Reopening Plan for Dolphin Cove Student Housing

The College of Staten Island (CSI or the College), the Office of the Vice President for Student Affairs, and CSI Student Housing, LLC, proposes the following plan for the Fall 2020 reopening of Dolphin Cove, CSI Student Housing. As requested, as part of the plan we have set forth tentative costs and financial projections. However, there are an innumerable number of factors that can, and most likely will, require modification of these projections as we receive greater clarity over state and city reopening guidelines, the implementation of housing refunds/credits, etc. It should be noted that, pursuant to almost all possible scenarios of reopening, Dolphin Cove will be under incredible financial stress and will need funding assistance in order to remain operational and avoid potential default of its financial obligations.

Our students’ safety and well-being are the College’s most critical priority. CSI and Dolphin Cove will implement, and remain current with, CDC guidelines, residential best practices, as well as, all city, state, and national COVID-19 mandates, in consultation with The City University of New York (CUNY), campus specialists and other stakeholders, to enact all necessary precautions to ensure our residential students live in a safe and healthy environment throughout this unprecedented upcoming academic year. To this end, this proposal outlines the College’s plans for addressing the needs of our Dolphin Cove residents with regard to:

1. Reduced Occupancy (unless CUNY authorizes full occupancy)
2. Health and Safety Precautions
3. Phased, Multi-day Move-in
4. Gradual Reopening of Amenities
5. Programming & Campus Partnerships
7. Guidance in the Case of Closure
8. Opening Dining Operations

It should be noted that Dolphin Cove is an important thread in the fabric of the CSI campus community. The residence hall offers a unique opportunity to expand enrollment to students who otherwise would have difficulty commuting to Staten Island, including students from the other boroughs, different parts of New York State, other states and around the world. In addition, there are several cohorts of residential students who depend on CSI’s student housing, including students who are housing insecure and international students.

Furthermore, as a major institutional and enrollment initiative, the College is transitioning its athletic program from NCAA Division III to Division II. Due in large part to this elevation in competition, CSI has successfully recruited 72 new student athletes for the upcoming academic year. It is important to note that the ability to live on campus is a significant factor influencing student athletes to attend CSI. 20 of the new student athletes are coming from out-of-state to live in Dolphin Cove, but if Dolphin Cove is closed, it is probable that that they may choose not to attend CSI.

1. Reduced Occupancy

Unless CUNY authorizes CSI to operate at full capacity, the College plans to convert the residence hall to single occupancy bedrooms only, which leaves 373 available beds. This effort will allow every student to have their own bedroom and share a bathroom space with no more than one other suitemate. Importantly, not all apartments will be used so that we may reserve apartments, and the Dolphin Cove model, to provide a private bedroom and bathroom for individuals who may have to isolate or quarantine.

When all available beds have been licensed, this will constitute approximately ___% occupancy.
2. Health and Safety Precautions

As mentioned above, our students’ safety is the College’s paramount concern, therefore CSI and Dolphin Cove will operate under CDC guidelines, CUNY requirements, and legal mandates for ensuring all students’ wellbeing in the residence hall.

Personal Protection Equipment (PPE) for Students

In an effort to provide students with initial PPE needs, Dolphin Cove will provide each student with 2 reusable branded masks and, “touchless keys,” (for use on elevators and door handles) and personal thermometers during move-in\(^1\). The cost of this endeavor will be $2,625 (branded masks), $1,925 (touchless keys), and $1,970 (thermometer kits).

Students and DC employees will be advised through emails and written correspondence of the requirement to wear these face coverings in all public spaces and common areas of the residence hall.

In addition, the College is developing a mandatory proper PPE-use and disposal and general wellness workshop that students are required to participate in prior to moving into the residence hall. Furthermore, CSI and Dolphin Cove will provide ongoing trainings and education sessions regarding health, wellness, and safety throughout the academic year (more on continuous educational and other co-curricular opportunities below).

PPE for Staff and Visitors

\(^1\) Full plan for move-in follows in section (3) Phased, Multi-day Move-in
Staff are required to wear mask/face coverings in public spaces and common areas of the residence hall, similar to the policy for students. Staff also will be trained on proper use and disposal of PPE. To date, there is a sufficient supply of PPE items for staff onsite. Dolphin Cove is also working with vendors to ensure we maintain a minimum 30-day supply of PPE at all times. This PPE stock must include PPE for staff and students.

