

USD Auxiliary Services: COVID-19 Protocol

The University of San Diego has always placed an emphasis on health and safety for our students, staff and guests. We offer you peace of mind about joining us on campus by sharing how we have elevated our standards to an even higher level with new protocols for the current circumstances. The health and safety of our campus is paramount, and USD Auxiliary Services will make data-informed decisions based on the research, advice and regulatory protocols from state and county health officials, our own internal expertise and national best practices.

USD Auxiliary Services has implemented a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19. This includes a commitment to customer and staff health, boosted sanitation and safety processes, and modifications to protocols and guest experiences. These steps are designed to be consistent with recommended social distancing guidelines, health and food safety standards.

A Commitment to Staff Health:

- Training of staff to protect themselves with healthy habits that can help to reduce the potential spread of illness has been expanded.
- Daily health monitoring, and temperature check, of all Auxiliary Employees is performed when they arrive for work. Auxiliary Employees participate in the USD health screening either online or in person. The online screening is automated and sent each day to every university employee. The screening includes questions about staff's health as well as the health of anyone they share a residence with. Staff have their temperature taken upon arrival to campus and are sent home if they do not pass the health screening or temperature check.
 - Hand sanitizer dispensers are located at all entrances to the buildings as well as at staff check in points and office suites. Employees walk through a sanitizing mat before entering a building. The mat uses a germicidal bleach to disinfect the bottoms and treads of shoes.
 - Employees' temperatures are checked daily through a contactless technology.
 - Employees are then issued a wristband to signify they have properly checked in and passed the daily health screening.
- Staff are issued recommended PPE:
 - USD Auxiliary employees are required to wear face coverings at all times per local and state guidelines. Face coverings are provided to USD Auxiliary employees every morning.
 - Gloves and hairnets are issued upon arrival based on job duties (required for some, but available for all Auxiliary employees) and are continually available to be swapped out at convenient locations throughout the day.
 - Each day, culinary and custodial full-time staff are provided a uniform that includes chef coat or shirt, pants and head covering. Worn uniforms are professionally cleaned and sanitized.
- Strict handwashing practices are enforced. Staff are required to wash hands multiple times a day (for example, culinary staff are required to wash hands every 15 minutes) for at least 20 seconds

with soap and water and to use hand sanitizer, especially after touching frequently used items and surfaces. Handwashing is tracked in the dining kitchen with a PathSpot machine that provides daily usage reports for each employee. PathSpot Technology:

- The PathSpot Contamination Monitoring System enables real-time handwashing feedback (on both quality and quantity) by scanning the user's hands for dangerous contamination. The system also collects data, so management teams can easily monitor and ensure proper hygienic practices are carried out at all times, in all locations. By analyzing this aggregated data, PathSpot identifies gaps in sanitation compliance and informs customized training for specific locations, shifts, and individuals. PathSpot empowers managers to provide actionable, targeted feedback and builds a positive culture of individual accountability for sanitation, which is incredibly important during an outbreak like COVID-19.

Increased Sanitation and Safety Processes:

- Enforcing safe vendor interactions by requiring face coverings be worn and eliminating access to the facility interiors unless they meet our strict safety guidelines.
- Dedicated disinfecting of touch points including door handles, elevator buttons, retail counter tops, credit card machines/registers and desktops in common study areas.
- Hand sanitizer dispensers added to all building entrances including campus housing.
- Increased frequency of cleaning public restrooms as well as shared facilities in housing.
- Spraying a disinfecting fog to kill pathogens on hard and soft surfaces in common areas three times daily.
- Adjusted spacing to seating in public areas to enable social distancing.
- Installation of Plexiglas sneeze guards to provide a layer of protection when transactions require people to stand less than 6 feet apart.
- Floor markings where lines may typically form to designate 6 feet of space.
- Limited occupancy controlled at entrances to dining halls and retail areas.
- Disinfecting shoe wash mats to be placed at all entry doors in housing areas and the University Center and Student Life Pavilion buildings.
- Signage at unit entrances encourages customers and staff to follow COVID19 guidelines for safety.

Protocol Modifications and Guest Experience:

- **Course Materials:** USD Torero Store already offers a limited touch textbook process for our students. Course materials, supplies and technology may be ordered and paid for online and the Torero Store will pull and pack your order.
 - It is encouraged that orders be shipped to the student's home address.
 - If a student picks up books on campus, when they arrive the order is ready for collection. (Students may schedule a personal appointment for pick-up and will not have to wait in lines).

