I. **Overview:** This SOP was created in response to the COVID-19 pandemic in compliance with federal, state and/or university guidelines. It is meant to guide and protect the faculty, staff, students, student employees, and visitors to the LGBTQ+ Resource Center while providing the services to students, faculty, staff, and guests given the following considerations:

- The three to ten students, faculty, staff, and guests who visit the Center daily
- The space design, which encompasses the director’s office, the program assistant’s workstation, the library alcove, and common space
- The program assistant’s work is not enclosed, is near the entrance ramp, and situated in the common area, making social distancing challenging
- Office spaces are not designed for proper social distancing
- Essential need for masks may hinder the services provided
- The need for office space accommodations, especially for those who work in a common area (plexiglass installed for any staff who work in a common area as well as individual offices where advising and or academic coaching takes place)
- The expense for campus and the LGBTQ+ Resource Center to purchase masks, disinfectant, and office modifications
- Staff with high-risk conditions or who cohabitate with others who are at high risk and/or have childcare
- The significant level of cleaning that will be required to maintain the Center for any in-person activities

II. **Applicability:** This procedure is for all faculty, staff, students, and visitors who enter the Center

III. **Procedure: Moderate Alert Protections in Place**

A. **Procedure/Process**

1. The LGBTQ+ Resource Center will be open to faculty, staff, students, student employees, and guests and overseen by our limited staff. Due to limited staff, the Center will be open
M-Th 10am-12pm and 1pm-4:30pm and F 10am-12pm and 1pm-3pm. We will be closed over the noon hour to give staff the opportunity to remove masks and eat and to disinfect the Center before the afternoon hours.

i. A phone number will be listed on a whiteboard as to whom to call for entrance into the CCED and eventually to the Center as the front door will be locked so that building capacity can be monitored.

2. The LGBTQ+ Resource Center will have a maximum capacity of ten people to include staff and anyone visiting the Center at a given time: up to five in the Center itself (the director in their office, the program assistant in their space, and three individuals in the common area). There will be one to three staff in the Center during operating hours. Three additional people can be in the Center in the common area unless the student staff member is working in that area and then only two additional people can be in the common area. Additionally, the areas above the CCED conference room and above the Center will have designated spots at tables and couches for 5 additional people needing the SAFE space the LGBTQ+ Resource Center offers.

i. Social distancing will be required as well as masks for anyone not in a designated office.

ii. The Center’s furniture will be arranged to maintain proper social distancing

3. Staff working onsite will be the director, the program assistant, three interns, and possibly a student worker and/or a STEP student. Staff will maintain social distancing.

i. There will be no more than 3 staff on-site at any given time.

4. The director will work on-site Monday, Wednesday, and Friday and will work remotely while serving students, as their remote office has already been established. The program assistant works 20 hours a week for the LGBTQ+ Resource Center and 20 hours a week for the Women’s Center. They will have the flexibility to work some hours remotely while serving the Centers as their remote office has already been established.

5. Appointments with the director should be scheduled in advance whenever possible. These appointments will be held virtually unless an on-site appointment best serves the student.

i. Any scheduling of onsite appointments will need to include a 30-minute buffer to allow for proper disinfection.

ii. Any onsite appointments will be held in a conference room that allows for proper social distancing.

6. While drop-ins to the LGBTQ+ Resource Center are allowed, a system will be established so people know before they enter the CCED if there is an open space available for them in the Center. The Center will have a white board at the entrance indicating the number of spaces available. It will be the staff member on duty’s responsibility to update the numbers on the board every time a person enters or leaves the Center.

7. Physical barrier needs will be assessed by Risk and Safety

8. All LGBTQ+ Resource Center programming will be conducted virtually and not hosted at the CCED or anywhere else on campus.

9. Anyone coming to the LGBTQ+ Resource Center will enter the CCED through the courtyard, go directly downstairs, and enter the lower level of the CCED through the fire doors. A walkway will be marked on the floor from the fire doors to the Center and then from the
Center to the exit by PreCollege to mitigate crossing paths and to maintain social distancing standards from those using the area above the CCED conference room and the Center.

10. Anyone entering or leaving the LGBTQ+ Resource Center will use the main entrance to the Center and come down the ramp into the Center. The staff member on duty will ensure that only one person is on the ramp at a time. Signs will be posted in the Center and in the area above the CCED conference room and the Center to ensure traffic keeps moving and social distancing is maintained. The back entrance to the Center will be reserved for staff members only to maintain social distancing from those in the other offices on the lower-level on the CCED: Men of Color/Latino/a/Hispanic Initiatives (MCLHI) and the STEM SSS advisers. An exception to this rule will be for individuals using the restroom marked “Men” located at the end of the hallway leading to these other lower-level offices.

