

Other Fuqua Updates as of July 16, 2020

BMO Services: *What to expect upon our return to work:*

1. **BMO Services** – The BMO staff will be staffed Monday-Friday 8:00am to 5:00pm, but some staff may periodically work from home. Please continue to use the following email addresses for your service needs:

Operations-bmo@fuqua.duke.edu

Copy-bmo@fuqua.duke.edu

Events-bmo@fuqua.duke.edu

Courier-bmo@fuqua.duke.edu

To lessen contact, handoff services will be through our service doors or windows. We would appreciate an email or call ahead of your visit so that we can be prepared for you, but we understand there will be times when this is not possible.

2. **Courier Service** – Bryan, our courier, will reduce his courier checks at Fuqua from two down to one check per day. He will check his normal Fuqua locations right after lunch and will serve his non-Fuqua customers after that. Bryan will spend mornings doing other tasks required to keep our facility safe.
3. **Mail Services** – Mail is arriving daily and will continue to be distributed to your mailboxes. You will receive notifications for any items requiring a signature. Packages and items that will not fit inside your mailbox will be delivered to your office/desk. Most items will no longer require your signature.
4. **FedEx Express Mail** – FedEx will continue pick-ups at approximately 4:30pm and 6:00pm. Items for pick up are to be placed in the drop box located in the Magat Academic Center Lobby, just outside the Margolis Health Policy Center entrance. If the package is too large to fit inside, you may leave it on top of the drop box.
5. **Postage Stamps** – The BMO will no longer sell stamps to lessen handling of cash. U.S. postage stamps are available for online purchase: <https://store.usps.com/store/home>.

Cleaning supplies: *What, where, and how to get more*

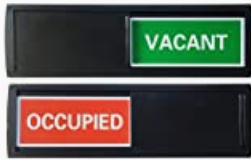
1. **Disinfectant** – Disinfectant for personal cleaning of spaces is supplied by University Housekeeping. Bottles will be placed in all departmental kitchenettes with instructions. For refills, email operations-bmo@fuqua.duke.edu. If additional bottles are needed for other areas, please [let the BMO know](#).
2. **Hand-Sanitizer Dispensers** – These are now located near all card-reader building entrance doors, at all elevators on all levels, in our food service areas, and close to all teaching spaces. These units are managed by Duke's Facility Management Department (FMD). Please contact the BMO at operations-bmo@fuqua.duke.edu, should you notice any problems (e.g., empty, not working).

New Building Signage

1. As you return to work, you will notice many additional signs posted throughout the Fuqua facility. If you find a need for further signage or stickers, please email operations-bmo@fuqua.duke.edu. The BMO is happy to work with you to meet any special signage needs or to address any areas we may have overlooked.

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- a. **New socially-distanced room occupancies**
- b. **For newly single occupancy restrooms, slider signage to show **OCCUPIED** or **VACANT**.** Please be kind and use these consistently, so we don't have to peek under the stalls.



- c. Maintain Social Distance, Maximum Occupancy – Posted in Teaching and Reservable Space Locations
 - d. Practice Good Hand Hygiene
 - e. Water Fountain Safety
 - f. Kiosk Refrigeration Usage and Safety
 - g. Mask Requirements – Reminders On-Campus and in Elevators
 - h. Guidelines for Working On-site
 - i. Keeping Yourself and Others Around You Safe
2. **Removable Sticker Signage:**
- a. 6 foot social-distancing reminders
 - b. Footprints - Where to stand while waiting
 - c. Check marks and “X” marks, to show where it is safe to sit and where not to sit
 - d. Arrows for direction/paths to follow

