

### Are dining halls still all-you-care to eat?

- Yes. Both Fairhaven & Viking Commons remain all-you-care-to-eat while you dine in. For those utilizing take out, we will provide a reusable container for your entrée(s) and additional compostable/recyclable containers for salad/soup.
  - For takeout, you are permitted to fill both of these containers only.

### Will I be able to dine in?

- Yes. Our dining rooms have a significantly reduced capacity based on public health mandates. All tables will be singles to comply with WA state mandate for indoor dining.
- In order to dine inside you maybe be asked to make a reservation (this will be dependent upon seating capacity and demand). Space is limited and is first come first serve. Once you have your food selected you will be directed to the seating area that is open for you. You will have a (30/45 min) window to eat your meal. After use, your table will be thoroughly sanitized.

### What will seating in the dining halls look like?

- Our dining locations will offer dine in seating that follows state and county guidelines for allowable occupancy.

### How do I enter and exit the dining room?

- Guests will enter the dining room through a marked “entrance only” and exit through a marked “exit only”. In accordance with WA state facial covering guidelines. All guests are required to wear a facial covering at all times, except when seated to eat or drink.

### Will WWU dining offer to-go meal options?

Yes, our dining halls and retail locations will offer a variety of to-go meals.

#### Residential Takeout Services

- Only one to-go meal may be used for a given visit (double swipes are prohibited)
- To receive your reusable to-go container, provide your (“Dining to-go” card), provided to you as part of your move-in package. To-go dining instructions will also be included in your move-in package.

If you chose takeout:

- In addition to the reusable to-go container, you will be given compostable containers for soup, dessert, salad and one cold beverage cup & one hot beverage cup

Below are the only containers allowed per meal swipe

- (1) Large reusable
- (1) Soup compostable
- (1) Clam shell salad
- Desserts bagged or wrapped
- (1) Hot cup
- (1) Cold cup

- Our staff will fill your reusable to go container and compostable containers for you, no self-serve items are available in compliance with safety precautions.
- All food and beverage must be carried. Any food unattended may be discarded.
- Only Western Dining Services issued reusable to-go containers are allowed in the dining halls. **Personal containers are prohibited**
- For the reusable containers, rinse it thoroughly, bring it back to the dining halls for a clean and sanitized new container. If you misplace or need to replace your to-go container you can purchase a replacement for \$6 plus tax with your cashier.

#### Will food still be self-serve in the dining halls and retail locations?

- No, at this time, all meals will be served to students by our Dining team members. This includes the salad bar, desserts, and other stations.

#### How do I pay for my meal?

- Meal plan swipes, Dining or Viking Dollars and credit cards are the preferred contact-less payment methods. Students can download the GET app to use their Western Card with our contact-less readers. We also accept cash and ask that you pay with as close to exact change as possible due to the national coin shortage.

#### How fresh is the food?

- One thing hasn't changed – our commitment to providing fresh and responsibly-sourced ingredients. We focus on local whenever possible. Entrees, salads, soups, sandwiches, and desserts are crafted in small batches throughout the day to provide students on the move with the variety they desire.

#### Will condiments be available?

- Yes. We will continue to offer a wide variety of commonly requested single-use condiments. Condiments will be handed to guests by dining staff.

#### Will dining continue to foster sustainable practices?

- Western Dining Services is committed to building upon sustainable dining practices and policies. We work with over 30 local and regional partners to source local and sustainable ingredients. Last year, over 37% of our purchase came from local or sustainable sources.

#### Are there any closed dining locations?

- Yes, some locations have been closed due to building closures on campus.
  - Rocks Edge Café, The Underground Coffeehouse, BT Station, Freshens, Ridgeway Commons, Oath Pizza, Atrium Subway, Haven POD.
- Hours of service for open locations have been adjusted to ensure deep cleaning and sanitizing of high touch surfaces.

Will hand sanitizer be available in dining locations?

- Yes, hand sanitizer stations will be placed at the entrance of each dining hall and retail location.

What will WWU dining employees do to stay health and keep students healthy?

