

To all SHL students, lecturers
and staff

Lucerne, 9 November 2020

CORONA: PROTECTION CONCEPT OF THE SHL SCHOOL YEAR 2020/21

Valid from 9 November 2020 / Version 3.0

Dear students, lecturers and staff

The following explanations and regulations correspond to the current federal and cantonal requirements and framework conditions and are based on the Ordinance on Measures in the Special Situation to Combat the Covid 19 Pandemic of 2 November 2020 (Covid 19 Ordinance Special Situation) as well as the COVID 19 Directive Framework Conditions for Teaching at Secondary Level II and Tertiary Level B educational establishments and other educational establishments in the school year 2020/21 of the Canton of Lucerne.

GUIDELINES FOR HIGHER VOCATIONAL SCHOOLS

- For teaching at higher technical schools (courses HF, NDS HF), Article 6d of the Covid 19 Regulation will apply from Monday, 2 November 2021. **No attendance lessons** may be offered. Classes must be held online.
- As regards to teaching, Article 6d(1)(b) of the Covid 19 Regulation provides for special situations as an **exception**: Certain teaching activities which are a necessary part of a course of education and for the implementation of which local presence is required may be carried out on site (e.g. practical training kitchen and catering). Protective measures must be taken in any case.
- Where final **qualification procedures** (diploma examinations) or other examinations (including presentations of diploma and project work) are carried out, Article 6 of the Covid

19 Regulation applies. They are considered as an event (max. 50 participants) and can therefore be held on site.

MEASURES TAKEN BY SHL TO COMPLY WITH THE FEDERAL HYGIENE AND CONDUCT REGULATIONS FOR THE PROTECTION OF STUDENTS, LECTURERS AND STAFF

1. Objectives and principles

- a) The transmission of the coronavirus is to be prevented in educational courses.
- b) Employees and lecturers can visit SHL as long as they are not ill and do not live in the same household as a person suffering from COVID-19 or maintain close contact with one. Wherever possible, the aim is to work in a **home office**.
- c) Students may only attend SHL for **special events in** accordance with the exceptions (examinations, presentations).
- d) The rules of conduct and hygiene are observed and apply to everyone. The protection provisions are implemented systematically and effectively.

2. General measures

- **General compulsory wearing of masks:** There is a general compulsory wearing of masks in the whole school. This also applies to offices and when the distance is 1.5 m or more.

Exceptions:

- During meals, the masks may be taken off while sitting at the table. In the restaurant the protective regulations of GastroSuisse apply.
 - In the offices of SHL employees, if only 1 person is present
 - On the SHL terrace and the forecourt to Café Milano during smoking breaks. Here the distance rule of 1.5 m and the **maximum number of persons of 15** applies.
 - Small events with a maximum of 15 people, allowing a controllable distance of 1.5 m between participants.
- **Instruction:** Students and staff are instructed to follow the distance rules and protective measures (wearing masks). They are also instructed on the correct use of face masks.
 - **Contact Tracing:** In order to be able to react quickly and efficiently in the event of a COVID case at SHL, SHL requires the use of SwissCovidApp by all those present and we will take the liberty of checking this. Please make sure that you have a mobile device on which the app works.

3. General school organisation measures:

- Masks must be worn in the classrooms, during breaks and in communal areas and hallways. For exceptions →see point 2.
- Masks are compulsory at Hotel SHL. This applies to all communal areas: community room, terraces, hallways etc.
- Masks are given to students for events in accordance with the exception regulations. The students themselves are responsible for the maintenance and cleanliness of the masks.
- The SHL is generally closed to students. In cases of necessity, a study room can be made available upon application.
- For events covered by exceptions, class hours and breaks are staggered in such a way that large gatherings of people can be avoided even in the break and recreation rooms and the toilet facilities.
- Separate protection concepts exist for events in accordance with exemption provisions (examinations, presentations of diploma and project work, practical modules). Attention is paid to the division into fixed small groups.
- The spiral staircase is used for descending and the marble staircase for ascending. The students, lecturers and staff are made aware of this by a guidance system.
- The funicular can - if a mask is worn - be used for transporting people.
- Floor markings have been placed at the school administration desk to ensure that the distance of at least 1.5 m between students and staff is maintained. At the counter, the glass pane remains closed whenever possible and is only opened to hand over objects.
- External guests are only admitted to SHL by appointment. All visitors must also complete the obligatory questionnaire for external visitors and bring it to the SHL in printed form.
- No external guests or students without a hotel reservation are allowed in Hotel SHL.
- Restrictions on the number of people in different rooms (e.g. terrace, community room) are clearly indicated and signposted. In general, the maximum number of persons is 15.
- The rules of distance and hygiene must also be observed in the restoration of the SHL. We refer to Annex 1 of this protection concept, which is based on the protection concept for the

catering area and is published at <https://www.gastrosuisse.ch/fileadmin/oeffentliche-dateien/branchenwissen-hotellerie-restauration-gastrosuisse/downloads/schutzkonzept-gastgewerbe-covid-19-02112020.pdf> [available in German, Italian and French only].

- Catering at events in accordance with the exemption regulations is guaranteed. The students take their meals in fixed groups of 4.
- Employees and lecturers eat at tables with a maximum of 4 people, if possible, with the same people every day.
- The distance rules must also be observed on the way from home to the SHL and back. Although this is not the responsibility of the SHL, we would like to draw the attention of students, staff and lecturers to this fact. The rules of conduct issued for public transport must be observed.
- Immediate obligation to report: If typical symptoms occur (→see Annex 2), the person concerned must inform the school management immediately. A negative COVID test is a prerequisite for the subsequent return to class.
- Students, staff and lecturers on whom quarantine has been ordered must remain in quarantine for 10 days. A negative test result **does not cancel** this requirement.
- For excursions, a separate protection concept comes into force, which is given to the students in advance.
- Events with one or more overnight stays may not be held until further notice. Events of individual classes without overnight stays are possible in compliance with the existing protection regulations. The protection concepts must comply with the applicable regulations.

4. Measures to ensure compliance with the FOPH's hygiene requirements:

- Disinfectants or facilities for washing hands are provided at the entrance, in recreation and break rooms and in the classrooms.
- All premises are ventilated regularly and extensively.
- Tables, chairs, reusable course utensils (e.g. flipchart pens), door handles, lift buttons, stair railings, coffee machines and other objects that are often touched by several people are cleaned regularly and disinfected where possible.
- Magazines etc. are removed from common areas.

5. Measures to comply with the FOPH's guidelines for the protection of particularly vulnerable persons and for the exclusion of persons who are ill or who feel ill:

The existing rules regarding quarantine and isolation measures apply:

- Persons who show individual COVID-19 symptoms (→see Annex 2) or have been in contact with infected persons are excluded from events. They are placed in isolation and tested. Students with symptoms are sent home immediately.
- Persons who have had close contact with a person suffering from COVID-19, particularly in the context of family life or other close contacts, are placed in quarantine in accordance with the applicable recommendations of the FOPH and the directives and orders of the cantonal health authorities.
- Persons who have been proven to have been affected by the corona virus are not allowed to come to the school until 10 days after the illness has been overcome.
- Employees and lecturers who belong to a risk group report this to the management so that appropriate measures can be taken.
- Lecturers and staff who have been proven to be affected by the corona virus may only resume physical contact with students and staff 10 days after the illness has been overcome.

6. Information and management measures:

- Federal information material on distance and hygiene rules will be displayed in a clearly visible position at the entrance and in recreation and break rooms.
- Employees and lecturers point out the applicable distance and hygiene rules and the appropriate choice of methods.
- Employees are regularly informed about the measures in connection with the protection concept.
- Employees at particular risk are informed about their rights and protective measures within the company.
- The school management ensures that the implementation of the measures defined in the protection concept is regularly monitored.

