I. Overview
The COVID-19 pandemic has created complications for students with disabilities, especially those with medical and mental health conditions. Many students registered with the Accessibility Center are in a group of people determined to have greater vulnerability to becoming seriously ill if exposed to COVID-19, especially students who may have compromised immunity and/or have chronic health conditions. In addition, providing virtual services will not only eliminate the risk of spread of the virus but may reduce anxiety related to in-person services for those with medical and mental health conditions.

II. Applicability:
These procedures apply to students on all three campuses.

III. Procedure: Moderate Alert Protections in Place
To reduce the spread of infection to students in a vulnerable population while continuing to provide best practice, remote services will be the procedure in which the Accessibility Center will provide services. Accessibility Center staff will continue working effectively from home by providing accessibility services through Microsoft Teams which is HIPPA compliant at UWO.

A. Procedure/Process
1. The front desk will continue functioning remotely by use of remote voicemail retrieval and response. All voice message alerts are automatically forwarded to the Office Manager of the Dean of Students Office and Accessibility Center. In the absence of the Office Manager, the Associate Dean on Duty will manage calls. All students requesting services will be triaged for specific needs and identification of type of service requested, as is the current practice. Students experiencing an emergency or crisis will be referred to University Police and/or Counseling Center, respectively. All other students will be offered a virtual appointment as soon as possible with the Accessibility Center staff or appropriate Associate Dean.
2. All documentation and scheduling will remain online through the remote use of university email and Microsoft Teams. The Accessibility Center will utilize paperless procedures and will remotely transfer incoming documents into the dedicated filing system for the Accessibility Center within the confidential UWO remote shared drive.
3. Students will be provided the necessary documentation to complete through university e-mail and will be welcome to return confidential documentation to Accessibility Center staff through the medium of their choice, including but not limited to university e-mail, encrypted personal e-mail or fax. Faxes will be retrieved periodically by the Accessibility Center staff.
4. Accessibility Center Staff will schedule appointments through meeting invitations through Microsoft Teams and/or scheduled telephone appointments.
5. All personal information related to a disability will be kept confidential unless otherwise noted by the student on the signed registration form.
6. Accessibility services includes an individualized process whereby students disclose their disability, requested accommodations, submit documentation, and engage in the interactive process with the Accessibility Coordinator prior to the approval of accommodations. The student is encouraged to continue contact with the Accessibility Center no less than once per year to update information, make changes as needed, and renew the accommodation plan.
7. Any student, staff and faculty outreach and training will be conducted virtually.
8. Assistive Technology for registered students will be made available for pickup at Titan Central at the Oshkosh Campus and at the Solution Centers at the Fox Cities and FDL campuses. Contact will be limited to verbal at a distance. Students will be required to present a Titan ID at a distance and exchange information verbally with staff but will not be required to physically sign to collect assistive technology items.
9. Signage will be provided on the Accessibility Center doors and any updates will be provided on the Dean of Students/Accessibility Center University Webpage.

B. Face Covering Requirements
1. Students and staff will not be required to wear face coverings when they are engaged in a meeting with the Accessibility Center staff as all meetings will be conducted remotely.
2. Students’ meetings will be held in a private, confidential space that allows for safe removal of face covering and for engaging in confidential services.
3. Private, confidential spaces will be provided across campus to allow for students to engage in confidential meetings if needed. The space will allow for other departments’ confidential services provided through virtual services.
4. Encouragement of appropriate face covering requirements for safety/wellness in daily functioning will be provided.

C. Physical Distancing Parameters
1. Physical distancing will not be needed when providing accessibility services due the nature of the private, personally controlled environment to engage in virtual meetings.
2. Students’ meetings will be held in a private, confidential space that allows for safe removal of face covering and for engaging in confidential services.
3. Private, confidential spaces will be provided across campus to allow for students to engage in confidential meetings if needed. The space will allow for other departments confidential services provided through virtual services.
4. Encouragement of appropriate physical distancing for safety/wellness in daily functioning will be provided.

D. Hygiene
1. Students and staff will not need to engage in hygiene practices to participate in the process to register for and receive accommodations.
2. Encouragement of appropriate hygiene for safety/wellness in daily functioning will be provided.
E. Disinfection
   1. Students and staff will not need to engage in disinfection practices to participate in the process to register for and receive accommodations.

IV. Procedure Modifications: Very High Alert
   A. There will be no Accessibility Center Staff on campus with the exception of intermittent visits to 125 Dempsey Hall by the Accessibility Coordinator and Accessibility Student Worker to obtain faxes from medical providers, review physical files and update inventory of assistive technology.
   B. Prior to returning to campus, any Accessibility Center staff will be responsible to review the Titans Return Employees Returning to Campus webpage and will be responsible to review and complete all actions required by the Office of Human Resources. The Accessibility Center Staff will follow all physical distancing, hygiene, facial covering, and disinfecting guidelines at all times per UWO Risk and Safety (see SOP references).

V. Procedure Modifications: High Alerts
   A. The same procedures as identified above at the Moderate Alert.

VI. Procedure Modifications: Low Alert
   A. Phased process of returning staff to the Accessibility Center to provide in-person services for students following national and state safety and accessibility guidelines per the U.S. Department of Education.

VII. Guidance Documents/Policy Links:


VIII. Templates/Forms:

   SOP PND-20-01 Hygiene
   SOP PND-20-02 Disinfection
   SOP PND-20-03 Face Coverings
   SOP PND-20-04 Physical Distancing Practices
IX. Definitions
Assistive technology (AT) is any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve the functional capabilities of persons with disabilities (Assistive Technology Industry Association).

X. Revision History:
Created: 7/17/20
Revised: