Alpha Kappa Alpha Sorority, Incorporated®

Pandemic Guide to Virtual Chapter Operations

SOROR GLENDA GLOVER
SUPREME BASILEUS

June 2020

Dear Sorors:

The Alpha Kappa Alpha COVID-19 Pandemic Task Force has been very busy providing our members with up-to-date information on sorority operations, soror assistance and welfare initiatives, impact data, and COVID-19 resources. I am pleased to provide additional guidance and resources designed to assist chapters operate effectively in a virtual environment. The International Standards Committee and the Pandemic Task Force have collaborated to expand the earlier-released *How to Conduct an Effective Virtual Meeting* resource. This expanded document, *Pandemic Guide to Virtual Chapter Operations,* provides additional guidance for sorority operations following safety guidelines from the Centers for Disease Control and Prevention in several operational areas.

Additional areas covered include:

- Virtual Meeting Equipment Requirements
- Virtual Financial Guidelines
- Virtual Voting and Election Guidelines
- Virtual Programming Activities and Resources
- Virtual Membership and Mentoring Guidelines
- MIP Status and Updated Sponsor Guidelines
- Virtual Sisterly Relations Activities
- Risk Management Considerations for Virtual Chapter Operations
- Ivy Beyond the Wall Ceremony Guidelines and Virtual Rituals Activities

Thank you for your committed service and engagement during this unprecedented time. We welcome and appreciate your input. Please continue to be safe, sane and healthy as we serve mankind in this new virtual environment.

Yours in Excellence,

Soror Glenda Glover
Supreme Basileus

Table of Contents

Chapter and Committee Meetings

"A virtual meeting is when people around the world, regardless of their location, use video, audio, and text to link up online. Virtual meetings allow people to share information and data in real-time without being physically located together" (study.com). There are many platforms and software programs available for conducting virtual meetings. Many of you have utilized these services in your professional careers or through your experiences with other organizations. However, to assist in your initial preparation for convening virtual meetings to handle the sorority business, we are providing the following information.

Overview of Virtual Meetings

Article III, Section 11 of the *Bylaws* and the *Manual of Standard Procedure*, pages 18 – 19, permits chapters to hold virtual meetings and outlines the process for obtaining the approval to conduct virtual meetings from the Regional Director. *Robert Rules of Order, Newly Revised, 11th Edition*, page 97 – 99, also provides additional guidelines regarding Virtual Meetings. On March 11, 2020, the Supreme Basileus, issued the following instructions to the Regional Directors, "Given the many issues being faced as a result of the coronavirus, please send a regional e-blast to your Chapter Basilei and Graduate Advisors to indicate that chapter meetings may be held electronically until further notice if they wish to do so."

Recent COVID-19 pandemic restrictions have prompted organizations of all types and sizes to rethink how they conduct business. The forthcoming 12th Edition of Robert's Rules of Order Newly Revised' released early "Sample Rules for Electronic Meetings" to assist organizations in navigating parliamentary procedures during these challenging times.

Virtual meetings may be held via the Internet or telephone. A notice of the meeting should be given in an appropriate amount of time or as prescribed in your chapter bylaws. The notice should include the following:

- Date, time, start, and end of the meeting
- The recommended software to be used (Skype, Free Conference, Zoom, GoToMeeting, Adobe Connect, Microsoft Teams, WebEx, Free Conference Call.com, etc.)
- Call-in information should be provided to all members including telephone number and access code
- Computer requirements

The Chapter should follow the rules of parliamentary procedure. Chapters should assign sorors to assist those sorors without the ability to access the virtual meetings so they will feel included. Sorors also may choose to call in using audio-only.

PRE-MEETING PREPARATION

This outline is provided to assist every chapter and every soror in preparing for virtual meetings and complying with the standards and procedures of our great Sorority.

PRELIMINARY TECHNOLOGY CONSIDERATIONS

Sorors should prepare for Virtual Meeting with the following technology needs:

- Computer with speakers and a microphone (Windows or Apple). If the meeting is via remote meeting software, a webcam is recommended
- Smartphone, iphone, or tablet, ipad (iOS or Android)
- Telephone connection in home (landline).
- A microphone is required. To have a clear sound, you should not use a stick or computer microphone. Having a good microphone will keep you from repeating, "Can you hear me now."
- Download any necessary software on computer/mobile device
- Determine Meeting Platform, i.e., ZOOM, WebEx, GoToMeeting
- Assign a technologically savvy soror to assist Seasoned Sorors
- The Technology Chairman should run the technology, working closely with Chapter Basileus

PRELIMINARY CONSIDERATIONS FOR MEETING MANAGEMENT

- Use Password for meeting
- Enable waiting room
- Determine how attendance will be taken

DAY OF MEETING PREPARATION

- Prepare for the meeting well in advance and review the agenda and reports.
- Find a quiet, private place; use a landline if possible or find the best location with good reception, and avoid disruptions during the meeting
- Be in a presentable location and dress appropriately.
- Be on time for the meeting.
- Enter the meeting quietly and wait for a roll call.
- If you are late, announce that you have arrived at the end of roll call.
- Place your line on mute unless you are speaking.
- Please state your name when speaking during the meeting
- If you are doing something in the background, please use the non-screen sharing video option.
- Basileus should determine mute options (Attendees should mute themselves until Basileus requests a person to be unmuted or attendees are muted until the end of the meeting)
- Use Features (virtual raising of the hand or Chat Box for comments)
- Send meeting notices with meeting information, date, and time of the meeting
- Send agenda and other reports to Sorors

Roll call must be taken at the beginning of the meeting to establish a quorum. Roll call may be conducted by comparing the participants online to the financial roster. Once the quorum has been verified, there is no need to repeat the roll call unless it is for voting purposes.

Organizations need a minimum of two officers to conduct a meeting and to keep the organization together: the president and the secretary. The Chapter Basileus or presiding officer is an essential minimum officer required during an electronic meeting. Roles and responsibilities should be clearly defined by the Basileus or her designee, and a pre-meeting checklist should be developed and followed. However, the Grammateus is not necessarily serving as an "active participant." If you chose the "record call" feature in your application, the duty of the Grammateus would be to edit the full electronic record of the meeting after the fact and to produce a set of standard minutes. The Grammateus should also monitor the polling process for instant feedback to the Basileus.

The Technology Committee or designee should set up the virtual meeting room before the start time. The call-in should be tested as well before the meeting. The Technology Committee or designees should assist with the controls of the meeting so that the Basileus can focus on conducting the meeting.

Depending on the platform purchased, various software applications provide the ability to record audio and video for the chapter records as well as a chat log. Chapter members should be informed that the meeting is being recorded. If documents are to be reviewed, these documents should be distributed to every member or placed in a secure cloud-based folder before the meeting starts. The minutes of the meeting will be done in the same manner as it would be done in a physical or in-person meeting.

Voting Procedures

The recommended voting procedures during virtual meetings are always roll call voting. Each virtual conference platform provides an ability to see those in attendance. This feature can be utilized to expedite the establishment of a quorum. The use of chat rooms or an email poll can assist with voting if the Chapter will not be using a voting application. Where possible, accept an agenda item with consensus.

Some of the virtual meeting applications also allow setting of visual statuses for various things – a hand to seek the floor, an emoji of a happy/sad face for voting, poll questions, or survey type form for voting.

Review the user guide or community forum of the virtual meeting application for suggestions to help expedite the meeting.

If a member has connection difficulties and is dropped during the vote and she rejoins the call in 5 minutes or less, the Basileus should allow her the opportunity to vote.

The chat room feature may be used to notify the presiding officer of any questions, comments, or motions during the meeting.

Online Meetings and Video Conferencing

Chapters may conduct a virtual meeting using an online platform. The suggested platforms below are free or have free trial subscriptions:

- GoToMeeting
- Zoom
- WebEx
- Skype
- Adobe Connect
- Free Conference Call

Chapters nearby may choose to subscribe to a platform jointly, sharing the cost. Each Chapter may set up a separate video conference room to increase confidentiality and avoid potential scheduling issues.

Conference Call

Additionally, several free audio conference call applications can be used for Chapter and/or committee meetings:

- FreeConference.com
- FreeConferenceCall.com
- JoinMe

Virtual Voting

Virtual voting applications suggested include:

- EasyPolls.net (free)
- Microsoft Outlook – Using the Polling button
- ElectionRunner.com
- Survey Monkey
- Doodle Poll
- Google Form

Conducting the Meeting

Depending on the platform purchased, your meeting time may be limited. An electronic meeting should not exceed 2 hours. It is critical when creating the agenda that only pertinent reports and business that require action be included.

Note: The Pledge should not be included on the agenda. It is not appropriate in a virtual meeting setting.

Some platforms require that PowerPoints be uploaded and opened before the meeting or the ability to share a screen.

A best practice would be to set up a PowerPoint from start to finish following the agenda with a landing page visible as sorors log into the video conference.

Example:
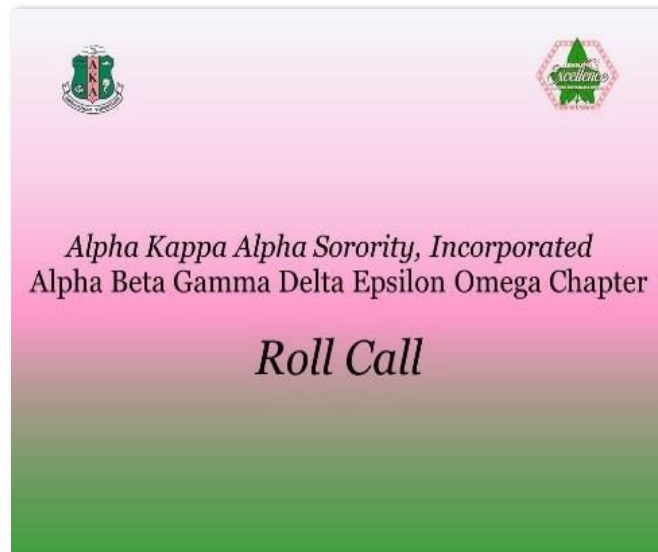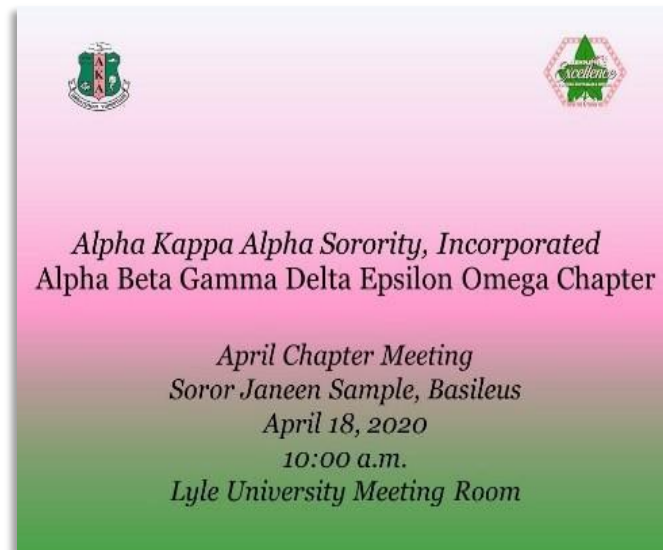
Note: Your Roll Call process will be determined by the platform you are using and the size of your membership. Attendance roll call is different than voting roll call and does not have to be verbal.

Remember that your PowerPoint should be accessible. Design, colors, contrast, and fonts should be accessible for all members.

Alpha Kappa Alpha Sorority, Incorporated
Alpha Beta Gamma Delta Epsilon Omega Chapter

Agenda

Call to Order
Roll Call
Meditation
Adoption of Agenda
Approval of Minutes
Officer Reports
Standing Committee Reports
Special Committee Reports
Unfinished Business
New Business
Announcements
Adjournment
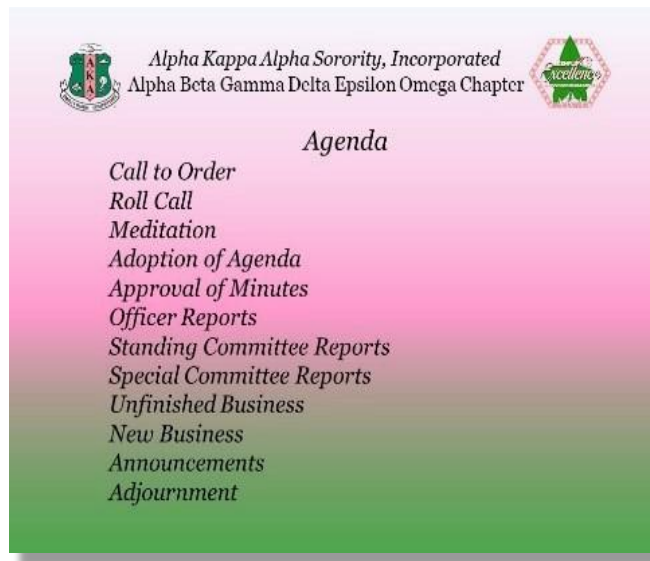
Meeting Notice

The notice of an electronic meeting must include an adequate description of how to participate (for example, the call-in number and access code should be provided at least 48 hours before the meeting or as prescribed in your chapter bylaws, special rules of order or standing rules). Various additional rules (special rules of order, standing rules, or instructions to a committee, as appropriate) may also be necessary or advisable regarding the conduct of virtual meetings, such as rules relating to:

- Minimum requirements of equipment or computer software required for participation in the virtual conference;
- Procedure for determining the presence of a quorum;
- Procedure for seeking recognition and obtaining the floor;
- The process for submission of motions in writing during a meeting;
- Use platform tools to seek recognition;
- Method for voting and verifying votes;

During the meeting

- The presiding officer and other persons participating in the meeting, as well as members (if recognized), must speak clearly.
- When possible, items requiring a vote should be listed on a PowerPoint slide.
- Consider including on the agenda *information only* reports.
- PowerPoint can be saved to a .pdf file and distributed to Chapter Members if a conference call (audio only) is held.

Additional features to consider:

- Use the computer with the cellphone for audio purposes to assist with static and extra noises on the line.
- Muting maintains order when not reporting
- Web cameras are not necessary equipment requirements for sorors
- The chat feature allows sorors to type in Motions, Questions, and Comments. Uuse of the chat feature should be encouraged to keep the flow of your meeting moving.
- Motion to adjourn is not needed since the ending time of the call was established before the video conference.

During the next few weeks, chapters are encouraged to review and update their chapter bylaws in preparation to authorize electronic meetings for both committee and chapter meetings. Depending on the nature of the rules and the specific provisions of the bylaws, such additional rules may be placed in chapter bylaws, adopted as special rules of order or standing rules, or as contained in instructions and guidance from the Directorate.

Robert's Rules of Order, 11th Edition, Newly Revised govern Alpha Kappa Alpha Sorority, Incorporated, in all cases to which they are applicable and in which they are not inconsistent with our Constitution and Bylaws and any special rules adopted by Alpha Kappa Alpha Sorority, Incorporated, (page 57). All rules of parliamentary procedures should continue to be used and enforced.

We trust this information will be helpful as we continue to navigate this new territory together during this time of a national public health emergency. If you have questions or need additional information, please feel free to contact your Regional Representative listed below:

The International Standards Committee

Soror Brenda Lewis, Chairman – aka01@swbell.net

Soror Beverly Malloy – North Atlantic –nastandardsoperations@gmail.com
Soror Tara Fikes – Mid-Atlantic – marstandardsops@gmail.com
Soror Panayotta Augustin-Birch - South Atlantic - SAInternationalStandards@gmail.com
Soror Geraldine Horton – Great Lakes – gerriprinAKA@roadrunner.com
Soror Juandalyn Dawn Magee – South Eastern – Sestandardsops@gmail.com
Soror Susan Johnson – South Central – scstandardsops@gmail.com
Soror Michelle Willis – Central – SororMichelleAKAStandards@gmail.com
Soror Crystal Turner – Mid-Western – sororcrystal@gmail.com
Soror Laneé Burns – Far Western – fwstandards@gmail.com
Soror Presleith McPhee – International - ravissantdreamtravel@yahoo.com
Soror Mitzi Dease Paige – Directorate Liaison – mdpaige@aka1908.com

References:

Alpha Kappa Alpha Sorority, Inc., Constitution and Bylaws

Alpha Kappa Alpha Sorority, Inc., Manual of Standard

Procedure Robert's Rules of Order, Newly Revised, 11th

Edition, pp. 97-99

Robert's Rules of Order, The Twelfth Edition, scheduled for publication in September 2020, "Sample Rules for Electronic Meetings

Fiscal Fitness Guide for Chapter Financial Operations

Rules for Electronic Meetings as Conducted via Email, © John D. Stackpole, 2012, https://www.dropbox.com/s/g8w31e0cwqx067h/E-Meetings%202012.docx?dl=0

E-blast from Supreme Basileus, Glenda Glover

E-blast from North Atlantic Regional Director, Mary Bentley LaMar

Virtual Meeting Best Practices

Preliminary Technology Considerations

Sorors should prepare for the virtual meeting with the necessary technology:

- Computer with speakers, microphone, and webcam
- Smartphone, iphone, tablet, or ipad (iOS or Android)
- Telephone connenction (landline and/or cellular)
- Meeting Software
- Identify meeting platform, i.e., ZOOM, WebEx, GoToMeeting, Free Conference Call

Preliminary Meeting Management Considerations

- The Technology Chairman should work closely with the Chapter Basileus
- Arrange assistance for seasoned sorors
- Use password protection for the meeting
- Determine how attendance will be taken
- Determine mute options (*for example, Attendees should mute themselves or will they be muted by the Host/Basileus*)
- Determine Participation Features (*for example, virtual raising of the hand or use of chat box for comments*)
- Meeting notification protocol

Preliminary Meeting Material Considerations

- Disburse the agenda at least 24 hours before the meeting.
- Send an email with login information; have sorors preregister for the meeting.
- Determine if handouts will be downloaded or posted.
- Communicate the method for determining attendance for sorors who call in and do not participate on video conferencing
- Appoint technology committee members to monitor the chat box for discussion and motions.

Preparation on the Meeting Day

Designate sorors to perform the following tasks:

- Assist with technology
- Manage the presentation slides

- Manage Roll Call and Roll Call votes
- Handle any votes that require the use of technology when voting
- Handle technical issues of the call, i.e., being heard or seen when voting
- Manage emails/chats
- Provide assistance to sorors with technology during the meeting.

A FEW TIPS TO PROTECT YOUR VIRTUAL SESSION

1 ALWAYS USE A PASSWORD
Only share it with the people you want in your meeting. Be careful not to share it online.

2 ALWAYS USE A WAITING ROOM
Manually admit your guests. This gives you control over who can attend and keeps unwanted guests out.

3 DISABLE GUEST SCREEN SHARING
This will prevent anyone else from being able to display what is on their desktop.

4 USE A UNIQUE ID WITH EACH MEETING
Make sure "Use Personal Meeting ID when scheduling a meeting" is toggled off.

5 DON'T PUBLISH EVENT IDs PUBLICLY
It's relatively easy for anyone to find it and join the meeting you're hosting.

Virtual Meeting Etiquette for Sorors

1. **Respond to meeting notices** – Make sure meeting organizers are notified of who will or will not be attending.

