STANDARD OPERATING PROCEDURE (SOP)
Volunteer Income Tax Program Volunteers

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<th>Effective Date: 1/22/21</th>
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<td>Approval Date: 2/2/21</td>
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I. Overview
The purpose of this SOP is to ensure that we follow the state’s mandates on COVID-19 and the Universities policies relative to social distancing, use of personal protection equipment and COVID-19 testing. This SOP will abide by these policies and aim to keep volunteers and community members safe while participating in the preparation of tax returns on campus.

II. Applicability:
All volunteers who will be participating in the VITA program on site at UW Oshkosh Sage Hall.

III. Procedure: Moderate Alert Protections in Place

A. General Procedures
All volunteers participating on site at Sage Hall will be required to be tested for COVID-19 not less frequently than bi-weekly, contingent upon University testing availability in the Spring. Volunteers that are non-affiliated with the University, but are volunteering in the VITA program offered through the University, are also subject to the testing requirements and are eligible to use the testing site at Albee Hall or any of the access campuses.

The VITA Assistant will track testing and attendance. Documentation of this tracking will be available upon request. Volunteers who test positive must follow the procedures of the University of Wisconsin Oshkosh for the quarantine period.

In addition, all volunteers should complete the self-assessment on the UWO Mobile App before volunteering at the site.
For taxpayers, appointments will be staggered so that only one taxpayer is scheduled to arrive at the site at a time. The VITA Assistant will do verbal screening of all taxpayers when confirming appointment times. Upon arrival at the site, taxpayers will see posted notices, both at the entrance door to Sage Hall VITA site and at the check-in area, that state the general site rules and the health screening questions as discussed in the next section.

B. Initial Screening of Taxpayers

Upon arrival, all taxpayers will be asked the following questions:

1. In the past two weeks have you experienced any of the following symptoms:
   - Fever
   - Dry Cough
   - Tiredness
   - Aches and Pains
   - Sore Throat
   - New loss of taste or smell
   - Difficulty breathing or shortness of breath

2. In the past two weeks have you or someone you live with been exposed to someone with Covid-19?

3. In the past month have you tested positive for Covid-19? If yes, have you gotten another test confirming you are now negative?

In addition, all taxpayers will also have their temperature taken.

Anyone who answers yes to questions #1 or #2 or answered yes to #3 and cannot produce a test confirming they are now negative or has a temperature exceeding 100.4 degrees will be asked to leave immediately and will need to reschedule to another appointment/date.
C.  Face Covering Requirement

Taxpayers will not be allowed to enter the screening or preparation area without a mask. One will be supplied by the VITA Assistant if none is being worn. Only the taxpayer(s) will be allowed to enter the site; no other family members or visitors are allowed.

Minimum 2-ply cloth masks are required to be worn by all volunteers; masks cannot be removed except to drink water. Use of face shields and gloves will also be strongly encouraged for all volunteers who are handling taxpayers’ paperwork or meeting with taxpayers (provided by the VITA Assistant to the volunteers). Taxpayers must also wear face masks at all times during their appointment/visit to the site.

The Site Coordinator will “walk around” periodically whenever there are volunteers and/or taxpayers at the site to ensure compliance with face covering requirement.

D.  Physical Distancing Parameters

Sage Computer Lab has physical distancing already set up with plexiglass partitions that must be followed. Volunteers and taxpayers must maintain a distance of at least six feet apart at all times. The Site Coordinator will “walk around” periodically whenever there are volunteers and/or taxpayers at the site to ensure compliance with social distancing parameters.

E.  Hygiene

Volunteers will wash hands before and after each session at the site. Hand washing and cleanliness will be also recommended to taxpayers. After handling taxpayers’ documents and/or preparation of a tax return, the volunteer will use cleaning materials provided to wipe down all surfaces before working with anyone else or leaving for the day. Any pens or other items touched by the taxpayer(s) will be wiped down with a disinfectant after each use.

Other personal hygiene recommendations communicated to volunteers will include:

- Avoid touching eyes, nose and mouth with unwashed hands.
- Cover cough and sneeze with inside of elbow or tissue.
- Discard tissues immediately after use. No sharing of water bottles.
F. Disinfection

All areas used by volunteers and taxpayers will be wiped down after each taxpayer by the volunteer working at that assigned area. We plan to primarily use the Sage Hall Computer Lab and cleaning materials will be available at that location. Should we need to expand to other classrooms in the area, the volunteer will be responsible for disinfecting the area after each use before accepting any other engagement(s).

In addition, all spaces utilized on Saturdays (the only day when volunteers and guests will be allowed access to the University) will also be disinfected with a Clorox 360 machine prior to volunteers and guests utilizing the spaces as well as after volunteers and guests have finished utilizing the spaces on each Saturday.

IV. Procedure Modifications: Very High Alert
   a. We will need to close the site until the level of alert is “Low.”

V. Procedure Modifications: High Alert
   a. We will need to close the site until the level of alert is “Low.”

VI. Procedure Modifications: Low Alert
   a. We will return to normal operations; however, face coverings may still be required or strongly encouraged.

VII. Guidance Documents/Policy Links:
UW Oshkosh COVID-19 Guidelines: https://uwosh.edu/titans-return/

VIII. Revision History:
Created: 1/22/21
Revised/Reviewed: