

K-State Student Union Reawakening Plan

Executive Summary

The K-State Student Union looks forward to providing a safe and welcoming place for the campus community to come back together and reconnect in person as a K-State Family. We are making every effort to provide a safe space for students, faculty, staff and administrators to receive necessary services that foster a sense of community while engaging and supporting each other during these unprecedented times. The Union facility team will incorporate cleaning and disinfecting procedures according to CDC guidelines. For example, bathrooms, handrails, door hardware, light switches and other frequent touch points will be addressed hourly or as frequently as possible.

The Union will continue to offer various food service options including Panda Express, Qdoba, Radina's Coffee, Fast Track and Union Station by JP's. The K-State Campus Store will also be open to provide books and supplies within the Union. Union partners and vendors are expected to submit COVID-19 operation plans and protocols to Union leadership no later than July 1, 2020.

Event and meetings within the Union will be limited based on the guidelines set by state, local and university officials. The meeting and event space seating capacities will be adjusted to accommodate social distancing requirements; which may result in a decrease of up to 70% seating capacity in most rooms. For example, the grand ballroom capacity will be reduced from a maximum seating of 1000 to approximately 330.

Lounge and dining areas will be rearranged according to social distancing recommendations maintaining six (6) feet of space between tables and chairs on all levels of the facility. Spacing requirements will result in a general seating reduction of approximately 50% throughout the building. Signage that promotes social distancing behaviors and good hygiene practices will be posted throughout the building. The signage will be consistent with the university message of "Every Wildcat Wellcat". Below is a detailed plan outlining the measures we are taking to offer a safe and welcome environment for our staff and visitors of the Union.

Operating Hours

Summer Building Hours (August 3 reopening)

- Monday- Friday 7am- 5pm
- Saturday and Sunday- Closed
 - Closed on weekends due to a reduction of planned large-scale events
 - Reduced hours allow for cost savings on staffing and utility cost

Fall Building Hours (August 17, 2020)

- Monday- Friday 7:00am- 10:00pm
- Saturday- Closed
 - Facility hours will be adjusted to accommodate home football game schedule and event request
- Sunday- 5:00pm- 10:00pm

Staff Health and Safety Protocols

- Require employees to notify Human Resources if they become ill or are suffering from symptoms.
- Require employee to leave work if they become ill per CDC recommendations.
- Individuals who test positive for COVID-19 must remain in isolation for at least ten (10) days from symptom onset or 72 hours fever free, whichever is longer (or current public health official guidance), and other symptoms must be improving.
- Employees must submit doctor's note to return to work.

Personal Protective Equipment (PPE)

- Cloth facemasks will be distributed to all Union staff (approximately 300 masks). Fulltime office staff will be provided two-cloth facemasks. Student employees will be provided one cloth face mask. Additional facemask will be provided at cost to each employee upon request.
- Maintenance and custodial staff will be provided access to disposable facemasks during their scheduled shift.
- Disposable gloves will be made available to all staff.
- Staff are asked to use facemasks and disposable gloves when social distancing may not be possible.
- Monitor and secure inventories of hand sanitizer (at least 60% alcohol), disinfectant wipes, cleaning products and hand soap.
- Touchless temperature gauge used for staff temperature checks when necessary, in accordance with university guidelines.
- Social distancing barriers at each customer service register throughout the Union.

Staff Training and Expectations

- All union staff are required to complete the EHS training within the link below
 - <https://www.k-state.edu/covid-19/safety.html>
- Train employees on how long each PPE item can be used and when to dispose or clean.
- Discourage sharing electronic devices, books, pens and other office supplies
- Reduce sharing of tools and equipment.
- Enforce staff to wear masks or face coverings in all public spaces and spaces used by multiple people.
- Supervisors are encouraged to conduct staff meetings electronically, even when working on campus.
- High- risk employees are offered the opportunity to work remotely if duties can be executed from a remote location.
- Only staff who must be onsite to effectively complete their duties will be allowed to return to the facility once the Union reopens to the public. All other staff will be asked to work remotely until further notice.

Bookstore Operations Protocol

- Books and supplies will be made available within the store upon the opening of the Union.
- Students will be highly encouraged to pre-order textbooks and supplies for pickup in the store.
- The plan will be to have customers enter through Cat Tech (north entry) and exit through the campus store (south).
- Max capacity within the store will be 75% of normal capacity.
- Sanitizer dispensers will be located near the entrance and exit locations.

- Staff will be provided masks.
- Social distancing shield in place at the registers.

Food Service Protocols

- The Union will continue to offer various food service options including Panda Express, Qdoba, Radina's Coffee, Fast Track and Union Station by JP's.
- Union operated food service will implement the following:
 - Use of Plexiglas to create physical barrier between customer and service provider at registers
 - Encourage cashless transaction system at retail locations
 - Staff will be required to wear gloves at register
 - Mask will be required for all food service staff
 - Remove all self-serve condiments, straws and lids
 - Install napkin dispensers where necessary
 - Hand sanitizer available at each register
- The current CDC recommendations indicate that restaurants should avoid offering any self-serve food or drink options, such as buffets, salad bars, and drink stations.
 - The vendors who offer self-serve soda fountain dispensers are Call Hall, Fast Tracks, Subway and Panda Express. The Cat's Den convenient store also offers self-serve soda machines and self-serve coffee.
 - We are asking our partners with self-serve soda dispenser units to offer bottle only service. Eliminate self-serve soda dispenser until safe to offer service.
 - Catering services will serve only plated, boxed or prepackaged meal options. Eliminate buffets at events until safe to offer service.
 - Units that have crew-serve soda machines will be allowed to continue serving fountain drinks as long as they comply with the standard sanitation practices (i.e. Radina's Coffee, Qdoba and Chick-Fil-A).
- Union partners and vendors will provide COVID-19 operations plans and protocols no later than July 1.