Residential students are not permitted to have guests. Visitation privileges are not expected to be reinstated until further notice. Should there come a time when visitors are permitted on-site they will be mandated to wear face coverings in order to gain entry into Dolphin Cove and will not be permitted into the site without the required face coverings.

Furthermore, full staffing in the Housing Office, Mondays through Fridays, has commenced with the following restrictions: all meetings are virtual, social distancing is maintained, and, as stated above, staff members are required to wear a face covering when in public areas in the building (including the shared areas in the Housing Office). Maintenance staff has also resumed full-time work in the residence halls with a staggered schedule, the same restrictions for meetings, and mandatory use of PPE. Eventually more meetings may transition to include some in-person component. Physical meeting spaces will include disinfectant supplies.

**Signage Throughout the Buildings**

Brand new signage, including wall signs, floor signs, and signs specific to amenities will cost approximately $4,000. All common spaces and amenities will have signs regarding health and safety procedures. Wall signs will be posted at the entrance to buildings as well as on walls and doors in common areas that remind all residence and staff members about

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2 Seeking quotes, including pricing from the CSI Print Shop.
following proper hygiene procedures and physical distancing guidelines that will help reduce the risk of transmitting COVID-19 and other communicable illnesses. The messages will include reminders of the mask-use policy, the importance of frequently washing hands for 20 seconds, not touching one’s eyes, nose, or mouth, coughing into tissues and throwing them out immediately or coughing into elbows if a tissue is not available, and staying 6 feet apart from others.

**RECEPTION/OFFICE - SIGNAGE**

*Signs will also be placed inside the apartment suites.* Bathroom signs will be placed on the mirrors and include hygiene information and well as the importance of regularly cleaning the sink, faucets, soap dispensers, and toilet flush lever. In addition, signs will be put on the back of the main suite door and will remind residents to regularly clean the frequently touched parts of the apartment including, door handles (inside and outside of the suite), light switches, refrigerator handle, kitchen sink, as well as cupboard and door handles.
Additionally, there will be specific signage outside and inside of the elevators. The messaging posted will include the maximum number of individuals allowed inside the elevator at one time, in consultation with CSI facilities staff. Current guidance advises that only one person may use the elevator at a time. There will also be floor markings to indicate a 6-foot separation for individuals waiting in line to use the elevator. Below is a demo floor plan and drafts of signage to be used for this purpose.
ELEVATOR LOBBY - AFTER

ELEVATOR - SIGNAGE

Policy Summary

Be safe. Be smart.
Please do your part by:
- Not touching the elevator buttons directly, use clothing or an object.
- Avoiding touching against walls and traveling hbntilts.
- Wearing a mask or face away from others.
- Sanitizing your hands after each use.

Individual Options*

Please consider using the stairs.

Sanitize Your Hands Here

Not feeling well?
If you have symptoms of a fever, cough, and/or shortness of breath please stay home.

Maximum capacity for social distancing 4
Communication

The College established notification protocols in the spring semester to alert students of contact with a COVID-19 positive student who they share classes with or occupy shared spaces with. Similarly, this tracing procedure identifies any physical spaces a COVID-19 student has occupied and ensures these spaces are deep cleaned and disinfected. Dolphin Cove and the College will provide proactive messaging along with the aforementioned emergency communication. These proactive communications will come in the form of webinars, emails, posters, and phone calls. Many of these messages will also be delivered around move-in information and materials as COVID-19 precautions will now play a large part in these activities.

