

BEST PRACTICES: COVID-19 FACILITY OPERATIONS

A guiding document for Chapter House Corporations, Alumnae Advisory Committees and Chapter Leadership Teams summarizing best practices to ensure member safety in communal living in light of COVID-19.



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INTRODUCTION

COVID-19 BEST PRACTICES GUIDE

Pi Beta Phi Fraternity Housing Corporation (FHC) has always been committed to ensuring the safety of our members in our chapter facilities. This has taken on a whole new meaning in light of COVID-19. We know that every Pi Beta Phi chapter facility is a part of each chapter’s individual identity and source of pride for their members. For the Fraternity to sustain this level of pride and affinity built in our chapter facilities, we must be nimble, creative and flexible in our operations in response to COVID-19. As we prepare for Fall 2020 on 136 campuses in the United States and Canada, we understand that our response and flexibility in the coming months is critical to our chapters and organization.

The Center for Disease Control and Prevention (CDC) and the Canadian Government come out with new and updated guidelines daily. It is extremely important to understand that as cities and states continue with reopening plans throughout the summer, the guidelines you choose to adapt may need to change based on guidance from any of these entities.

ENFORCEMENT OF FACILITY BEST PRACTICES

Pi Beta Phi expects that enforcement of CDC recommended operational practices lie within the member accountability process. As such, members of the Alumnae Advisory Committee (AAC), Chapter House Corporation (CHC), FHC and local employees are not expected to enforce these guidelines or discipline accordingly but rather are recommended to encourage following these guidelines individually or make chapter officers aware of members who do not follow the guidelines. Members will be individually responsible for abiding by CDC guidelines, campus and Fraternity expectations and their chapter’s updated House Rules.

QUESTIONS?

FHC recognizes the uniqueness and complexities of planning for Fall 2020 operations. While we are hopeful this guide answers most of your questions, we anticipate some of this guidance sparking additional questions is dependent upon your college/university setting and geographical location. Should these questions arise, please contact FHC staff at fhc@pibetaphi.org.



OCCUPANCY IN PI BETA PHI FACILITIES

Pi Beta Phi recognizes that each chapter facility will need to address sleeping arrangements on a case by case basis dependent upon the factors listed below.

NOTES TO CONSIDER

- Pi Beta Phi strongly recommends that all live-in members wear masks in common areas, except when dining.
- Pi Beta Phi recommends working closely with your University Health Department on guidance pertaining to capacity and occupancy standards. Many may *require* you to abide by University residence hall guidelines.
- Occupancy and spacing guidance could also vary state by state.
- While some organizations and universities/colleges have decided to reduce density in residence halls and houses, the guidance on occupancy remains fluid. A redesign of your facility layout may be just as effective as reducing capacity.
- Factors that should be considered when evaluating capacity include infrastructure, financial health of your chapter and CHC, campus environment, location to campus, local mandates, etc.
- Overall, it is important to provide at least six feet of space between single beds or bunk beds. For bunk beds, members should sleep in opposite directions to lessen risk of transmission.
- **If a member is showing any symptoms of COVID-19 (e.g. fever, cough, shortness of breath, etc.), they should self-quarantine immediately and proper cleaning procedures should follow.**

RESOURCES

[Los Angeles County Diagram for Residential and Congregate Settings](#)

QUARANTINING IN PI BETA PHI FACILITIES

At the start of the COVID-19 pandemic in Spring 2020, Pi Beta Phi strongly discouraged using our facilities as places of self-quarantine due to the vast amount of unknown around the virus, as well as ability for our colleges and universities to assist in the self-quarantine process.

Generally, in communal living environments, such as our sorority houses, it is particularly difficult to establish self-quarantine spaces. While our preference continues to be that members not self-quarantine in our facilities, we understand that there may be no other option and that our CHCs and chapters should prepare accordingly if this is the case.

