

## Response To Date

By now, you should have received two communications that were sent to our on-site contact at your chapter house(s). One was sent last week focusing on prevention, and another today focusing on cleaning, preparedness, and house closings (where applicable). Additionally, our team either has been or will be in direct contact with the house directors to ensure they are following these guidelines, offer our assistance, and verify an emergency plan is in place.

We continue to monitor the impact Coronavirus is having on the chapters and organizations we serve. As you know, the situation is rapidly evolving, with new information coming out daily. In the last 48 hours, over 150 universities have released information regarding their plans for addressing the risk of COVID-19 on campus. This has included amending academic schedules, extending breaks, canceling in-person classes, and closing campuses as a whole.

Each of these responses requires a different plan of action that your CSL Management team is working diligently and appropriately to assist you with. As this situation continues to evolve, we will adjust our responses and keep open lines of communication among all involved parties.

## CSL's Operational Plan

As you know, health and safety are our top priorities, and this extends to our staff. At this time, we are suspending non-essential travel until further notice. This will include all routine site visits. We will work together with you to reschedule these visits as the concerns surrounding COVID-19 diminish.

Please know that if there is an urgent matter at one of your facilities, one of our leadership team members will still respond on-site if needed.

Our staff is dedicated to the day-to-day operations of your chapter house(s) and we will continue all other business as usual. Your CSL operations team has been instructed to begin looking for opportunities to help reduce expenses related to the operation of the chapter house(s), recognizing there may be an impact on budget and/or revenue due to COVID-19.

We continue to monitor all university changes. However, if you are made aware of an extended break schedule and/or campus closing, please work with the appropriate CSL team members to ensure we are also aware of the situation and can work with you to take any necessary actions.

## Recommendations

As stated in our previous communications, prevention is key. We continue to recommend that all cleaning protocols provided by the CDC be completed at least once a day, or as frequently as possible. We also recommend completing a deep clean of the chapter house over extended breaks, if possible, and/or in the event of a positive diagnosis in the area. If there is an incident of COVID-19 at one of your chapter houses, we encourage you to immediately notify the university and CSL Management.

We continue to recommend reasonable steps be taken to ensure your property(s) have sufficient supplies in the event of a quarantine going into effect and are happy to assist in this process as needed. This would include items such as paper towels, toilet paper, soap, hand sanitizer, sanitizing wipes, non-perishable foods and bottled water.

If you are facing early house closings, please notify us of the closing date(s) and encourage your house directors and/or local contacts to work with our operations team as we normally would for Summer break preparations.

We would also encourage you to ensure the house director(s) are working closely with their CSL team, key vendors (housekeeping, kitchen management, handyman, etc), as well as the chapter members and the university.

Many of you have expressed concerns regarding the impact an incident of COVID-19 and/or early house closing can have on the organization. We encourage you to work closely with your legal counsel, accounting team, and insurance provider as necessary to determine what is best for you and your chapter(s) per contracts and agreements. However, we are happy to assist you in navigating this situation as best we can. Please don't hesitate to reach out with any questions.

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