2. **The National Hymn or Pledge** should not be included on the agenda. It is not appropriate for this meeting setting.

3. **Prepare for the meeting well in advance** – Review the agenda and reports.

4. **Arrive early** – Arrive at, log into, or call into the meeting early to ensure that all software and connections are working correctly.

5. **Know how to use the meeting technology** – The Technology Committee should provide documentation on some of the virtual meeting components such as electronic voting and the use of the chat box.

6. **Dress appropriately.**

7. **Limit background noise** – Mute phones unless speaking. Be aware of background noises (heavy breathing, typing, pets, children, traffic, etc.) and avoid subjecting the rest of the participants to these as much as possible.

8. **Identify yourself** – Knowing who is participating in the meeting and who is speaking at any one time is critical. For meetings using Internet collaboration tools, ensure that each participant is listed by name. Always identify yourself when speaking.

9. **Avoid multitasking** – Stay focused on the meeting.

10. **Speak clearly** – Speakers should speak slowly and clearly. Speakers should pause to allow others the chance to break in to ask questions or voice their opinions.

11. **Ask for clarification on any point or issue that isn't clear.**

12. **Be polite.**

13. **Make your presence known** only if the meeting has not started. Once the meeting has started, enter the call on mute.

Conducting Chapter Elections Virtually

As we continue in these uncertain times due to COVID-19, the International Standards Committee recommends chapters review their By-laws concerning meeting attendance for voting and methods for ballot distribution. All efforts should be made to maintain the confidentiality and integrity of the election by ensuring that only financially active chapter members are allowed to participate in the electronic election and that each voting member only receives one vote.

The Nominating Committee shall be responsible for ballot creation. The Technology Committee shall be responsible for ballot distribution. The Tellers Committee shall receive ballot results and forward it to the Basileus.

Guidelines should be defined for nominations from the floor to be submitted before the meeting in which the voting is to occur.

Voting notification should be sent out seven (7) days before the meeting. The notification should include voting procedures, timelines, and where possible, examples to assist sorors with the voting process.

The suggested platforms below allow for seamless, anonymous voting and ensure that each member is only allowed to vote once.

• **Survey Monkey** – This platform is free, depending on the number of offices being voted on. If purchased, it can also be used for other voting or survey needs. Ballots MUST be sent out using the "send by email" function when you are inside the app to guarantee that there is only one vote cast by each member.

• **Election Runner** – This platform is free, depending on the number of votes cast. Ease of use in creating the ballot allows for importing an existing ballot and allows the creator to determine the timeframe for the election.

• **Simply Voting** – This platform is free, depending on the number of ballots sent out. It allows the creator to determine the time frame for the election and allows for importing voter email addresses for ballot distribution.

Virtual Financial Procedures
During the COVID-19 Pandemic

The budget, financial operations, and the financial reports of the chapter should continue to be monitored by the Tamiouchos, the Pecunious Grammateus, and the Basileus during this time. The Financial Officers and the Basileus are suggested to meet and communicate using virtual programs like FaceTime, Google Duo, and Skype as the fiscal operations of the chapter are always monitored.

Chapter Members

When fulfilling financial obligations:
- Send check/money order to Pecunious Grammateus with the clearly noted purpose for payment.
- If available, pay the amount to PayPal with clearly noted purpose in memo/for section.

When requesting reimbursement:
- The receipt(s) must be attached to the completed voucher(s).
- The completed voucher and receipts should be emailed or mailed to the Tamiouchos and receipts (except the approval part, which will be handled by the Basileus and Tamiouchos).
- Once approved, the chapter member will be reimbursed by mail, according to the approved chapter financial procedures.

Pecunious Grammateus

Checks should continue to be sent to the Pecunious Grammateus for outstanding monies owed while all chapter in-person related activities have been suspended. Chapter Members are discouraged from mailing cash. She shall maintain a record of written receipts. Receipts may be provided as an e-receipt or paper receipt, and she shall maintain a record of all monies received and provided in the Pecunious Grammateus Monthly Report. A Transmittal of Funds form shall accompany monies for deposit to the Tamiouchos.

Chapters are encouraged to use a Cash Receipt App (a free download app) from your Android/iPhone and sample receipt to save and share as an image or text, and "List" provides a record:
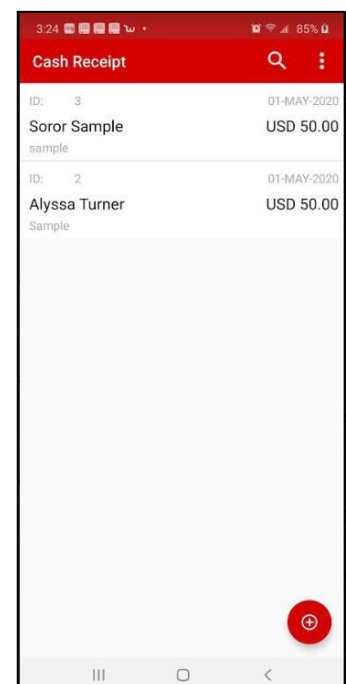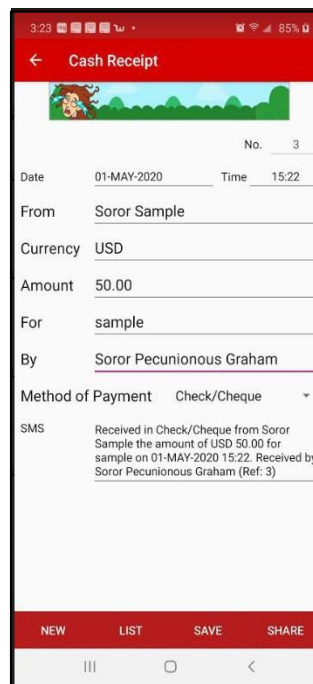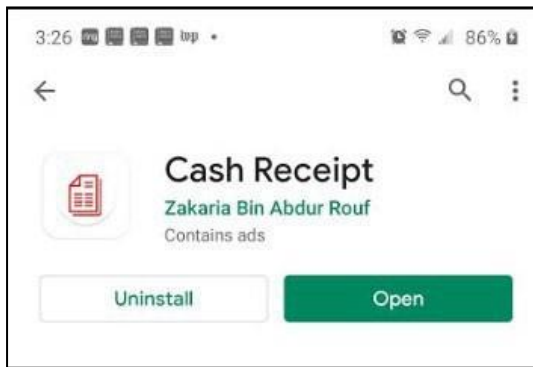
Tamiouchos

Receipt of Funds

The Pecunious Grammateus shall send checks to the Tamiouchos with a signed Transmittal of Funds. Once received, and confirmed, the Tamiouchos should countersign and provide the Pecunious Grammateus with the fully executed Transmittal of Funds by email or mail and both maintaining a record electronically.

Vouchers

Vouchers should be made available to Chapter Members upon request as needed. *See aka1908.com in the Members Only section for Check Request Voucher.* The Tamiouchos and Basileus will electronically review and approve vouchers, including receipts/invoices based on the approved budget, and sign for disbursing checks.

- Voucher Requests that are not part of the Approved Budget should be referred to the Executive Committee for approval.
- Vouchers with receipts/invoices may be emailed or mailed to the Tamiouchos, but an electronic copy should be maintained of all vouchers and receipts/invoices.
- The Tamiouchos and Basileus should schedule a time to review vouchers for approval. This review facilitates the Tamiouchos writing the check.
- The voucher should be signed before the check is issued. The Basileus should sign, scan, or place her signature on the voucher for the Tamiouchos to countersign.
- The Basileus and Tamiouchos shall schedule a time for pickup and drop-off of checks for signature, practicing social distancing.
- The Basileus gets the check(s) and signed vouchers with receipts/invoices to sign checks and promptly returns the signed check(s) and fully executed vouchers back to the Tamiouchos.
- This can be done in the safety of her car outside the Tamiouchos home. She would then let the Tamiouchos know that she has signed check(s) and witness the retrieval of the checks and vouchers.

- The Tamiouchos would retrieve the fully executed documents from the Basileus, still practicing social distancing.
- The Tamiouchos countersigns and mails the check for disbursement to the payee, maintaining her role in the process.
- Checks being mailed during COVID-19 should use tracking through USPS to ensure payments are being received.

Monthly Financial Reports
Monthly financial reports should be filed online in the cloud-based storage application utilized by the Chapter. The reports should be made available to the Chapter Members at least 48 hours before the scheduled virtual conference on the password-protected website, Members Only section, never by regular email. These reports will then be accessible to the member for review before the report is given. The reports required are the same as pre-COVID-19.

Basileus
Review Vouchers and approve with electronic signature placed or using an e-sign feature, making sure that it accommodates two (2) signatures and provide to the Tamiouchos. Set an appointed time to meet with the Tamiouchos to review virtually received vouchers, if necessary.

- The Basileus and Tamiouchos virtually sign the vouchers.
- The Basileus and Tamiouchos shall schedule a time for pickup and drop-off of checks for signature practicing social distancing.
- The Basileus gets the check(s) and signed vouchers with receipts/invoices to sign checks and promptly returns the signed check(s) and fully executed vouchers back to the Tamiouchos.
- This can be done in the safety of her car, and she would then let the Tamiouchos know that she has signed everything.
- The Tamiouchos retrieves the fully executed documents from the Basileus, still practicing social distancing.
- Any vouchers with receipts/invoices not part of the approved budget are referred to the Executive Committee.

PayPal
Chapters are encouraged to set up procedures for accepting payments using PayPal and Square and other general applications to collect funds. PayPal can allow Chapter Members to make payments towards dues if set up. PayPal is set up by the Tamiouchos and requires her to transfer funds to the appropriate Chapter account. The PayPal account should not be set up as a personal account.

