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 Campus Center for Equity and Diversity (CCED) while providing the student services each of the departments within the Division of Academic Support of Inclusive Excellence who utilize the Center given the following considerations:

- The considerable number of students, faculty, staff, and guests who normally visit the CCED daily
- The building design is unusual, as it used to serve as a church that was divided into multiple offices and common spaces to provide a variety of services
- Office spaces are not designed for proper social distancing
- Conference room, classroom and other common spaces are not set up for proper social distancing without reduced capacities
- 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 ASIE 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 needs
- The significant level of cleaning that will be required for any in-person appointments
- Essential need for masks by both students and staff and the impairment to the advising/coaching process with use of masks
- The significant level of cleaning that will need to occur due to high number of students. The need to clean between each contact which would include check-in areas, waiting area, and staff offices numerous times throughout the day.
• Virtual/phone appointments provides greater opportunity/access for scheduling appointments. Face-to-face service reduces overall service because of the need to reduce appointments for distancing and cleaning requirements.
• Student support needs will be greater. If staff are fully in office and someone is exposed to the virus, it could potentially shut down all advising/coaching services for the ASIE for a minimum of 14 days.
• The American Indian Student Services (AISS), Men of Color/Latino/a/Hispanic Initiatives (MCLHI), Student Achievement Services (SAS) (Multicultural Retention Programs and PreCollege Programs), Student Support Services (SSS), SSS STEM has been providing virtual/phone appointments, exclusively, since March.
• Screen sharing during appointments is a critical teaching tool that is not possible with social distancing, behind a plexiglass barrier. Screen sharing works effectively in virtual appointments.

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

III. Procedure: Moderate Alert Protections in Place

A. Procedure/Process
   1. The CCED will be open to faculty, staff, students, student employees, and guests with limited staffing.
   2. The CCED will have a maximum capacity of 20 people to include staff and anyone visiting the Center at a given time. Staff working on-site will be a blend of people from different departments to include at least one person from each department who will be scheduled whenever possible. Staff will maintain social distancing.
      i. ASIE has a staff of 21 individuals employed at a given time.
   3. At this phase, student staff will be limited to two students upstairs and four students in common areas in the lower level.
      i. ASIE also employs approximately 20 student employees at a given time not including interns or student staff in the LGBTQ+ Resources Center or the Women’s Center.
   4. The LGBTQ+ Resource Center and Women’s Center will have their own SOP for student employees and interns.
   5. Most staff will continue to work remotely while serving students, as remote offices have already been established.
   6. On-site appointments must be scheduled in advance. No drop-in services will be provided.
   7. All scheduling of appointments will need to include a 30-minute buffer to allow for proper disinfection. Most appointment services are delivered virtually. Students may initiate contact by email directly to a staff member. Students can schedule virtual/phone appointments via Navigate. Students can also contact the specific department by calling that department to schedule an appointment.
      i. All student services are delivered virtually. Neither a student nor a staff member will be required to meet face-to-face. In rare, exceptional cases, a student may meet
face-to-face with an on-site staff member if both parties agree. Since CCED offices do not allow for social distancing, these meetings will take place in a conference room fitted with a plexiglass barrier. Both the student and staff member will be required to wear face masks during these rare and limited interactions.

1. Students who do not have proper technology may be able to check out a computer from ASIE. This computer would only be available while in the CCED but could be used for virtual appointments.

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

8. Large programs will be conducted virtually and not hosted at the CCED.

9. A traffic pattern has been established to mitigate crossing paths and to maintain social distancing standards.
   i. Anyone entering the CCED will enter through the courtyard.
      1. Anyone working or visiting the Associate Vice Chancellor for Inclusive Excellence and Chief Diversity Officer (AVC-CDO) suite, SAS, and/or SSS will go directly up the stairs from the entrance and proceed directly to the office where they have an appointment. When leaving, guests will use the CCED staircase and proceed out the door at the north end of the building near SSS on the lower level only.
      2. Anyone working or visiting MCLHI, SSS STEM, PreCollege, or the common computer lab will go directly downstairs to the office or area they intend to use. When leaving, guests will exit via the ramp near PreCollege.

10. Student computer numbers will be reduced to include only areas where social distancing is possible.
   i. A keyboard and mouse checkout will be put into place to ensure proper disinfection of equipment is completed.

11. The workroom located in CCED 120F will be limited to one staff member at a time as social distancing is not an option.
   i. Copier will be disinfected by every staff member that uses it.
   ii. A schedule will be developed by the AVC-CDO’s assistant for sorting all mail and package deliveries to maintain the one-person rule in the workroom.

