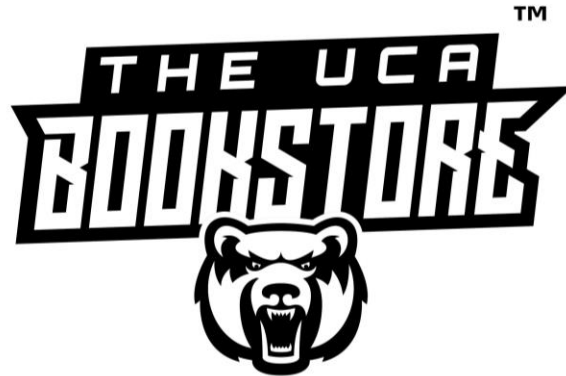




Return to Business Plan for July 2020
Last Updated 7.16.2020

Objective: To maintain the level of service UCA faculty, staff, students, and visitors are accustomed to from The UCA Bookstore, while maintaining all health & safety protocols set for by UCA, the State of Arkansas, and the CDC. Our goal is to ensure all areas of campus receive their respective bookstore services without any disruptions while keeping all involved safe from the current pandemic.

What Has Been Done To This Point:

- Implemented a “live chat” feature on our web site to provide real-time chatting with customers to assist in any of their needs.
- Purchased multiple book drop boxes to provide opportunities for students to return books outside of business hours.
- Offered students a 45 day grace period on late textbook rentals before charging late fees. Waived late fees entirely except in cases where students would not respond to multiple emails, text messages, and phone calls.
- Made all Summer textbooks available on our website to students 2 weeks earlier than in previous years to provide students ample time to shop.
- Provided free shipping for all online orders during the Summer.
- Offered free return shipping for Spring 2020 rental returns and added a student link to the free shipping label on our website.
- Emailed all professors teaching Summer classes letting them know what we had listed for their courses and asking if any changes would be necessitated by the shift online.
- Beginning in June for the Summer 1 term at UCA, we began offering local delivery to students at no cost. This was done to allow students to purchase and receive their required learning materials the same day if they lived in Conway. Due to the campus being closed, this seemed to be the best option to provide necessary services without putting any individuals at risk.

Requested Bookstore Timeline:

- July 6th - To accommodate students purchasing materials for the Summer 2 term, and in conjunction with the Phase 2 reopening of the University, we would like to be able to provide Curbside Pick-Up / Front Door Pick-Up to students who have placed online orders. They will not be allowed in the store at this time, but will be able to call us and we will bring the books to them.
- July 27th - In order to prepare for the State Sales Tax Weekend that is scheduled for August 1st and 2nd, we would like to have our lobby open for regular customers beginning July 27th. This will allow us the appropriate time to make sure any unforeseen situations are addressed during the week prior to the Sales Tax Weekend, and that we are prepared to safely handle the sale. We will require all customers and employees to wear face masks inside the bookstore. We will also be enforcing social distancing at this time.

Bookstore Hours for August:

August 1st through August 2nd (Tax Free Weekend): 8 am to 5 pm

August 3rd through August 6th: 8 am to 5 pm

August 7th: 8 am to 4:30 pm*

August 8th: 10 am to 5 pm*

August 9th: 8 am to 1 pm*

August 10th through August 18th: 8 am to 5 pm

August 19th through August 28th: 8 am to 7 pm

August 29th through August 31st: 8 am to 5 pm

Hours marked with an asterisk are reflecting the hours of the student center. Employees will be on site 8 am to 5 pm processing orders and available for curbside pickup

Health, Distancing, and Screening: The following guidelines apply to all bookstore employees and bookstore management staff. Bookstore management will be responsible for directing employees to follow these guidelines to ensure the health and safety of students, customers, bookstore employees, and UCA employees.

