



University of Pittsburgh COVID-19 Standards and Guidelines: Food Services

I. Purpose

This document details the University of Pittsburgh’s (University) Standards and Guidelines on University food services. These Standards and Guidelines are applied to each of the University’s COVID-19 operational postures (High Risk, Elevated Risk and Guarded Risk). More information on these operational postures and their gating criteria can be accessed at the following website: <https://www.coronavirus.pitt.edu/operational-postures>.

The Standards and Guidelines outlined below are subject to change as deemed necessary by the Senior Vice Chancellor for Business and Operations recommendation to the Senior Leadership Team and approval of the chancellor. Communication about the University’s current Standards and Guidelines will be announced and posted on the following website: <https://coronavirus.pitt.edu/>.

The University will always operate in compliance with federal, state and local health standards and restrictions, including [Pennsylvania Department of Health guidance](#). The University reserves the right to implement additional health standards and restrictions that reflect the needs of the University and the health, safety and well-being of its community.

As conditions and circumstances change, this set of Standards and Guidelines may need to be revised.

II. Scope

These Standards and Guidelines apply to any food services provided by the University or by a vendor doing business with the University on University property or in University leased space.

III. Definitions

- A. **Campus dining:** Dining halls with multiple dining stations and options in an all-you-care-to-eat facility.
- B. **Catering:** Food or drink provided for an event as a professional service.
- C. **Concessions:** Food or drink provided at athletic venues utilized for sports and special events.

- D. **Dining menus:** The list of food and drink offered at campus dining and retail dining locations.
- E. **Retail dining:** University food courts, coffee carts, food trucks and the markets (grocery store and convenience stores).

IV. Campus and Retail Dining Availability

Campus and retail dining locations will provide meal service and delivery options based on the University's Operational Posture. Regional campuses may request exceptions to the requirements outlined in this section. Such requests must be approved by the Provost and must indicate how the Regional campus will stay in compliance with the University's Shared Spaces Standards and Guidelines, as well as all relevant federal, state and local health standards and restrictions.

A. High Risk Posture

All campus and retail dining facilities will be closed to dine-in customers. Any available dining must be provided by contactless delivery or in-store pick-up.

B. Elevated Risk Posture

Only contactless in-store pick up is available. All meals must be provided using To Go (Curbside) Pick Up Service. This will utilize campus dining and retail kitchens across campus. In this posture, University delivery services will be available only for those students in isolation on campus and will be provided by Pitt Dining Services.

C. Guarded Risk Posture

Dine-in service and take out services are available. Capacities must be limited and they must reflect Pennsylvania Department of Health guidelines. Campus and retail dining facilities must adhere to the [University's Health Standards and Guidelines for Shared Spaces](#). In this posture, delivery services will be available only for those students in isolation on campus.

V. Dining Menus

Under all operational postures, menus at campus and retail dining facilities may be limited to ensure timely service and availability to all. The University will ensure there will be options available for students with special dietary needs.

VI. Catering Protocols

The sections below outline the University's requirements regarding catering vendors and external food service used by those using catering services under each of the University's operational postures. Potlucks are prohibited under all postures. All private event spaces and

wedding venues with food service that are authorized to conduct in-person activities must require event hosts to maintain a list of all guests in attendance including phone numbers.

A. High Risk Posture

Catered events and deliveries outside of Pitt dining are not allowed.

B. Elevated Risk Posture

Catered events are permitted but food must be provided by the caterer individually portioned containers (boxed).

C. Guarded Risk Posture

Catered events are permitted but food must be either (1) provided in individually portioned containers (boxed) or (2) served by catering staff. No self-serve buffets or passed hors d'oeuvres are permitted.

VII. Concessions Protocols

The sections below outline the University's requirements regarding concessions protocols for each operational postures. Bake sales are prohibited under all postures.

A. High Risk Posture

Concession locations will be closed.

B. Elevated Risk and Guarded Risk Postures

Concession locations may be open but food must be provided as individually wrapped/non-sharable items, and condiments must be individually packaged (no pumps/bulk).

VIII. Staff Training

Under all operational postures, all staff members at campus and retail dining facilities must receive comprehensive training on COVID-19 health and safety protocols, including safe food handling, packaging and guest hand-offs. This training will be administered by the campus' food service vendor(s).

IX. Technology

Technology will be utilized to offer online and mobile ordering.

A. High Risk Posture

Technology solutions must be utilized for ordering all meals, snacks and convenience items.

B. Elevated Risk and Guarded Risk Postures

Orders can be placed both in-store as well as through technology solutions for meals, snacks and convenience items.

X. Reinforcing Physical Distancing

In accordance with the [University's Health Standards and Guidelines for Shared Spaces](#), customers and staff members must practice physical distancing by maintaining at least six feet of distance from other people while in dining facilities. Restaurant tables, queuing stations and other physical layouts must be arranged to ensure appropriate distancing. Signage will be posted to reinforce physical distancing.

XI. Related Authorities, Guidance and Resources

[Centers for Disease Control and Prevention \(CDC\) Guidance: Face Coverings](#)
[Pennsylvania Department of Health COVID-19 guidance](#)
[Process to Reopen Pennsylvania](#)
[University's COVID-19 Operational Postures and Gating Criteria](#)
[COVID-19 Standards and Guidelines: Shared Spaces](#)
[COVID-19 Standards and Guidelines: Face Coverings, Personal Protective Equipment, and Personal Hygiene](#)

XII. Contact Information and Public Accessibility

This document is posted on the University of Pittsburgh COVID-19 Standards and Guidelines website and can be found at: <https://www.policy.pitt.edu/university-policies-and-procedures/covid-19-standards-and-guidelines>. For questions related to this document, please contact: Resilience Steering Committee at ResilienceSteeringCommittee@pitt.edu.