

To all students, lecturers  
and staff of SHL

Lucerne, 16. Juli 2020

## **CORONA: SHL SAFETY CONCEPT FOR OPENING THE OF THE SCHOOL YEAR 2020/21**

**Valid from 31. August 2020 / Version 1.0**

Dear students, lecturers and staff

It is currently uncertain which situations will occur in schools in the new school year 2020/21 due to the corona risk. Based on the experience of the past months, it is important to prepare for a dynamic situation.

In order to enable you to prepare for the new school year in the best possible way, we provide you herewith the scenario with which we will probably start the new semesters on August 31, 2020. The following concept corresponds to the current federal and cantonal requirements and framework conditions and is based on the Ordinance on Measures in the Special Situation to Combat the Covid 19 Epidemic of 19 June 2020 (Covid 19 Ordinance Special Situation) and the EDK decision of 25 June 2020: "Covid 19; Principles with regard to the 2020/2021 school year".

We appeal to everyone to consistently pursue and adhere to the protection regulations with self-responsibility so that we can avoid unnecessary quarantine situations, stricter protection regulations, further restrictions on the movement of people at SHL or even the temporary closure of the entire SHL in the autumn.

## **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. Goals and principles**

Aspired goals:

- a) To minimize the transmission of the new coronavirus in the educational system.
- b) Students, staff and lecturers can attend SHL as long as they are not ill and do not live in a household or maintain close contact with a person suffering from COVID-19.
- c) The rules of conduct and hygiene are observed and apply to everyone. The measures are implemented systematically and effectively.

### **2. General measures**

- General obligation to wear masks: As it is not possible to enforce compliance with the distance of 1.5 metres during school operations at SHL and in order to effectively protect the health of students and staff while maintaining on-campus classes, the general obligation to wear masks applies.

Exceptions:

- During lunch the masks may be taken off when entering the restaurant. The GastroSuisse protective regulations apply in the restaurant.
  - Lecturers do not wear masks during lessons. Protection is provided by a Plexiglas panel on the lecturer's desk.
  - On the SHL terrace and the courtyard next to Caffé Milano during smoking breaks. The distance rule of 1.5 m applies here.
  - Small events that allow a controllable distance of 1.5 m between participants
- **Instruction:** Students and staff will be instructed to follow the distance rules and protective measures (wearing masks). They will also be instructed on the correct use of face masks.
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  - **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.

- 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.

Addressed are:

- 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) may attend school provided that the rules of distance and hygiene are strictly observed and, if necessary, additional appropriate protective measures are taken. Equal opportunities shall be ensured by participation in lessons by video transmission. They should continue to avoid direct contact with other persons. Alternative forms of participation in lessons will be organised for students. 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.

### 3. General School organisational measures

- Masks must be worn in the classrooms, in the break and recreation rooms and in the public areas. For exceptions see point 2.
- The masks will be given to the students. The masks are to be changed at noon, when entering or leaving the restaurant.
- To prevent crowds of people from gathering on SHL premises outside school hours, the school's opening hours are adjusted as follows:

- Monday – Thursday	06:00 – 19:30
- Friday	06:00 – 18:00
- In the classrooms a Plexiglass protection is attached to the lectern.

- Each class is allocated its own classroom. In order to make this possible - and to ensure the safety measures in the restaurant during the lunch service - semesters 4 and 5 will be carried out in a combination of on-campus classes and distance learning (details under point "Implementation in the semesters").
- Lesson times and breaks are staggered in such a way that large gatherings of people can also be kept to a minimum during the breaks, in recreation rooms and the toilet facilities.
- 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 - again be used for transporting people.

- Floor markings are placed at the school administration desk to ensure that the distance of at least 1.5 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.
- Every student has the opportunity to invite their parents to lunch at SHL once a semester. Anyone wishing to receive visitors from elsewhere must submit a request to the Directorate. Of course, the SHL's protective measures also apply to external visitors.
- No external guests are allowed in Hotel SHL.
- Restrictions on the number of people in different rooms (e.g. terrace, community room) are clearly indicated and signposted.
- The rules of distance and hygiene must also be observed in the SHL restaurants, club and cafe. We refer to Annex 1 of this protection concept, which is based on the protection concept for the catering area published by GastroSuisse.
- The distance rules must also be observed on the way to and from SHL. Although this is not the responsibility of 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 required before returning to class.

#### **4. 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 (at least after each lesson)
- 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.
- Magazines etc. are removed from common areas.
- If the distance rules cannot be observed, masks must also be worn in the cloakrooms and changing rooms.

#### **5. 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 10 days after the illness has been overcome.
- Persons who have a relevant illness according to the COVID regulation (see Annex 3), can participate in lessons.
- 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.
- Employees and lecturers who belong to a risk group must report this to the Directorate so that appropriate measures can be taken.
- Lecturers and employees who have been proven to be affected by the corona virus may only resume physical contact with students and employees 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 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 implement and comply with the above-mentioned regulations, teaching in the individual autumn semesters is structured as follows – always subject to changes by the Federal Council, the State Secretariat for Education, Research and Innovation or the Education and Culture Department of the Canton of Lucerne

### **BSc: Food & Beverage Operations BSc**

- Semester start: **Monday, 31 August 2020 / 08:30 at SHL**
- BSc F&B Operations Semester will be assigned classroom 7.04 at SHL Lakeview Campus.

### **BSc: Rooms Division Operation**

- Semester start: **Monday, 31 August 2020 / 09:30 at SHL**
- BSc Rooms Division Operation Semester will be assigned classroom 8.04 at SHL Lakeview Campus.

### **Career Day on 17 September 2020**

- The Career Day takes place – subject to compliance with the relevant protective measures – at SHL. Details on the implementation will follow at the start of the semester.

### **Information afternoons**

The information afternoons take place in compliance with the rules of distance and hygiene.

How I would have liked to tell you at this point that we can start school in August 2020 without any restrictions or special measures. However, the still tense situation around COVID-19 does not allow for our private wishes and we all, whether we want to or not, have to comply with the guidelines in a self-responsible way in order to protect the health of everyone.

I am convinced that each and every one of you realizes how important it is to contain COVID-19 as quickly and as best we can – out of respect for people at risk, but also out of respect for our industry, which is suffering in part very badly from the effects of this pandemic. I would therefore like to thank you in advance for your positive attitude towards the current situation and for your very personal contribution to the successful containment of COVID-19.

Best regards,

SHL Schweizerische  
Hotelfachschule Luzern



Christa Augsburger  
Direktion

## 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 :**  
The size of a guest group is limited to a maximum of 100 persons per guest sector. Every student has the opportunity to invite their parents to lunch at SHL once a semester. Anyone wishing to receive visitors from elsewhere must submit a request to the Directorate. Of course, the SHL's protective measures also apply to external visitors. The Directorate decides on exceptions.
- **Keep your distance:**  
A distance of 1.5 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 1.5-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 1.5 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 1.5 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 1.5 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 1.5 metres between each other, turn their backs and work staggered, or wear hygiene masks.

A minimum distance of 1.5 meters is strongly recommended in the service.

If the distance of 1.5 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 1.5 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

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