Cleaning and Disinfecting Schedule

Dolphin Cove residence halls have been vacant since their evacuation on March 26, 2020. These residential units have since been cleaned by a vendor and College staff and then re-cleaned and disinfected by Dolphin Cove staff. It should also be noted that all apartments have individual Magic-Pak HVAC systems and tankless water heaters. During the re-cleaning process by Dolphin Cove staff, the maintenance team replaced caulkling and inspected for mold in bathrooms and kitchens, painted units, and changed the HVAC air filters as a preventative maintenance measure. The final step in preparing units for resident move-in will be to complete a final disinfecting process following the guidance provided by ACC and Lysol. ³

Dolphin Cove maintenance team has created a schedule for regularly sanitizing work areas, public spaces – with special attention on frequently-touched places, including door handles, elevators buttons, and countertop services. The Dolphin Cove maintenance team will maintain cleaning and disinfecting logs, in addition to the already

³ See Lysol Cleaning & Disinfecting Guide attached
mandated daily checklists. The cleaning logs will be housed in the maintenance shop and will include the area cleaned, the date and time of cleaning, and scope of cleaning completed.

The Lysol Cleaning & Disinfecting Guide also outlines how Dolphin Cove staff would disinfect facilities in which a person who tested positive for COVID-19 has been in contact with. The College has established a tracing procedure, working with the student to determine the places they have been and the people they have been in contact with in their infectious timeframe. Once a student has been identified as testing positive, having COVID-19 related symptoms, or having been in close or proximate contact with someone who tested positive or has symptoms, the Student Affairs Liaison will notify the Campus Coordinator who will implement the appropriate notifications. The Campus Coordinator, who is also the Vice President for Facilities, will alert Facilities and Dolphin Cove staff and the space will be treated with the eMist electrostatic disinfectant sprayer. The Campus Coordinator will also ensure notification of state and local health officials of the positive test. The Student Affairs Liaison will coordinate academic accommodations and assist with emergency needs related to isolation. Student Health Center staff will remotely monitor students on a daily basis via temperature checks and symptom screening and recommend transfer to an on- or off-campus site for a clinical evaluation if symptoms advance or the patient requests. Transportation will be made available to and from the location if medical care is needed.

Currently, Dolphin Cove has a full supply of cleaning and sanitizing items. Moreover, as a property managed by American Campus Communities (ACC), Dolphin Cove will be able to utilize ACC’s corporate partnership with Lysol to procure cleaning disinfectant supplies as needed. Lysol products are the first to have been approved by the EPA for effectively killing the COVID-19 virus on surfaces.

Additional Materiality

Commented [RW1]: Need to notify and work with local department of health officials?
In addition to enhanced cleaning procedures, Dolphin Cove will use NanoSeptic stickers to high traffic areas. NanoSeptic products utilize mineral nano-crystals and light to continuously oxidize organic contaminants, resulting in a self-cleaning the surface. These stickers or “skins” on will be placed on doors, elevator buttons, and other commonly touched surfaces in the public areas.

Dolphin Cove has purchased Lysol wipe dispensers and hand sanitizer to be placed in common areas.

Dolphin Cove has also secured an eMist electrostatic disinfectant sprayer. This equipment in combination with medical-grade, EPA-approved disinfectant provides a uniform and wraparound layer of disinfectant. This tool provides the equivalent of a deep cleaning and will be utilized for the disinfecting of common areas, amenities, and COVID-19 positive units.

Installation of Plexiglas Partitions

Dolphin Cove will install Plexiglas partitions at the front desks of both the North and South building entrances, which will cost $384 per partition. Floor signs will mark the appropriate 6-foot distance between individuals waiting to speak with the employee at the front desk.

Because Dolphin Cove has private bathrooms in each suite that accommodate no more than two students per bathroom and due to the wall physically separating the sink from the toilet and shower, partitions will not be installed in the private bathrooms located in student units.

Common Space Capacity Limits and Social Distancing
Dolphin Cove has identified the capacities, signage and necessary materials for common areas and spaces within the dorms in order for residents to maintain appropriate social distancing. This includes restricting occupancy, installing necessary materials, clearly marked separate entrances and exits where applicable, and signage. It should be noted that some of the common areas will be closed at move-in and the openings will be reassessed in the future. Below are the floor plans and interventions planned for each common area throughout the two buildings.
NORTH ENTRY/RECEPTION/AMENITIES (AFTER)

Frequency of Clean
- Deep Clean 1/Day
- High touch surfaces clean between shifts and as needed

BATHROOMS

Frequency of Clean
- Deep Clean 2/Day
- High touch surfaces clean at least 2/day or as needed
Modified Rules & Regulations

Dolphin Cove visitation policies are modified in an effort to reduce the total occupancy in the residence halls. Access to the residence halls will be limited to residential students. As such, non-residential students and outside guests will not be permitted to enter the residence halls.

