



# BEYOND COVID-19

## Preparing for Fall 2020

**Serve – Support – Advocate – Protect**

### Facility Guidelines

#### Recommendation #1

---

Stay updated on your university's COVID-19 plans. Here are campus-specific questions to be answered:

- How will you respond to the university's decisions?
- Will you be following their decisions exactly if not mandated?
- Has the number of residents per room or bathroom space decreased in university housing?
- Are dining services available?
- Are COVID-19 tests available at the campus infirmary?
- Is the campus able to house residents who test positive for COVID-19?
- Will Fraternity and Sorority members who live in chapter housing be allowed to utilize university provided options? If so, at what cost?
- Have they changed their cleaning protocols? Will resident's rooms be cleaned? If so, how often?
- What changes, if any, will be made to the recruitment process?
- What is the university's housing and meal policy during semester breaks or if the university moves to virtual learning?

#### Recommendation #2

---

Determine the minimum occupancy numbers and revenue needed to be sustainable and remain open.

##### Notes and Questions to Consider

- Create revenue projections based at 50%, 25%, and 10% less than the previous year and forecast accordingly. Income from live-out members could be impacted by reductions in membership or a need to reduce fees due to limited services or access to the house. Further income adjustments may be required.

- Calculate all operational expenses for the upcoming year, ideally using averages from the past three years if historical information exists. Increase your cleaning budget by 20% for any additional cleanings or services required due to COVID-19.
- While an annual goal of 10% profit on gross income is ideal for savings or retained earnings, you may need to be capable of operating at breakeven or at a small loss to weather current market conditions.
- Evaluate the feasibility of holding fees flat or reducing your formula for annual increases for the next 12 to 24 months. Define capital improvements that must be completed in the next twelve months and estimate the associated costs. Determine if you have enough in reserves or savings to cover these costs, or if you will need additional earnings from the coming year to cover them. If possible, defer major capital expenditures until the market and industry stabilize.

### Recommendation #3

---

Examine if any services or routine expenses can be stopped or decreased over the summer to minimize expenses. Reestablish necessary services prior to move-in.

### Recommendation #4

---

Adjust bedrooms, sleeping porches/dorms, or occupancy numbers, if necessary, to comply with your organization's guidelines. Move and store excess furniture as needed.

#### Note to Consider

- While some universities and organizations have already decided to reduce density in residence halls and houses, the guidance on occupancy remains fluid and is not absolute in most cases. Work closely with your organization to determine occupancy and make the decision based on your particular circumstances (infrastructure, financial health, campus environment, location, local mandates, etc.). The following link is to a diagram provided by the Los Angeles Health Department with their recommendations on how to maintain social distancing with 10+ bunk beds in one room. [LA County Diagram](http://www.ph.lacounty.gov/media/Coronavirus/docs/settings/GuidanceBedPositions.pdf)

<http://www.ph.lacounty.gov/media/Coronavirus/docs/settings/GuidanceBedPositions.pdf>

### Recommendation #5

---

Ensure the chapter house is set up to accommodate chapter members' needs for virtual learning. This may include increasing Wi-Fi service and network capabilities, along with purchasing supplies for printing and scanning.

### Recommendation #6

---

Update or create a move-in policy.

#### Notes and Questions to Consider

- Set a schedule and time limits for residents to ensure proper social distancing.

- Have roommates move in at different times and limit one to two residents per corridor or floor at any given time, if possible.
- Limit the number of guests on-site with tenants.
- Designate entrances and exits to the facility to control traffic flow and limit the number of bathrooms available during move-in.
- Clean high-touch areas after each day of move-in.
- Make Personal Protective Equipment (mask, hand sanitizer, etc.) available for residents and guests.
- Ask residents and those assisting them to wear masks based on their ability to properly social distance, current health guidelines, and university policies.
- Post signage throughout the house, reminding members and residents about social distancing and proper hand washing. The CDC provides examples on their [site](https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc).  
<https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>

## Recommendation #7

---

Develop policies for live-out members when visiting the chapter house.

### Notes and Questions to Consider

- When are live-out members allowed, and for what purposes?
- Is bringing a guest to the house allowed?
- Will they be required to wear PPE while visiting?
- Will meal service be available to them?
- We encourage you to remember utilizing the chapter house is a vital part of the overall membership experience. Any decisions to restrict access to live-out members should be made based on the status COVID-19 cases in your area, mandates related to social gatherings, the health of the member (cough, fever, chills, muscle pain, shortness of breath, sore throat or loss of taste or smell), and their commitment to adhere to any member accountability or wellness pledges. Include chapter leadership in the development of such policies to build "ownership" in the process and allow your members to demonstrate responsible behavior before eliminating non-resident access.

## Recommendation #8

---

Establish a guest/visitor policy.

### Notes and Questions to Consider

- All guests should be required to wear masks while in common/public areas of the house.
- Review the social calendar events and establish appropriate guidelines related to the number of attendees, social distancing, and wearing PPE. Ensure enough PPE is available based on the expected number of attendees.

- Do not allow guests to participate in meal services at this time. If you do choose to allow guests, set limits on the number of guests and consider suspending the policy during peak flu and cold seasons.
- No one demonstrating symptoms, such as cough, fever, chills, muscle pain, shortness of breath, sore throat or loss of taste or smell, should visit the house.

