

To all students, lecturers
and staff of SHL

Luzern, 20. Mai 2020

CORONA – SHL SAFETY CONCEPT

Valid from 8 June 2020 / Version 1 per 20 May 2020

Dear students, lecturers and staff

The Federal Council has decided that from 11 May 2020, further education providers will again be able to hold face-to-face events with up to five people including course leaders. Events with larger groups are expected to be possible from 8 June 2020.

In order to start face-to-face teaching, education providers must have a protection concept and ensure that hygiene and distance requirements are met. The protection concept must describe how the FOPH's hygiene and conduct rules are observed.

The following regulations are based on the model protection concept of Seco1 and the COVID 19 Basic principles for the resumption of attendance teaching at secondary level II, tertiary level and further education of the State Secretariat for Education, Research and Innovation SERI and specify the course of education at SHL.

The regulations shall apply until the extraordinary situation has ended and subject to changes by instructions of the Federal Government.

MEASURES TAKEN BY SHL TO ENSURE COMPLIANCE WITH THE FEDERAL HYGIENE AND CONDUCT REGULATIONS IN CLASSROOM TEACHING - FOR THE PROTECTION OF STUDENTS, LECTURERS AND STAFF

1. General measures

- The measures should be adapted to the different target groups in the educational institution according to their respective risk profile. In this context, particular attention must be paid to membership of or contact with particularly vulnerable groups.
- **Particularly vulnerable persons (risk groups according to Annex 3):**
are addressed:
 - a) particularly vulnerable students, lecturers and staff
 - b) healthy students, lecturers and staff living in a household with particularly vulnerable people
 - c) healthy students, lecturers and staff who come into contact with particularly vulnerable persons through the educational programme
- The persons mentioned under a) should continue to avoid direct contact with other persons. For students, alternative forms of participation in class will be organised. Special settings (distance learning or separate offices) are organised for lecturers and staff.
- Individual solutions can be found for the persons mentioned under b) (wearing masks in class, exemption from learning sequences).
- The persons mentioned under c) must implement the protective measures.

2. Measures to ensure compliance with the FOPH's guidelines on social distancing in schools:

- In the classrooms, in the break and recreation rooms as well as in the circulation areas, seating will be arranged in such a way that the participants can maintain a distance of 2 metres between themselves and to the lecturers and staff. The basic rule is a minimum of 4m² per person.

- The number of students will be reduced according to the space available in the classrooms to the extent that the distance regulation can be adhered to. The basic rule is at least 4m² per person.
- The teaching structure (choice of methods) is adapted so that the distance rules are observed.
- The teaching times and breaks are staggered so that the distance rules can also be observed in the break and recreation rooms as well as the restroom facilities.
- To ensure the distance in the staircases, 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 is available for transporting goods, but not for transporting persons of SHL.
- At the Front Office SHL counter, floor markings are applied to ensure that the distance of at least 2 metres between students and staff is maintained. At the counter, the glass pane remains closed whenever possible and is only opened for the transfer of objects.
- The rules of distance and hygiene must also be observed in the restoration areas of 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-19-052020.pdf>.
- Activities with higher transfer risks are avoided where possible. This includes activities with close interpersonal contacts or a large number of people (e.g. handing over of certificates, semester-end celebrations).
- The wearing of masks is generally voluntary, but for training sequences with physical contact or at a distance of less than 2 metres, the wearing of masks is compulsory.
- The minimum distance of 2 metres in restroom facilities is maintained by closing off individual urinals. A maximum of 2 persons may be present in a WC facility.
- 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, students must be made aware of these rules. Rules of conduct issued for public transport must be observed.

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

- Disinfectants or facilities for washing hands will be 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 if possible.
- Disposable towels, disposable cups etc. are used.
- Magazines etc. are removed from common areas.
- Protective masks for participants should be kept ready for special situations. However, there is no general obligation to provide them.
- Changing rooms and cloakrooms for students may be used subject to the rules of hygiene and distance. There is a maximum of 3 students in the changing rooms at any one time.

