

## Communication to advisors (FOA and CA):

Hello, advisors!

Thank you for all you've been doing during what is undeniably a hectic time. We appreciate your patience as we've been researching and preparing to execute Pearl Stone Partners' next steps. This email contains personal information regarding Pearl Stone Partners employment – we ask that you keep this information confidential until we can communicate with our employees. We understand the situation we are facing together brings about a number of emotions for everyone – adding the aspect of someone's employment into that mix only makes this harder. We recognize that, and we ask that you maintain the information below with the care and confidentiality it requires.

## WHAT PSP IS WORKING ON NOW

Pearl Stone Partners has been collaborating with the collegiate experience department, the National Housing Corporation (NHC) and external legal counsel. We've been participating in the COVID-19 consultation calls to learn what is happening at each campus location and learn how individual chapters and facilities are responding. This information has allowed us to game plan individual, chapter-specific, employee-specific responses.

## WHAT IS COMING NEXT

- First, **you will receive an email from PSP in the next three days.**
  - That communication will detail what we understand to be true about your campus' COVID-19 response and what that means for your facility.
    - Ex. closure for the year, closure for a time, open with limited residents, etc.
  - Based upon that information, we will detail proposed next steps for each employee at your chapter facility worksite.
    - Ex. house director continues with reduced duties, servers' last day due to food service ending, etc.
  - We will ask that you **validate the data and respond with feedback** to the proposed employee plan within 48 hours of receiving the email. We are striving to balance the needs of the collegiate chapter, the property owner, and the employee.
- Second, we want you to know that all employees received a general update from Pearl Stone Partners **yesterday** (attached for your reference).
  - This email acknowledges the uniqueness of the COVID-19 situation, that we're working to address each campus situation, and that it will impact each chapter facility and employee differently.

- While you will be receiving a copy of the email, we ask that should you receive any questions from the employee that you direct them back to Pearl Stone Partners.
- Next, Pearl Stone Partners will conduct **1:1 calls with each house director and cook beginning on March 24.**
  - We will ask how each house director is doing in her present circumstances, make certain each is aware of the resources she has available to her (from the Employee Assistance Program to the facility maintenance check-list), and determine where we can fill information gaps.
  - We will discuss what the day-to-day duties could look like moving forward.
  - We will introduce the idea of an employment agreement addendum to reflect any/all adjusted duties and/or payrates.
  - The information from the proposed employee plan (referenced in the first bullet point above) will be discussed on these calls. While you will not be on these, you will be copied on a summary email that will go out to each house director within 24 hours of the call ending. Again, we ask that you should receive questions that you direct the house director to Pearl Stone Partners.
- Next, we will issue employment agreement addendum documents to contract employees (house directors and cooks) based upon your feedback to our initial, proposed go-forward individual employee plans.
  - Those addendum documents will parallel communication to at-will employees (like housekeepers and servers) whose roles are changing or who will not be continuing for the rest of this school year due to campus and facility closures.
  - Throughout each of these conversations we will keep you in the loop and provide you with a copy once fully executed.
- Finally, in early April, we hope to resume our regularly scheduled work with employee documents (job descriptions and employment agreements) for next academic year. We aim to conduct renewal/non-renewal conversations the week of April 6. While some employees' documents are ready to go, we feel it is best to pause this process at this time.

## WHAT YOU CAN COMMUNICATE TO PSP EMPLOYEES

You are encouraged to communicate the following to employees:

- Campus and facility status
- Logistics related to their work in response to campus and facility status changes (ex. move-out processes, work with cleaning services, etc.)

## WHAT WE WILL COMMUNICATE TO PSP EMPLOYEES

- Employment status
- Logistics related to changes in employment status (ex. business as usual, reduced duties/reduced schedule, termination)
- Information related to employment document updates, COBRA, unemployment, etc.

## QUESTIONS, COMMENTS, CONCERNS

Send them our way – we’re available to you and to the Pearl Stone Partners employees. We understand each campus and chapter situation is unique – we’re dedicated to getting our response to this unprecedented situation right (insofar as we can) and supporting our valued Pearl Stone Partners employees. Reach out via email ([contactus@pearlstonepartners.org](mailto:contactus@pearlstonepartners.org)) or phone/text (317.579.5050).

Thank you!

- Pearl Stone Partners