Cleaning and Hygiene Guidelines:

- The bookstore will actively promote etiquette for coughing, sneezing, and handwashing; avoid touching face, especially eyes, nose, and mouth. We will post any materials provided by or requested by UCA at bookstore entrances/exits, around the store, and in employee areas.
- Bookstore employees will be directed to adhere to social distancing guidelines and work 6' apart whenever possible. Bookstore employees will also be required to wear face masks for the duration of their shifts.
- When possible, we will discourage the sharing of equipment, work tools, etc. where multiple people may touch surfaces frequently without the opportunity to clean. Any

work equipment or tools which will be used by multiple employees will be subject to cleaning in-between employee use.

- We have compiled a list of high-touch surfaces (included in the appendix) requiring routine disinfecting and will perform regular, routine cleaning of areas inside of the bookstore.
- The bookstore will have employee and customer hand sanitizer readily available. We will have hand sanitizer stands and dispensers at each entrance/exit to the store.
- The bookstore currently has plexiglass barriers on all cash register stations. The bookstore has all other necessary cleaning materials, supplies, and PPE (gloves & masks) in stock and available.
- Restrooms and Dressing Room area will be limited to employees only for the duration of the pandemic.

Social Distancing Guidelines:

- If the bookstore is permitted to open for customers, bookstore management will ensure no more than 25 customers in the store at a time.
- Signage will be posted at bookstore entrances/exits and around the store reminding customers of social distancing policies.
- The student center gate of the bookstore will be the only designated entrance. The exterior door will be an exit only.
- The bookstore will provide floor decals to mark appropriate physical distance (six feet) and to guide the directional flow of traffic. A floor layout with retail fixtures will also be utilized to help customers maintain social distancing while in the bookstore.
- The bookstore will reach out to students directly, and ask for assistance from UCA's communication channels, to urge them to place orders through TheUCABookstore.com to decrease in-store traffic and better allow the in-store services to be available to those who need them most.
- The bookstore will accept appointments for in-store shopping outside of normal business hours for high risk and vulnerable members of the community. These appointments will need to be made 24 hours in advance and can be made by phone, chat, or email.

Health Screening/Reporting Guidelines:

- A log will be kept for all bookstore employees containing their daily screenings and signed consent forms that they will adhere to all University health and safety guidelines.
- At the beginning of each shift, bookstore employees will have their temperature taken.
- Bookstore employees will also be asked the following questions when reporting for each shift. If either of the answers to these questions is yes, employees will be sent home & subject to self-quarantine for 14 days to ensure the safety of other employees and campus (or a negative COVID test 48 hours following possible exposure):
 - Have you been around anyone who has been exposed to COVID-19?
 - Have you been around anyone who has been out of state in the last 14 days?

- Bookstore employees have been directed to adhere to the following restrictions during their employment at The UCA Bookstore, and if these conditions are not met the employee is subject to self-quarantine for 14 days (or a negative COVID test 48 hours following possible exposure):
 - Employees may visit friends or family members as long as none of the following applies to them.
 - They are in a high-risk situation (working in a nursing home, hospital, prison, or current site of an outbreak.)
 - They have been in contact with someone who has recently been diagnosed with Coronavirus.

The UCA Bookstore Employees can conduct any additional training required by The University of Central Arkansas as campus administration deems necessary. Any questions regarding the UCA Bookstore R2B Plan should be directed to bookstore manager Brad Smith – bsmith@theucabookstore.com, and district manager TJ McDonald -- tmcdonald@theucabookstore.com.

Appendix – Detailed Cleaning Checklist

High-touch surfaces inside of the bookstore that will require regular, routine disinfecting and cleaning

All items will be thoroughly cleaned with disinfectant spray at the end of each business day, and in between employee use if necessary

- Doorknobs
 - Back exterior door
 - Office door
 - Side exterior door
 - Roll cage
- Countertops
 - Storeroom/receiving counter
 - Register counters
- Register plexiglass barriers
- Credit card pin pads
- Keyboards/mice/barcode scanners/computer touch screens
- Phones
 - Office
 - Register
- Book carts/handles
- Hand sanitizer pump bottles
- If customers have been on bookstore sales floor a thorough walkthrough of all retail surfaces will be conducted mid-day and at close of business – Any areas deemed “high-touch” by customers will be cleaned with disinfectant spray.
- Vending machine will need to be regularly sanitized throughout the day upon reopening of Torreyson Library.