- **Retail:**
 - **Supplies and Groceries:** are available including; home cleaning and personal hygiene supplies, facial coverings, gloves, pre-packaged food and beverages.
 - **Check Out Processes:**
 - Register check out areas have Plexiglass dividers. We accept payments that help limit the number of touch points (virtual ID via the MySD mobile app for contactless transactions in Dining, Apple and Android Pay in all units).

- **Dining:** We are taking numerous health and safety steps to allow for campus eateries to be in service while mitigating traffic to dining units in compliance with local and federal guidelines.
 - Hand sanitizer dispensers at every entrance.
 - All staff wearing a proper face covering and PPE.
 - Custodial services continue to focus on the sanitization of high-touch surfaces, door handles, restrooms, etc.
 - Frequent hand washing and tracking using the PathSpot system.
 - Sneeze guards at counters, in some cases extended between food and servers.
 - To-go packaged/pre-ordered meals with disposable utensils.
 - GET Food mobile app services expanded to provide additional contactless transactions. Customers may place and pay for food orders from their cellular phone and select campus delivery.
 - External monitored food pick-up locations to accommodate social distancing.
 - Allow limited dining with controlled entrance restrictions based on capacity.
 - Pre-marked locations on the floor designating distancing specifications.
 - Reduction in dining room seating per local and state guidelines.

- **Catering:**
 - Catering operations have been assessed and redesigned to align with best practices for COVID19 safety and hygiene. Protocols include, but are not limited to:
 - All food will be served as individual portions rather than buffet-style. For example, pre-packaged snacks are available instead of dessert trays.
 - Attendants are required to pour coffee at stations instead of self-serve.
 - Bottled water is available at lecterns and any additional water service needs can be provided. Bulk, self-serve water is temporarily not available.
 - Practice social distancing when delivering food, e.g., offering “no touch” deliveries and sending text alerts or calling when deliveries have arrived.
 - Kitchens have been reconfigured to meet physical distancing standards for staff.
 - We will continue to adjust food and beverage service in accordance with current food safety recommendations.

- **Mail Center**
 - Package pick-ups are now done from an outdoor location to enable a line to form if necessary while maintaining the 6 feet of distancing.
 - Mail delivery to offices will be extremely limited to prevent potential cross contamination.

- **University Copy**

- Print order requests are to be submitted electronically.
- Staff processing the orders wear protective gear.
- **University Center Meetings and Conferences:**
 - Signage has been added to all entrances to remind guests of compliance expectations in alignment with current state and county recommendations.
 - Capacity charts for all meeting and exhibit halls have been revised to allow for physical distancing standards.
 - Where possible, public access doors have been designated as either entrance or exit only, to limit cross pedestrian traffic and personal contact. Directional arrows have been added to guide guests.
 - Approval to conduct in person meetings and events will follow current guidance from the state and county recommendations. Meeting and event setups have been designed to accommodate at least 6 feet of distance between seated guests, orderly line cues, and where possible wider aisles and one way traffic.
 - Approval to conduct outdoor meetings and events will follow current guidance from the state and county recommendations. Outdoor events will be further qualified through an approval process where event managers must demonstrate a viable plan to limit the number of participants and allow attendees to remain at safe distances.
 - Enhanced cleaning of all meeting and event spaces between groups, and public areas are disinfected three times a day.
 - Signage has been added and floors marked in elevators to promote social distancing.
- **Residential Facilities**
 - Resident halls for the Fall 2020 term have assigned students on campus in a low density model, with no more that one person per bedroom. Beside those with an institutional need, occupancy will only be allowed once state and county guidelines allow.
 - Public restrooms in the housing areas will be cleaned and sanitized by custodial staff at a minimum of three times per 24-hour period.
 - Physical distancing measures in common areas have been enhanced by adjusting furniture layouts.
 - On campus testing is available for students upon emergence of flu or COVID-like symptoms.
 - Rooms will be held vacant for quarantine and isolation uses.
 - Residents awaiting test results shall be relocated to an isolation room. Food will be delivered to those in isolation/quarantine.
 - Rooms with positive cases will be cleaned and sanitized by custodians with appropriate training and wearing specified PPE.

Additional documentation:

[USD Student Guide Fall 2020](#)

[USD Blueprint Website](#)