References
Fiscal Fitness Guide for Chapter Financial Operations
So Now You're Elected

Membership: The Process of Lifelong Sisterhood Through Mentoring Excellence

The International Membership Committee offers the following Mentoring reminder with activities to chapters amid the coronavirus COVID-19 health emergency. Please consider this resource tool to support member retention in chapters. Remember Sorors, *"Membership is Pearlfection...You Belong Here!"*

I. The Chapter Challenge

Excite Membership EXCELLENCE during this pandemic through an effective chapter Mentoring plan. Chapter Basilei and Membership Chairmen must continue to promote member retention through soror connections. Let us intentionally engage with one another, from a distance to encourage sisterhood and chapter sustainability.

II. Objectives of the Alpha Kappa Alpha Mentoring Program

1. Encourage sorors to grow personally and professionally to increase their interest and leadership capacity.
2. Promote a learning environment that will encourage sorors to embrace responsibility for the protection of the Sorority and its cultural, historical, and physical properties.
3. Communicating to sorors the seriousness of the vows and the commitment they carry by developing relationships based on caring, sharing, and the transfer of knowledge.
4. Enriching the membership experience of sorors through the establishment of an internal support system focused on continuous learning within that fosters healthy sisterly relations and promotes good sisterly behavior.

III. The Mentoring Challenge

Invest in your sorors by becoming a Mentor.
Take the time to inspire others.
Share your talents and expertise.
Invest in Alpha Kappa Alpha Sorority, Incorporated
to ensure **Excellence** and sustainable lifelong membership.

IV. The Exercise Challenge

Activity #1: Who's ZOOMING Whom?

Needs:
Membership, **D**iamond, **P**earl, **G**olden, **S**ilver, and Technology Committee Collaboration

Objective:
This exercise supports soror connections through virtual methods of communication by offering training on technology tools and resources to encourage soror participation, engagement and retention.

Instructions:
- Pair a technologically-savvy soror with a seasoned soror (i.e. **DPGS**).
- Prepare and distribute a step-by-step one sheet with clear and concise instructions on using virtual technology tools.
- Practice applications with your mentee until she is comfortable.
- Use members of the Technology committee, if necessary to help promote understanding of new tools.
- Celebrate and acknowledge the soror's achievement at your next virtual Chapter gathering ...Practice Makes *Pearlfec*t, Sorors.

Activity #2: Soror Safe Space

Needs:
Mentor and Mentee as participants, with electronic devices

Objective:
This activity seeks to promote emotional wellness, balance, and compassion of sorors during COVID-19 by offering support to help manage stress, anxiety and isolation.

Instructions:
- Call a Mentor/Mentee who is now named *Soror Safe Space*.
- Mentee/Mentor can share one thing that has proven to be a mental/emotional stressor during the pandemic.
- Mentor/Mentee should listen without judgement.
- Refer the soror to a valuable resource.
- Offer sisterly support.
- Recall a similar experience.
- Continue the exercise for two or three exchanges.
- Practice routinely and don't forget to ask to speak to *Soror Safe Space* when you reach out.

Membership Intake Process
During the COVID-19 Pandemic

I. **Status of Membership Intake Process**

Effective March 7, 2020, the Supreme Basileus directed that "Alpha Kappa Alpha Sorority, Incorporated's Membership Intake Process (MIP) would be postponed." This postponement involves **all** planning and execution of the membership intake process for graduate and undergraduate chapters. This directive includes *ALL* activities, processes, deadlines, planning/or implementation of anything related to the membership intake process until further notice. This information should be communicated to all undergraduate and graduate chapters and sorors. Questions regarding MIP should be directed to the Regional Director.

II. **Sponsorship Criteria Update**

The Directorate has approved the following guidance regarding Graduate Sponsorship criteria: Because several Regional Conferences and other sorority meetings have been postponed and sorors may not meet the necessary attendance criteria, as outlined under the "Chapter Participation Criteria for Sponsorship of New Prospective Graduate Members," the date to meet requirements for sponsorship has been changed from June 1, 2020, to January 1, 2021.

III. **Resumption of Membership Intake Process**

When sorority operations resume following the guidance of the Centers for Disease Control and Prevention and subject to state and local authorities, membership intake processes will resume under the direction of each Regional Director.

Exemplifying Excellence
Through Sustainable Service
International Program

Alpha Kappa Alpha Sorority, Incorporated is dedicated to implementing programs of service that enhance the social, economic, and educational well-being of the local, national, and international communities. Our International Programs remain the heart of Alpha Kappa Alpha during these unprecedented times.

Sorors are reminded that Alpha Kappa Alpha is continuing to operate in a virtual environment to ensure the health and safety of our members even though many states have lifted Stay-At-Home orders. Gatherings of any kind are not authorized. This means that all chapter and foundation meetings and events, program activities, and service initiatives, without exception, must be conducted virtually until further notice. The membership will be advised when the restriction of the virtual operation has been lifted. The sorority will follow the guidance from the World Health Organization (WHO) and the Center for Disease Control and Prevention (CDC) in determining when in-person meetings, events, program activities, and services initiatives can be safely resumed. Your understanding, adherence, and support during this unprecedented time are critical. In the meantime, ***A Guide to Virtual Program Activities and Resources for Community Needs*** has developed by the International Program Committee to assist you as you continue to serve mankind virtually with excellence.

