

**COVID-19
FACILITY
OPERATIONS
& GUIDELINES**





The Delta Phi Epsilon National Housing Corporation remains committed to providing a safe and healthy living environment for members. Due to COVID-19, we have increased our efforts to ensure that members living at a DPhiE facility will be safe. We know that each Delta Phi Epsilon chapter facility is part of the individual chapter identity and culture for its members. As we navigate the uncertainty of the pandemic, we know that things may change quickly. Because of this, DPhiE recognizes that we must all be flexible, understanding and patient as we face the road ahead.

The Centers for Disease Control and Prevention (CDC) continues to update its guidelines daily. While this document provides a myriad of resources, it is extremely important to understand that as cities and states continue with reopening plans, guidelines may need to change based on guidance from local and state government officials.

ENFORCING POLICIES

Delta Phi Epsilon encourages its chapters to operate within a self-governance model. The National Housing Corporation expects that the guidelines set forth in this packet, as well as the suggested CDC resources and guidelines, be enforced individually. That means being a responsible member of DPhiE and protecting yourself and your sisters. It will not be the responsibility of the employees of the facility to discipline members for noncompliance. We encourage members to notify chapter officers of anyone who does not follow the guidelines. Members will be held individually responsible for abiding by CDC guidelines and house policies and procedures. Members who fail to be responsible and follow the guidelines may face consequences at the chapter level.

QUESTIONS

As the situation surrounding COVID-19 continues to evolve and questions arise, please contact crisis@dphie.org.



MOVE-IN PROCEDURES

- As you begin to prepare for another term on campus, it is critical that the process for moving into a Delta Phi Epsilon home is a safe and comfortable experience for you and for all members, families and staff.
- House directors and Vice Presidents of House Management (VPHM) are developing a move-in timeline to ensure social distancing protocols are in place. This timeline coincides with your college/university move-in timeline.
- Individual chapter move-in schedules will be updated accordingly, ensuring that social distancing and the amount of people in the facility are taken into account.
- Only one (1) person per member will be allowed to assist during the move-in process.
- Everyone entering the facility is expected to wear a mask and gloves at all times while inside the facility during move-in.
- Everyone entering the facility will also be asked to complete “COVID-19 Attestation of Good Health” which can be found on our website. House directors and VPHMs will have copies for you to complete onsite.
- The VPHM and house director may ask members to use specific doors for entering and exiting the facility. If your facility has multiple staircases please ask which one you are assigned to use during move-in.

RESOURCES:

[COVID-19 Attestation of Good Health](#)

ONGOING FACILITY MANAGEMENT

CHAPTER HOUSE LIVING

Plans for preparing Delta Phi Epsilon's properties don't stop at move-in. The DPhiE Housing Department has been working tirelessly to prepare our house directors and our properties for any scenario that might arise this fall term. We have been working for the past several months on gathering resources and creating plans with the house directors and kitchen staff that will allow our members to remain in the chapter house while maintaining the highest level of safety. These plans include but are not limited to:

- Requiring that all live-in members, including house directors, wear masks in common areas, except when dining while seated.
- Installing hand sanitizer stations throughout the house, specifically in high traffic areas.
- Educating house directors with the latest information provided by the CDC, state and local governments, our insurance company, MJ Sorority, as well as CSL Management.
- This information includes, but is not limited to, webinars, resource documents, and a private, live training with CSL Management, industry leaders in property management. This information has enabled house directors to create a plan for their chapters and properties that meets all necessary guidelines.
- Reconfiguring sleeping arrangements as well as dining and common room space to accommodate social distancing.
- House directors will be considering their individual university/college guidelines for some areas of chapter house living, including occupancy and space within the properties. In some cases, university/college guidelines will take precedence over Delta Phi Epsilon's.
- Reconsidering visitor policies for individual houses.
- CDC print resources and posters located throughout the house reminding members and staff on proper COVID-19 precautions.
- Live webinars for chapter leadership to learn about health and safety procedures, protocols, and expectations.

