



## COVID-19 GUIDANCE - HALL

- The Hall opening hours will vary according to the numbers of staff and students on site and the advice extant from the Government. Hall sessions will cover breakfast, lunch and dinner from Michaelmas Term onwards. Opening Hours will be displayed on the Hall Notice Board, be promulgated on the Intranet and emailed to all staff and students. Any changes will be displayed / sent with as much notice as possible
- The Hall will offer take away and grab and go options only until changes in Government advice make it possible to offer a dining facility.
- The advice in this protocol will be subject to change; however, the cooperation of all of the College community is expected at all times to ensure that the whole community is kept safe.

### General Safety

- If you are feeling unwell and showing any symptoms of COVID 19, **do not queue for or enter the Hall**. You should isolate immediately, contact the Lodge via phone or email and arrangements will be made for testing/self-isolation.
- Social distancing measures must be observed at all times when the Hall is open, both in the queue and the Hall itself.
- Please follow all guidelines such as floor markings and signage that have been put on display for your safety and for that of the Catering Team.
- Everyone must sanitise their hands using the equipment located near the entrance to the Hall on entering the Hall.
- Please follow instruction from the Catering Team, occupancy limits have been set and adhered to and people will be reminded of the need for social distancing, one way systems and other safety measures in place.
- The Catering Team have removed as many customer hand contact points as possible. This is to ensure as safe an environment for everyone coming through the Hall as possible. Consequently, some facilities have been withdrawn until further notice. Please follow signage as needed.
- Please ensure you put all rubbish, napkins etc into the provided bins. Do not leave for others to clear up after you.

### Additional Cleaning

- In addition to the normal cleaning schedules followed by the Catering Team we will ensure extra deep cleaning and sanitation takes place throughout the Hall. All hand Contact Points in the Hall and surrounding areas such as doors, handrails, handles, fridges, surfaces, light switches and display equipment etc will be cleaned and sanitised with approved chemicals before every opening.

- Extra cleaning will happen prior to and post Hall Opening Times and again before the Catering team leaves. This will be followed for every shift in College to ensure the highest levels of safety are followed.
- The Hall will be CLOSED to all users while deep cleaning and sanitisation is undertaken.
- Staff will be provided with appropriate PPE as necessary.
- The Kitchen staff, chefs and kitchen porters are also following increased cleaning schedules and safety measures on working practices and Government guidance.

### **Food Service**

- A one way system for collection of food from the Hall will be in operation to avoid crossing in corridors. The signage will instruct people on access and egress routes.
- Staff and students will be required to queue for the Hall, observing social distancing guidelines. Hall meals will be provided on a take away basis. Meals will need to be booked in advance of collection in the Hall.
- A member of the FOH team at the entrance will control how many people are in the Hall – they will let you know when you can enter. Do not enter before being instructed to do so.
- Sanitise your hands at the indicated location as you enter the Hall, you will then be handed a tray and a Brown Take Away Bag
- Please refrain from handling produce which you do not then purchase.-
- All HOT and Ambient Grab and Go Products food will be served to customers from the main counter. Follow any guidance of floor markings and signage regarding social distancing.
- Food will be served into sealable, disposable take away containers. There will only be one size of container available. These containers are recyclable and should be placed into the relevant bins provided.
- There will be a FOH server on each section at all times, each with their own service equipment, ensuring the reduced risk of cross contamination from serving utensils etc is minimal.
- Once served the tray must be taken to the now screened till as normal. Please follow instruction and signage.
- **All food purchases will be paid in advance of collections via meal booking system.** You must then place all the items from your tray into the provided disposable brown paper bag for taking away.
- Once you place your food items into the brown take away bag, please place the tray in the designated area , so that it can be cleaned and returned to the Hall for the next customer”

### **Users must**

- Follow instruction from the Catering Team at all times.
- If you are allocated a slot to attend the Hall, please observe it. There may be opportunities at the end of service to accommodate later arrivals but this cannot be guaranteed.
- Please be understanding if queuing times are longer than normal or if you have to wait longer to be allowed into the Hall area – this is for your own safety and for that of your colleagues
- If Government guidance changes we will be updating our guidance to everyone.
- Allow the Staff to serve you everything from the main counters – this will eliminate hand contact and potential cross contamination.
- Do NOT reach over and grab anything from the main counter area
- Allow Catering Staff the time to clean and sanitise between customers as needed.

- Salt and Pepper and a limited selection of sauces will be provided by the staff.
- Cutlery must be washed and looked after by the individual it belongs to. Cutlery left in the Hall will be disposed.
- All students must return to their household bubble/welfare provision to consume their food or eat outside, maintaining social distancing requirements at all times.
- All packaging, rubbish and recycling must be placed into the bins provided.
- Do NOT enter any of the kitchens or areas with Signage saying for 'Authorised Personnel Only'

### **Additional Information**

- To Keep Queueing, Government Guidance and social distancing measures in place we may need to alter food service times. We will give as much notice of this as possible.
- Departments and groups may be allocated times where they can come through the Hall. If this is needed please follow timelines that you are given. This is for your safety and that of your Colleagues.
- Limited people from departments may be required to collect food for multiple people. In which case you will be asked how many people you are collecting food for. You will be given that numbers of take away Brown Bags and Napkins.
- We will send out emails with as much notice as possible if any of these measures are required.