IMPLEMENTATION IN THE SEMESTERS

In order to be able to implement and comply with the above-mentioned regulations, teaching in the individual winter semesters is structured as follows - always subject to changes by the Federal Council, the State Secretariat for Education, Research and Innovation or the Department of Education and Culture of the Canton of Lucerne

Information concerning all current semesters

- Anyone who is prevented from taking intermediate examinations for urgent reasons (e.g. quarantine) may take them on dates set by the Directorate.
- Students who are prevented from taking their final or Diplom examinations for urgent reasons generally take them in the next semester. The Directorate decides on exceptions.
- In cases of necessity, the SHL classrooms are available to students. If space is required, this can be requested from Sonja Kern (sonja.kern@shl.ch).
- The F&B benefits are reimbursed to students on a pro-rata basis for the period of "Distance Learning". The F&B benefits for BSc students will be maintained.
- External guests are no longer allowed in the restaurant.

Semester 1: BSc Culinary 2020/2021 - Start 9 November 2020

- Start of the half semester: Monday, 9 November 2020 via MS Teams - **09.15 hrs**
- Lessons via MS teams: 9 November 2020 to 20 November 2020 (2 weeks)
- Practical module on site at SHL: from 23 November 2020 (4 weeks)
There is a separate protection concept for the practice module.
- Tuition via MS teams: from 10 January 2021 until the end of the semester on 5 February 2021 (4 weeks)
- The written intermediate and final examinations take place on site **at SHL**.

Semester 3 BSc Rooms Division Operations 2020/2021 – as of 9 November 2020

- Continuation of the semester via MS Teams in distance learning as of Monday, 9 November 2020.
- The semester is conducted in "Distance Learning" until further notice.
- The written intermediate and final examinations take place on site **at SHL**.
- Information on the implementation of events in accordance with the exemption regulations is provided on an ongoing basis.

We continue to appeal to everyone to consistently pursue and comply with the above-mentioned protective regulations and hygiene measures with personal responsibility.

We also call upon all students, staff and lecturers to report any COVID-19 symptoms they may have to the SHL Directorate immediately and have them tested. And last but not least, we urge you to refrain from unnecessary meetings and celebrations with friends.

I would like to thank you in advance for your positive attitude towards the current situation, your cooperation and your very personal contribution to the containment of COVID-19.

Best regards

SHL Swiss Hotel School
Lucerne



Christa Augsburger
Directorate

ANNEX 1

Measures to ensure compliance with the FOPH's requirements regarding **social distance in the catering sector:**

- **Hand hygiene**
Setting up hand hygiene stations: Guests must be able to wash their hands with soap and water or disinfect them with a hand disinfectant when entering the establishment. All persons in the establishment must wash their hands regularly with soap and water. This is particularly important before arrival and before and after breaks. Where this is not possible, hands must be disinfected. Always wash or disinfect your hands before carrying out the following work: Setting the table, folding napkins and polishing cutlery. After clearing the tables, employees wash or disinfect their hands before touching clean dishes again.
- **face masks:**
Every person must wear a face mask in all indoor and outdoor areas. This does not apply to guests in the restaurant, Milan and the club when seated at a table. However, if the persons are on their way to the table or to the toilets, a face mask must be worn.
- **Groups of guests:**
Events with external guests (max. 50 persons) should be avoided whenever possible. Anyone wishing to receive visitors must submit a request to the management. Of course, the SHL's protective measures also apply to external visitors. The management decides on exceptions. Renting to third parties is possible and requires the consent of the management.
- **Keep your distance:**
Between the groups of guests (maximum 4 persons per table) there must be a distance of 1.5 m to the front and sides "shoulder-to-shoulder" and to the back "back-to-back" a distance of 1.5 m from table edge to table edge. In the club with the extra-long table, more than one group of four guests can be placed, provided that the minimum distance of 1.5 m between the groups of guests is observed. In order to protect the service staff behind the counter in the club, a plexiglass panel is placed at the cash desk as protection. Waiting guests must maintain a minimum distance of 1.5 m from other guests. There are floor markings in the waiting area. If guests do not place their orders at the table but at the counter (self-service or live cooking), posters will be put up to draw the attention of the guests to the distance rules and markings will be placed. Cloakrooms are not served. In the case of buffet service, the guests are made aware of the distance rules with posters and floor markings. There is enough space to be kept free in front of the buffet.

