



FALL 2020 SERVICE GUIDE

This document is designed to communicate our comprehensive plan for Fall 2020, to the extent possible with things changing so quickly. Our team will continue to work with chapters to continuously update the plan as things evolve.

Most Universities are implementing plans that include on-campus living for students. We feel strongly that if students are back on campus, the safest and best possible way for them to eat is through a chapter house meal plan. Chapter house meal plans offer the following benefits, both to residents and non-residents:

- avoids the safety risk of members cooking their own food
- avoids the large crowds at dining halls and restaurants
- dedicated chefs accommodate special dietary needs
- company infrastructure provides a backup plan in chef has a positive test

Our team has been working hard to plan safe operations while maintaining a high quality of food and service. Please contact us for help with anything you need.

Sincerely,

Brian Gill, President

A handwritten signature in blue ink, appearing to be "BG", written over a white background.



WHAT ARE THE RISK FACTORS

Despite no evidence of food transfer, COVID 19 still presents real risks that need to be controlled. The main meal plan risk factors are:

- people being near each other, especially inside, especially for a long time
- people sharing the same serving utensils
- less severe: virus transmission on surfaces or through food

The virus is reduced in quantity by soap/water, and ventilated air. It's killed or weakened by sunlight/UV light, solutions of >60% alcohol, and time apart from a human host.

HOW WILL RISK BE REDUCED

-Every day when clocking in, employees will record temperatures and self-report symptoms or exposure to COVID.

-Glove and mask use are mandatory when working with food, interacting with chapter members, and at all times in kitchens with more than 1 staff member.

-Freshly laundered chef uniforms are required every day.

-Hood fans will be left on at all times when kitchen is being operated, and additional fans will be provided as needed to increase ventilation.

-Self-serve buffets, including salad bars, will not be available. All meals will be plated or packaged individually.

-Condiments, snacks, and beverages will either be available in individual servings, or served with disposable coverings to prevent cross-touch. Signage is available to show proper use.

-Bleach spray of high touch areas conducted after every meal shift.

-In almost all cases, food will be served using disposable plates and silverware.

-Chapter members will use our app-based time slot order system to control group sizes and allow for non-contact service.

The screenshot shows a configuration interface for Monday. At the top right, there is a 'Copy from' dropdown menu, a 'Go' button, and a green toggle switch. Below this, there are four meal options, each with a radio button and a label: 'Breakfast', 'Brunch', 'Lunch', and 'Dinner'. The 'Lunch' and 'Dinner' options are selected, indicated by green radio buttons. Under the 'Lunch' option, there are five dropdown menus: 'Type: Short Order', 'Start: 11:00 AM', 'End: 2:00 PM', 'Spacing: 15 Minutes', and 'Max: 10'. Under the 'Dinner' option, there are five dropdown menus: 'Type: Buffet', 'Start: 4:45 PM', 'End: 7:00 PM', 'Spacing: 30 Minutes', and 'Max: 10'.

HOW CAN HOUSE CORPORATIONS HELP

- Prohibit or restrict access to the kitchen to the maximum extent possible.
- Communicate plan of action for if a chapter member tests positive for COVID.
- Advise us of any changes to head count or calendar.
- Circulate our Guide for Students and Parents to your contact lists.
- Work with Gill Grilling to confirm 'Buddy Chapter'

WHAT IF STAFF SHOWS SYMPTOMS

-Staff will be permitted to work as long as no symptoms are shown and there is no exposure to a COVID-positive member in the immediate household.

-When any employee shows symptoms, we activate our protocols. We will assume this means a positive test until proven otherwise.

-When an employee shows symptoms, they are immediately excluded from work and referred for COVID testing. The kitchen is closed for the remainder of the day. For reference we are calling this Day 0.

- Day 1:
- Any food that has been exposed to air will be discarded.
 - Gill Grilling orders delivery food at our expense.
 - Kitchen is deep cleaned using a food grade 80% ethanol solution.
- Day 2:
- Emergency food is served by a substitute chef.
 - Emergency food is pre-made entrees made by our chefs and put in freezer.
- Day 3:
- Substitute chef resumes normal meal service until regular chefs return.
 - If no sub is available, food is prepared and delivered from a nearby 'Buddy Chapter', which will be selected in advance and confirmed with you.
 - If no Buddy Chapter is available, chapter can choose from restaurant food deliveries or a 100% refund.

-If employee test results are negative, they may return after being symptom-free for 24 hours.

-If employee test results are positive, they may return after an appropriate period of isolation in compliance with all regulations.

REFUNDS AND CAMPUS SHUT DOWNS

-If campuses delay their opening, and therefore food service starts late, you won't be charged. Billing only starts once food service starts.

-If the campus is open, but Gill Grilling must shut down temporarily because of chef safety or infection, you will receive a 100% refund for missed days.

-If the campus opens, but subsequently closes, the following will take place:

Chefs will be placed on unpaid furlough.

We will perform a kitchen shut-down like at the end of a semester.

95% of the value of missed meals will be refunded.

Why not 100%?--The non-food parts of the contract will remain, including insurance, equipment monitoring, and site visits.

COMMON QUESTIONS

Will The Meal Plan Be Safe?

- A chapter house meal plan is one of the safest possible ways to eat. The meals are cooked by a professional chef, with less person-to-person contact than restaurants or dining halls, and more accountability than sharing a residential kitchen with roommates. We are not aware of evidence that food or surfaces are significant sources for spreading the virus, and employees will be monitored daily.

How Can We Still Get Nutritious Food?

- Gill Grilling has been customizing healthy menus for decades--this won't change. Additionally, a marketplace is in development where we can offer unique health and wellness food items for individual members.

Can We Order Cleaning and PPE Supplies?

- Yes. We can source sanitizer dispensers, wipes, masks, gloves, and personal PPE kits all over the country.

Where Are The Best Places To Start If We Need To Save Money?

- Consider serving continental breakfast, rather than hot.
- Eliminate salad bar and dispenser soda service.
- Consider eliminating Friday night dinners.
- Combine breakfast and lunch into a single brunch service.

RESOURCES AND CONTACT INFO

-www.gillgrilling.com/covid has information on campus schedules, links to webinars, and latest publications and procedures.

-Kate Novinger leads our client service. She is available for head count changes and conversations with organizations, members, and parents about any issue.

Kate@gillgrilling.com
937-267-6108

-Info@gillgrilling.com is a joint inbox monitored by the President of the company and the VP of Operations. Feel free to use this as a fast way for existing clients to get answers or address issues.

-The [contact form](#) on our website is also monitored by multiple team members. Please feel free to refer members and their parents to this tool for any food service questions they have.