

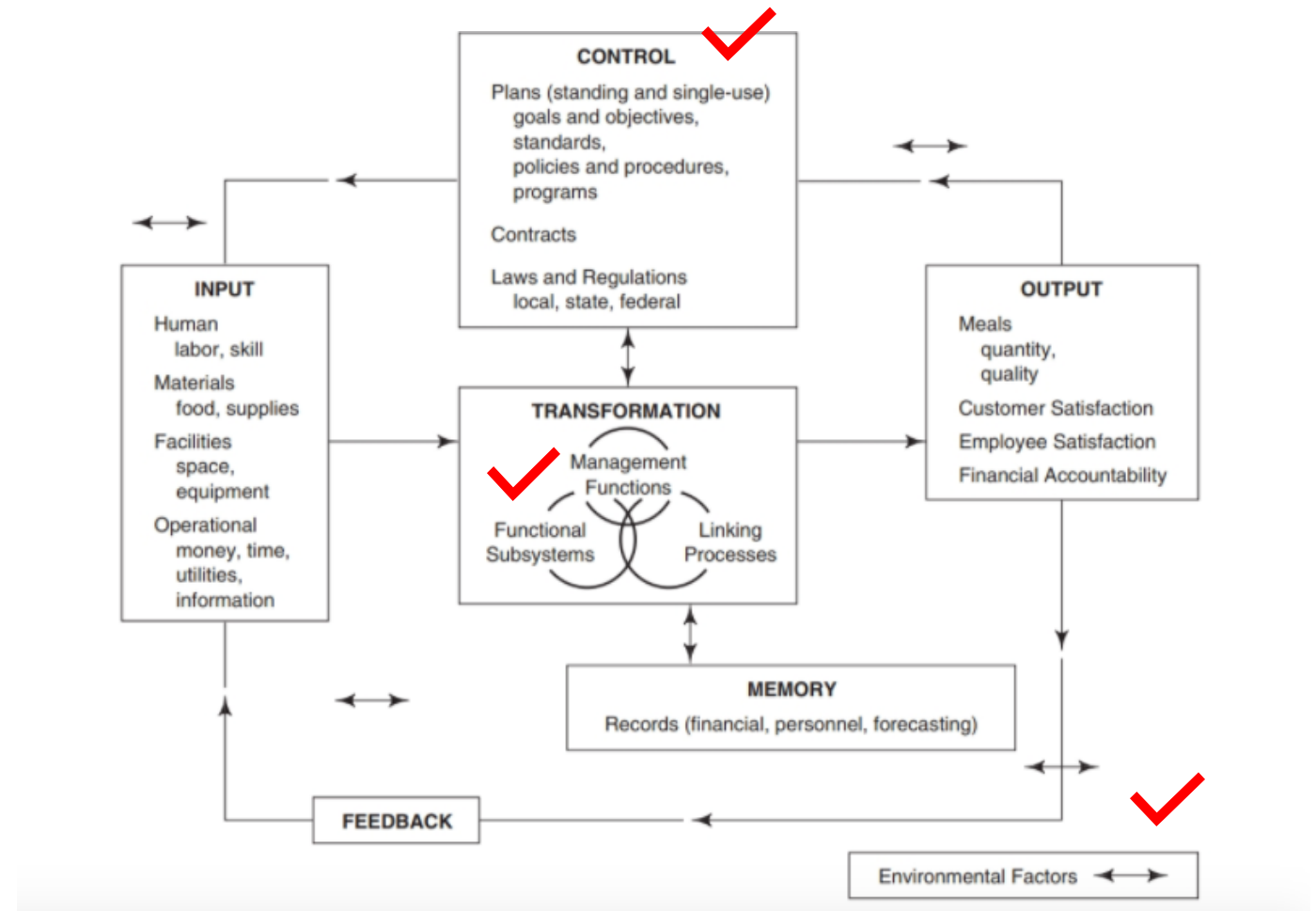


Covid-19 and the Effects on Universities

Group 6

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Food System Model Updates in Response to COVID 19



Universities updated their approach to the control and transformation functional subsystems in response to changes in the food service environment.