While the chapter house might look a little different this upcoming year, it will still be your home along with your sisters. We ask that you respect your home and your sisters' well being by adhering to the safety measures that have been put into place.

RESOURCES:

[CDC Interim Guidance for Administrators of US Institutions of Higher Education](#)

[CDC COVID-19 Guidance for Shared or Congregate Housing](#)

[Social Distancing and Bed Positions for Residential and Congregate Settings](#)

[CDC Guidance on Social Distancing](#)

[CDC Guidance on Cloth Face Coverings](#)

CHAPTER HOUSE CLEANING PROCEDURES

While each plan is unique to each chapter, we've required certain aspects to be uniform across all properties throughout the term, especially with regard to cleaning and sanitation.

This includes, but is not limited to:

- Daily cleanings of common areas in each property, including increased cleaning of high touch areas and common bathrooms, by a licensed cleaning company following CDC guidelines and using EPA approved sanitation and cleaning agents. *(see requirements below)*
- Installation of touchless bathroom soap dispensers.
- Numerous hand sanitizer stations located throughout the house with focus on high traffic common areas.
- Providing CDC approved cleaning supplies available for the members to use in their personal space in order to supplement their own cleaning.
- When cleaning services are unavailable, house directors will develop individual house plans to assist with cleaning high-touch surfaces. Anyone assisting with this cleaning will be required to wear PPE (masks, gloves).

Housekeepers and cleaning companies will be required to:

- Practice proper personal hygiene, wearing clean masks and disposable gloves while in the house and working.
- Participate in daily health checks to verify they are not experiencing any signs of illness. Should they report to work and be experiencing any symptoms or feeling ill, they will be mandated to leave the house immediately and the house director will report the issue to DPhiE Headquarters.
- In the event of a positive COVID-19 diagnosis, each house director has established contact with a cleaning company capable of deep cleaning and disinfection of the chapter house

RESOURCES:

MJ Sorority: Cleaning Guidelines for Your Chapter Facilities

CDC Link for Cleaning and Disinfection for Community Facilities

EPA List of Disinfectants for Use Against COVID-19



VISITOR AND GUEST POLICIES

In an effort to maintain the health and safety of our members, house directors, and kitchen and cleaning staff, the National Housing Corporation has incorporated the following requirements and expectations for visitors and guests within our facilities. Please note that all expectations and requirements are dependent upon the CDC, local, and university guidelines and restrictions. The below expectations and requirements could change due to increased guidelines.

- In light of COVID-19, all facilities will temporarily suspend non-member visitation opportunities, unless deemed necessary, (i.e. move-in/out process, kitchen and cleaning staff, and vendor/maintenance support).
- All guests, including live-out members, chapter advisors, kitchen and cleaning staff, and vendors must wear appropriate Personal Protective Equipment (i.e. a mask) at all times within the chapter facility.
- House directors will document all visitors and guests upon arrival and departure in case of need for contract tracing.
- All guests visiting the chapter facility must complete a form to attest to good health upon arrival each visit.
- Should a member's parent, family member, or guardian need to visit for any reason other than move-in/out, prior approval must be given by the house director (or VPHM if no House Director) 24-hours in advance, and all live-in members will be notified.
- Guests that are not immediate family or guardians will not be permitted to visit the house. This includes friends, significant others, and partners. Additionally, no guests are permitted to remain for overnight visits.
- All guests must practice social distancing as a standard and expectation.
- University and local guidelines for guests and visitors will be taken into consideration for each property.

KITCHEN AND DINING SERVICE

KITCHEN PROCEDURES

Dining with your sisters is one of the most important bonding experiences you can have while living in the chapter house and we at DPhiE recognize the need to continue these experiences despite the difficulties of the semester.

We are implementing the following procedures:

Mandating that proper CDC protocols be followed at all times and ServSafe Certification has been completed by all food handlers, including the ServSafe Reopening Guidance: COVID-19 Precautions training.

