

**NMU DINING WILDCAT DEN [MEDIUM RISK EMPLOYER’S] COVID-19  
Preparedness and Response Plan**

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

Wildcat Den aims to protect its workforce by enacting all appropriate prevention efforts. Company 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](mailto: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:

- 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 and are marked with tape on the floor for visual reminders. 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 fulfill orders/request/job duties. Option of face shield or eye protection if you feel you will need to be at times within six feet due to specific job task that needs two or more people within six feet.
- If more than one individual in a vehicle then facemasks must be worn along with face shield or eye goggles.
- If Dishwashing or using Pot Wash, Three Compartment Sink or Dish Machine- Proper PPE is gloves, apron, facemask and face shield or eye protection at all times.
- Prior to wearing all face shields or eye goggles, wash and disinfect with Purell Food Processing Surface Sanitizer.
- Company 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;

- **Phase 1:**
- This is accomplished using Plexiglas at the Entrance Register at the Wildcat Den 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.
- Waiting line to place an order at the entrance is marked by tape on the floor that is 6 feet apart. Hand sanitizer station is encouraged to use prior to placing an order (hand sanitizer station is conveniently located at this spot).
- The customer verbalizes their order to the Wildcat Den Employee, and once an order is placed and printed out, the order will be delivered to the kitchen staff to be prepared (note the order will include all condiments, sides, utensils, etc. as no self-service areas will be available in the Wildcat Den).
- Waiting will take place outside the Wildcat Den, with customers expected to social distance six. Once the order is ready, the customer's name will be called and the order will be placed at the pickup table that is in front Plexiglas at the Entrance Register.
- **Phase 2:**
  - Order will be placed the same as Phase 1.
  - **If it is to go:** the customer is guided to the receiving order line (which is marked by tape on the floor 6 feet apart), by a Wildcat Den employee keeping 6 feet social distance. The receiving order line is in front of the Starbucks display case on the side of Wildcat Den;
    - Once the to go order is ready, it's placed on the to go order pick up counter, which is separated by Plexiglas and has a table in front of the counter to provide 6 feet distance to avoid any customer contact;
    - The customer's name is called and after the customer picks up their order, they exit out the Wildcat Den Exit door (Starbucks Side of the Wildcat Den);
    - The pickup counter and table will be disinfected following each pickup order.
  - **If dining in the Wildcat Den:** the overall capacity is limited to <50% or 88 customers & tables/booths are separated by at least 6 feet throughout the dining area.
    - The customer will be guided to a table that is at least 6 feet distance from all designated customer seating;
    - Once the customer is seated, they can remove facemasks, but need to have on a facemask if they get up from the table for any reason (bathroom, etc.). Seating at tables will be maximum of four per table and must be with the same group they arrived with at the Wildcat Den;
    - Once the customer(s) order is ready, Wildcat Den server (with facemask and disposable gloves on) will deliver their order with a disinfected, washed, rinsed and sanitized food service cart to maintain 6 feet distancing;
    - The cart will be placed at the customers table and the customer will retrieve their order from the cart;

- Once the order is retrieved, the Wildcat Den server will take the cart back to the kitchen and disinfect, wash, rinse and sanitize the cart;
- When the customer is done eating, they will dawn their facemask, dispose of their trash in the designated trash area, encouraged to use hand sanitizer provided near the trash area, and exit the Wildcat Den out the marked Exit Door (by the Starbucks side of the Wildcat Den).
  - All Wildcat Den employees will be wearing masks and disposable gloves at all times. Note: register for ordering and pickup counter will be disinfected after each customer by staff. All employees when dealing with customers will change their gloves after each customer.
- 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. 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, Wildcat Den is instituting the following cleanliness measures:

- Where possible, increasing ventilation rates and circulation throughout work sites;
- Performing and assigning one employee at all times as COVID-19 designate (wearing proper PPE: safety goggles, gloves and apron) 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;
- Hand sanitizer in high-traffic areas is provided, along with multiple areas at the Wildcat Den to include but not limited to customer pick and ordering areas, customer trash drop off, employee entrance, break area, time clock, and work stations, vendor entrance, near phones, work stations, etc.
- Disposable dishware, utensil, glasses, etc. will be used at all times at the Wildcat Den until further notice.
- All self-service stations are closed at the Wildcat Den until further notice.

Employees are expected to minimize COVID-19 exposure by:

- Cleaning work stations at the beginning and end of each shift; (see attachments titled
- When changing trash and taking out trash, Wildcat Den 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 Wildcat Den 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.
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- **Supplemental Measures Upon Notification of Employee's COVID-19 Diagnosis and/or Symptoms (SEE NMU's COVID-19 Preparedness & Response Plan)**
  - **Identification and Isolation of Sick and/or Exposed Employees (SEE NMU's COVID-19 Preparedness & Response Plan)**
  - **Employees' Self-Monitoring (SEE NMU's COVID-19 Preparedness & Response Plan)**
  - **Daily Screenings (SEE NMU's COVID-19 Preparedness & Response Plan)**
  - **Return-to-Work Requirements (SEE NMU's COVID-19 PREPAREDNESS & RESPONSE PLAN.)**
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