The two residence halls have select shared necessary amenities like the laundry rooms, computer lab, and mail room that will require students from both the North and South buildings to have access. Residential students will be advised to restrict their use of the residence halls to the hall they maintain occupancy in, with the exception of these select amenities.

In addition to these modifications, the Dolphin Cove Rules and Regulations outlines a pre-existing policy restricting parties and events in the residence halls. This policy indicates that reservations must be made with Dolphin Cove staff and also restricts the number of people in an apartment at any given time. Students that violate restrictions on gatherings will be mandated to participate in a verbal screening at the time of discovery of the unsanctioned gathering and will be subject to disciplinary action.

Dolphin Cove will post signage throughout the building regarding the restrictions on gatherings and reinforcing the policy on face coverings to be worn throughout the common areas throughout the campus and in all common areas of the residence halls. Students who fail to wear a face covering will be documented for their failure to comply with the directive and provided with a disposable mask. Students who continue to violate this restriction are subject to removal from the residence halls.

Resident Mail and Packages

The current mail and package process will move toward more digital measures. Students will still be able to pick up their letter mail at the mailboxes located in the South residence hall. This mail area will be marked with a 2 person occupancy maximum.
reminding students to maintain distancing and a hand sanitizer station will be located in this area.

Dolphin Cove will move away from the paper package slips to notify residential students of packages and will instead use Envoy software for package notification. Upon receipt of the package, Dolphin Cove staff will scan the package, which will send a text alert to the resident recipient. When the student is ready to pick up their package they can do so by checking in at the front desk. Plexiglas partitions and hand sanitization stations will be located at the front desk.

**Food Deliveries**

Students may elect to order take-out food and the campus wants to ensure minimal contact with food delivery and students. As such, students ordering food are expected to meet delivery vehicles curbside outside Dolphin Cove. Food delivery persons will not be permitted within Dolphin Cove. In the event students are quarantined, Dining Services will deliver food packages to the quarantined students room and leave it outside the door. A notification to the student will be made that their food has arrived.

**3. Phased, Multi-day Move-in**

Because the health of our students is our main priority CSI will not conduct move-in day in the manner in which we have in previous years. Dolphin Cove move-in is scheduled to take place over 7 days with approximately 50 students moving in per day. Students will be provided with a 1 hour window to complete their move-in and will complete a curb-side check-in outside the residence halls. The College will limit the number of family members and other loved ones who typically assist their students move into the residence halls and provide the student and their guest a wristband to identify those who are permitted to enter the building. Dolphin Cove will also provide a list of items that residents should bring with them when they move in in order to reduce the extra items at that time. The new move-in procedures will be shared via several scheduled webinars offered to residential students. Dolphin Cove will provide an overview of the
move-in procedures as well as an introduction to the COVID-19 precautions and procedures that have been implemented on campus.

4. Gradual Reopening of Amenities

Upon move-in all amenities behind closed doors will remain locked and those in open spaces will be blocked off by a physical barrier. Dolphin Cove will gradually reopen these residence hall amenities, including the fitness room and computer lab, with new room configurations, procedures for use, and limited capacities. There will also be cleaning supplies located in these areas to be used after each use. Some of these areas may require regular deep cleaning. Residents will be required to sign up to use the amenities and the College may be able to utilize apps for scheduling use of amenities.