- Chefs required to attend virtual COVID-19 preparedness training which will guide them through these new procedures for the fall semester.
- Kitchen access restricted to only kitchen staff and food service vendors when contactless delivery is unavailable.
- Signage for proper cleaning protocols, sanitation, and hand-washing will be posted throughout the kitchen.
- All kitchen staff will be required to:
- Practice proper personal hygiene, wearing clean masks and disposable gloves while in the house and working.
- Participate in daily health checks to verify they are not experiencing any signs of illness. Should they report to work and be experiencing any symptoms or feeling ill, they will be mandated to leave the house immediately and the house director will report the issue to DPhiE Headquarters. Substitute kitchen staff will be used when necessary.
- Maintain kitchen cleanliness with checklists consisting of hourly and daily cleaning duties for the kitchen staff, which will include extra cleaning of high-touch surfaces in the kitchen and reinforcing regular hand washing.
- Utilize contactless delivery of our chapter food goods when possible.

DINING PROCEDURES

For meal service, we are striving to maintain a normal and enjoyable dining experience for our members while adhering to strict safety procedures. These include:

- Dining area arranged to allow for proper social distancing.
- Any member when not seated in the dining area must wear a mask and practice social distancing from each other and kitchen staff.
- Staggering food service times (if applicable). Between service, the tables, chairs, and other high touch areas in the dining area will be cleaned.
- Transitioning away from buffet style meal service. Meals will be individually plated by kitchen staff.
- Utilizing disposable to-go containers, individually wrapped silverware, and cups to reduce risk of contamination for members and kitchen staff.
- Offering meal pick-up outside of the house for out of house members (if applicable).
- Snacks will be individually packaged.
- Hand sanitizing stations in the dining area for the members to utilize.
- DPhiE feels the sorority house is the safest place for members to be as it is a controlled environment where social distancing can be properly monitored and members are familiar with those in their surroundings. Ongoing training for house directors and chefs will be held throughout the semester to keep them abreast on the most up to date information and practices.

RESOURCES:

College Fresh: A Fresh Look at Food Service (webinar)

Upper Crust: What Food Service Will Look Like This Fall (webinar)

Greek House Chefs: Vision of Safety in Food Service While Navigating COVID-19 (webinar)



HOUSE DIRECTORS, CHEFS AND OTHER EMPLOYEES

It is important to Delta Phi Epsilon that not only are our students safe, but that our on-site house directors, kitchen and cleaning staff are also healthy and well. The following information is a list of expectations and protocols to ensure the safety of all employees within our properties.

- The National Housing Corporation (NHC) will provide all staff and residents with reusable cloth face masks.
- For employees who do not live in the house, the NHC will require submission of a daily survey to screen for COVID-19 symptoms, prior to reporting to work.
- The NHC will work with our HDs to ensure cleaning services are increased. House directors will assist with cleaning of high-traffic areas, especially when professional cleaning services are not provided. Masks and gloves should always be worn while doing so.
- Employees will be required to wear masks at all times while in the house. House directors will not be required to wear a mask while in their house director suite.
- If an employee falls ill with COVID-19, they will be asked to quarantine for 14 days, per the CDC's recommendation. The NHC will work with local vendors to provide a substitute during the time they are quarantining.
- If employees have specific questions they are encouraged to contact our director of talent management.



COVID-19 RESURGENCE PLANNING

According to some industry experts, there is a possibility of a resurgence of COVID-19 cases. It is important to be proactive by creating a plan should this happen during the academic year. Below are a few considerations for our house directors and live-in members should a resurgence in cases take place on your campus.

- House directors should keep the International Headquarters housing staff updated on official university announcements related to campus closures.
- House directors should determine an organized move-out plan for chapter members that follows health and safety and social distancing guidelines.
- Chapter members should consider packing up all personal belongings, especially items of value or necessity.
- Chapter members should notify the house director of their plans and should sign out with the house director upon departure.
- While some college/university owned and managed facilities may close if the campus closes, properties owned and/or managed by the National Housing Corporation will remain open for the entire semester to provide a safe and healthy living environment. This will be reevaluated as the pandemic evolves and local and state authorities provide mandates.