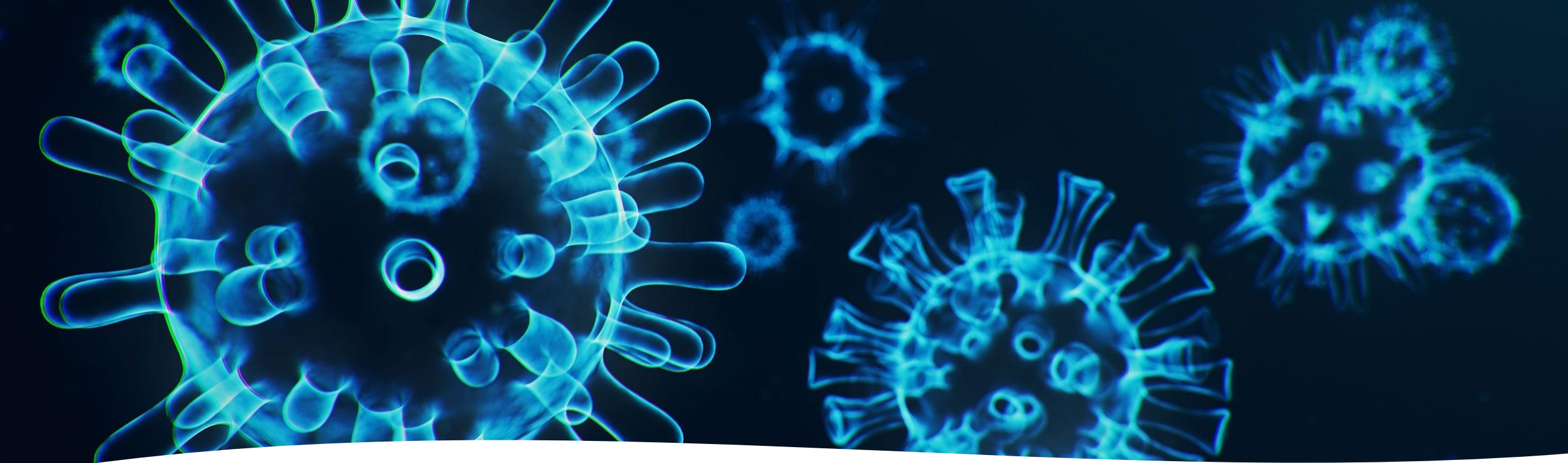
Control Changes: Emergency Preparedness Menu Planning

Sun Devil Dining



Primary Control: Menus had to be modified to adhere to current regulations

- Items were added to college campus menus that "travel" better in the new to-go style of dining
- Menus altered to require less staff for preparation and serving



Transformation Subsystem Changes: Safety & Sanitation

Safety procedures

- Face coverings are always required while in dining facilities
- Physical distance of 6 ft must always be maintained
- More meals are served “to-go” and limited seating areas will remain open for some campuses
- Food is served from behind sneeze guards; no self-serve options

Cleaning procedures

- Tables and high touch point surfaces will be wiped down hourly, with hospital grade disinfectant that is a cleaner, sanitizer, fungicide, mildew stat, and virucide.
- Employees are instructed to wash hands frequently, including but not limited to; once a task is completed and moving on to the next task, after breaks, and between changing gloves. All employees will wear gloves when serving the customer
- Hand sanitizing stations will be located throughout the dining common facilities



Bears protect bears!

