

# Frequently asked questions

## Health and safety

### What measures have been put in place by Food Services to ensure the safety of students, staff and faculty?

What we're doing to keep our students, faculty, staff and guests safe:

- Enhanced staff training in health and safety regulations.
- Physical Distancing
- Implementing strict capacity limitations for Dining Halls.
- Floor markers and directional signage in high traffic areas.
- Plexiglass barriers where possible at points of service.
- Wellness Checkpoints
  - All members of our community, including students, staff, faculty members, and librarians must complete a self-assessment using UCheck each day they visit any one of the three U of T campuses or any other property owned or operated by U of T.
  - Making use of Personal Protective Equipment (PPE)
  - Food Services staff are required to wear face masks or face coverings while working, as well as gloves for specific tasks.
    - Dining Hall guests will also be required to wear face masks or face coverings in the dining hall.
  - Cleaning and Disinfection
    - Enhanced cleaning, sanitization and disinfection in high traffic areas and high-touch surfaces.
    - Committed to continuing to use high quality, food safe and effective cleaning products in accordance with Ontario Public Health and the Canadian Government.
    - Employees are provided with detailed Standard Operating Procedures and Guidelines for each cleaning product to ensure proper usage.
  - Ensuring Proper Hand Hygiene
    - Multiple hand-sanitizing stations in place throughout Dining Halls and in residence common areas.
    - Dining Hall employees are required to practice frequent and rigorous hand-washing.
    - Students and members of the university community are also encouraged to wash their hands frequently for their own safety and the safety of others and reduce/mitigate the risk of transmission.
    - Only use non-contact methods of greeting, such as a wave.

For more information visit the Food Services Covid-19 update page.

### Where do I find the information about the university's COVID-19 self-assessment web portal (UCheck)?

Provincial regulations and public health guidance now require post-secondary institutions to implement COVID-19 health screening for anyone coming to campus. This means that all members of our community, including staff, and students, must complete a self-assessment each day they visit any one of the three U of T campuses or any other property owned or operated by U of T. There are two ways to complete the required self-assessment and generate a risk status each time you come to U of T: by using UCheck, or by completing a paper-based or offline self-assessment log.

Please visit this COVID-19 self-assessments page for more information.

### Do I need to do a self-assessment?

The University of Toronto, in partnership with Thrive Health, has launched the UCheck self-assessment web portal to support the health and safety of the entire U of T community. Students living in residence are asked to generate a COVID-19 risk status daily by completing a quick and thorough self-assessment.

UCheck allows students to complete a symptom check survey and generates a "green status" if you are safe to attend campus or a "red status" if you may not be safe to attend campus. If you receive a red status result from the assessment, we recommend that you follow the instructions given in the assessment tool and also contact your residence life team to let them know.

### **What should I do if I have symptoms?**

Everyone with symptoms of COVID-19 (e.g., fever, cough, difficulty breathing, etc.) should stay home, not work, self-isolate and complete a self-assessment using the UCheck web portal. A number of dedicated assessment centres have been established across the Greater Toronto Region to facilitate assessment and testing. Information on locations is available on local public health websites, including Toronto and Peel Region. If you live in other regions you can find your local health unit here.

If you are advised by a public health authority that you have tested positive for COVID-19, please contact [ehs.occhealth@utoronto.ca](mailto:ehs.occhealth@utoronto.ca) immediately.

### **Is food services enhancing the daily cleaning routines in dining halls and retail locations?**

Yes – Food Services has implemented extensive and enhanced health and safety measures to ensure a safe return to campus. This is inclusive of:

- Enhanced and increased cleaning, sanitization and disinfection in high traffic areas with an increased focus given to high-touch surfaces.
- We are committed to continuing to use high quality and effective cleaning products in accordance with Ontario Public Health for coronaviruses, bacteria and other infectious pathogens.
- Employees are provided with detailed Standard Operating Procedures and Guidelines for each cleaning product to ensure proper usage.

## **Food services and general information**

### **Is Food Services part of the University of Toronto?**

Yes – the University of Toronto employs all members of the Food Services team and is a division of Ancillary Services. Food Services now oversees more than 30 food locations across the St. George campus, including residence dining halls, retail outlets, campus catering and beverage services. Employing over 250 people, Food Services is made up of diverse teams of highly skilled and dedicated food and beverage professionals. We offer a food service career destination with living wages, benefits and vacation, reflected in the long tenure of service that many of our employees choose to work with us.

### **Why did Food Services introduce a declining balance meal plan at Chestnut and New College?**

Due to Public Health Guidelines introduced amid the COVID-19 pandemic, we have redesigned our meal plan and have transitioned to a declining balance model to meet the standards put in place for safe food service and physical distancing. Many of the traditional features of our previous model, such as self-serve buffet stations, have been restricted due to the COVID-19 pandemic. Upon re-evaluating the meal plan after providing students with a boxed lunch program over the summer months, a declining balance meal plan was deemed the most appropriate for our students. The additional food stations and Grab 'N'Go options, as well as carefully planned menu offerings, allow for maximum flexibility and variety, while continuing to provide a safe service environment.

### **Are there resources available if I need help budgeting my meal plan?**

You can visit our Basic Meal Plan Budgeting Calculator page.

### **Are all U of T Food Services locations open on campus?**

To limit occupancy and help limit the spread of the virus, access to University buildings is restricted to members of the U of T community, with various measures in place to protect the health and safety of community members.

#### **Dining Halls Currently Open:**

Chestnut Dining Hall, New College Dining Hall and CampusOne Dining Hall remain open

#### **Retail Locations Currently Open for Take-Out Only:**

Robarts Starbucks, MSB Starbucks, Sid Smith Second Cup, Veda Sandord Fleming & Sid Smith Food Court (mobile pre-order and pick up only).

For more information please visit our campus food location, hours and menus page.

### **How has COVID-19 affected your sustainability efforts?**

Prior to COVID-19, we had eliminated most single-use plastics within our dining halls and retail locations. Food Services continues to be committed to sustainable practices. Our commitment to sustainability includes our Eco2Go program, a reusable food container program, that we have provided free of charge to every student for the 2020/2021 academic year.

Due to COVID-19, we've had to reintroduce individually packaged products, including plastic bottled beverages and disposable cutlery.

We intend to relaunch the bottled water ban early 2021 and Food Services is on track to eliminate all single use plastic by December 2021.

### **In what way does Food Services support the University of Toronto community?**

Supporting the University of Toronto community is an important part of our mission at Food Services. Through on campus events and initiatives, such as the Mac 'N' Cheese Smackdown, Oatmeal on the Street, Chilli Chowdown, we are able to give back to those in need. Proceeds from our events are donated to the University of Toronto Student Union Food Bank and other student supported food banks. We are also actively involved with Second Harvest's Food Rescue initiative.

Since campus is a little bit different this year, we are leveraging our social media channels and other virtual means to run campaigns such as "One Coffee at a Time", where one non-perishable food item was donated by Food Services for every cup of coffee or tea purchased on campus.

### **I want to try to focus on my health and general wellbeing throughout the COVID-19 pandemic, what resources are available through Food Services?**

We understand the importance of self-care and well-being. For general nutrition questions, you can contact our registered Dietitian.

Additionally, our daily menus are posted for each location and provide a nutritional breakdown for each item served at any location on campus. Menus are available to view up to one week in advance and can be accessed by viewing Today's Menu on our website, or on our mobile app. Haven't downloaded it yet? Download it now from the App Store or Google Play.

### **Is Food Services Procuring locally?**

Food Services has been, and always will be committed to sourcing locally. We continue to receive industry recognition and acknowledgement for doing so. Despite challenging times for our Ontario farmers during the COVID-19 pandemic, we continue to purchase significant amounts of locally sourced items.

### **Are there any student food committees that I can join if I am interested in helping provide feedback to Food Services?**

Yes, there are committees and focus groups available for you to join. For more information, reach out directly to your Residence Life team.

## **Dining hall information**

### **Do I need to wear a mask in the dining hall?**

Yes, masks are mandatory in the dining hall.

As a protective measure for you and others, and as per the University of Toronto and City of Toronto's health and safety guidelines, you will be required to wear a facial mask or covering in the dining hall. The University has implemented a temporary Policy on Non-Medical Masks and Face Coverings requiring non-medical masks or face coverings to be worn indoors in all common-use spaces on University property. This Policy is consistent with the approach taken in recent Toronto and Mississauga by-laws.

Certain activities and individuals, including individuals with an underlying medical condition that inhibits their ability to wear a mask, are exempt from this policy. Please refer to the draft Guideline for the full list of exemptions.

#### **Will there be a change in the way my meals are served?**

- All meals are served in a recyclable take-out box, unless an Eco2Go container is requested, along with individually wrapped cutlery.
- All beverages will be bottled, canned or served by a member of our staff.
- Any house-made baked goods and pastries or whole fruit will be wrapped.
- All condiments will be single-use

These additional safety measures have been put into place to minimize the risk of virus transmission.

#### **Are you providing an eco-friendly alternative to single-use take out containers for meals in the dining hall?**

Yes! As a part of the University of Toronto, we have been, and continue to be, committed to sustainable practices. Our commitment to sustainability includes our Eco2Go program, a reusable food container program, that we have provided free of charge to every student for the 2020/2021 academic year. More information about the Eco2Go program can be found [here](#).

#### **What are the expectations of me as a student when using the dining hall?**

As a result of COVID-19, we have implemented some additional health and safety measures in the dining hall:

- Cubbies: Cubbies are currently unavailable for use.
- Hand Sanitizing: You will be required to sanitize your hands upon entry to the dining hall. There will be hand sanitizer dispensers at entry and exit points and throughout the dining hall.
- Physical Distancing: Physical distancing is encouraged throughout the dining hall by maintaining a minimum distance of 2 meters (6 feet) between food service staff and others. Floor decals will assist with spacing in high traffic areas, and directional signs will be in use to assist with flow and to minimize cross over and travelling back and forth between food-service stations. Seating within the dining hall will not be available.
- Personal Protective Equipment (PPE): As a protective measure for you and others, and as per the University of Toronto and City of Toronto's health and safety guidelines, you will be required to wear a facial mask or covering in the dining hall.

#### **What should I do if I feel unsafe or have concerns about a situation in the dining hall?**

If there is a situation that makes you feel unsafe or uncomfortable, please do not hesitate to contact the appropriate Residence Life Office or email the Manager of Residential Dining.

## **Retail location information**

#### **What changes have been implemented to ensure adherence to COVID-19 protocols?**

- Our new Food Services app allows for mobile ordering and contactless pick up at our Sid Smith Food Court on Campus.
- Plexiglass barriers have been installed at all possible service points.
- Enhanced and increased cleaning, sanitization and disinfection in high traffic areas with an increased focus given to high-touch surfaces.
- Floor markers and directional signage have been added
- Customers are required to sanitize their hands upon entering. Additional hand sanitizing stations have been placed at each location.
- Food Services staff are required to wear masks while working, as well as gloves for specific tasks.
- All customers are required to wear a mask as per the University of Toronto Non-Medical Mask Policy.
- Retail location seating areas are currently closed.
- Operating a take-out only model at all locations
- Modified menus to reflect the new service style.
- Suspended Refillable Cup program to mitigate the risk of virus transmission. This initiative will be reviewed periodically.

**Are seating areas open at retail locations on campus?**

No, seating areas are currently not open at our retail locations due to gathering restrictions and capacity limits.

**Do you offer mobile ordering for any of your locations?**

We do! Food Services has a brand new mobile pre order and payment app which is the most convenient way to order food on the St. George Campus. Our app provides contactless ordering, payment and pick up, for your safety and convenience. Download the app today.

**At which locations can I use the mobile ordering app?**

As of right now, the Sid Smith Food Court is the only location available for mobile ordering. More locations will be added soon.

**Where can I find the most up to date information regarding what locations are open and their hours of operation?**

The most up to date information can be found on our Campus Food Locations, Hours and Menus page. This page will be updated as more services and outlets re-open. We also post regular updates on our social media pages (Facebook, Instagram and Twitter), you can follow us @ueatoronto.

**What if I feel unsafe or have concerns about a situation at a retail outlet?**

If there is a situation that makes you feel unsafe or uncomfortable, please do not hesitate to email us at Food Services .