Other Miscellaneous Building Matters

1. **Chairs** – Chairs in all teaching and reservable spaces have been reduced/stored to accommodate only the new social-distanced maximum occupancies.
2. **Lost and Found** – Lost and found items will no longer be collected in the BMO. There will be a large container, located near the student terrace entrance to the Fox Student Center for their collection. Owner-identifiable items, such as DukeCards, Credit Cards, Wallets, etc. may still be brought to the BMO for owner notification. Water Bottles will continue to be collected in the KIOSK area.
3. **Kiosk Refrigerators** – Every Saturday morning, the BMO will continue to trash everything left in the kiosk refrigerators, then they will clean, and disinfect them thoroughly. Signs have been put on all refrigerators noting safety concerns, and use will be at one's own risk.
4. **ATM** – Wells Fargo removed its ATM due to insufficient volume. A Duke Credit Union ATM is now in place.
5. **Tents** – To provide more outdoor space for breaks, lunches and socially-distanced small meetings, we are installing tents at: (1) JB Duke basketball court (by August 23), (2) BMO Lawn, (3) the Dottie Fuqua Courtyard and (4) the PhD Student Courtyard. Fuqua tents will installed by August 29.
6. **Non-Traditional Spaces Being Used as Classrooms** – Spaces formerly reserved for other uses will be pressed into service as classrooms this year due to limited social-distanced seating in traditional classrooms. These

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spaces include the Kirby Reading Room, the Ford Library and the JB Duke Ballroom. Even the JBD MarketPlace dining room may be used for EMBA classes. More information to come on this topic.

6. **Housekeeping** – As described in more detail in the [Duke COVID Facilities FAQ](#), University Housekeeping perform three main types of cleaning:
 - a. Routine cleaning – ‘normal’ tasks
 - b. Enhanced Cleaning – disinfection of high-touch and high-use areas
 - c. Detailed cleaning and disinfection of areas where a case occurs

To allow time for Enhanced and Detailed cleaning, routine cleaning of faculty and staff offices will change. Individual faculty/staff wanting to have his/her trash bin emptied must place the bin outside their office or workstation at the end of the day. Routine office cleaning/vacuuming will change to twice a month.

7. **Parking** – A Parking Services announcement should come out in the next week or so announcing the availability of Daily and Multi-day Flexible Parking permits for the Science Drive Garage. Please know that Parking Services is required to run a break-even operation, so a daily rate in the ballpark of \$7-8 is likely. Please also know staff who choose to give up Fuqua Lot permits, and later want to return to the Fuqua Lot, will have to go through the BMO wait list process.
8. **JB Duke Hotel** – Don Ball, Food & Beverage Area Manager for WDI & JBD has been named Interim General Manager of the JB Duke Hotel. The JBD has been closed for a few weeks and will reopen around August 8.
9. **Smoke-Free Campus** – The new policy is in effect and cigarette-butt receptacles have been removed from campus.
10. **Socially-Distanced Work Spaces** – As more staff return to the workplace, managers with concerns of having sufficient socially-distanced work spaces should contact Colin Tjalma or Jill Tomlinson.

IT Matters

1. **IT Equipment Policy** – IT computing equipment may only be taken home for staff who are unable to return to the office at this time. If an employee will be working even part-time from their office, their IT equipment should remain in their office spaces (monitors, keyboards, mice, desktop computers or laptop docking stations, etc.). For staff whose responsibilities include printing Fuqua-related collateral, those functions should be performed in the office, using the high-speed, higher-quality network printers instead of personal printers.

Staff who will be working entirely remotely for the time being, may remove selected IT equipment from their own office spaces, subject to approval from their associate dean and IT. For those who are given permission to remove equipment from their offices, the following considerations apply:

- a. The TSC can provide remote assistance (via email & phone) with getting these devices to work, but it will require some effort on the part of the staff member to get things connected and operational.
- b. Most laptops and home desktops have limited connections available for peripheral devices (mice, keyboards, printers, webcams, etc.). Each staff member should make sure they have sufficient ports of the right type available before assuming that something they take home from the office will work.

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- c. The TSC does not keep many spares on hand of any particular item, so if someone takes something home they will need to be sure to bring it back when they return to the office or do without until they do bring it back.
 - d. All IT purchases are now under significant scrutiny. If something breaks while offsite, the department head will need to provide the justification needed to submit for repair/replacement.
2. **Annual Computer Refresh Update** – IT equipment purchases this fiscal year are being prioritized to support the needs of the dynamic teaching environment. As a result, some annual staff equipment refreshes may be delayed until later in the academic year.
3. **Fuqua Wireless Upgrade** – Over the past few months, Duke OIT has been working on a project to update Fuqua’s WiFi network, providing increased coverage, performance, and reliability. The buildings were surveyed to determine the placement of the access points that provide optimal coverage for the entire facility. All of the old access points were replaced, and many new ones were added. In some cases, this means that access points (white square devices mounted on the ceilings) have been located inside individual offices. Please don’t be surprised if you find one in your office when you return to Fuqua. These devices meet all federal and international placement guidelines and include a substantial safety margin designed to ensure the safety of all persons, regardless of age and health.

