 - The NLD “Sides Employee” picks up the order from the “filled order table” and adds condiments, beverages, desserts, sides and places it on the “complete order table” and returns to the “filled order” waiting area to maintaining six feet distancing.
 - Once the order is on the “complete order table”, NLD employee double checks the order for accuracy and places it on the “pickup table “and alerts the customer to walk-up to the pickup table to get his/her order (pickup table has a six feet barrier to maintain proper distancing), thus avoiding any physical interaction with the customer and is maintaining six feet distance.
 - All employees will be wearing masks and disposable gloves at all times. Note: table for ordering and pickup table will be disinfected frequently by staff (at least every 20 minutes). All employees when dealing with customers will be wearing masks and disposable gloves (which they change after each customer if anything is touched that was touched by a customer).
- **Phase Two:**
 - There will be two to three COVID-19 employees during operation hours. Two of the COVID-19 employees will wash, rinse, sanitize and disinfect each designated seating area on a rotating basis as the NLD dining will be broken up into five sections that are limited to 50% capacity.
 - NLD Register Employee will have a hand held “customer counter” to manage the number of customers allowed in the NLD, with 50 customers limited to each section and 200 overall or 50% capacity. Waiting line to get in will be distanced six feet apart starting from the register leading down into the NLD lobby.
 - Once past the NLD Register, customer will be asked their choice of beverage, which will be canned soda, boxed juice, carton of milk or bottled water.
 - After receiving their beverages, floor arrows and retractable line dividers will lead customers on one-way paths.
 - Customers will have the option to go right for 46 North Stations, Grate and Global and will then lead into the remaining stations (Parsnip, Maple

Sweets, 16 Greens and Stack & Soup). If the customer goes to their left this leads them by the Cutting Board, with the options to merge to the Global station and then will lead them to Parsnip, Maple Sweet, 16 Greens, and Stack & Soup or go straight leading them to Parsnip, Maple Sweet, 16 Greens and Stack & Soup.

- If customer wants to go to a station they missed or didn't get a chance to get to, they can go back through the stations starting at the point of entry as this is all one-way to eliminate as much as possible customer physical cross-interaction.
- Stations will have floor markings to designate six feet distancing and Plexiglas and sneeze guards will be used to physically prevent risk of air droplets from coming in contact with employees.
- Each station will have boxed, prewrapped, or plated food ready to be received and will not physical hand this off to customers; customer will pick this up themselves.
- NLD dining sections will be seated starting in Section A and will then go in order to section D. Tables will be distanced six feet apart in all dining sections.
- Once a customer is seated at a table, COVID cleaning employee will place a laminated card on the table, stating, "this table must cleaned" and will pick up the card stating "this table is clean". Once a customer is finished eating they are expected to put on their face covering and once everyone at their table is done eating, they are expected to exit to allow more students to eat. **NOTE: the only time a customer's face covering is not on, is when they are eating, once done eating they must put on their face covering.**
- As these areas open up, one to two of our designated COVID-19 cleaning employees will sanitize/disinfect with Purell Multi-Surface Solution, which will be applied via backpack battery operated sprayer, hand pump sprayer or by Purell Food Processing Surface Sanitizer Wipes. Once the table is sanitized/disinfected and card will be placed on the table stating, "this table is clean".
- All Dining Room Attendants will wear face shield or safety goggles when in the dining area where customers are eating.
- The third designated COVID-19 cleaning personal will be sanitizing and disinfecting all of our frequently touched areas throughout the NLD dining facility to include: door handles, light switches, cooler door handles, phones, entrance door handles, railings, counter tops on the customer side of all food stations, bathrooms, carts, runners, sink handles, time clock, and loading dock area. This employee will also fill out every hour the disinfectant log and initial this for accountability.

- Each food station and back of the house kitchen employee will be frequently washing/rinsing/sanitizing/disinfecting all food contact surfaces with the Purell Multi-Surface sanitizer throughout his or her shift.
 - NLD Register Attendants will be frequently sanitizing/disinfecting all frequently touched areas at their register with the Purell Multi-Surface Sanitizer.
 - **GET APP & Pick-Up at the NLD Café:**
 - Through our online GET APP via C-BOARD, customers can pre-order food, which they can then pickup without having to enter the NLD Dining/Station Areas.
 - Once their order is placed via GET, they will be given a time to pick-up their food. NLD Café employees will receive notification of customer orders 10 minutes prior to the customer's scheduled pick-up time. Hot and cold food items will be stored properly (in heated runners, hot wells and refrigerated runners, cold wells, and cold display cases depending food item).
 - NLD Café Register Employee will be separated from customers by six feet distancing and Plexiglas. NLD Café line employees, will be separated from customers by at least six feet distancing and once the customers order is filled, a pick up table at the end of the line will be where the customer receives their food order (no physical contact between customer and employee) as the food will be placed on the pickup table and customer will then be notified their order is ready.
 - Six feet distancing floor decals will be placed along the line leading up the pickup table along with six feet distancing floor decals leading into the café and register to maintain social distancing.
 - There will be one entry and one exit door and one way through the NLD Café.
 - Once the order is picked-up, the customer will leave through the exit door and out of the NLD main entrance.
- Every evening the B&G crew will disinfect the entire NLD to include NLD Café, food contact areas will be disinfected with the Purell Food Processing Surface Sanitizer via back pack sprayer and/or hand pump sprayer. The non-food contacts surfaces in the kitchen, back of house, front of house, floors, carpets, and restrooms with the Clorox 360 Disinfection System.
- Non-essential travel is postponed or cancelled.
- Company provides employees with, at a minimum, non-medical grade face coverings along with a coffee filter they can add to their mask if they choose. Training on how to wear and wash masks will be provided to ensure employees are properly wearing and washing their masks after each shift. In addition, we have disposable masks available if a mask is forgotten at home or should become contaminated at work to use for the remainder of their shift.