For example, when the fitness room reopen it will do so with limited occupancy and new procedures for mandatory cleaning of equipment after each use. Accordingly, signs will be posted and cleaning supplies will be made available. The fitness equipment may also be reconfigured so that residents maintain appropriate distances from one another while exercising. This may include removing some equipment and taking some equipment offline. The diagram below shows a potential floor plan for the fitness center with equipment to be relocated or taken offline and identified as out of service with an x.
With regard to the computer lab only two students will be permitted in at a time and students must wear face coverings. Students must check in at the South front desk for access. Disinfecting supplies will be supplied in the lab to be used after each student has completed their work. Dolphin Cove is researching the possibility of installing partitions between computer workstations to eventually allow more than two students in the lab at one time. At the current time Dolphin Cove will remove all chairs marked with an x in the diagram below as a means of enforcing social distancing and maximum occupancies.
The laundry room will also include signage requiring that residents use masks, maintain a 6-foot distance between each other, and maintain a maximum occupancy of no more than 3 people per laundry room. Residents also will be required to wipe down the outside of the washer and dryers (including buttons, knobs, and handles) with disinfectants before using each machine. Cleaning supplies will be in the laundry room. They should always wash their hands after transferring wet laundry to the dryer and take their clean laundry and fold it in their suites.
The social lounge and floor lounges will be closed until further notice. When they are able to be opened, these spaces will also have limited occupancy for social distancing as indicated by removed furniture marked with x and signage to be placed throughout.

5. Programming & Campus Partnerships
In addition to the mandatory workshop about PPE use and safety prior to move-in, our students continued well-being and success will require continuous educational programming through webinars and virtual town hall meetings in partnership with the campus community, including Health and Wellness Services, the Counseling Center, and Academic Affairs. Additional co-curricular programming will be developed in conjunction with the Office of Student Life and the Athletics Department to provide fun, new virtual experiences for our residential students.

These activities will include virtual programming combined with in-person programming when appropriate. In line with the closure of amenities, all in-person gatherings will be restricted until further notice. Upon opening and phasing in amenities, in-person programming may be reinstated with restrictions to a specific number of participants based on the area in which the program is held (e.g., the conference room, outside on the lawn, the social lounge when opened, etc.). Door-to-door meetings and virtual meetings may be held in the place of in-person floor meetings. Furthermore, conduct meetings will be held virtually until physical distancing measures are in place if possible.

Updates to all policies related to programming will be posted on each floor.


Monitoring the status of COVID-19 in Staten Island and greater NYC communities will be important for the College during the upcoming 2020–2021 academic year, which will include having a pulse on the capacity of the local hospitals.

Another integral component of CSI’s plan is the establishment of a relationship with the urgent care facility in closest proximity to the campus which is ProHEALTH Circle Urgent Care, located at 2960 Victory Boulevard near Richmond Avenue. CSI Health and Wellness Services has communicated with this medical facility over the summer months to make arrangements for testing students who have a blueprint in place in the
event a residential student needs immediate attention or testing related to COVID-19. Students may also be directed to one of the City’s free testing locations (https://www1.nyc.gov/site/coronavirus/get-tested/covid-19-testing.page).

Students coming from states on the NYS Travel Advisory list #as of this date, will have a test scheduled for them when they arrive at Pro_health Circle Urgent Care.

**Screening**

Students will be screened for COVID-19 symptoms several times throughout their residency. Each Dolphin Cove Staff member will be provided with a card with the following questions:

- In the previous 14 days have you or anyone in the unit had:
  - a fever,
  - Cough (new or worsening),
  - Shorthess of breath (new or worsening),
  - Troubled breathing (new or worsening),
  - Chills,
  - Muscle pain (new or worsening),
  - Headache (new or worsening),
  - Sore Throat,
  - New Loss of Taste
  - New Loss of Smell
- Have you been diagnosed with COVID-19 or been quarantined for potential exposure to COVID-19 in the previous 14 days?
- Have you been in close contact with anyone known or suspected to have tested positive for COVID-19 in the previous 14 days?

These screening questions will be asked 14 days prior to move-in via a form emailed to residents, and again at the student check-in. Students that respond yes will be asked to

Commented (RW2): Do we need to ask this 14 days prior? Should we just make this part of the screen when people report?
isolate off campus for prior to moving in or to delay their move-in date until they are medically cleared to move in to the residence halls.

Upon move-in, students will be screened weekly via a digital form to be sent to all residential students. Students who do not complete the form will be called and screened verbally. CSI will increase the frequency of screening to daily screening in the case that a student receives a positive test result or in the case that there is an increase in those reporting COVID-19 like symptoms. The digital screening form and verbal screenings will be maintained in a screening log.