4. Measures to comply with the FOPH's regulations for the protection of particularly vulnerable persons and to exclude persons who are ill or who feel ill:

Students are reminded that

- Persons who show individual COVID-19 symptoms (see Annex 1) or who have been in contact with infected persons are excluded from attendance.
- Participants who were demonstrably affected by the corona virus are not allowed to attend classes until two weeks after the illness has been overcome.
- Persons who have a relevant illness in accordance with the COVID Ordinance (see Annex 3) are recommended to refrain from attending attendance events until further notice.
- In case of frequent cases of illness, self-quarantine is implemented. For this situation, a concept will be developed based on the instructions of the cantonal doctor to separate defined groups within the school to prevent the further occurrence of cases.
- All employees and lecturers belonging to risk groups can be exempt from tasks involving contact with students if they present a medical certificate (basis: Covid-19 Regulation 2).

- Lecturers and employees who have been proven to be affected by the corona virus may only resume physical contact with students and employees 14 days after the illness has been overcome.

5. 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 taken 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 are regularly monitored.

IMPLEMENTATION IN THE SEMESTERS

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

Semester 1 Kitchen Summer

- Start of the practical module on Monday, 15 June 2020 **at SHL**
- The practical lessons take place in subgroups.
- Semester end: Friday, 3 July 2020

Semester 1 Kitchen Spring

- Start of the voluntary practical module on Monday, 6 July 2020 **at SHL**
- The practical lessons take place in subgroups.
- Completion of the practical module: Friday, July 17, 2020

Semester 2 Restoration Summer

- Start of the practical module on Monday, 15 June 2020 **at SHL**
- The practical lessons take place in subgroups.
- Semester end: Friday, 3 July 2020

Semester 2 Restoration Spring

- Start of the voluntary practical module on Monday, 6 July 2020 **at SHL**
- The practical lessons take place in subgroups.
- Completion of the practical module: Friday, July 17, 2020

Semester 3 Front Office Summer

- Start of the semester on Monday, 18 May 2020 via **Microsoft Teams**
- Classes will continue to be taught via Microsoft Teams after June 8, 2020.
- The mid-term examinations on 17 June 2020 will take place at SHL - in writing.
- The mid-term exams on 18 June 2020 will be held via Microsoft teams.
- The Concierge Myself theme day on 15 July 2020 will take place via Microsoft Teams.
- The final exams are written both at SHL and via Microsoft teams.
- The final oral exams English/FRS from 22 & 23 July 2020 will take place via Microsoft Teams.

Semester 4 Business Administration Summer

- The semester started on Tuesday, 14 April 2020.
- Classes will continue to be taught via **Microsoft Teams** after June 8, 2020.
- The mid-term examinations on 25 May 2020 will be held at SHL - in writing.
- The mid-term examinations on 26 May 2020 will be held via Microsoft teams.
- The panel discussion of 23 June 2020 will not take place.
- The organisation of the Concierge Myself theme day on 3 July 2020 is still under consideration.
- The final examinations on 7 July 2020 will take place at SHL - in writing.
- The final exams on 8 July 2020 will take place via Microsoft teams.
- The presentations of the project work on 13 July 2020 will take place in groups at SHL - without catering.
- The final exams oral/practical in English and presentation techniques on 14 & 15 July 2020 will be held via Microsoft Teams.

Semester 5 Corporate Management Summer

- The semester started on Tuesday, 14 April 2020.
- The lessons from 8 - 12 June 2020 will take place **at SHL in 2 half classes**. Class 1 corresponds to teams 1 & 2, class 2 corresponds to teams 3 & 4. The timetable for this week will be adjusted.
- A decision on the organisation of the Rigi Team Building Days on 14 & 15 June 2020 will be taken at short notice.
- The classes from 14 - 19 June 2020 (project work) will be held via Microsoft Teams.
- The presentation of the project work of 22 June 2020 will take place in groups at SHL - without catering.
- The written diploma examinations from 23 - 25 June 2020 will take place at SHL - without catering.
- The opening of the diploma thesis on 26 June 2020 will take place on site in Zurich, staggered in half classes.
- For the week of 22 - 26 June 2020, rooms are available at Hotel SHL subject to availability. Please contact Thomas Schumacher (thomas.schumacher@shl.ch) or Urs Birbaumer (urs.birbaumer@shl.ch) if you have a need.
- The diploma thesis from 26 June - 10 July 2020 will take place via Microsoft teams.
- The presentation of the theses from 14 July 2020 will take place in groups at SHL - without catering.
- The oral diploma examination in the in-depth learning field and the oral assessments in small groups will take place at SHL on 15 July 2020.
- For the week of 13 - 17 July 2020, rooms are available at Hotel SHL subject to availability. Please contact Thomas Schumacher (thomas.schumacher@shl.ch) or Urs Birbaumer (urs.birbaumer@shl.ch) if you have a need.
- No decision has yet been made on the organisation of the graduation ceremony. The decision will depend on the permitted size of the meeting.