Cleaning Procedures

General Building

- All custodial staff to return July 20 to conduct deep clean of entire facility.
- Upon reopening of the facility, custodial team will conduct hourly cleaning and disinfecting of bathrooms, handrails, door hardware, elevator buttons, light switches and other frequent touch points.
- Guest will be encouraged to use disinfectant wipes on public surfaces before use.

Meeting Room Cleaning Protocols

- All equipment that is removed from storage is cleaned prior to the event and prior to being stored.

Staff office cleaning and disinfectant protocols

- Office staff are expected to clean and disinfect their workspaces at least once per day. Area should be disinfected between customer visits.

Social Distancing Measures

Meeting Room Protocols

- Meeting and event space seating capacities will be adjusted to accommodate social distancing requirements. Room capacities will be reduced by up to 70%.
 - For example, the grand ballroom capacity will be reduced from a maximum seating of 1000 to approximately 330.
- Event attendance within the Union and all mass gatherings will be limited based on the guidelines set by state, local and university officials.
 - <https://www.k-state.edu/covid-19/operations/reopening/>
- Encourage teleconferencing for meetings, when practical
 - A majority of the rooms are equipped with necessary technology for video conference meetings to assist with social distancing.
- Sanitizer stations located in each meeting room
- Meeting rooms doors will remain propped open to reduce unnecessary touch points
- Event planners may be required to provide a health and safety plan for their event that is consistent with current local orders and university policies and guidelines.

Office Spaces

- Individual workstations will be reconfigured to create the necessary separation to maintain appropriate social distancing

Building Access Entry/ Exit Procedures

- Entry points will be reduced to four primary locations
 - South ground floor
 - South first floor
 - North first floor
 - East first floor
- Signage will indicate doors designated for entry and exit
- Signage posted regarding the use of masks when entering the Union.
- Free standing hand sanitizer stations to be located at each entry/exit location.

Public Space Layout

- Rearrange lounge and dining furniture to provide six (6) feet of space between tables chairs on all levels of the facility. This will reduce general seating in the Union by approximately 50%.
 - Meeting rooms may be taken offline to serve as backup furniture storage locations.
- Two (2) chairs maximum at each dining table location.
- Install physical barriers, such as sneeze guards and partitions, particularly in areas where it is difficult for individuals to remain at least 6 feet apart
- Restrict number of occupants on elevators to one (1) occupant at a time

Public Computer Stations

- In coordination with IT Services, computers will be relocated or removed to ensure six (6) feet of distance between workstations.
- Sanitizing wipes will be located near each station to use for wiping down keyboards, mice and other touchpoints.

Bowling Center/ Game Room Procedures

- Masks required while using equipment.
- Gloves available when using equipment.
- Bowling Center staff will disinfect all surfaces and equipment between each use.
- Reduce lane availability by 50% to allow for six (6) feet of distance between bowlers (use only odd/even lanes)

Signage and Line management

- Provide social distancing markers and floor signs to encourage customers to maintain six (6) feet distancing throughout the Union using the “Every Wildcat is a Well Cat” branding.
- Post signage that promotes preventing the spread of viruses and promotes social distancing
- Post signs throughout the Union asking guest to practice appropriate respiratory hygiene/cough etiquette.
 - Cover your mouth and nose when coughing or sneezing.
 - Use tissues and throw them away.
 - Wash your hands or use a hand sanitizer every time you touch your mouth or nose.
- Proper handwashing procedures posted in each restroom location

Facility Reopening Protocols

- Ensure the safety of building water system and devices (e.g., sink faucets, drinking fountains, decorative fountains) after prolonged facility shutdown.
- Inspect coolers and freezers and adjust as needed
- Adjust HVAC settings
- Turn on all in-room computers, wayfinding stations and information screens
- Reactivate passcodes for electronic lock systems
- Clean and restart ice machines

Communication Plan

- Develop and coordinate staff communication
 - All Union as well as direct reports
 - Student employee communication
- Develop and coordinate partner communication
- Develop and coordinate tenant communication
- Develop and coordinate reservations communication
- Create and coordinate all physical signage for the Union
- Update Union website
 - Alert banner
 - FAQs
 - Building hours
 - Operating hours for all food, retail and service locations
- Develop public communication plan for reopening information
 - Social media schedule
 - Additional information in new FAQs
 - Building Access

- Lounge/dining physical distancing
- Meeting space procedures
- Full cleaning plan
- Retweet any critical updates from official sources
- Develop public communication plan to welcome students back
- Update and reactivate digital signs in Union
 - Added official CDC prevention slides
 - Dedicate student study space screens to social distancing and CDC information.
- Update and reactivate K-State Message Board