Travel

Duke has added a [COVID-19 addendum](#) to its Global Travel Policy.

Meetings

Faculty and staff meetings should continue in a virtual fashion with Zoom unless adequate social distancing can be maintained and face coverings worn. Face coverings must be worn even in outdoor meetings on Duke’s campus.

Bon Appétit Food Service

As we expect many fewer gatherings (catering) and people in the building to eat lunch, this operation will surely run at a substantial loss. Per contractual arrangement with Bon Appétit, Fuqua will bear responsibility for the financial loss. We will require that any onsite catering be provided by our small Bon Appétit team. This is not only to shore up the operation, but also to ensure safe serving of all food during this time. Chef Toby Pace will serve as Chef Manager for the coming year, and Toby will be happy to talk with you about any catering needs after he returns to work next week. Breakfast/lunch/break service will begin on the first day of classes, Wednesday, September 2, with hours of 7:30 a.m. to 4:30 p.m.

Following are highlights of the plan for safe preparation of food for the Fuqua community.

1. BA Associates will be instructed to stay home if they are experiencing any symptoms of illness. Each employee is required to sign a document agreeing to this safety measure.
2. Associates will have their temperatures taken at the beginning of their shift each day.
3. Face coverings will be required to be worn at all times on campus, except for meal breaks.
4. Consistent hand washing will be practiced, hand sanitizer will be used after hand washing, and gloves will be worn during food preparation (changed after each task). This is consistent with our pre-COVID measures to ensure food safety.
5. Plexiglass-style barriers will be at payment areas.

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6. BA will train associates to practice safe behaviors outside the Fuqua building, in their homes, and outside their homes.
7. All associates must complete Compass (BA) COVID training before returning to the workplace.
8. BA food preparation lifecycle is being updated to help prevent cross-contamination.
 - a. Vendors will drop deliveries in downstairs office area only; BA staff will put away products.
 - b. Vendor pallets will be kept to a minimum.
 - c. Cardboard and other packaging from deliveries will be discarded as soon as possible.
 - d. All items needed to prepare and package food items will be kept in secure areas.
 - e. Food storage procedures are being updated to minimize risk of cross-contamination.
9. Food items will be pre-packaged for guests to grab from a station and go directly to the payment areas.
10. Mobile orders will be available for pick up at designated pick-up stations. Reminders of the mobile order signup procedures will be sent closer to café opening.
11. Food for onsite events will be delivered via plastic or metal cabinets to prevent cross-contamination during travel to destination.
12. Hand sanitizer will be available in the Café servery and McClendon Dining Room.
13. Packaged condiments will be available from Associates working the payment stations. If you need condiments, please ask. Cream and sugar will be in single-serve packets.
14. Tables/chairs will be cleaned with an “All BA hands on deck” approach between student groups.
 - a. Tables and chairs will be disinfected with Diversey Virex
 - b. Chemical will be wiped off with a towel soaked in clean water
15. We are exploring options to minimize contact on self-service coffee urn spigots
 - a. Coffee urn spigots will be wiped down with Virex as often as possible (especially with each new brewing).
 - b. We will provide a small napkin for guests to use while holding the spigot.
16. Payment options will change:
 - a. Cash is no longer being accepted.
 - b. We accept Credit Card, Debit Card, Apple Pay, Google Pay, Duke Car
 - c. Apple Pay, Google Pay, or Credit/Debit card with tap-pay ability are the safest no-touch means of payment. Following are step-by-step guides:
<https://support.apple.com/en-us/HT204506>
<https://pay.google.com/about/learn/>
17. A new catering menu will be available soon for small onsite events.
 - a. Mostly boxed-style items that are pre-made and available for guests to grab and go.
 - b. Reception-style food will also be approached from a boxed or plated perspective.
 - c. Will work with clients looking for specific items or services not included on the menu.