

**From:** Contact Us <[contactus@pearlstonepartners.org](mailto:contactus@pearlstonepartners.org)>  
**Sent:** Tuesday, March 10, 2020 5:06 PM  
**To:** Contact Us <[contactus@pearlstonepartners.org](mailto:contactus@pearlstonepartners.org)>  
**Subject:** Additional Resources - Coronavirus

Hello, Pearl Stone Partners house directors,

We have received several follow-up questions regarding the coronavirus (COVID-19). Our original message, sent Monday, March 2, 2020, remains relevant and we encourage you to continue to follow the communicated guidelines. That email is attached for your reference.

Additional recommendations related to the prevention of infectious disease at the chapter facility are detailed below. As need arises, we will continue to communicate with you – and Alpha Chi Omega headquarters will continue to communicate with chapter advisors and chapter leadership. We also encourage you to remain calm and informed, as this is a dynamic and developing situation.

### **What should we do if a resident has a confirmed case of COVID-19?**

- Unless otherwise directed by a healthcare professional, our recommendation is that the student be respectfully asked to quarantine in an alternative location. The chapter facilities are not equipped to handle a medical quarantine.
  - If this situation should arise, as house director, you are not individually responsible for addressing it. Instead, you are to immediately contact the chapter president and chapter advisor to make certain they are aware. These parties will spearhead next steps, including communicating with the infected member.
- Should the resident not have a secondary residence option, the chapter should work with the facility owner (either the National Housing Corporation or the Local House Corporation) to secure alternative accommodations. The chapter and the facility owner must work together through financial obligations or needed adjustments out of respect for the health and safety of all residents and employees.
  - Again, as house director you are not personally responsible for addressing this situation. Chapter leadership will work with the college/university to discuss opportunities for support and alternative housing options.

- The infected resident’s bedroom and all common areas should be deep cleaned with disinfectant [per CDC recommended guidelines](#).
  - As house director, you are asked to support the deep cleaning. Communicate with the chapter advisor, chapter president and property owner to understand everyone’s roles and responsibilities prior to booking a deep clean.
- The chapter is asked to [communicate promptly to headquarters staff](#) should any member, resident or non-resident become a confirmed case.
  - We ask that you immediately contact Pearl Stone Partners to make us aware as well. Email us at [contactus@pearlstonepartners.org](mailto:contactus@pearlstonepartners.org) or call 317-671-3831.
- If a member who is a non-resident becomes confirmed with COVID-19, and they have visited the chapter facility in the past two weeks, follow the recommended cleaning protocol as stated above and communicate with Pearl Stone Partners.

### **How should I work with the cook or food service provider?**

- **Chef/Cook**
  - Communicate with Pearl Stone Partners-employed cooks and kitchen staff to confirm they're developing a preparedness plan.
  - Validate the kitchen and pantry are appropriately stocked with non-perishable dry goods, bottled water, paper products and cleaning products. We are recommending the chapter maintain a two weeks' stock of supplies and products.
- **Food service provider**
  - We have communicated with several national food partners and most have a strategy and are willing to support the chapter while the facility is open.
  - As house director, you can reach out to the chapter's food partner to verify there is a specific plan for your facility.

### **What should I do if the college/university restricts or cancels in-person classes?**

- We recommend the facility remains open during these restrictions and operates within the preventive measures we’ve detailed.
- Communicate with the chapter president, as this officer is most likely to be aware of college/university updates as they are made available.

## **What else can I do right now?**

- Per our previous email (attached), model safe personal habits to prevent the spread of infectious disease.
- Support facility cleanliness by checking on supplies and inventory.
  - Make certain the facility has two weeks' inventory of paper products, cleaning supplies and soap. If there is not, communicate with chapter leadership about making this purchase. Since these products are in high demand you may consider teaming up with a third-party service provider or another chapter on campus to make this order.
  - Make certain there is hand sanitizer in public spaces throughout the house. If there is not, communicate with the chapter leadership about making this purchase.
- Monitor housekeeping service providers (third-party vendor) or Pearl Stone Partners-employed housekeepers to verify appropriate strength cleaning products are being used and stringent cleaning procedures are being followed.

The health and safety of our employees, and members living in the facility, remains our top priority. If you have questions or concerns, pick up the phone and call Pearl Stone Partners as soon as possible. We'll do all we can to fill information gaps and address concerns.

Thank you.

Sincerely,

**Pearl Stone Partners**  
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