



Hello Presidents,

I hope this message finds you well during this challenging time of navigating the COVID-19 (coronavirus) pandemic.

The NHC continues to believe the CDC and WHO offer the best resources and will continue to forward information that we feel is relevant and useful to you and the corporation.

Many of you have kept us informed of university decisions and we greatly appreciate the information. The Sorority is tracking this information so that we all can best advise members. However, we will direct members and parents to you for specific information regarding your corporation's housing options and decisions when questions arise. Many of you have asked us for direction on handling various requests stemming from the pandemic (members wanting to move out, loss of income, parent demands, limiting house access, etc.). I will do my best to address the concerns brought to our attention by providing suggestions below.

As the corporation board president, we are asking you to lead your board in conversations, engage the advisory board in decision-making topics, and (over) communicate with the members of your chapter on what the corporation's pandemic plan is.

Suggestions:

- Confirm the university's plan for classes, returning to campus, and housing for the remainder of the semester; understand its impact on the chapter house.
- Consider closing the house if it is in alignment with what the university is doing after assessing if the live-in members can return to their permanent homes or a safe place.
- Defer to the university's protocols. Our Sigma Kappa members are students first. The university offers students services that the corporation does not—so be sure to know where to direct members.
- Communicate with the ABS on needed changes to the House Rules limiting access to the house for non-residents and guests. Consider what protocols need to be put in place for social distancing.
- With the house director and/or house manager:
 - Determine if additional cleanings are needed.
 - Ensure members have access to CDC-approved sanitation supplies.
 - Post additional signage throughout the house regarding proper hygiene.
 - Provide contact information for where concerns can be sent.

- Host an online meeting with the live-in members to check in and address any of their concerns.
 - Know each resident's plans for either staying in the house or leaving. Track this information. Consider posting it in the house where you share information.
- If offering mandatory meal plans for non-residents, consider grab-and-go options with the food service vendor.
- Communicate with the food service vendor on food safety options and contract impact.
- When and/or if the time comes for the corporation board to determine if refunds will be offered, below are items to consider when setting a consistent practice. Please be sure to review your housing agreement for language around closing the house and refunds.
 - What are the hard costs for the remainder of the year?
 - What is the current receivables percentage?
 - Is there an amount that could be evenly spread across non-residents to cover the expenses?
- For requests to move out of the house, we think it is fair for any/all residents to be asked:
 - How was the member at risk by staying in the house?
 - Did the member choose to go on spring break? What measures did she take to ensure her health did not put the house at risk?
 - Did the member have information on the coronavirus and access to preventative measures?

This is new territory for all of us so communication is key. Let's be open to conversations, alternatives, and possible solutions.

It is our intention to communicate with you regularly during the next several weeks. Please do not hesitate to reach out to your assigned housing coordinator, an NHC board member, me, any member of the NHC staff. I've intentionally shared the email addresses of the CB presidents in the To field. Utilize this group for support. Please share this email with your board members as you see fit.

Thanks,

Casey Keller
Executive Director