Furthermore, the screening questions will also be asked of students when they enter a work order in the maintenance work order request system and again when a maintenance staff member goes to the unit to complete the work order. In the event that a student responds yes to one of these questions, the work order will be reviewed for necessity and the screening results will be reported to the CSI Health and Wellness Office. Maintenance will only enter units with a resident who responded in the affirmative to the screening question in the case of an emergency maintenance issue. In the event that the work order is not urgent, the student will be asked to request the service again in 14 days after self-isolating and following the directives of the Health and Wellness Office.

Students, staff, and faculty are also screened at the front gate of the campus each time they arrive on the campus. When residential students depart the campus, they will be screened at the front gate upon their return. These verbal screenings, utilize the NYS guidelines for screening and are also documented and maintained in a log.

Students that identify as being immunocompromised or having an underlying health condition are advised to seek the advice of a qualified medical professional to determine whether their underlying condition should cause them to withdraw their application from Housing. Should a student seek to withdraw from Housing prior to move-in, they must provide notice from a healthcare professional. Once received, the student will be eligible
to receive a full refund of fees paid to Housing. If a student chooses to maintain their housing accommodation, they will be asked to work with the Health and Wellness Office to identify further protective measures that may be taken and to identify measures that will help protect against transmission. Additionally, the Health and Wellness Office will independently perform weekly checks on these students.

Testing and Protocol for COVID-19 Symptoms

Residents will receive continuous messaging that will serve to remind them of the health and safety precautions to take. Furthermore, residents will receive information on up-to-date COVID-19 symptoms and specific steps to take if feeling ill, the first of which is to contact their Resident Assistant (RA) as soon as possible. The RA will notify professional staff and CSI Health and Wellness Services will be contacted (during business hours). In the alternative, professional staff may call 311 or 911 in an emergency.

Students traveling to CSI from out of state will be required to complete COVID-19 testing upon their arrival on campus. Additionally, these students will be isolated for a period of 14 days before they may be moved to their designated accommodation. Students who test positive for COVID-19 will be quarantined (UNTIL THEY TEST NEGATIVE and have been cleared by a doctor?) in one of the identified apartments.  

Isolation and Quarantine

Dolphin Cove’s accommodations are all apartments with private bedrooms and semi-private bathrooms. Due to the level of privacy and isolation provided in these units, students who need to quarantine will be able to do so in their assigned unit. Bedrooms and bathrooms of units in quarantine will be marked with signage reading “Private

4 See Isolation and Quarantine for isolation procedures.
Quarters” to identify these units to staff and ensure other students do not use these spaces. See diagram of quarantine space below.

All students will also be informed of New York State guidance regarding quarantine and how they will be required to comply with these guidelines with the assistance of the Dolphin Cove staff. We are drafting a contract for students to sign as part of their on-boarding, attesting that they will comply with the quarantine requirements.

In compliance with NYS Traveler Quarantine Guidelines, the 11 students traveling from states requiring quarantine will shelter in place in the residence halls upon arrival in New York. These students’ units will be marked “Private Quarters” upon their arrival.

Five 3 bedroom, seven 4 bedroom, and two 2 bedroom units have been identified for quarantine and isolation accommodations. This makes for a total of 26 private bedrooms and private apartments reserved for isolation units. These apartments are to remain completely empty and only be used in the case of isolation and/or if a private space for quarantine is needed. The isolation units will also be marked with “Private Quarters” signage. These units will also be stocked with soap, tissues, sanitizing wipes,
tissues, temporal disposable thermometers, hand sanitizer, face masks, and other toiletries.

**Quarantined students will not be permitted to leave quarters and as such will have daily delivery of 3 meals from Dining Services until the end of the quarantine period.**

These units will be deep cleaned once they are vacated by quarantined individuals.

Any student who is feeling ill with COVID-19 symptoms should self-isolate in their bedrooms and speak with a clinician in the CSI Health Center. The health care provider will guide the student regarding testing for COVID-19 in accordance with New York City Department of Health recommendations. During the waiting period for test results the student will self-isolate and depending on the results may be required to remain in self-isolation for a period 14 days. Dolphin Cove will coordinate a move to an isolation unit for any student that experiences COVID-19 symptoms.

