

THE NATIONAL ASSOCIATION OF COLLEGE & UNIVERSITY FOOD SERVICES

CAMPUS DINING

Today

SUMMER 2020

COLLEGIATE
DINING

DURING

EXTRAORDINARY
TIMES

Creating Excellence

Institution and Industry response
to COVID-19

2020 National Conference Goes Virtual

PENN COLLEGE

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What's next? "Employee training programs will include virtual and small-group sessions," said Noelle B. Bloom, assistant director of Dining Services. "The arrival of students in July provided for a soft opening and a phased employee-training schedule that allowed us an opportunity to revise systems and procedures in anticipation of a fully reopened campus in August."

NOELLE BLOOM
ASSISTANT DIRECTOR OF
DINING SERVICES

Penn College Dining Services began COVID-19 planning on March 16, with students not returning to campus after spring break, and employees shifting to working from home.

Dining Services continued service to our students despite the dining unit closures. Due to extenuating circumstances, a number of students remained on campus. We ensured those students had access to a student food pantry on campus and information on local resources. In addition, grocery store gift cards were made available for pickup weekly. Our department's mission was to ensure no student faced food insecurity.

As we quickly realized this changing landscape was going to become long term, projects we had been considering, such as POS ID card readers, shifted to top priority. In a span of several weeks, working with other departments on campus, we began tackling a long "to-do" list, which included:

- Converting cashier stations to contactless.
- Installing plexiglass barriers at service and cashier stations.
- Displaying signage and floor markers to require masks and encourage social distancing.
- Developing increased standards for cleaning and sanitizing.
- Reconfiguring seating.
- Revising service standards to support takeout and mobile ordering.
- Reconfiguring our all-you-care-to-eat facility to support takeout.

Penn College is a hands-on-learning institution. Because labs are an essential part of students' education, the college developed a reopening plan for various academic programs.