IF A MEMBER SUSPECTS OR TESTS POSITIVE FOR COVID-19

As our properties are not suited to provide this type of space, members will not be able to self-quarantine inside of the Delta Phi Epsilon house. Here are the expectations for members and staff if a member exhibits symptoms of, or tests positive for, COVID-19.

If a member had contact with someone who tested positive for COVID-19:

- The member should communicate with the house director or Vice President of House Management (VPHM) who will then inform the in-house members, kitchen and cleaning staff about potential exposure.
- The member should limit contact with other members and the use of shared spaces for two weeks.

If a member is experiencing symptoms:

- The member should seek advice virtually from a healthcare provider to determine whether medical evaluation is needed.
- The member should inform the house director and the VPHM of symptoms.

If a member has a confirmed case of COVID-19:

- The member should immediately inform the house director and notify the local health authorities and campus health department.
- The member should return to their permanent residence for at least two weeks until symptoms are gone OR work with the University to move to designated on-campus housing for students to quarantine (if applicable).
- If neither option is available to the member, the member should work with the Coordinator of Housing at the International Headquarters to secure an alternate accommodation.
- The house director and the VPHM will work with the member to ensure they have their personal items from the house they need for quarantining.
- It is important to note that confidentiality regarding a member's health status should be maintained as required by the Americans with Disabilities Act (ADA) and, if applicable, the Health Insurance Portability and Accountability Act (HIPAA).
- A deep clean of the shared spaces and bathrooms will be scheduled immediately by the house director or VPHM.

For the time that a member is not in the house due to COVID-19 illness, they will be credited for the time they could not be in the house. After the member recovers, if they choose to not come back to the house, that will be their choice and no credit will be issued for that time.

RESOURCES:

If You Are Sick or Caring for Someone

SOCIAL RESPONSIBILITY

When you are young and healthy, your risk of developing severe illness is lower. However, young people play an important role in stopping the spread of the COVID-19 coronavirus and keeping those who are most vulnerable from getting sick. It is everyone's responsibility.

Even though the risk of COVID-19 may be greater for older generations and those with preexisting conditions, college age people are just as likely to become infected as any other age group. Whether you get sick or remain asymptomatic, there is potential to spread the virus. There are things you can do to protect yourself, your sisters and the housing staff as you engage in social and personal activities.

WHAT YOU NEED TO KNOW:

- Wear cloth face coverings in public settings and when around people who do not live in your household, especially when other social distancing measures are difficult to maintain.
- Use social distancing (stay at least six feet away from others) and stay distanced while being active.
- Limit contact with others when running errands
- Choose safe social activities (i.e., bike rides, walks or yard/driveway small gatherings)
- Before you go to an establishment (i.e., nail salon, hairdresser, gym, etc.) call and ask what extra prevention strategies they are using, such as requiring staff and clients to wear cloth face coverings and mandatory cleaning processes.
- Wash your hands with soap and water for at least 20 seconds when you get home

Delta Phi Epsilon is an organization that prides itself on “sisters helping sisters.” We must pledge to maintain that commitment to the health and wellness of each other. As members that live-in a facility, your choices affect those that live with you. It is important to be responsible and make healthy choices when running errands or engaging in other social activities. Please use the resources below as guidelines for best practices while engaging in personal social activities.

RESOURCES:

Running Errands and Going Out

Centers for Disease Control: Social and Personal Activities

Centers for Disease Control: Keeping a Safe Distance to Slow the Spread



INFORMATIONAL POSTERS:

- *CDC Please Wear a Cloth Face Covering*
- *CDC How to Safely Wear and Take Off a Cloth Face Covering*
- *CDC How to Protect Yourself and Others Infographic*
- *CDC Stop the Spread of Germs*
- *CDC Symptoms of COVID-19*
- *Georgia Department of Health Handwashing Poster*

