UNIVERSITY of HOUSTON

Auxiliary Programs and Services

Path to Open

Update and Review

August 5, 2020

Our path to open discussions and today's presentation are focused on meeting COVID safety protocols and continuing to exercise care and flexibility for our teams and those we aim to serve.

We are please to share the roll-out of a *virtual queuing and appointment management system (Qless)* for several key areas.

Anticipated Go-Live date is August 14, 2020.

Faculty, staff and students will be directed to get in line (virtually) by joining a specific virtual queue or schedule an appointment to obtain assistance from the specific areas. This will eliminate physical lines in support of safety social distancing protocols.

QLESS™

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Auxiliary Services- Dining

➢ <u>Health and Safety/Social Distancing</u>

- Associates required to wear masks at all times except while eating
- All associates will take COVID- 19 specific training provided through Chartwells' online learning portal
- Plexi health shield barriers will be placed at food service points and POS registers
- Cleaning routines in effect, with an additional daily complete cleaning of facility
- Sanitizer provided for guests and associates at entry points
- Tap to pay in effect for debit, credit and cougar cards as well as "cashless" marketed and promoted for safety of associates and guests
- All stations will be served by associates (no self-serve)
- Queues will have floor signs for social distancing
- Seating capacity will be limited to allow for social distancing

Auxiliary Services- Dining continued

➢ <u>Hours of Operation – Phase 3 (August 10) Re-Opening</u>

- Chick-Fil-A, Starbucks, and the Market will open in the Student Center on August 10th. We will continue to run the Lofts Market and Cougar Village Market.

➢ <u>Recommended Hours of Operation – Fall (pending feedback from FSAC)</u>

- Moody to be closed (not enough students to support two dining halls)
- Cougar Woods
  - No cash or credit cards accepted
    - Will help ensure students will be priority for dining services
    - Will also help with contact tracing in the event of a positive case
  - To-go program will be available
  - Open 24/7 except closed 5am-6am, 3-3:30pm, and 10-10:30pm
    - Provides time for deep cleaning
    - Ensures secure shift changes
    - Residential Dining open exclusively to Cougar Card currency
- Reduced hours of operations across all retail and market store locations (TBD)
- Satellite will **not** re-open

➢ <u>Other</u>

- Meal exchanges allowed all day (versus only prior to 2pm which was the previous requirement)
- Virtual office hours, town halls, teaching kitchens and other forms of engagement in effect
- Only cashless retail payment options (mobile pay, credit/debit card, Cougar Card)

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Auxiliary Services- Dining continued

➢ <u>Catering</u>

- Contactless catering

- Attendant served buffets

- Portable sneeze guards

- Glove changes every 30 minutes

- Themed gloves and masks

- Virtual cooking classes

- Meal kits

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Auxiliary Services- Bookstore and Vending

UH | CAMPUS STORE

- Planning to open August 10th
- All associates must wear masks at all times except when eating
- Cleaning of high touch common areas and equipment to occur at a minimum of every two hours
- Store capacity will be limited in alignment with state and/or university regulations
- Online orders encouraged
- Online orders will be available for pickup in a separate room within the student center to help reduce congestion during rush
- Curbside pickup available until first day of class
- Queues will be managed for social distancing

➤ Vending Updates

- Coke and Canteen employees required to wear masks and gloves
- Machines will be wiped down/disinfected after each service
- Machines are currently being restocked as building occupancy warrants
- All machines will be restocked during the week of August 10th

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University Services-Cougar Card

Until further notice, to comply with the University's face covering requirement, photos will not be taken in the office. Photos will be accepted online only.

Cashless payment option via Cougar Card Online Portal.

Virtual orientations for staff and faculty

Card Pick-Up/Distribution:

University Services-Delivery Services

Faculty/Staff -Mail/Package delivery service to resume with Phase 3- Aug. 10th

Faculty/Staff- Mail/Package delivery stops consolidated within the various buildings, where possible. Deliveries made once a day.

New Faculty/Staff Parcel Lockers-
        Technology Bridge (Buildings 1 and 4)
        UH Sugar Land

Package Pick-Up (Oversized)-

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Parking and Transportation Services

➢ <u>Permit Updates</u>

- All available and remaining permits are currently online for purchase.
- Cancellations can be made by emailing two pictures of permit, one of it intact and the other of the permit cut up into 5 pieces to parking@uh.edu.
- Exchanges can be made by making an appointment with the parking office.
- Parking office is set up for social distancing and has plastic barriers. Employees and visitors will be required to wear masks.
- Garage elevators have social distancing signs with requirements currently posted.

➢ <u>Visitor Parking Updates</u>

- Credit card only, no cash
- New rates for visitor and metered parking go into effect on 8/1/2020. See https://www.uh.edu/af-university-services/parking/parking-on-campus/visitor/ for more information.
- Touch points on visitor parking pay stations are disinfected daily and wiped clean multiple times throughout the day.
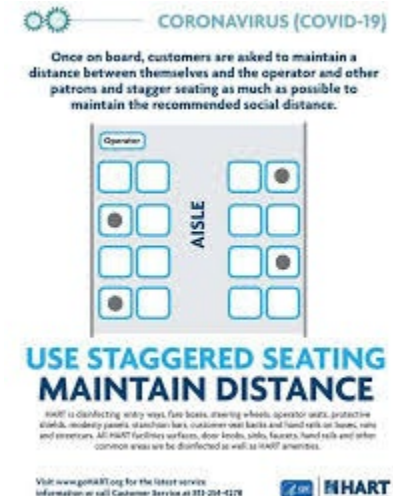
➢ <u>Enforcement Updates</u>

- All rules and regulations will be enforced as "normal."
- Relaxed parking rules will expire on 8/24/2020.

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Parking and Transportation Services

➤ **Shuttle Operation Updates (still being reviewed at this time)**

- All drivers will wear masks at all times.
- Passengers will enter and exit through rear doors only and will be required to wear masks.
- Cleaning of buses will be done daily and frequently throughout the day.
- Seats will be set up to allow for social distancing.
- Contractor has strict protocols in place in according with CDC guidelines.
- Additional info can be found at the following link Groome cleaning

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Questions?