Transformation Subsystem Changes – Production

- Increase the speed of service to minimize face to face contact and maintain social distancing requirements



Transformation Changes – Distribution and Service



- New Concerns with "to-go" style of dining:
 - Proper food temperature
 - Aesthetic factors:
 - Food texture
 - Consistency
 - Color
 - Flavor



University of San Diego

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Employee Has Tested Positive for COVID-19 (sandiego.edu, n.d.) Per information taken directly from the SDSU website, if an employee has tested positive for COVID-19, Human Resources will:

- Ensure that the employee is at home and is seeking guidance from a medical professional
- Provide information about county guidance and clearance
- Initiate contract tracing to determine who the employee may have had contact with while on campus
- Contact those individuals, if any, and instruct them on an appropriate course of action
- Determine with the employee if they are feeling well enough to work and, if so, coordinate with their supervisor to assess whether work can be done remotely
- Provide information about how pay will be managed if the employee is unable to work
- Coordinate appropriate space cleaning protocols with Facilities Management

Quarantine Meals (sandiego.edu, n.d.)

- All meals will be provided to students that are in quarantine or self-isolation and may be deducted from their meal plan or billed to their account. Groceries can also be purchased and delivered through the GET Mobile app.

COVID-19 Testing (ucsd.edu, n.d.)

- All students living on campus or taking in-person classes will be required to participate in COVID-19 testing throughout the semester. Students can contact the Student Health Center for questions regarding COVID-19 testing.

COVID-19 testing is also strongly recommended for faculty, staff and students. Faculty and staff can contact Human Resources with questions. Faculty, staff and students who test positive for COVID-19 should follow the protocols outlined in the employee and student campus guidelines.



ARIZONA STATE UNIVERSITY

Dining Hall Changes:

- Take out Service only
- All students provided with reusable containers that must be used in all dining halls
 - Only these specific containers are allowed
 - Students are responsible for cleaning and keeping track of the containers that were provided

Student Catering:

- Created to help students who have to be quarantined due to COVID-19 reasons, but is available for all students who need it
- Meals are delivered daily for breakfast, lunch, and dinner from dining hall facilities around campus

Robot Food Delivery Service:

- ASU partnered with Starship Technologies to offer a meal delivery service using robots to any student on the ASU campus
- Robots deliver to any students' exact location using an app, where students can order their food and pay using their dining dollars
- Students can track their robot to know exactly when it should arrive with their food
- Once the robot arrives students will have to put in a passcode in order to receive their food
 - Passcodes are used to ensure the food is kept safe during transit
- Using the robots have helped ASU deal with staff shortages by making staff more available in other areas of the food service operation without having to focus solely on deliveries

Louisiana State University



- LSU Foodservice managed by Chartwells Higher Ed; Parent company is Compass Group, USA
- Compass Group, USA imposed mandatory salary reduction for CEO, leadership and management staff as well as company wide lay-offs
- Vowed to uphold medical insurance for all furloughed workers
- Committed to finding jobs either inside or outside of the company for all out of work employees

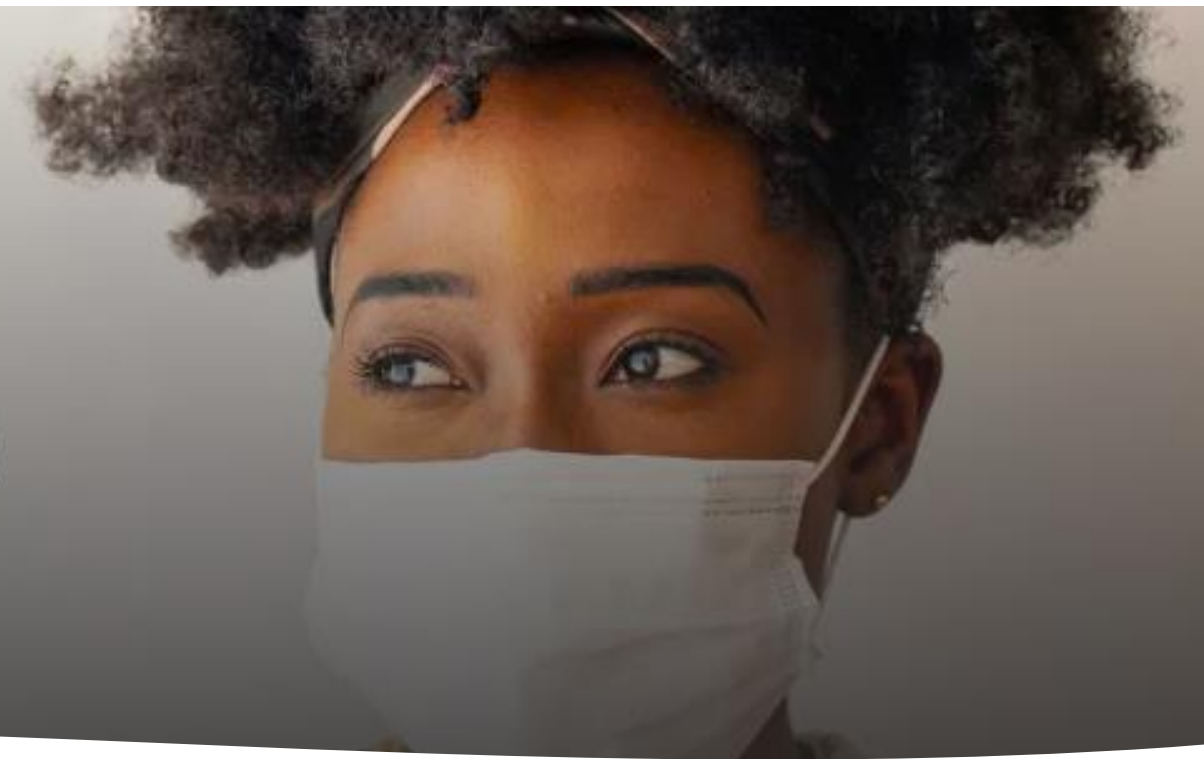
LSU Dining Services:

- Prepare and serve seasonal, fresh food, using local ingredients that can be boxed and packaged for pick-up for increased efficiency while adhering to social distancing guidelines.

LSU Food Pantry:

- Prevent student food insecurity throughout the pandemic. Students are required to complete an online form and schedule a pick up time to limit the number of students and staff in pantry.

Berkeley Public Health Responds to COVID-19



UC Berkeley: focus on mental health and financial hardship

- Students did not need return to campus for Fall 2020, all classes were offered in a distance learning style
- For the students that wanted to return to campus, dining services were amended as discussed in earlier slides
- UCB offered health and wellness tips
 - Coping with anxiety and depression
 - Be Well At Work: tips for coping with coming back to work at UCB such as mindfulness
 - How to talk to your children about COVID-19
 - Pantry Staples Cooking Guide
- Formation of relief fund which provided money to students experiencing financial hardships as a result of pandemic

Technological Innovation for Increased Safety

Aramark and Chartwells Higher Ed utilize technology for contactless service

On Campus Delivery Robot:



Sally the Salad Robot



Kansas State University

Top priority is keeping students and employees safe

Food will be served in disposable takeout containers, to be eaten in students' living space or another location of their choice. Changes specific to KSU's dining areas include:

- Reconfigured dining center entry points and layouts to prevent bottlenecks and crowding.
- Additional service areas to maximize the amount of space provided to those obtaining their meal.

Staffing and Funding

The total estimated loss of revenue nears 96 million.

Cutbacks include; a continued hiring freeze, voluntary salary reductions in many high level staff and in the athletic department, and emergency furloughs.

Loss of administrative leave for employees unable to work.

"President, provost, cabinet members and senior administrators are voluntarily taking a 10% reduction in salary for the next fiscal year. Planned departmental budget cuts will save approximately \$2 million in operating costs" (Bohn, 2020).



Staff, budget, supply chain, and other food services within the food systems model have all been severely impacted by the pandemic. However, a magnificent job has been done by KSU adapting and finding new innovative ways to continue providing excellent service and safety to all students and employees.

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