Greetings from University Dining,

We are excited to outline the fall 2020 dining program details for you. Please keep this message handy as you plan for your UWRF dining experiences.

Your safety and ability to get plenty of nutritious and delicious food drives every decision we have made. We want you to know that we are working closely with Pierce County Public Health and following the recommended CDC guidelines for food service.

Q: How will I be able to use my meal plan?

A: Riverside Commons and The Rapids are set-up to operate very similar. A transfer meal is no longer necessary to use your meal plan in The Rapids. Both locations have no-touch ID card readers where you simply wave your ID card in front of the scanner, the cashier sees that a Freddy 2GO container is correctly checked out on your card, and one meal swipe is removed from your meal plan. Both locations operate in a to-go format and utilize reusable Freddy 2GO containers to reduce waste. Spaces that were previously seating areas are now used to provide physical distancing while in line.

Q: How will I receive my food and beverages?

A: All meals in Riverside and The Rapids will be served in to-go or pre-packaged containers (for example, bottled beverages). Students must return their used Freddy 2GO container before dining the next time. Freddy 2GO container collection sites are located near each cashier station in Riverside Commons and The Rapids. After collected, the containers are then sanitized by University Dining staff and put back into circulation.

Q: Where am I supposed to eat my food if there is no seating in Riverside Commons and Pete's Creek?

A: Students are asked to eat meals in your residence hall room or other places outside of the University Center that allow for physical distancing while face coverings are not in place.

Q: Will I have to wear a face covering in the dining locations?

A: Yes, face coverings are required throughout the University Center. It is the safest way to protect others and yourself when in an enclosed space. This is another reason why we ask you to plan to eat your meals in your residence hall room or in other locations where you can physically distance yourself from others.

Q: Can I use a transfer meal instead of eating in Riverside Commons or The Rapids?

A: Yes! All meal plans for fall 2020 allow any meal to be used as transfer meals. To better distribute students throughout all dining locations and increase the speed of service, meal transfers are now available from breakfast through late-night at the following retail locations: Pete's Creek Market, Erbert and Gerbert's, Einsteins, and Freddy's C-Store. See the UWRF
Dining website for hours of operation at each location. Remember, anytime these locations are open you can use a transfer meal.

**Q: If I forget my Freddy 2GO container, can I get another one to use?**

**A:** We are sorry, but students must return their Freddy 2GO container before each meal. This will ensure we do not run out of sanitized containers for other students. If you arrive to the University Center and realize you forgot your container, you have the option of using a transfer meal anytime the following locations are open: Pete's Creek Market, Erbert and Gerbert's, Einsteins and Freddy's C-Store. The transfer locations serve items in single use containers.

**Q: Should I be worried about coming to eat in the University Center?**

**A:** In addition to following all recommendations from Pierce County Public Health and CDC guidelines, regular sanitizing, extra safety procedures, daily wellness checks and use of face coverings and gloves by University Dining staff, as well as a new disinfecting system are just a few safety measures we have put into place for your dining experience. Additionally, there are 30-minute segments of sanitization that occur between meal periods in Riverside Commons. The Rapids, as well as the transfer meal program at various locations, are available when Riverside Commons is temporarily closed.

**Q: Will I be able to get enough food when using a Freddy 2GO container in Riverside Commons?**

**A:** You will not go hungry, we promise! For example: Fill the large section of the Freddy 2GO container with pasta, top it with a couple of slices of pizza, add some veggies to the smaller compartments, grab a pre-packaged salad, a cup of yogurt, a sandwich from the deli, a dessert, a bottled beverage and do it all again at the next meal period. Check out the DineOnCampus.com/RiverFalls app to see what is on the menu ahead of time. Then you will be ready to quickly make your selections of what you want in your Freddy 2GO container.

**Q: What are late-night transfer meals?**

**A:** In addition to being able to use a transfer meal for breakfast, lunch and dinner at any of the four transfer meal locations in the University Center, there is a late-night transfer available from 7-9 p.m. on Sundays and 7:30-9 p.m. Monday through Thursday. There are no late-night transfers available on Fridays or Saturdays due to reduced hours for the University Center.

**Q: What is a meal period, and why should I care about it?**

**A:** Those students on the 14 or 19 weekly meal plans can use one meal (either a meal in Riverside Commons, The Rapids, or a transfer meal) during each meal period. For example, Monday through Thursday, there are four meal periods which consists of breakfast, lunch, dinner and late-night. There are a total of 24 meal periods per week. Those on the weekly plans have from Sunday morning to Saturday evening to use up their 14 or 19 meal swipes but can only use
one swipe in each of the 24 meal periods. The Dining web site lists the specific meal period
times under the "When to eat" tab.

**Q: How do I know if I already ate during a meal period?**

**A:** Please make sure to check out the [https://get.cbord.com/uwrf](https://get.cbord.com/uwrf) app. This shows you where and when you last ate a meal, and it also shows you your Dining Dollar balance and where you have used them.

**Q: If I have a dietary restriction, will I be able to find food to eat?**

**A:** Yes! The G8 station is where you will find a robust selection of items available which avoid
the eight most common allergens. In addition, the on-site registered dietitian is available for you
to discuss the details of your dietary needs or concerns. Simply email [dining@uwrf.edu](mailto:dining@uwrf.edu) with your questions and the registered dietitian will get back to you.

We so appreciate being able to offer delicious and nutritious meals for students on campus this fall. Please email [dining@uwrf.edu](mailto:dining@uwrf.edu) if you have further questions.

Thank you,
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