NOTES TO CONSIDER

- Pi Beta Phi recommends first contacting proper college/university liaisons to understand if the campus will be able to house residents who test positive for COVID-19. If our members are able to utilize campus options, it is important to understand if there will be a cost associated with it and to whom.
- An individual room and bathroom should be designated at the chapter facility for self-quarantining, should your college/university not have self-quarantine options available. As much as possible, a self-quarantined member should stay in a specific room and away from other people, following CDC guidelines around what to do when you have contracted COVID-19. All live-in members should understand and abide by this guidance.
- Self-quarantined spaces should be equipped with tissues, paper towels, proper cleaning agents and EPA-registered disinfectants.

WHAT TO DO IF A MEMBER SUSPECTS OR TESTS POSITIVE FOR COVID-19

- Recommend the member seek advice virtually from a healthcare provider to determine whether medical evaluation is needed.
- If a member has a confirmed case of COVID-19, immediately notify your local health department and campus health department and communicate with local employees and in-house members about potential exposure. Maintain confidentiality as required by the Americans with Disabilities Act (ADA) and, if applicable, the Health Insurance Portability and Accountability Act (HIPAA).



- Encourage members and close contacts with COVID-19 symptoms to self-isolate and limit their use of shared spaces as much as possible.
- Schedule a deep clean of the shared spaces and bathrooms immediately. Consider reducing cleaning frequency in the bedroom(s) and bathroom(s) dedicated to members who have tested positive or who are self-isolating to as-needed cleanings to avoid unnecessary contact with the ill members.

RESOURCES

[MJ Sorority: What to Consider When It Comes to Quarantining Sick Members](#)

[Coronavirus Disease: Guidance on What to Do If You Are Sick](#)

[Interim Guidance for Environmental Cleaning and Disinfection for U.S. Households with Suspected or Confirmed Coronavirus Disease](#)

CLEANING PROCEDURES

NOTES TO CONSIDER

- Ensure your cleaning staff or vendor partner can comply with CDC guidelines, including wearing personal protective equipment (PPE), disinfecting high-touch areas and use of EPA registered cleaning agents.
- Make necessary adjustments to your current schedule and scope of work that focuses on increased cleaning of high-touch areas.
- Ensure your cleaning staff or vendor partner has the ability to perform deep cleaning and disinfecting as needed in the event of a positive COVID-19 diagnosis.
- Develop a program with your House Director to assist with cleaning high-touch areas in common room spaces when professional cleaning service is not provided. Anyone who assists with high-touch cleaning should wear a mask and gloves. The following areas should be cleaned/wiped down with disinfectant two to three times a day:
 - Bathrooms, specifically toilet handles, sink handles, shower faucets and countertops.
 - All door handles in public and high traffic areas.
 - Light switches and handrails.
 - Public computer mouse and keyboards in study rooms.

RESOURCES

[CDC: Cleaning and Disinfection for Community Facilities](#)



KITCHEN MANAGEMENT

NOTES TO CONSIDER

- In light of COVID-19, Pi Beta Phi strongly recommends partnering with a food service vendor to manage your day-to-day meal plan operations, if you do not do so already. Please see below for vendor recommendations or contact FHC Staff at fhc@pibetaphi.org for additional recommendations.
- If the chapter does contract with a food service vendor, negotiate terms of your contract to ensure you are protected in the event food service must be changed due to academic calendar shifts, house closures or member number changes. Discuss what meal plan options can safely be provided for out-of-house members.
- If you do not contract with a food service vendor, it is imperative that CHCs provide adequate training to their employees to prepare them for changes to kitchen operations.

SERVICE OPERATING PROCEDURES

- Serving and Dining Room areas should be rearranged to allow for proper social distancing.
- Kitchen access should be restricted to kitchen staff only. Chapter members should refrain from entering the kitchen.
- If you do not have a food service vendor, establish daily health screening questions that should be completed by staff before entering the workplace.
- Eliminate all buffet service, including salad bars. All meals should be individually plated in the kitchen, by kitchen staff.
- Stagger food service times or encourage members to eat in shifts to increase the likelihood of social distancing and reduction of density. Allow for time in between shifts for tables to be cleaned
- Meals should be served at a designated pick-up area. Late plates can continue to be labeled, dated and refrigerated for later pick-up.
- If you are using disposables, ensure single-use plates, individually wrapped utensils/napkins and food boxes are used for plated meals. If you choose to continue to use non-disposables, everything should be washed and sanitized following established procedures.



- Eliminate the use of family-style snack services, such as cereal dispensers, fruits and sweets. Provide snacks in single-serve packages only.
- Beverage service should also be provided in single-serve packaging, such as juice boxes/bottles, milk cartons and Gatorades.
- Explore contactless deliveries of food and household supplies.

CLEANING AND SANITATION PROCEDURES

- Ensure you have a vendor partner in the disinfection/sanitation industry that can assist in sourcing proper cleaning chemicals for your kitchen versus relying on Costco or Sam’s Club.
- Clean and sanitize “high touch” surfaces every 30 minutes. Dining Room tables should be cleaned/disinfected after every meal service.
- Ensure all cleaners and sanitizer are safe for use on food-contact surfaces and are used at the correct concentration.
- All kitchen staff should wash their hands frequently, following established FDA-approved procedures.
- Post necessary signage for proper hand-washing, cleaning protocol and sanitation product use throughout the kitchen and dining areas, as applicable.

VENDOR RECOMMENDATIONS & RESOURCES

<p>College Fresh Jack Dawson, President Jack@CollegeFresh.net</p>	<p>Campus Cooks Bill Reeder, President Wreeder@CampusCooks.com</p>
<p>Greek House Chefs Heith Sheeley, President/CEO ChefHeith@GreekHouseChefs.com</p>	<p>Gill Grilling Brian Gill, President Brian@GillGrilling.com</p>
<p>Culinary Consultants Marissa Muzik, National Account Manager Mmuzik@CulinaryConsultants.com</p>	<p>College Chefs Jordan Wigton, Director of Sales & Marketing JWigton@CollegeChefs.com</p>

[Free courses and certification for COVID-19 from ServSafe](#)

[National Restaurant Association – Coronavirus Information & Resources](#)

[EPA List of Disinfectants for Use Against COVID-19](#)



MOVE-IN & MOVE-OUT PROCEDURES

NOTES TO CONSIDER

- Check with your college/university to confirm if their move-in timeline has changed. Move-in schedules should be reviewed and updated accordingly, keeping in mind social distancing and amount of people in the facility at once.
- Have roommates move-in at different times and consider limiting the number of residents per corridor or floor at any given time, if possible.
- Limit the number of guests (family members and friends) on-site with each resident.
- Designate separate entrances and exits to the facility to control traffic flow.
- Have PPE such as disposable masks, gloves, and hand sanitizer available for residents and guests during move-in.
- Track all visitors and contact information in case of contact tracing needs in light of a positive COVID-19 diagnosis.



VISITOR & GUEST POLICIES

NOTES TO CONSIDER

- Pi Beta Phi recommends that all facilities temporarily suspend non-member guest policies in light of COVID-19, unless deemed necessary (i.e. vendor appointments, food service/cleaning crews, move-in/out, etc.).
- All guests, including live-out members, chapter volunteers and vendor partners, should be required to wear masks while inside the house.
- Track all visitors on a sign-in sheet in case of need for contact tracing.
- Guidelines for visiting the chapter facility should be shared with vendor partners prior to visiting the facility. Rules to consider include:
 - Limiting interaction with the House Director and practicing social distancing.
 - Wear appropriate PPE.
 - Expectations around not coming to the chapter facility if they are exhibiting any signs or symptoms of COVID-19 or have come in contact with someone who has tested positive in the last 14 days.
- Each chapter, in consultation with AAC, can set their own policies around live-out member visitors and should update their House Rules accordingly. Utilizing the chapter facility 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 of COVID-19 cases in your area and mandates related to social gatherings set forth by state/local/university guidelines.
- Consider alternative methods for meetings and activities at the facility such as participation virtually.