Career Day on 18 June 2020

- The Career Day in the exhibition form at SHL will not be held.
- We are currently examining an alternative to link students with companies nationally and internationally.

Information afternoons until end of School Year 2019/2020

- The information afternoons will not be held at SHL in classroom form until the end of the 2019/2020 school year.
- We are currently examining alternative ways of presenting SHL to interested parties.

Accounting module, IT module

- Both modules take place via Microsoft Teams.

The implementation of the present protection concept will be a challenge and continues to require a lot of patience and flexibility from all of us. However, I am convinced that - with the positive attitude I have experienced and admired every day since school closure - we can successfully implement the measures to protect everyone. Thank you in advance for your personal contribution to this.

Best wishes - and as always at the end: Stay healthy.

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 company 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 tables, folding napkins and polishing cutlery.
After clearing the tables, employees wash or disinfect their hands before touching clean dishes again.
- **Keep groups of guests apart:**
A maximum of 4 guests may sit at one table.
External guests are generally not allowed (parents, friends). The management decides on exceptions.
- **Keep your distance:**
A distance of 2 metres must be maintained between the groups of guests to the front and side "shoulder-to-shoulder" and to the rear "back-to-back" a 2-metre distance 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 2 metres between the groups of guests is observed.
In order to protect the service staff behind the counter in the club, a plexiglass screen is installed at the cash desk as protection.
The waiting guests keep the minimum distance of 2 meters to 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 are used to draw the guests' attention to the rules of distance and markings are 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 2 metres:**

There is no physical contact between guests and staff. Excluded from this are medical emergencies. Shaking hands is strictly avoided.

2 Persons who work next to each other for a longer period of time (e.g. in the kitchen) keep a distance of 2 metres between each other, turn their backs and work staggered, or wear hygiene masks.

A minimum distance of 2 meters is strongly recommended in the service.

If the distance of 2 meters is not reached during service, even for a short period of time, it is strongly recommended to wear a hygiene mask, but there is no obligation to wear it.

It is made possible for everyone to work with hygiene masks at their request.

- **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 used together.

Door handles, lift buttons, stair railings, armrests of chairs, coffee machines, used kitchen equipment and other working material used by several persons are cleaned or disinfected professionally on a regular basis - depending on use, but at least once a day.

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 litter bins are emptied several times a day. Waste bags are not compressed manually.

Work clothes are changed daily and washed after use with standard detergent.

Customer linen 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.

The 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 dishes (even when not in use) are cleaned in the dishwasher (not by hand). The rinsing processes are 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 are changed after one hour and disposed of in a closed waste bin.

Shared utensils (e.g. table spices, cutlery baskets, butter pots) are either not used or are cleaned after each guest.

Self-service buffets will be switched to served buffets. Alternatively, it is ensured that each guest disinfects their hands before ladling or uses disposable gloves or ladles with fresh cutlery.

The protective measures (especially the minimum distance of 2 meters) also apply to the delivery and removal of goods and waste.

ANNEX 2

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

These symptoms are common in COVID-19 disease:

Cough (mostly dry)

Sore throat

Shortness of breath

Fever, feverish feeling

Muscle aches

Sudden loss of the sense of smell and/or taste

Rare are these symptoms:

Headaches

Gastrointestinal symptoms

Conjunctivitis

Sniffles

The symptoms of the disease vary in severity, they 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