



Jesus College Oxford

Jesus College Food Service Protocols

The advice in this protocol will be subject to change. The cooperation of all of the College community is expected at all times to ensure that the whole community is kept safe.

General Guidelines

- We also ask anyone feeling unwell with any symptoms of COVID 19, **not to join us for meals or enter the Hall/Servery or any other areas shared with the College community**. You should isolate immediately, and follow Government advice and the instructions supplied by the College in such eventuality.
- Social distancing measures must be observed at all times when the Hall/Marquee 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 is required to wear a face covering or mask whilst queuing and collecting food from the Servery.
- Everyone is required to sanitize their hands using the equipment located in the entrance to the Servery.
- 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 has removed as many customer hand contact points as possible. This is to ensure as safe an environment for everyone coming through the Servery as possible. Consequently, some facilities have been withdrawn until further notice. Please follow signage as needed.
- All Front of House server on each section will be wearing appropriate mask/visor/gloves at all times, ensuring the risk of cross contamination is minimal.
- Do NOT enter any of the kitchens or areas with Signage saying for 'Authorized Personnel Only'
- Follow instruction from the Catering Team at all times.

Meal Times

- Food service times will be extended whilst social distancing is required in order to accommodate demand with a reduced capacity and remain safe.
- Breakfast will be served between 8.00am and 9.30am.
- Lunch will be served between 12.00pm and 2.30pm.

- Dinner will be served between 5.30pm and 7.00pm.
- These opening hours may vary according to the numbers of staff and students on site and the advice extant from the Government. Opening Hours will be displayed outside Hall, be communicated via the Intranet and emailed to all staff and students. Any changes will be displayed / sent with as much notice as possible
- A take away and grab and go option will be available for anyone who prefers to eat in their rooms or offices. This could assist in accommodating more customers by reducing the pressure on our limited seating capacity until changes in Government advice make it possible to use our facilities in full.

Sanitisation

- In addition to the normal cleaning schedules followed by the Catering Team we will ensure extra deep cleaning and sanitation takes place throughout the Servery/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 sanitized with approved chemicals before every opening and as soon as we close a session.
- Extra cleaning will happen prior to and post 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 Servery will be CLOSED to all users while deep cleaning and sanitization is undertaken.
- Staff will be wearing appropriate masks/visors & gloves as and when necessary.
- The Kitchen staff, chefs and kitchen porters are also following increased cleaning schedules and safety measures on working practices and Government guidance.

Meal Booking and Organisation

- Students/Staff will be required to book meals in advance via the Meal Booking System. You will find various time slots available at quarter-hour intervals each with a maximum capacity based on current social distancing advice from the Government.
- Please attend at the time slot you have reserved online in order to minimize any delays in accommodating those booked at the next time slots. There may be opportunities at the end of service to accommodate later arrivals but this cannot be guaranteed.
- A one way system for queuing and collection of food from the Servery 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, wearing face coverings/masks and observing social distancing guidelines.
- The menu will be on display. Please read the menu as it will speed up service if you can decide what you would like to order from the hot counter.
- A member of the Front of House team at the entrance will control how many people are in the Servery – they will let you know when you can enter. Do not enter before being instructed to do so.

Servery

- Sanitize your hands at the indicated location as you enter the Servery, you will then be handed a tray, cutlery and paper napkin.

- Hot food will be served from the main counter in the usual way. Please allow the Staff to serve you everything from the main counters – this will eliminate hand contact and potential cross contamination.
- Products in the display Fridges such as Chilled drinks, Yogurts, sandwiches, fruits, salad pots etc. can be selected by individuals. **Please note that any item you handle will have to be taken and paid for. You cannot pick up an item and return it to the chillers.**
- Once served the tray must be taken to the till as normal. Please follow instruction and signage.
- Purchases can be made with a valid contactless Bod card only.
- Upon leaving the Served, you will be asked to use the dedicated entrance point into the Hall if you choose to eat in the dining room.

Hall/Marquee

- The Hall and the Marquee have been segregated to maintain social distancing of two meters.
- Seating arrangements in the Hall are clearly visible in the way place mats have been laid out. Individuals are asked not to move the place mats.
- Students who are in a “household bubble” will be able to sit and eat together without the need to social distance although not obliged to do so. This will be dependent upon the availability of sufficient seats in the dining hall for any one bubble size and being able to observe social distancing from others. If a household bubble cannot be fully accommodated to seat together social distancing must be observed.
- Once you have found a seat, you may remove your face covering/mask and enjoy your meal.
- We will request that you make every effort to take no more than half-hour to have your meal as others will be looking for seats as well.
- Used trays will be collected by a member of the team
- The trays, crockery and cutlery will be washed in the dedicated dishwasher which cleans and sanitises the equipment using safe detergents and hot water. Staff putting the equipment back into circulation will only handle them once wearing masks and clean gloves.

Food delivered to rooms in College and Ship Street rooms

- Students required to quarantine or self-isolate in College or Ship Street rooms will be able to order room service meals.
- Depending upon how many meals are requested, and Food Services staff availability, these meals may vary from the standard server option.
- Students will be required to order these meals in advance, specifying any dietary requirements. We would request each student contacts the catering department by email, (catering@jesus.ox.ac.uk), indicating the dates between which they would like meals delivered to their rooms.
- Upon receiving their email, we will send out a questionnaire to collect the information we need including which meals they require daily and if they have dietary needs. Every effort will be made to meet individuals’ preferences/needs as far as is possible.
- We will be able to supply snacks such as crisps, snack or chocolate bars in pre-prepared packs. Snack packs will include 10 packs of crisps and/or 10 snack/chocolate bars and can be ordered more than once over the 14 day period via email.
- Room Service Breakfast will be delivered between 8.30am and 9.00am.
- Room Service Lunch will be delivered between 12.00noon and 12.30pm.
- Room Service Dinner will be delivered between 5.45pm and 6.15pm.

- We will endeavour to meet the above delivery times although we may need students to bear with us if demand for this service was high and/or suddenly change.
- All foods will be delivered in disposable take away containers/bags with disposable cutlery and paper napkins.
- Staff packing and delivering the meals will wear clean mask/visor/gloves as required.
- Once a boxed meal has been delivered, the staff will knock on the door and leave the area.
- Students will be expected to dispose of the food containers in black bags in their rooms which will be collected by housekeeping according to the arrangements put in place by the department.
- Students will be charged for those meals at the going rate directly onto their battels.

Additional Information

- College staff will be required to book time slots for lunch online. There will be dedicated sessions on the meal booking system available to staff only with limited capacity.
- It will be possible for one person from a department to collect up to 2 meals at their allocated time slot, one for him/herself and one for a colleague if they both intend to eat in their own offices.
- Where the above refers to procedures in respect of the Hall, the mention of the word Hall itself can be substituted with “the Mansell Room” as the same protocols apply in that area.