LOCAL EMPLOYEES

NOTES TO CONSIDER

- CHCs should provide cloth face coverings and gloves to all local employees.
- Ensure local employees are up-to-date on changing facility operations prior to the beginning of Fall 2020 term.
- Communicate regularly with local employees prior to their return to work in the fall. Consider creating a questionnaire to determine their comfort level for returning to work and performing the duties of their job descriptions.
- For local employees who do not live in the facility (housekeepers, chefs, house boys), require submission of a daily survey to screen for COVID-19 symptoms, prior to reporting to work.
- Request House Directors assist with cleaning of high-touch areas, especially on days when professional cleaning service is not provided. Masks and gloves should always be worn while doing so.
- Local employees should wear masks at all times. House Directors do not need to wear masks within their House Director suite.
- Determine a back-up plan for a temporary House Director to perform basic responsibilities, should the House Director contract COVID-19 and need to self-quarantine.
- Develop flexible sick leave policies, if not already in place.

RESOURCES

[CDC Interim Guidance for Businesses and Employers Responding to Coronavirus Disease](#)

[MJ Insurance: COVID-19 and Your Workplace Checklist](#)

[OSHA Guidance on Preparing Workplaces for COVID-19](#)



UNIVERSITY RELATIONS

It is important to stay abreast of your college/university COVID-19 plans to help aid in the operations of your chapter's facility. Below are campus-specific questions you should be asking of your university liaisons.

- Evaluate your college/university's plans for residence halls. Are they decreasing the number of residents per room and in bathroom spaces?
- Will your facility be expected to comply by campus residence hall guidance?
- How are they moving forward with dining services, specifically serving and capacity in their dining halls?
- Are COVID-19 tests available at the campus student health center?
- Is the campus able to house our live-in members who test positive for COVID-19 in their self-quarantine residence halls?
- What is their housing and meal plan policy during semester breaks? Similarly, what is their policy if they move to virtual learning and how are you expected to comply?

COVID-19 RESURGENCE PLANNING

According to the CDC and industry experts, there is a possibility for a resurgence of COVID-19 cases in the fall, which may be amplified by cold and flu season. It is important to be proactive with creating a resurgence plan, should your campus operations come to a halt as they did in Spring 2020.

NOTES TO CONSIDER

- Determine a move-out plan for members, should your campus operations suspend.
- CHCs should evaluate their financial status and determine how a potential campus shutdown could affect them financially.
- Consider a security plan for the facility, should it be vacant at any point in time.
- Have conversations with vendors around suspension of services, as necessary.



MISCELLANEOUS GUIDELINES AND PRINT RESOURCES

SIGNAGE AND SUPPLIES

- Take inventory and order supplies to have on hand for staff, members, and visitors. Supplies include but are not limited to:
 - Cleaning and disinfecting products.
 - Paper products such as toilet paper and paper towels.
 - Hand soap and hand sanitizer.
 - PPE – gloves and masks. Recommend maintaining an ongoing supply of 2-3 per resident and staff member.
- Order or print signage to post throughout the facility regarding proper handwashing, social distancing, occupancy and more.

SHARED BATHROOMS

- Shared bathrooms should be cleaned regularly, at least twice per day.
- Ensure bathrooms are continuously stocked with hand soap and paper towels or automated hand dryers.
- Empty trash cans regularly.
- Post signage on how to properly wash hands.
- Consider limiting the number of members in the bathroom at once by scheduling shifts for bathroom use.

FINANCIAL CONTINGENCIES

- Anticipate increased operating costs on the chapter and CHC to accommodate for additional cleanings, household supplies, and changes to the facility to accommodate for social distancing.
- Plan for possible starts and stops throughout the academic year.
- Investigate opportunities to suspend or cut back on non-essential services.
- CHCs should not be providing direct member refunds due to potential legal liability and risk. Please consult FHC for any questions or concerns you have, should additional starts and stops in the academic year take place.



PRINT RESOURCES

[CDC: Please Wear a Face Covering](#)

[CDC: Symptoms of Coronavirus](#)

[CDC: Stop the Spread of Germs](#)

[CDC: Wash Your Hands](#)

[CDC: How to Protect Yourself and Others](#)

[MJ Insurance: Step Away for Safety](#)

