

THINKING AHEAD...

INSURANCE MAY BE

GREEK TO YOU

IT'S *not to us*

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SORORITY INSIGHTS | SPRING 2018

WHAT ABRAHAM MASLOW CAN TEACH US

By **Lori Hart, Ph.D., Director of Educational Initiatives**

"If you only have a hammer, you tend to see every problem as a nail." — Dr. Abraham Maslow

Fraternal and sororities have problems. I recently had the opportunity to be the closing keynote at The Association of Fraternal Leadership & Values Conference. This is the largest student gathering of undergraduate sorority and fraternity men and women, with more than 3,600 attendees. I asked the attendees to simply double clap their hands if they believed "we" have problems, and I heard a THUNDER of noise in that room. If we can start with honesty and being on the same page in life, we can move mountains.

I've been blessed to speak on stages for decades, and during this keynote, I put my "hammer" down and approached the topic differently. I'm pleased to share my insights with the Holmes Murphy community.

I'm not sure if Dr. Abraham Maslow was in a fraternity during his undergraduate collegiate years at City College of New York, Cornell University, or University of Wisconsin (yes, he transferred four times to three universities in order to receive his bachelor's degree); however, he has a lot to teach us about fraternity and sorority and brotherhood and sisterhood. If you have taken a PSY 101 course, you may vaguely remember this name or you might even recognize his "Hierarchy of Needs" even if you don't recall his name.



Proposed in 1943, Dr. Maslow believed this to be a psychological theory of a five-tier model of human needs. Essentially, you have to have the foundation of basic physiological needs met (mostly) as your most important need. Makes sense in 2018 — our most basic of needs are to breathe, eat, sleep, etc.

Once we have met the minimum, we move to safety. This is our need to be secure. It seems pretty basic, but until we have faith and trust we'll be safe, we don't move to love/belonging. Now, this is what we're "selling" in the world of fraternity and sorority. We market this as "brotherhood" and "sisterhood." So, here's the simple truth. Until we keep new and current members SAFE, they'll never experience our product of real brotherhood and sisterhood. Forget the esteem and self-actualization...we're just trying to get to love and belonging because that's what we're "selling."

Safety comes in many forms in this world of fraternity and sorority. Safety in words and how we speak to people. Safety on social media...both Instagram and the "Finsta." Safety in the GroupMe, group texts, what we say to new members, and what we say about other organizations, about ethnicity, religion, and people of the opposite sex. Safety in our expectations of new members at 6 a.m. or 2 a.m. or anytime in between. Safety to know you won't physically assault a person. Safety to know when you ask me to come to the house, I can go in the basement without a line up, a flashlight in my face, people yelling at me, or being asked to do physical exercise to the point it harms a person. Safety to know that if perhaps someone passes out or fall down stairs, you will call 911 versus stepping over the person or waiting for them to "sleep it off." Safety in being in a fraternity house as a woman and knowing you won't be assaulted. Safety in the new member process so there isn't a paper process and then the hazing process so someone can be a "real" member.

At the end of the day, if the true goal of fraternity and sorority is brotherhood and sisterhood, then to achieve this, it's time for every single chapter and every single individual to ask this: "Are we doing our best to create communities that are safe?" Dr. Maslow would simply tell us, until we achieve safety, we'll never achieve our true goal of love and belonging.

Perhaps it's time for us to put the "hammer" down and start thinking differently.





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THE COLLEGE WILL PROVIDE TWO EDUCATION TRACKS TO CHOOSE FROM PLUS A 12 HOUR ALCOHOL SKILLS TRAINING PROGRAM ON THURSDAY, JUNE 28TH.

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HOW HEALTHY IS YOUR FACILITY?

**By Scott Fussell, Director of Marketing and Education
CSL Management**

Ever see a doctor for a physical or a trainer for an assessment of your current health and fitness? Sure you have! It would be crazy not to, right? Well, when was the last time you considered doing the same for your chapter house? With an infrastructure that may be aging rapidly and preventative maintenance and capital expenditure needs that are growing financially and in complexity, it's becoming more and more important that we continue to monitor the health and competitiveness of our chapter facilities, as well as their ability to meet the living and learning needs of our members. That's where CSL's assessment practice comes in.