- Vendors are expected to follow handwashing and/or hand sanitizer protocol, wearing disposable gloves when in facility, six feet distancing, face covering, not coming into facility if sick and following their employee's protocol for COVID-19 related guidelines.

In addition, Northern Lights Dining is instituting the following cleanliness measures:

- Where possible, increasing ventilation rates and circulation throughout work sites;
- Performing and assigning COVID-19 Designates employee(s) at all times as designate (wearing proper PPE: safety goggles, gloves and apron if recommended by manufacturer) to do routine environmental cleaning and disinfection, especially of common areas to include pickup table and all frequently touched surfaces at least every 20 minutes;
- Purell Food Processing Surface Wipes for disinfecting and sanitizing will be placed throughout the facility for both employees and customers to use.
- Hand sanitizer in high-traffic areas is provided, along with multiple areas at NLD to include but not limited to customer pick and ordering areas, employee entrance, break area, time clock, and work stations, vendor entrance, phones, work stations, etc.
- Disposable dishware, utensil, glasses, etc. will be used at all times at the NLD until further notice.
- All self-service stations are closed at the NLD until further notice.

Employees are expected to minimize COVID-19 exposure by:

- Cleaning/sanitizing/disinfecting workstations at the beginning, frequently throughout their shifts and end of each shift with the Purell Food Processing surface sanitizer and disinfectant.
- Office staff will be responsible for cleaning their own work stations/desks frequently throughout the day; this includes student personnel office areas.
- When changing trash and taking out trash, NLD Employee will have on a Mask, Disposable Gloves and Apron (disposable gloves and apron will be changed after task complete).
- Employees, Guests or Customers are not to bring in disposable mugs, glasses, thermos, cups, Tupperware, plates, etc to avoid possible contamination.
- Disposable gloves to be worn at all times when handling all packaging (cardboard/plastic/etc.).
- Avoiding, when possible, the use of other employees' phones, desks, offices, or other work tools and equipment;
- Frequently washing hands with soap and water for at least 20 seconds
- Utilizing hand sanitizer when soap and water are unavailable;
- Avoiding touching their faces with unwashed hands
- Avoiding handshakes or other physical contact;
- Avoiding close contact with sick people
- Practicing respiratory etiquette, including covering coughs and sneezes
- Immediately reporting unsafe or unsanitary conditions on Company premises to NMU HR (227-2470);
- Complying with Northern Lights Dining daily screening processes (see daily screen process below).

- Seeking medical attention and/or following medical advice if experiencing COVID-19 symptoms; and
- Complying with self-isolation or quarantine orders.

b. Supplemental Measures Upon Notification of Employee's COVID-19 Diagnosis and/or Symptoms: SEE NMU's COVID-19 PREPAREDNESS & RESPONSE PLAN.

An employee with a COVID-19 diagnosis or who displays symptoms consistent with COVID-19 must be immediately removed from the worksite.

In response to a confirmed diagnosis or display of COVID-19 symptoms, NMU:

- Informs all employees with and near whom the diagnosed/symptomatic employee worked of a potential exposure;
- Keeps confidential the identity of the diagnosed/symptomatic employee; and
- Conducts deep cleaning of the diagnosed/symptomatic employee's workstation, as well as those common areas potentially infected by the employee. NLD would be closed immediately and deep cleaning (consistent with the CDC guidelines).

All employees who worked in sustained, close proximity to the diagnosed/symptomatic employee are also removed from the worksite for at least 14 days; however, should these exposed employees later develop COVID-19 symptoms and/or receive a confirmed diagnosis, they may not report on-site until all return-to-work requirements are met, defined below.

2. Identification and Isolation of Sick and/or Exposed Employees

Risk and exposure determinations are made without regard to employees' protected characteristics, as defined by local, state, and federal law.

Any health-related information and documentation gathered from employees is maintained confidentially and in compliance with state and federal law. Specifically, medical documentation is stored separate from employees' personnel documentation.

**a. Employees' Self-Monitoring
(SEE NMU's COVID-19 Preparedness & Response Plan)**

The following employees should **not** report to work and, upon notification to NMU, will be removed from the regular work schedule:

- Employees who display COVID-19 symptoms, such as fever, cough, shortness of breath, sore throat, new loss of smell or taste, and/or gastrointestinal problems, including nausea, diarrhea, and vomiting, whether or not accompanied by a formal COVID-19 diagnosis;
- Employees who, in the last 14 days, have had close contact with and/or live with any person having a confirmed COVID-19 diagnosis; and
- Employees who, in the last 14 days, have had close contact with and/or live with any person displaying COVID-19 symptoms, such as fever, cough, shortness of breath, sore throat,

new loss of smell or taste, and/or gastrointestinal problems, including nausea, diarrhea, and vomiting.

Such employees may only resume in-person work upon meeting all return-to-work requirements, defined below.

b. Daily Screenings

To prevent the spread of COVID-19 and reduce the potential risk of exposure, NLD employees are screened on a daily basis.

3. Return-to-Work Requirements

a. SEE NMU's COVID-19 PREPAREDNESS & RESPONSE PLAN.