I. Overview

This SOPs was developed in response to the COVID-19 pandemic in order to comply with federal, state and/or campus guidelines. These SOP protocols are designed to ensure the safety of VRC staff, students and visitors, while still providing access to veteran services and academic support.

- Veterans Resource Center Mission: The Veterans Resource Center is dedicated to providing support for military personnel, including active duty veterans, guard members, reservists and dependents of veterans on all three campuses of UW Oshkosh
- There are three Veterans Resource Centers (VRC) - Oshkosh, Fond du Lac, and Fox Cities
- The VRC serves as the primary resource for implementation and certification of veterans’ education benefits, assisting student veterans with deployments and activations, and connecting student veterans with helpful resources both internally and externally
- The VRC also serves as a gathering / study place and resource hub for student veterans on campus
  - Service desks
  - Computer lab with CAC (Military) card reader and printing access
  - Individual study pods and tables
  - Coffee bar
  - Visiting external veteran resources
- The VRC serves approximately 425 student veterans and 150 veterans’ spouses
- There are over 1700 visits to the VRC among the three campuses within an academic year
- During the semester, 15 - 45 veterans per day utilize the VRC in person

The goal of the VRC is to implement SOPs with the least disruption to our operations, mission, and function

Some recovery approach differences will be necessary to accommodate the differences in layout and utilization of the 3 different locations

For now, the VRC will not operate its coffee bar nor allow eating at any of the 3 locations
Mobile desktop plexiglass barriers will be needed for all service desks in the VRCs (6 total) Due to the sensitivity and security of veterans data, short interactions from less than 6ft may be necessary

Video conferencing cameras and headsets will be needed for service desk computers to provide virtual options of service

The VRC is facilitating a Veterans Resource Center module in CANVAS to serve as a centralized online veterans' resource, secured document submission option, and communication hub for student veterans

II. Applicability:
- All faculty, staff, students, and visitors will be required to follow established SOP protocols inside the VRC
  - Covid safety signage throughout the VRC will serve as notification / reminders of SOP protocols for all students, staff, and visitors

III. Procedure: Moderate Alert Protections in Place
A. Procedure/Process
  - Students will have the option to receive services in person, or by email, virtual conferences, or phone calls
  - VRC staff and veteran student work study staff will be available in person and by virtual/phone/email to answer questions and provide resource referrals
  - Walk-in in-person services for the VRC will be reduced to 9am – 2pm Monday – Thursday to allow for sanitizing and to reduce exposure.
  - Up to 3 veteran work study students will be allowed to work in the VRC at a time. If they are uncomfortable working in the VRC, they will be allowed to work remotely
    - The VRC has 8 - 9 veteran work study students
      - One or two at each access campus location
      - Four or five at the Oshkosh campus
    - There are 7 socially distanced workstations for our veteran work study students
      - Two at each access campus location
      - Three at the Oshkosh campus
  - The lounge will be closed to student use
  - The eating area will be closed to student use

B. Face Covering Requirements
  - All faculty, staff, students, and visitors will be required to wear masks inside the VRC
  - Private office spaces may be exempt when occupied by one person
  - The VRC staff will promote and enforce face covering protocols in adherence to the University Face Covering SOP

C. Physical Distancing Parameters
  - All study tables and pods will be rearranged and set up for individual study
- All study tables and pods will be distanced 6ft apart
- The lounge will be closed to student use
- The eating area will be closed to student use
- The front seating area will be removed and replaced with two individual study pods set up to adhere to social distancing requirements
  - Study pods are enclosed on three sides and set up for individual use
- Two computers will be removed from the computer lab area and moved to available empty office areas inside of the VRC (Oshkosh)
  - These computers will be set up as workstations for the veteran student work studies to assist in the processing of veteran education benefits and other duties associated with the function of the VRC
- One computer will be removed from computer area and moved to empty service desk at the back of the VRC (Fond du Lac and Fox Cities campuses)
- Mobile desktop plexiglass barriers will be needed for all service desks in the VRCs (6 total)
  - 2 barriers for Oshkosh
  - 2 barriers for Fond du Lac
  - 2 barriers for Fox Cities
- All staff, including veteran work study student staff, and students/visitors will maintain 6 feet of distance while in VRC. Spacing of study tables, study pods, and the floor markings will be used to enforce social distancing
- The VRC staff will promote and follow physical distancing protocols in adherence to the University Physical Distancing SOP

D. Hygiene
- Multiple hand sanitizer options will be placed throughout the VRCs
  - Entryway
  - All service desks where interactions occur
  - Computer stations
- Hand sanitizer refill / replacement checks will be done three times daily (opening, lunch, closing)
- All staff, including student staff, and students/visitors will either wash hands or use hand sanitizer before and after each student interaction
- The VRC staff will promote and follow hygiene protocols in adherence to the University hygiene SOP

E. Disinfection
- Multiple disinfectant wipe options will be placed throughout the VRCs
- Complete area disinfection will be done three times daily (opening, lunch, closing)
- Disinfectant wipes refill / replacement checks will be done three times daily (opening, lunch, closing)
- Disinfectant spray also will be made available at each VRC location
- Student workers will be required to disinfect their work areas upon arrival and before leaving
- Students will be responsible for disinfecting any study tables, study pods, or computers they utilize before leaving
Instructions on what and how to disinfect will be posted in all necessary locations.
The VRC staff will promote and follow disinfection protocols in adherence to the University disinfection SOP.

IV. Procedure Modifications: Very High Alert
1. Closing of VRC physical campus locations
2. All staff and veteran work study students would work remotely
3. All essential operations and services would be offered remotely / virtually
   - Email
   - Phone
   - Virtual meetings and personal conferences

V. Procedure Modifications: High Alert
1. Closing of VRC campus locations at access campuses
2. Veteran student work study students from access campuses would be allowed to work remotely upon closing of VRC
3. Staff and veteran student work study students would continue to work in VRC but would make accommodations for remote work for veteran student work study students who don’t feel safe in the VRC environment
4. VRC would be open for face-to-face support and services by appointment only
5. VRC would be closed to students as a study area
6. All essential operations and services would be offered remotely / virtually without appointment
   - Email
   - Phone
   - Virtual meetings and personal conferences

VI. Procedure Modifications: Low Alert
1. VRCs will be open and operate at normal capacity
2. Face covering, hygiene and disinfection SOP protocols remain in effect per respective SOPs
3. Coffee Bar and eating area will be open and functional
4. All essential operations and services would be offered in-person as well as remotely / virtually

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

IX. Definitions

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