For all quarantined students, Dolphin Cove staff will coordinate with the Office of Student Affairs to ensure that the student receives/has access to food and other necessities including academic and social supports during self-isolation. Additionally, CSI Health and Wellness Services will conduct daily check-ins via telehealth and phone calls with students in isolation. **As part of the check-in, students will have to report their temperature using the thermometers supplied by Dolphin Cove.**

In the event that a quarantined student who has COVID 19 or COVID 19 symptoms, begins to experience more than mild symptoms, then Heath and Wellness Services will contact Northwell Hospital for appropriate guidance and action.

**7. Guidance in the Case of Closure**
The closure of campus residence halls falls under the purview of the President and the President’s Cabinet and would be done so in coordination with the Chancellors’ Office and will be guided by conditions in the residence hall and the community. Upon notification of a closure, the Office of Student Affairs will work with both American Campus Communities and Auxiliary Services to provide guidance to students affected by the disruption. Students will be provided with a minimum of 48 hours to vacate the Residence Halls. In some cases students will be allowed to store personal items on campus.

Move-outs, to the extent possible, will be scheduled to avoid potential exposure to residents as they leave the residence hall. Students who are not scheduled to depart will be directed to remain in their apartment until scheduled to leave.

The College wants to ensure that students are prepared in the case of a campus closure. Students will be encouraged to keep closure in mind when packing their items through a modified packing list and move-in webinars. The move-in webinars will also encourage students to discuss their contingency plan with their family in the event of a closure. Students will be asked to provide their contingency plan in their move-in form, which can also be referenced by staff in making closure plans. Staff will work with students who do not provide a contingency plan, to ensure that appropriate arrangements can be made quickly in the event of a closure.

9. Opening Dining Operations

- Cafeterias/Dining Halls

  ● Physical Preparation:

    ○ Remove self-serve food items. Remove hot and cold food bars with open food items and communal serving stations. (5)
All items are removed from customer access and will be gathered, bagged and served by staff. All food items are packaged in to-go containers. These items are accessible by staff only and made available to customers in the designated pick-up areas.

- Remove dinnerware/drinkware from communal spaces and only issue as needed.

All items are disposable single use only and handled only by staff

- Replace communal condiments with single serving, individually wrapped items. (5)

All condiments are portion controlled individually wrapped items

- Implement physical distancing by spacing out any queues, only allowing seating at every other table, or expanding the dining area to include more space. (5)

Signage and physical barriers will be put into place to provide the appropriate queues and signaling to maintain the distancing requirements of 6ft. Indoor dining or communal spaces will not be offered.

- Consider implementing physical barriers in between seating. (5)

In compliance with current NYS standards, we will not offer indoor dining options. Communal spaces will also not be provided in the dining service area. Physical barriers will be placed in the form of plexi-glass installations in all areas where dining service staff will have interactions with customers. This includes food service, payment, and the designated pick-up areas.

- Consider adding touchless payment options and pre-ordering of food items. (5)

Online and mobile pre-ordering and payment options will be made available. In
addition, credit card terminals are enabled to provide “tap to pay” option.

○ Post signs to inform customers of dining and food pickup protocols. (25)

Signage will be strategically placed throughout the space to ensure that dining and food protocols are clearly communicated to anyone entering the space. In addition to signage, physical barriers will be placed in the form of plexi-glass installations in all areas where dining service staff will have interactions with customers. This includes payment, and the designated pick-up areas.

○ Place sanitizing wipes or automatic sanitizing dispensers near doors and stairwell handles with visual cues / reminders. (25)

The dining area will have 4 self-standing hand sanitizing stations. They will be placed at the various entrance and exit points.

● Operational Preparation:

○ Reduce occupant capacity during peak times, or stagger breakfast/lunch or dinner schedules when practical. (5)

Pre-scheduled blocks of times when students may place and order and pick up are being created in coordination with Dolphin Cove to reduce occupancy and provide controlled access to the dining area. Breakfast foods will be made available the night before as prepackaged convenience items. Additionally, use of the mobile app will provide students with notifications of their scheduled pick-up time. Importantly, with 211 dorm students signed up for the Dolphin Cove mealplan the approximately 7,500 square feet in the now unused dining area provides a great area to maintain a minimum of 6 feet per student during these pick up times
○ Consider pick-up when crowding cannot be managed or as an alternative to those who want to limit their time in the space. (5)

Pick up only area have been designated. We have approximately 7,500 sq ft area which enables us to avoid crowding. Use of mobile software enables us to provide scheduled pick-up times.

