I. **Overview**
These SOPs were developed in response to the COVID-19 Pandemic in order to comply with federal, state and/or campus guidelines. These SOPs are designed to ensure the safety of the staff and students, while still providing students access to services given the following considerations:

- Provides professional clothing to students that is donated by staff, faculty, alumni, and the community.
- 1,028 unique students use the Career Closet each academic year, not including groups.
- The office processes 4000 items annually into inventory from donations.
- The significant level of cleaning that will need to occur due service levels. The need to clean between each contact which would include front desk, waiting/lab area, and hard surfaces in the Career Closet numerous times throughout the day.
- Purchase/secure an outdoor donation bin to reduce the number to faculty/staff/community members that bring donations into the office.
- Additional PPE items will be needed to process donations (gloves & gowns).
- Need for office modifications. (plexiglass for front desk, table top plexiglass divider for desk in Career Closet and wardrobe doors removed)

II. **Applicability:**
This SOP applies to Career & Professional Development staff, including student staff, students, faculty/staff and employers/visitors.

III. **Procedure: Moderate Alert Protections in Place**
A. Procedure/Process
   1. Students are able to utilize this service online and in-person for approved currcumstances.
      - Starting Fall 2020 the inventory in the Career Closet will be available online for students to shop and select items without coming into the office. Students can call, email, or submit a form to reserve items for curbside pick-up. All new donations will be included to this new intake process.
• Students would be able to reserve a virtual appointment with a Career Resource Specialist (student employee) to go into the Career Closet to see specific items, ask questions, and secure items for curbside pick-up.
• Limited number of students would be able to shop in the Career Closet each day. A scheduled appointment would be required for each student by contacting the office through phone or email to reserve their timeslot. Students will check-in for their appointment and sanitize their hands prior to shopping. Students will be reminded to use hand sanitizer throughout their appointment. Trying on clothing would not be allowed.

2. Students can return “purchased” items if needed and clothes will be stored for five days before they are placed back into the Career Closet inventory.
3. Staff, faculty, employers, and visitors will be able to donate clothing in a lockable donation bin (to be purchased/secured) outside to eliminate the number of individuals using the office. Tax forms can be sent or emailed to each donor if interested. Clothes will be stored for five days before they are placed in the Career Closet.
4. The space in the office will be cleaned on the regular disinfecting schedule with the rest of the office based on usage.
5. Wardrobe doors will need to be removed from the Career Closet to reduce the time spent disinfecting the space.

B. Face Covering Requirements
   1. All staff working and students shopping will be required to wear a face mask or face shield while utilizing this space.
   2. Student staff that will be processing clothing donations will be required to wear gloves and gowns.

C. Physical Distancing Parameters
   1. Staff and students will follow strict distancing guidelines while individuals are using the space. One student will be allowed to shop at a time in the Career Closet.

D. Hygiene
   1. Staff that will be working in the Career Closet while students are shopping will be required to hand sanitize while assisting students and will wash their hands in between each student shopper.

E. Disinfection
   1. Hard surfaces and furniture in Career Closet will be disinfected in between each use of the space.

IV. Procedure Modifications: Very High Alert
   1. If stay at home orders are in place and staff are moved to work remote, the Career Closet would close for that duration

V. Procedure Modifications: High Alert
   1. If the office is open and there is enough inventory, only online shopping and curbside pick-up would be available.

VI. Procedure Modifications: Low Alert
a. Students will have to reserve a time to shop in the Career Closet online through Handshake or contact the office through phone or email to reserve their timeslot. Students will check-in for their appointment and sanitize their hands prior to shopping. Students will be reminded to use hand sanitizer throughout their appointment and especially after trying on clothes in the dressing room. Clothes that are tried on and not taken will be placed back into the Career Closet.

b. Starting Fall 2020 a percentage of the inventory in the Career Closet will be available online for students to shop and select items without coming into the office. Students can call, email, or submit a form to reserve items for curbside pick-up. All new donations will be included to this new intake process.

c. Staff, faculty, employers, and visitors will be able to donate clothing inside the office or in the outside lockable donation bin.

d. The space in the office will be cleaned on the regular disinfecting schedule with the rest of the office based on usage.

e. Wardrobe doors will be reinstalled in the Career Closet.

VII. **Guidance Documents/Policy Links:**

VIII. **Templates/Forms:**
- N/A

IX. **Definitions**
- N/A

X. **Revision History:**
Created: [Date]
Revised/Reviewed: [Date]