12. The Multicultural Education Center (MEC) will be closed.
   i. ASIE staff who want to use the space for emergency appointments must have them scheduled in advance and follow all disinfectant protocols per University policy.

13. Campus is notified about how to access ASIE services; all phone and email messages provide instructions for how to contact advising, schedule appointments, etc. A banner will be added to the ASIE website as well as each department within the ASIE providing information on how to access staff to schedule appointments.

B. Face Covering Requirements

1. Anyone entering the CCED will be required to wear a mask. Only staff who are alone in their offices 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.
C. Physical Distancing Parameters
   1. Social distancing is required while in the CCED. Tape will be used to mark six feet apart where appropriate and tables, computers and chairs will be arranged to include social distancing of at least six feet or removed.
      i. It is important to keep in mind that social distancing of at least six feet is not possible in most offices in the CCED.
      ii. Physical touching as in handshakes are strongly discouraged.

D. Hygiene
   1. Covering coughs or sneezes
      i. Cover your mouth and nose with a facial tissue
         1. If facial tissue is not available, cough or sneeze into the inside of your elbow not your hands.
      ii. Immediately place used tissues in a garbage
      iii. Refer to university wide hygiene SOP (PND-20-01)
   2. Hand sanitizer will be available in multiple locations throughout the CCED to include each individual office and common spaces.
   3. 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.
      i. Frequent washing of hands is strongly encouraged per University policy.

E. Disinfection
   1. EPA approved disinfection supplies will be available throughout the CCED.
   2. Custodial will be responsible for the large common areas as well as restrooms daily.
      i. Staff will be required to wipe down any conference/classroom area before and after each use.
   3. Staff will be responsible for their own office area each morning and then after any appointment or meeting by using EPA approved disinfectant wipes or spray.
   4. All computer keyboards and mice will be cleaned daily by spraying disinfectant into a rag or towel and wiping the keyboards. Do not spray keyboards.

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

V. Procedure Modifications: High Alert
A. The CCED is CLOSED to all students and visitors. Faculty and staff will only be allowed in the building 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.
   1. No student employees or interns will be allowed in the building. Their work will continue remotely when possible at the direction of their supervisor.
B. All student appointments will be held virtually.
   1. Campus is notified about how to access ASIE services; all phone and email messages provide instructions for how to contact advising, schedule appointments, etc. A banner will be added to the ASIE website as well as each department within the ASIE providing information on how to access staff to schedule appointments.
2. Staff use campaign function in Navigate to communicate with students, initiate/promote virtual appointment scheduling, and encourage and support student success.

C. Water fountain/bubbler use will be restricted. Staff are encouraged to bring their own water and not refill water bottles.

VI. Procedure Modifications: Low Alert
A. The CCED will be OPEN to all faculty, staff, students, student employees, and guests
B. All staff and student staff will be working on-site
C. The CCED building capacity restrictions and traffic patterns will be removed.
D. Safety precautions will still be in place as follows:
   1. Face coverings are advised per University policy
   2. Physical distancing is encouraged when possible per University policy
   3. Personal hygiene and disinfection practices will continue

VII. Guidance Documents/Policy Links:
- [https://www.wisconsin.edu/uw-policies/coronavirus-covid-19-policy-resources/](https://www.wisconsin.edu/uw-policies/coronavirus-covid-19-policy-resources/)
- [https://uwosh.sharepoint.com/sites/ImplementationTeamGroup/Shared%20Documents/General/SOP%20PND-20-03_Face%20Coverings.pdf](https://uwosh.sharepoint.com/sites/ImplementationTeamGroup/Shared%20Documents/General/SOP%20PND-20-03_Face%20Coverings.pdf)
- [https://uwosh.sharepoint.com/sites/I](https://uwosh.sharepoint.com/sites/I)

VIII. Templates/Forms:

IX. Definitions:
   a. AISS: American Indian Student Services
   b. AVC-CDO: Associate Vice Chancellor for Inclusive Excellence and Chief Diversity Officer
   c. CCED: Campus Center for Equity and Diversity (physical location)
   d. MCLHI: Men of Color/Latino/a/Hispanic Initiatives
   e. MEC: Multicultural Education Center
   f. SOP: Standard Operating Procedure
   g. SAS: Student Achievement Services
   h. SSS: Student Support Services
   i. SSS STEM: Student Support Services/Student Support Services STEM

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