- **Work at an unavoidable distance of less than 1.5 m (for example, serving food)**
There is no physical contact between guests and staff. This does not apply to medical emergencies. Shaking hands is strictly avoided. 2 Persons who work next to each other for longer periods (e.g. in the kitchen) keep a distance of 1.5 m from each other, turn their backs and work in a staggered manner, or wear hygiene masks. A minimum distance of 1.5 m is strongly recommended in the service department. If the distance of 1.5 m is less than 1.5 m in the service area, even for a short period of time, wearing a hygiene mask is strongly recommended, but there is no obligation to the guest being served to wear one.

- **Cleaning**
The place setting is changed after each guest and cleaned before re-use. Disposable cloths are preferably used for cleaning. Surfaces and objects (e.g. work surfaces, keyboards, cash registers, telephones, clothes hangers) are cleaned regularly with a professional cleaning agent or disinfectant, especially when shared. Door handles, lift buttons, stair railings, chair armrests, coffee machines, used kitchen appliances and other working materials used by several people are regularly - depending on use, but at least once a day - professionally cleaned or disinfected. WC facilities are cleaned at least twice a day. A cleaning protocol must be kept. Employees wear gloves when handling waste and dirty laundry. The gloves are disposed of immediately after use and employees wash their hands thoroughly after handling waste and dirty laundry. Open waste bins are emptied several times a day. Rubbish bags are not compressed manually. Work clothes are changed daily and washed with standard detergent after use. Customer laundry is washed after each guest (e.g. tablecloth). When using a table-napper, which is placed on a tablecloth and covers the whole table, the lower tablecloth does not need to be changed after each guest. Students use their personal work uniforms. Aprons, for example, are not shared between students. Menu cards and trays are cleaned or disinfected after each guest. Cutlery and crockery (even when not in use) are cleaned in the dishwasher (not by hand). Dishwashing is carried out at temperatures above 60°C.

- **Special work situations**

Hygiene masks are changed according to use, but at least every four hours. Hands must be washed before putting on the mask and after taking it off and disposing of it. Disposable masks must be disposed of in a closed waste bin. Disposable gloves should be changed after one hour and disposed of in a closed waste bin. Shared utensils (e.g. table spices, cutlery baskets, butter pots) are not used or are cleaned after each guest. Self-service buffets will be changed to served buffets. Alternatively, it is ensured that each guest disinfects their hands before ladling. The protective measures (especially the minimum distance of 1.5 m) also apply to the delivery and removal of goods and waste.

ANNEX 2

COVID symptoms according to BAG (as of 24 June 2020)

These symptoms are common when you are sick with COVID-19:

Cough (mostly dry)
Sore throat
Shortness of breath
Fever, feverish feeling
Muscle aches
Sudden loss of the sense of smell and/or taste

These symptoms are rare:

Headaches
Gastrointestinal symptoms
Conjunctivitis
Sniffles

The symptoms of the disease vary in severity and can also be mild. Complications like pneumonia are also possible.

ANNEX 3

Relevant diseases according to COVID-2 Ordinance Art. 10

High blood pressure
Chronic respiratory diseases
Diabetes
diseases and therapies that weaken the immune system
Cardiovascular diseases
Cancer

Detailed general information on the coronavirus situation can be found on the website of the Federal Office of Public Health FOPH:
www.bag.admin.ch/bag/de/home/krankheiten/ausbrueche-epidemien-pandemien/aktuelle-ausbrueche-epidemien/novel-cov.html