



BEYOND COVID-19

90 Day Extended Roadmap

Chapter Facility Readiness | May – July, 2020

Serve – Support – Advocate – Protect

Stay Current on Your Homework

1. Visit <https://www.cslmanagement.com/beyond-covid-19> for direct access to tools and resources provided by CSL, industry partners, and federal agencies such as:
 - a. Sample language for member agreements and lease agreements to address university closures, pandemics, and member behavior related to social distancing and cleanliness
 - b. Cleaning recommendations for your facility
 - c. Recommendations for recruitment and member support
 - d. Videos and webinar recordings on various COVID-19 topics
 - e. Links for status updates on university plans for the fall semester
 - f. Direct updates from Food Service Providers
 - g. Timely, relevant information and recommendations from the CDC

Overcommunicate with Your Students, Parents, Partners, and Host Institutions

1. Invest in a digital platform (email specifically) that enables you to share frequent updates, information, and reminders with all of your constituents
2. Maintain a consistent, informative, relevant social media presence
3. Remember your audiences
 - a. Inter/National Organizations - Stay in close contact to ensure correct and current guidance that is consistent with organizational policy
 - b. Universities – Remain informed regarding host institution policies and procedures for students, guests, physical distancing, etc. Be a committed partner to the university by posting updates in your facility and sharing recent university information on social media, your site, and email communications.
 - c. Members:
 - i. Check-in and begin conversations about fall expectations, policies, and leases immediately, if you have not already done so. Host a call with chapter members and volunteers no later than early July to review new guidelines for the house concerning:
 1. Move-in and move-out procedures, if the house is required to vacate
 2. Out of house members visiting the house
 3. Visitor policy, especially related to meal services
 4. Social distancing goals and requirements within the facility

5. Food service changes, if applicable
 6. Social gatherings, including meetings and study groups
 7. Any new operational changes, including but not limited to: cleaning, the house director's role and their safety, changes in bedroom configurations, and utilization of common area spaces
 8. Personal responsibilities regarding handwashing, cough covering, usage of masks, limiting household item sharing, etc.
- d. Parents
- i. Communicate with parents a minimum of two times regarding actions taken to date, expectations for the fall
 - ii. The first communication should state what preparations are underway to ensure the house is ready for the fall and should be sent out immediately if not already done so.
 - iii. The second communication should share what steps have been taken to prepare the house for the fall, outline operational changes, and review how the move-in process will work to ensure the appropriate recommended guidelines are followed.

Plan

1. Occupancy contingencies
 - a. Coordinate responses to potential shortcomings, guidelines, recommendations, or restrictions by the federal government and university with your national organization.
 - b. Communicate occupancy expectations, contingencies, and policies to members, volunteers, and parents.
2. Financial contingencies
 - a. Plan your budget around the following scenarios
 - b. reduced capacity (10, 20, and 50%)
 - c. later start to the year in terms of students returning to campus
 - d. possible starts and stops throughout the year
 - e. expect operating costs to increase in some cases due to extraordinary measures needed to navigate COVID-19
3. Operational contingencies
 - a. Acknowledge this fall will be different. Set goals and plan around the changes as recommended by local, state, federal, and university officials.
 - b. Create and focus on a list of controllable expenses and actions.
 - c. Prepare for a modified recruitment environment. Embrace, educate, and help support the chapter and organization on the nuts and bolts of digital recruitment.
 - d. Engage student leaders to help with planning, preparing, executing, and monitoring new goals, plans, policies, and procedures.

Staffing, if applicable:

1. House Directors
 - a. Remain in close contact with them. Keep communication open and honest. Provide a timeline for your decision on the fall and their employment, if not already provided.
 - b. Review the house director's job description, and their duties as new operational guidelines are developed. Provide multiple opportunities for house directors to consume training and education – and through various mediums – to help increase their understanding and comfort level.
 - c. Frequently review federal guidelines and requirements. Utilize resources available through your national organization team and insurance partner.

2. Kitchen/Cleaning Staff
 - a. Remain in frequent verbal and written contact with them. Keep communication open and honest.
 - b. Provide a timeline for your decision on the fall and their employment, if not already provided.
 - c. Ensure the current team(s) has the skills and training to execute food preparation, serving, and cleaning services in this environment and is well versed in protocols if a resident tests positive for COVID-19 within the facility.

Security

1. Contact campus police for extra patrols of your house.
2. If no security alarm or cameras onsite, consider adding them to provide additional protections if the house is closed during future outbreaks.
3. Ensure someone is checking on the facility (walking the entire grounds) at least weekly if the house is vacant.

Insurance

1. Check provider websites frequently for updates and new resources.
2. Refresh yourself on policy limits, coverage terms, and requirements.
3. If unsure of coverage or if questions arise, contact them immediately.

Policies

1. Review the house policies and rules to make any necessary changes accounting for possible future COVID-19 outbreaks and changes in university or organizational procedures. Create a plan to execute should a resident be diagnosed with COVID-19. Determine if you will allow members to self-isolate/quarantine at the house. Plan now for how you will follow university guidelines regarding closing facilities.
2. Discuss live-in requirements and empty bed fees, if applicable, as a board, with alumni advisors, and among chapter leadership. Changes to these policies might be necessary to account for future outbreaks and campus closures.
3. Create incentives or new offerings to encourage members to live-in and reinforce the importance of the chapter supporting the house. The experience of living in a chapter house remains a unique, once-in-a-lifetime opportunity, that is even more valuable in today's environment. Reinforce this message whenever possible.

Financial/Budget

1. Investigate opportunities to suspend or cut back on non-essential services.
2. Visit with your banker now for options for refinancing debt, deferring payments, or taking advantage of government programs such as SBA Disaster Loans.
3. Forecast and create budgets based on a variety of scenarios for the fall, including reduced capacity, smaller chapter sizes (impacting out of house revenue), increased operational expenses, and interruptions in the academic year.

Contracts

1. Immediately survey members scheduled to move-in this fall to see if any are considering not returning to campus. Have your 2021-2022 resident leases and member agreements ready for distribution by the time the 2020-2021 academic year begins. Be prepared to provide them to membership early.

2. Develop policies for how you will determine, communicate, and implement voiding resident agreements if required to reduce occupancy levels.
3. Update the language for both leases and membership agreements to address future campus closures, virus outbreaks, and member behavior during social distancing recommendations.
4. Consider providing incentives for living in the house and paying room and board in advance.

Summer Projects

1. Suspend any non-critical capital expenditures until at least the summer of 2021.
2. Take care of all repair and maintenance needs, including standard preventive maintenance work that usually occurs in the summer months.
3. Create a sense of safety, comfort, and reassurance by ensuring the house is functioning at optimal levels. It should be clean and look at its best when members and their parents return for the fall semester.

Supplies

1. Take inventory of your current supplies now. Identify what Personal Protective Equipment (PPE) the house corporation should provide for residents, staff, and members.
2. Work with your supply chains to understand how far in advance you will need to order supplies for the fall.
3. Plan to have the following on-premise when students return:
 - a. Have PPE for your staff (N95 masks and gloves).
 - b. Have additional PPE for parents and family supporting the move-in process.
 - c. Keep an additional supply of quality masks and gloves for residents and members in case of an outbreak.
 - d. Place disinfecting wipes throughout common areas for residents and members to wipe surfaces when desired.
 - e. Provide hand sanitizer stations at main entrances to the house, each resident floor, the dining room, the chapter room, and other high traffic areas of the house.
 - f. Discuss and determine the need for a no-touch thermometer for the house and policies regarding its use.

Cleaning

1. Visit the Centers for Disease Control website frequently for updates. If providing limited or no services, budget for and expect to increase cleaning services for your facility.
2. Communicate with your cleaning company or staff regarding capabilities, services, frequency, pricing, and when to schedule your summer deep clean. Due to the high demand for cleaning services this summer, one should schedule services as soon as possible.
3. Pricing can vary significantly on deep cleans, disinfecting services, and other commercial applications. Not every service is needed or necessarily recommended. Your specific situation should inform what steps to take and what services would be appropriate. *NOTE- CSL and industry partners are sourcing services for disinfecting chapter houses beyond the standard cleaning. We will provide information as it becomes available.*

Food Services

1. Digitally gather chapter leadership and advisors now to discuss food service for the fall, i.e., what changes to anticipate based on various scenarios.
2. If you utilize a kitchen management/food services firm, engage them now regarding food service options for the fall and contract contingencies in the event of another campus closure.

3. If you employ the kitchen staff, conversations should be occurring now regarding food service for the fall and changes in procedures under new recommendations and if someone tests positive for COVID-19 in the facility.
4. Modifications to kitchen and serving equipment might be appropriate before the fall semester to achieve necessary protections during food service. Review your equipment and foodservice procedures now and prepare accordingly.

Infrastructure

1. Discuss possible modifications to common areas or resident rooms, especially if you have sleeping porches/cold dorms/warm dorms. Changes in accommodations may be necessary due to future guidance or requirements for communal living facilities by governmental agencies, the university, or your national organization.
2. Consider enlisting professionals to help develop plans for maximizing space and provide opportunities for social distancing.
3. Speak with your HVAC contractor or service provider regarding options for maximizing the airflow and quality within your chapter facility.

Recruitment and Member Engagement

1. Meet with chapter leaders and advisors regarding 2020-2021 recruitment activities and how the house corporation can support these efforts through changes at the facility.
2. Ensure WiFi equipment and internet services are fully operational and have sufficient bandwidth to support virtual recruitment and learning.
3. Consider upgrading technology features – additional monitors, video conferencing, etc. - within the facility to support member engagement and new member recruitment.

Social Activities and Events

1. Review the academic and social calendar with chapter leadership and advisors regarding events at the chapter house during the 2020-2021 academic year. Discuss strategies, tactics, processes, and possibilities of holding events safely, especially as social distancing protocols remain in place.