○ Access control: once occupancy is reached, patrons are only allowed to enter when another customer leaves. (5)

Public Safety staff and Food Services Staff will be dedicated to administer, manage, and maintain crowd control.

○ Limit the number of people who can sit together. (5)

Seating options will not be provided.

○ Cohort dining: established dining times admitting a specific group of customers/diners. (5)

Indoor dining and seating options will not be provided.

○ Require gloves for all back of house (BOH) staff and ensure the gloves are changed per current industry standards. (5)

Staff will continue the existing practice of “change your task change your gloves” in accordance with standard food safety protocols. This is enforced by staff training, retraining and supervision.
• Operational Preparation:
  ○ Although not necessary if hand-washing protocols are rigorously followed, consider providing gloves to servers. If they are worn, they must be changed regularly and are not a substitution for handwashing. (5)

Hand washing protocols will be enforced in addition to servers wearing gloves in accordance with the food safety protocols. The “change your task change your gloves” is enforced by staff training and supervision. Handwashing stations are available near every food prep station in accordance with department of health.

  ○ Require face coverings for staff and customers. (5)

We presently have 500 masks in preparation for our initial return to campus. We are prepared to procure additional masks upon reopening. Wearing masks will be mandatory.

  ○ Restrict number of employees allowed in kitchen area to allow for 6 feet distancing (25)

There is sufficient square footage in the back of the house on any given shift to maintain 6 feet distance. The menu offerings will require only 1 to 2 employees in the kitchen which provide staff with spacing well over the 6 ft distancing requirements. To reduce the contact created by multiple employee shifts, dining services will operate under a single shift. Hours of operation will be 12pm-7pm.

Employees must comply with NYSDOH sanitation requirements, use gloves when removing garbage bags and handling and disposing of trash, handle non-disposable food service items with gloves and wash with dish soap and hot water or in a dishwasher; take additional care to wash hands regularly. (25)
Compliance will be mandatory and will be enforced by training and supervision

- Limit sharing of equipment (e.g., bowls, cups, utensils) within a shift including personal devices (e.g., cell phone). (25)

Each staff member will be issued their own set of equipment which will be only used by them throughout the shift. Enforcement regarding compliance of not sharing other type of equipment such as phones will be enforced by training and supervision. Equipment that must be shared such as cash registers will be sanitized frequently and prior to shift or staff changes. To reduce the contact created by multiple employee shifts, dining services will operate under a single shift. Hours of operation will be 12pm-7pm.

- In the case of a positive test, plan on closing the dining hall/cafeteria for two days; conduct thorough cleaning in line with NYSDOH guidelines, discard any contaminated food; quarantine all employees on shared shift. (25)

In the event of a positive test, the following activities will take place:

- Dining services will close.
- Communications will be sent to all individuals potentially exposed through coordination with our HR department and Students Affairs.
- Data from time punch system will be utilized to identify and alert any staff member who was potentially exposed.
- Staff will be required to be tested.
- All staff will adhere to the existing quarantine standards.
- Deep cleaning will be performed of the entire space and any contaminated food will be discarded.
• Throughout the time that dining services is closed, Dolphin Cove residents will be provided with MRE’s. Dining Services has approximately a 3 weeks supply of MRE’s. In addition, all dolphin residents have units equipped with a full kitchen and the availability of food services in the vicinity.

  o Cleaning Protocol:

  o Implement enhanced disinfection and sanitization measures both in the kitchen and dining areas. (5)

Alarm will be set for every 30 minutes at which time employees will sanitize their stations/surrounding area. Specifically, employees will spray down surfaces with Purell Food Service Sprays. Cleaning logs will also be maintained.

  o Ensure deep clean / sanitization between employee shifts. (25)

With only 1 shift, all staff will clean at end of each meal period. The deep clean involves disassembling of all used equipment and conduct a deep cleaning of all small parts by soaking in bleach solutions. Bleach solutions will also be used in the cleaning of all countertops, cutting boards, and floors. All these items will be left overnight to dry.

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