## Recommendation #9

---

Establish a policy in case of positive COVID-19 diagnosis in the house.

### Notes and Questions to Consider

- Communicate to members if and how a COVID-19 positive resident will quarantine in the house and what changes in meal service they can expect. We would recommend a resident with COVID-19 quarantine elsewhere when possible.
- Identify what bedroom(s) and bathroom(s) will be used as sick rooms.
- Provide cleaning supplies in the sick room(s) for the resident to clean his/her own space during the quarantine. No one other than the resident or the roommate, if applicable and only if quarantining together, should enter the room during the quarantine period. Supplies should include disinfectant sprays, wipes, gloves, masks, garbage bags, and paper towels.
- Complete a deep-clean and disinfect all other areas of the house.

## Recommendation #10

---

Create guidelines for common area social distancing.

### Notes and Questions to Consider

- What furniture needs to be removed to enable the recommended distancing?
- Add distancing markers/on-floor guides illustrating appropriate distances where applicable. Consider taping off seating and sinks to demonstrate proper social distancing.
- Add barriers as required.

## Recommendation #11

---

Share your guidelines and expectations with vendor partners regarding visiting the house and appointments.

### Notes and Questions to Consider

- Limit interaction and practice social distancing.
- Wear appropriate PPE.
- Minimize appointments and schedule repairs and maintenance when the house is unoccupied when possible.
- Be clear that contractors should not come to work/the house with signs of cough, fever, chills, muscle pain, shortness of breath, sore throat or loss of taste or smell, or have been in contact with someone who has tested positive in the last 14 days of COVID-19.

## Recommendation #12

---

Take inventory and order supplies to have on hand for staff, members, and visitors as soon as possible. Supplies include but are not limited to:

- Cleaning and disinfecting products.
- Paper products - There is limited concern regarding supply and demand at this time
- Hand soap
- Gloves - Maintain an ongoing supply of 2-3 pairs per resident and staff member.
- Masks - Maintain an ongoing supply of 2-3 per member and staff. Maintain a supply of 3M 8511 masks or similar for staff use (no less than 5 to 10).
- Hand sanitizer

## Recommendation #13

---

Order signage to post regarding proper handwashing, social distancing, maximum room occupancy, common area best practices, etc. Discuss resources with your organization and industry partners, as there could be opportunities to partner, both in cost-sharing and branding.

## Recommendation #14

---

Develop a program so residents and staff clean high-touch areas on days when professional cleaning service is not provided. It is recommended the following areas are cleaned/wiped with disinfectant 2 to 3 times a day when possible:

- Bathrooms - toilet handles, sink handles and faucets, shower faucets and countertops.
- All door handles in public and high traffic areas.
- Any public computer mouse and keyboard.
- Light switches
- Handrails

### Additional Notes to Consider

- Clean/disinfect dining room tables after each meal service.
- Anyone assisting with high-touch cleaning should wear a mask and gloves. Also, discuss the potential practice with your organization, staff, and chapter leadership to address any potential concern or reluctance to participate. While no specialized training is required for wiping these areas, it is recommended you review the suggested process with all participants. Typically, the disinfectant needs "dwell"/remain on the surface for at least 10 minutes for maximum results.

## Recommendation #15

---

Ensure your cleaning staff or vendor partner can comply with or offer the following:

- CDC guidelines for cleaning, including wearing PPE, disinfecting high-touch areas, use EPA registered cleaning agents, etc.
- Adjustments to the current schedule, scope, and cost such as:

- Cleaning of high-touch areas and increased frequency.
- Deep clean/disinfect as needed in the event of a positive COVID-19 diagnosis.
- Fogging or electrostatic disinfecting services.

## Food Service

If you employ a chef directly, discuss these same items with your team, and ensure they can abide by CDC and Health Department Standards.

### Recommendation #1

---

Negotiate contractual terms to ensure you are protected in the event food service must be changed due to the house closing or member numbers changing.

### Recommendation #2

---

Discuss what meal options are available for out-of-house members, recruitment, and other chapter events as an additional service and a possible source of income.

### Recommendation #3

---

Understand the food service provider's policy regarding the following:

- PPE
- Cleaning of the kitchen and dining room.
- Hashers and dishwashing.
- Symptom checks on employees.
- Changes to food service if there is a member that tests positive for COVID-19.

### Recommendation #4

---

Make changes to your serving and dining room layout, such as:

- Allowing for proper social distancing in the food service and dining areas.
- Add markers on floor and placemats to demonstrate proper social distancing.
- Stagger food service times or encouraging members to eat in shifts to increase the likelihood of social distancing and reduce the density. Allow time in between shifts for tables to be cleaned/disinfected when possible.
- Determining if chapter dinners and out-of-house meal service can take place, as well how they will be managed to meet social distancing guidelines.
- Make any necessary changes to continental breakfast, buffet tables, ice and drink dispensers, etc.

### Recommendation #5

---

Chart and track food service options and the cost associated with each of the following:

- Buffet tables

- Plate and serve
- Single-serve containers
- Curbside pick-up

## Recommendation #6

---

Work with your food service provider to order supplies, including hand sanitizer, masks, gloves, disinfecting wipes, cleaning products, signage, etc.

Lean on CSL and your other industry partners for support. Check our websites frequently for updates and new information. [www.cslmanagement.com/beyond-covid-19](http://www.cslmanagement.com/beyond-covid-19)