- Dining Services is committed to keeping our students safe and healthy. We commit to a routine hand washing procedure, wearing face masks, installing plexiglass barriers, and practicing social distancing guidelines. For more information regarding COVID-19 safe practices, please visit: <https://wwu.campusdish.com/COVID19Information>.
- All dining services employees have their temperatures checked at the start of their shift and are required to answer CDC screening questions.

Will I be required to wear a mask in the dining locations?

- Masks will be required to enter the dining locations, while you are in line and while you are making your selections and any time you are not seated at your table. You will not be required to wear one while sitting at your table.

How will we know if we are staying socially distant?

- Our dining locations on campus will have informational signage and directional floor markers to help students stay socially distant according to CDC guidelines.

What will cleaning look like at the on-campus dining locations with COVID-19?

- Our dining teams will disinfect open locations during and between service times. We will also maintain frequent cleaning of all surfaces and items that are at higher risk of contamination (door handles, light switches, condiment stations, tray slides, etc.) throughout the day.

Will the dining halls still offer a variety of food options?

- Yes, all our dining hall locations will still offer students a variety of different food options.

What if I have food allergies or special dietary needs?

- Any of the Western Dining management team can answer your allergy related questions while in our facilities. If you have dietary concerns or need a specific plan you can reach out to Executive Chef Steve Erbe who will assist you along with our campus dietician.

*Please note all dining procedures and policies are subject to change per CDC and WA State Guidelines.*

We, Western Dining Services are committed to the safety and well-being of students, faculty, and staff, as you prepare to return to campus in the fall. We have implemented additional safety processes and protocols to help ensure the safety of campus operations. In addition, we are implementing new menu programs and enhancements to ensure operational excellence from sourcing to serving of all items, promoting consumer confidence, utilizing reusable and compostable dining ware, and continuously delivering on our quality and student satisfaction standards that you have come to expect at Western Dining Services

## Cleaning & Sanitation

**CLEANING:** Each location maintains a variety of tools and processes designed to ensure the highest levels of cleanliness are maintained at all times. Each associate has a Day-At-A-Glance Tool to guide them of specific cleaning requirements for every station and space.

**HIGH TOUCH CLEANING:** Extra and frequent cleaning of all surfaces and items that are at higher risk of contamination (door handles, light switches, condiment stations, etc.).

## Hand Hygiene

**GUESTS:** Increased availability of hand wash stations, hand sanitizer, 'no-touch' service options and targeted signage and communication to promote hand hygiene.

**EMPLOYEES:** Substantial and ongoing hand hygiene training, an increased schedule of mandatory hand washing (every 20 minutes) and appropriate use of PPE (gloves).

## Chemicals, Equipment & PPE

**CHEMICALS:** Specified chemicals are designed specifically for food service environments. Diversey Quat- Sanitizer has the highest possible rating for efficacy. Every location also maintains an inventory of Oxivir TB Wipes, a CDC approved disinfectant for the pathogen treatment of spaces that have been exposed to the COVID-19 virus.

**EQUIPMENT:** All equipment utilized in cleaning and sanitation, including dishwashers, glass cleaners, chemical dispensers, etc. are checked multiple times per day for correct temperatures, concentrations and functionality.

**PERSONAL PROTECTIVE EQUIPMENT (PPE):** University Dining ensures that all locations are properly equipped with the necessary PPE to ensure guest and employee safety - including gloves, masks, eye protection, thermometers, aprons/gowns, etc.

## Product Safety

**VENDORS & SUPPLIERS:** All vendors and suppliers must pass stringent safety and sanitation requirements to gain and maintain approval. Additional controls will be placed on vendor deliveries to ensure the safe transfer of all products.

FOOD SAFETY: Standards for food receipt, storage, handling and preparation are very detailed and specific. Each step of the process is monitored and documented so that quality, temperature control, and contamination risks are managed at all times.

We are here to answer any of your questions: Contact Us @ [Dining@wwu.edu](mailto:Dining@wwu.edu)