11. Student computers in the Center will be used primarily by student staff. Visitors may use the computers if they first agree to the stipulation that they must disinfect the computer keyboard and mouse after they use it. Staff will remind visitors who use Center computers to do so.

   i. Disinfectant will be provided. Users will be taught to spray the disinfectant on a rag or towel not directly on the keyboard to disinfect the keyboard and mouse.

12. Students, staff, and faculty will still sign-in so Center-use records can be maintained. All visitors will also be asked to sign-out so we have a clear record of who has been in the center at specific times. All will be informed that they must bring their own pens for this purpose. Staff will sign in any visitor who does not have a pen.

13. The Coffee/Food Corner at the LGBTQ+ Resource Center will be discontinued until a low-alert status is reached.

14. The Center’s microwave can be used only by staff and must be cleaned and disinfected after each use.

15. Only one person can be in the library alcove at a time. Any book that has been handled, whether briefly or checked out for a time, will be placed in a box for 72 hours before it is placed back on the shelf.

16. Campus will be notified of how to reach and access the LGBTQ+ Resource Center with a banner on the Center’s website as well as voicemail messages on the Center and Director’s phones and in email communication.

B. Face Covering Requirements

1. Anyone entering the LGBTQ+ Resource Center will be required to wear a mask. When the director is alone in eir office and either the door is closed or there is no other person in the Center, ey will be allowed to remove eir mask. When the program assistant is in their workstation and there is no other person in the Center, they will be allowed to remove their mask.

   i. Refer to the university-wide face coverings standard operating procedure (SOP PND-20-03) for proper use of face coverings.

2. Masks are required regardless of plexiglass during any meetings with other staff, students, or guests.

3. If a student, faculty, or staff visit the LGBTQ+ Resource Center without a mask, they will be told to leave.
4. If a guest from the community visits the LGBTQ+ Resource Center without a mask, a staff member will give them a mask provided by the LGBTQ+ Resource Center.

C. Physical Distancing Parameters
   1. Social Distancing is required while in the LGBTQ+ Resource Center. Tape will be used to mark six feet apart where appropriate and tables, chairs, computers, and couches will be arranged to include social distancing of at least six feet or removed.
      i. Physical touching as in handshakes are strongly discouraged.

D. Hygiene
   1. Hand sanitizer will be available in the common area of LGBTQ+ Resource Center, the director’s office, and the program assistant’s workstation.
   2. All staff, including student staff, will either wash their hands or use hand sanitizer between any interaction with a guest and/or other staff members.
   3. Refer to the University-wide hygiene standard operating procedure (SOP PND-20-01) for personal hygiene best practices.

E. Disinfection
   1. EPA-approved disinfection supplies will be available in the LGBTQ+ Resource Center.
   2. Custodial will be responsible for cleaning the Center daily.
   3. The director and the program assistant will be responsible for disinfecting their own areas each morning and then after any appointment or meeting.
   4. The first staff member in the Center will disinfect the common area when they arrive. Staff will oversee the cleaning of chairs and computer keyboards and mice when each visitor is ready to leave. The last staff member in the Center will disinfect the common area when they leave.

IV. Procedure Modifications: Very High Alert
    1. The Center is CLOSED to all faculty, staff, students, and visitors. Staff will work remotely to provide services.

V. Procedure Modifications: High Alert
    1. The Center is CLOSED to all students and visitors. Staff will only be allowed in the Center with approval from the AVC for Inclusive Excellence and Chief Diversity Officer (AVC-CDO). Written permission submitted to the AVC-CDO and/or through a supervisor is required and permission must be granted to access the Center.

VI. Procedure Modifications: Low Alert
    1. The LGBTQ+ Resource Center will be OPEN to all Center staff; all University faculty, staff, and students; and guests.
    2. All staff will be working on-site.
    3. The LGBTQ+ Resource Center capacity restrictions and traffic patterns will be removed.
    4. Safety precautions will still be in place as follows:
       a. Face coverings are advised per University policy
       b. Physical distancing is encouraged when possible per University policy
       c. Personal hygiene and disinfection practices will continue

VII. Guidance Documents/Policy Links:
VIII. Templates/Forms:

IX. Definitions:

a. Center: refers to the LGBTQ+ Resource Center
b. CCED: refers to The Center for Equity and Di

X. Revision History:
Created: 7/7/2020
Revised/Reviewed: