



RHODE ISLAND COLLEGE

DINING SERVICES

Dear Dining Guest,

The staff of College Dining Services would like to welcome back our returning guests and welcome our new guests! We would also like to take this opportunity to provide a snapshot of what Dining Services will likely look like this Fall.

COVID-19 has dramatically changed the way in which each of us go about our daily lives. Since the Spring, Dining Services has worked closely with all areas of the College, the Rhode Island Department of Health (RIDOH), and our food safety consultant to implement changes that will minimize the spread of COVID-19. Our first, and most important objective, is your safety and the safety of our staff.

While we are confident that the safety driven modifications we have made with the assistance of the RIDOH, will serve to minimize the spread of COVID-19, we also need your help, cooperation, and patience.

We ask you to help by following all safety protocols including but not limited to, wearing your mask, maintaining six foot distancing, and frequently washing your hands. We also ask that you do not enter dining facilities if you have any symptoms associated with COVID-19. The Dining Staff pledges to do the same.

We ask for your cooperation and understanding with the modifications that have been implemented for your safety. These modifications include menu streamlining designed to reduce gatherings in the service area, temporarily suspending self-serve areas such as our salad bar and kiosks, and the safety protocols we are required to have in place. We understand that these changes will impact our guests but they are critically important for all of us as we strive to safely live and learn in a community setting.

We also ask for your patience! These are not normal times for any of us. Supporting you in a COVID-19 environment is new to us and the safety modifications will be new to you. At times there may be lines and you may be frustrated. Should this happen we ask for you to be patient and understand that our staff is committed to providing you with exceptional service in the quickest manner that safety will allow.

Dining Services has compiled a list of questions and answers which we hope you find helpful as you prepare for the Fall. Additional information is also available on the Dining Services website <https://www.ricdiningservices.com/> or, we can be contacted at DiningServices@ric.edu.



Q: Will Dining Services be open in the Fall?

A: Yes. Food services will be available for Residents, Commuters, Faculty, and Staff at Donovan Dining Center, The Café in the Student Union, and thru vending machines across our campus.

There will be changes to how you access foodservice, how we deliver our services, and the types of food and beverages we may offer, to maximize the safety of our guests and staff.

Q: Will seating available in DDC?

A: Limited seating will be available in DDC and outdoors on the DDC Patio beginning on September 6, 2020. Our ability to offer seating is subject to continued approval from the RIDOH and RIC. Continuous Guest cooperation and compliance with the safety protocols will be needed by everyone, in order for us to continue to offering seating. We thank you in advance!

Our dining areas have been redesigned to safely support social distancing. This has significantly reduced our capacity and resulted in a limited number of single seats, tables for two, and tables of four.

- All Guests are reminded that masks are mandatory in DDC, per the RI Department of Health, unless a Guest is eating or drinking.
- Seating is limited. We ask that you keep your visit to 30 minutes or less.
- We have set up a sanitation and recycling area in the DDC seating area. Guests are encouraged to use the portable hand washing station, hand sanitizer, and may assist in cleaning/sanitizing their tables if they feel more comfortable doing so. Dining Services will also be cleaning & sanitizing the dining room.
- For safe distancing tables cannot be joined and chairs cannot be added.
- All Non Residents who will be using available seating are required to provide their contact information at the cashier station.

We will continue to encourage guests to take their meals to go whenever possible, to assist with social distancing efforts.

Q: Will the Café be open this semester?

A: Yes. The Café will open on Tuesday, September 7, 2020. Hours of operation will be Sunday – Thursday from 3:00-10:00pm. The Café will be providing preorder pickup service only. Guests may preorder using the GET Mobile APP <https://get.cbord.com/ric/full/login.php>. Guests may use Meal Plan Flex Points, Campus Points, Credit or Debit cards for touchless payment.



Q: What changes has Dining Services made to reduce the spread of COVID-19?

A: Dining Services has worked closely with all areas of the College, the RIDOH, and our food safety consultant to minimize and prevent the transmission of COVID-19, so that we may maximize your safety and that of our staff.

We have developed a comprehensive reopening plan which has been thoroughly reviewed and approved for use by the RIDOH. This plan incorporates the best practices and recommendations by the CDC, RIDOH, and our food safety consultant. Dining staff have received additional training to execute this plan and will follow strict health safety protocols throughout this pandemic. We have also prepared response plans in the event that current conditions change.

Our dining facilities have undergone an extensive cleaning and sanitation process in preparation for reopening and our housekeeping staffing has been increased to maintain a high level of cleanliness as well as to focus on frequently touched areas.

We have installed additional sneeze guards, plexi-glass shields, and equipment that promotes touchless access. Two self-contained portable handwashing units and 14 hand sanitation stations have been strategically placed in our facilities for use by our Guests. Additional equipment to minimize/prevent the transmission of COVID-19 has also been acquired.

Q: Have the food offerings in DDC been modified in response to COVID-19?

A: Yes. We have had to make some adjustments to support social distancing requirements. These adjustments primarily involve self-service areas and customized menu items. Every attempt has been made to provide alternatives for impacted items and areas.

For example, self-serve salad bars and soup stations are prohibited by the RIDOH. We will be preparing a variety of freshly made salads throughout the day and our soups will be served.

We have streamlined our menu offerings on the Deli Bar and Grill Line to reduce the impact of customized items. Toasted Deli sandwiches, customized omelets, and customized quesadillas will not be available when you return in the Fall. These items require guests to wait in the service area while their order is being prepared and reduces the space available for safe social distancing. In turn, fewer guests can be allowed to enter in the service area at any given time.

We promise to return these options when conditions allow us to safely do so. In the interim, we will feature a rotating “omelet of the day” and “quesadillas of the day”.



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Dining Services has also established an Express Line in DDC with an expanded selection of freshly made prepackaged items to provide additional options and support guests who are in a hurry.

In addition to the East Campus Vending Lounge, new Vending Satellite locations are planned for Craig Lee, Alex & Ani, and Willard Lounge. Each Vending Satellite location will include snack and food machines as well as hot and cold beverage machines. The Vending Satellites will have extended hours of access and accept Meal Plan FLEX Points, cash, and credit/debit card payments.

Q: Can I use more than one meal during any single meal period?

A: Yes. Residents will be allowed to use up to three meals during any single meal period, provided that they have a sufficient number of meals remaining for the week, in the meal plan they have chosen. Residents may also use their available FLEX Points at any time.

Q: Will there be changes to hours of operation in the DDC or the Cafe?

A: While the Fall semester will result in significantly fewer people on campus, on most days, DDC will continue to operate seven days per week. Monday-Friday from 7:00am-7:30pm and Saturday – Sunday 9:00am-6:00pm. Dining Services will operate from 9:00am-6:00pm on the following holidays – Labor Day, Columbus Day, Veterans Day, and Election Day.

The Café will open on Tuesday, September 8, 2020. The Fall Café hours will be Sunday-Thursday from 3:00pm-10:00pm.

Q: Could there be additional changes other than those listed here?

A: We have tried to be as transparent as possible by sharing the changes we anticipate for the Fall. We will continue to monitor the COVID-19 situation and should we need to, will make additional changes for your safety and well-being.

Q: Will masks be required in dining facilities?

A: Yes. Masks must be worn at all times while in dining facilities. This includes, but is not limited to, access ways, service areas, and seating areas both indoors and outdoors. Face coverings may only be removed when guests are actually eating and drinking in dining rooms or outdoor seating areas.



Face coverings shall not be required for residents whose health would be damaged or who are developmentally unable to comply. These students are required to submit a request with supporting medical documentation to the Reasonable Housing Accommodations Committee through the Disability Services Center utilizing the form on their website:
<http://www.ric.edu/disabilityservices/Pages/Reasonable-Housing-Accommodations.aspx>)

Q: Am I required to follow social distancing in Dining facilities?

A: Yes. Guests are required to follow social distancing practices while in dining facilities. These practices include using designated entrances, following “one way directional flow”, and pausing at designated distancing markings when needed. We will have Attendants available to coordinate and monitor the number of guests entering and in the service area at any given time and when exiting, Guests will be required to use a designated exit door.

Q: Is it okay to go to DDC if I am only experience mild symptoms?

A: No. Anyone who has any of the following symptoms cough, fever, shortness of breath, shortness of breath/difficulty breathing, chills, muscle pain, runny nose, stuffy nose, sore throat, headache, nausea or vomiting, fatigue, diarrhea, or recent loss of taste or smell, *should not enter dining facilities.*

Residents who experience such symptoms MUST contact Health Services for guidance.

Q: How will I be able to eat if I am required to quarantine or self-isolate during the semester?

A: Arrangements will be made to have meals delivered to you if you are required to quarantine or self-isolate.

For the safety of our guests, individuals who are required to quarantine or self-isolate, cannot enter dining facilities.

Q: What happens to my Meal Plan if Residents are sent home before the semester ends?

A: Residential Life and Housing does not plan to close before the end of the semester. However, changes in the COVID-19 situation could potentially lead the CDC or the Rhode Island Department of Health to determine that it is in the best interest for the residence halls to close.



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If this were to happen, the College would look to give reasonable notice, and try to work with those students who have extenuating circumstances and could not go home. Dining Services would then develop a way to support such students.

The College does reserve the right to terminate housing and meal plan contracts due to public health emergency needs, and this includes COVID-19. In the event RIC terminates housing and meal plan contracts due to a public health concern, the College will offer fair and reasonable reimbursements for impacted students as appropriate and based on the current refund schedule and information available at that time.

Q: Will Dining Services have the same restrictions during the Spring Semester?

A: The honest answer is that we simply do not know. We hope that the scientific and medical efforts underway will begin to reduce the impact of COVID-19. Until this happens, we will remain committed to providing you with the best possible food service experience in the safest way possible.