So, what exactly is an assessment?

In a nutshell, it's a checkup, a scoreboard, and a roadmap. The checkup aspect assesses the overall health and safety of the home. The scoreboard helps document how you measure up against your vision and other nearby residential options. The roadmap includes a five year capital expenditure plan that outlines and prioritizes how we get to where we need to be in order for the condition of the facility to be a) competitive and b) support the student experience as you've defined it.

Lead by Director of Assessments, Jeff Peterson, CSL's assessment practice thoroughly inspects all aspects of the facility, from the basement to the attic. Equipped with over ten years of home inspection and construction management experience, a mindful eye, and a firm understanding of fraternity and sorority operational needs, Jeff has taken CSL's assessment practice to a new level providing enormous value to our partners in the fraternity and sorority community. Day in, day out he works to help CSL's client partners better understand the current health of their facilities, while also providing a capital expenditure roadmap that enables CSL clients to properly plan, invest in, and provide a facility experience that is competitive, compliant, forward thinking, and most importantly, safe.

What is the focus, and what is the end result of an assessment?

In terms of focus, CSL's assessment practice pays particular attention to the following areas: life safety, mechanical condition and inventory, exterior envelope, floor by floor residential conditions and opportunities, electrical and plumbing conditions, kitchen, laundry facilities, and overall competitiveness compared to other nearby fraternity/sorority facilities.

Post onsite walk-through, each client receives a 40+ page report assessing/detailing the health, mechanical inventories, life safety history (including shortcomings), as well as short and long term capital expenditure recommendations. The report also includes a pictorial inventory of the facility's primary mechanical and life safety componentry, risk/life safety concerns, recommended focus areas for maintenance, and general common area and bedroom furnishings. The objective of the report is to twofold: 1) To help determine where you are. 2) To provide recommendations to help get you where you should be based on the facility's structural needs, nearby options, and the home's ability to deliver on today's student living/learning requirements.



Now ask yourself, "Is it time for a checkup?" If the answer is yes, call your doctor, then your trainer. After doing so, ask the same question in regards to your facilities. If "Yes!" is again the answer, make your next call to CSL or another professional equipped to evaluate your facility with an educated, experienced, fresh set of eyes.

CSL RESIDENT MOVE-OUT AND HOUSE CLOSING TIMELINE

It is important to have a well thought out plan for the resident move-out and house closings processes. Below you'll find a suggested timeline to help you do both well!

Resident Move-Out Day(s):

As Soon as Summer Projects are Identified:

- Work with your CSL Operations Manager to ensure that preparations for summer projects have been completed and a plan of action is in place.

6 Weeks Before Move-Out:

- Partner with chapter officers to remind the membership of the date and time when the chapter house closes. Make sure that this information is listed as a chapter meeting agenda announcement from now until school ends.
- Work with your CSL Operations Manager to schedule all necessary summer cleaning for the house.
- Work with your CSL Operations Manager to ensure that the chapter is on a summer maintenance plan and schedule needed preventive maintenance and life safety inspections.
- Ensure that all life safety inspections due over the summer have been scheduled.
- Consider what kitchen equipment should be cleaned and calibrated.
- Schedule a HVAC system inspection and service.

- Ensure shrubbery is trimmed and that landscaping is on a summer maintenance plan.
- Schedule needed pest control that will take place during the summer.

4 Weeks Before Move-Out:

- Schedule any extra trash pick-ups and/or containers that you will need for the move-out process.
- Coordinate for help as needed with alumni or advisors for the day(s) of move-out.
- Communicate with CSL your summer travel plans and who will be checking on the house in your absence.
- An alumnus or responsible party should have a key to access the facility, if needed, to check on the property at least weekly.

2 Weeks Before Move-Out:

- Create and send a resident communication that outlines the details and expectations for the move-out process. Ensure that your communication includes information related to:
 - Signing up for a move-out time.
 - Expectations for room cleanliness.
 - Move-out day details: where to park while loading belongings, check-out desk location, etc.
 - Reminder to forward mail to summer address.
- Work with your Operations Manager to ensure shrubbery is trimmed and that landscaping is on a summer maintenance plan.
- Notify university police and/or local police as to whether anyone should be or will be at the property during the summer. Ask them to patrol regularly if possible.

1 Week Before Move-Out:

- If you have timers on exterior lights, ensure that they are working appropriately and are set on a dusk to dawn setting.
- Work with the Collegiate Property Manager to do a sign-up audit and ensure that every resident has signed up for a check-out time.
- Notify university police and/or local police as to whether anyone should be or will be at the property during the summer. Ask them to patrol regularly if possible.
- Work with your Operations Manager to determine if any services not needed during break, including mail, newspapers, food deliveries, garbage, etc. should be suspended.
- Ensure that you have all of the supplies you'll need for move-out day. At minimum, you'll want to have the following:
 - All room condition forms that were completed at move-in.
 - Master resident spreadsheet.
 - Bottled water for all residents that are moving out and those that are helping them.
 - Writing utensils such as pens and highlighters.
 - Send a final reminder to residents that includes expectations for move-out day. Include items such as:
 - The importance of staying within their designated move-out time and how to reschedule if needed.
 - The location of designated parking spots for loading and where the move out desk location will be.
 - The expectation that they will fully complete all check out forms and indicate in detail the condition of their room upon exit.
 - Reminder that they will turn in their house access (key, fob, swipe card, etc.).
 - List expectations for how bedrooms and common area spaces should be left. Examples include: all belongings should be out of your room (make sure to check bathrooms, drawers and closets); all trash should be emptied and floors should be 'broom clean'; windows should be closed and locked with blinds down; lights should be off; etc.

Day(s) of Move-Out:

- Make sure that you are set up for move-out at least 30 minutes early.
- Ensure that all residents complete the check-out process fully.

Day of Move-Out Final Steps:

- Close blinds/drapes.
- Ensure that all windows are locked and report any repair needs to CSL.
- All fire doors must be closed.
- Remember to disable resident, chapter members', and employee key/swipe access and/or collect all keys from them. (Change door codes and add new door code/keys to Knox box as needed.)

1 Day After Move-Out:

- Check all rooms and areas in the house to determine if security deposits need to be returned or kept to pay for damages. Refer to the move-in form used for tenants and have them sign the form when they move-out.
- Clean all areas of the house and make sure all food has been removed or properly stored.
- Remove all trash from the property.
- Clear hallways of debris, clutter, and/or furniture.

Week After Move-Out:

- Check your key/fob/card inventory and make note of any orders that need to be placed or keys that need to be made before the house opens in the fall.
- Check inventory of kitchen supplies, cleaning supplies and paper products and restock as needed.
- Work with your Operations Manager to ensure that the outside of the house, including the gutters, is clean. Properly dispose of any combustibles that may be stored against the exterior of the house.
- Finalize the house damage report and send to all necessary parties.

Final Steps Before the House Closes:

- Set thermostats to 75 degrees.
- Work with your CSL Operations Manager to ensure that water heater is set to "pilot" position and/or the boiler pump switches are turned off for the summer.
- Secure and/or store all awards, composites, trophies, and any other valuables.
- Check interior/exterior lighting and all external doors to ensure proper security of the property.
- Update CSL with current security system info.
- The House corporation representative and/or house director, if applicable, should be the last person to secure and leave the property.

For more resources, visit <https://www.cslmanagement.com/resources/>



Someone had an idea — an idea to create short programming for fraternity and sorority members to provoke thought and discussion. After a whole lot of agreement with the people who matter...Greek Talks was born!

During this event, top speakers shared ideas of how students can face today's issues in fraternity and sorority life, while challenging everyone to be better members in their chapter, campus, and greater organization. Click below to watch each speaker's full talk to see what you missed!

These videos are ideal to use for retreats, chapter meetings, member programming, and conversations with students around a number of important topics today.

Dr. Lori Hart – The Safety Pillar

Dr. Mari Ann Callais – Our Stories Need to be Told

Michael Zibilich – A Call to Life

Jessica Pettitt – Conversations that Matter

Ross Szabo – Behind Happy Faces

T.J. Sullivan – You're Always Wearing Your Letters

Michelle Guobadia – Hazing Makes You a Better Greek and Other Myths

[WATCH HERE](#)