Do . . .

* Implement Exemplifying Excellence Through Sustainable Service Program Activities virtually
* Utilize technology to virtually support chapter program efforts
* Determine which programs are feasible to continue based on the needs of the vulnerable populations in your communities
* Submit best practice program activities for sharing with other regions and chapters

Do Not . . .

* Make, sell or donate any COVID-19 supplies in the name of Alpha Kappa Alpha
* Promote, endorse or sponsor any service for COVID-19 that is not affiliated with a researched-based, recognized organization
* Host any virtual public forum without verifying the credentials of those you are inviting to be panelists and guests. All virtual workshops, seminars, podcasts, and town halls are for informational purposes only.

AKA VIRTUAL PROGRAM ACTIVITIES

TARGET 1 – HBCU for Life:

- Continue online chapter donations
- Support the EAF Endowment Initiative through Online Portal Submissions
- Follow directions for text to give submissions
- Each soror should contribute $35 to the HBCU endowment
- Promote chapter HBCU activities on Social Media
- Continue to establish and award HBCU Scholarships
- Consider virtual HBCU college tours

TARGET 1 – Signature Program - #CAP™

- Continue to check on your #CAP™ students via email or text and continue to encourage them to participate in the STEPP process
- Schedule #CAP™ conference calls to conduct STEPP sessions
- Send online information to your #CAP™ students for each step of the process
- Encourage the #CAP™ students to stay positive
- Consider virtual #CAP™ Graduations

TARGET 2 – Women's Healthcare and Wellness

- Distribute Women's Healthcare and wellness information electronically
- Continue to post relevant healthcare and wellness information related to COVID-19 on the chapter's social media pages
- Check on caregivers to assure they are safe during this time. Send Caregiver packages electronically, i.e. Amazon and other gift cards
- Continue to walk your individual 8,000 steps per day within your neighborhood or in home treadmill or walk in place to music and post on AKA1908.com or social media sites
- Consider and adhere to healthy food choices, share healthy, nutritious recipes on social media
- Healthcare professionals host conference calls or webinars on "Soror Safety" and how to protect ourselves and family during this time including mental health strategies and techniques

TARGET 3 – Building Your Economic Legacy

- Send out information electronically during financial Literacy Month and Credit Repair Month
- Distribute Financial planning toolkits electronically such as Regions' Bank information
- Continue to publicize chapter support of black businesses
- Continue to support minority businesses by making purchases from them online
- Help Sorors to grow their businesses by supporting them and asking what help they need
- Consider the suggested donations for healthcare organizations and workers listed in the AKA Assist handout
- Distribute electronically the AKA Assist handout references – "How can I help the community during the COVID – 19 pandemic"

AKA Assist handouts are located on AKA1908.com

TARGET 4 – The Arts!

- Host book clubs with the chapter electronically. Record books on social media read by African American Authors
- Distribute educational activities to middle schools electronically for the Harlem Renaissance and Black Arts movements since most children are at home
- Hose virtual chapter stay at home movie nights related to the two Arts movements

TARGET 5 – Global Impact
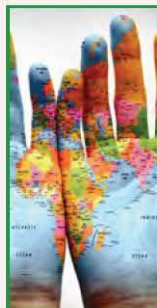
- Send factual information electronically to chapter members regarding the COVID-19 global pandemic and its impact
- Continue to individually sew in the home pillowcase dresses and shirts for distribution post COVID-19 pandemic
- Clean out drawers and closets at home to find old eyeglasses and shoes for donation and store until a later date
- Support organizations that are assisting refugees in your local community and participate in World Refugee Day

Soror and Chapter
Reporting Form for Virtual Program Activities

Instructions:

- Record the activity, date, service hours, and brief description of program activity on this reporting form
- Send the document to your chapter Anti- Basileus/Program Chairman
- The chapter Program Chairman will compile virtual program activities submitted by sorors
- The chapter Program Chairman will compile a chapter report using soror virtual activities and chapter activities for each of the five targets
- The chapter Program Chairman will input the data into the program reporting portal on the AKA1908.com website using the Excellence summary report forms

Target 1: HBCU for Life: A Call to Action	Date	Service Hrs.	Description of Service Project

Target 1: Signature Program: #CAP™	Date	Service Hrs.	Description of Service Project

Target 2: Women's Healthcare and Wellness	Date	Service Hrs.	Description of Service Project

Target 3: Building Your Economic Legacy	Date	Service Hrs.	Description of Service Project

Target 4: The Arts!	Date	Service Hrs.	Description of Service Project

Target 5: Global Impact	Date	Service Hrs.	Description of Service Project

Community Impact Days	Date	Service Hrs.	Description of Service Project
Dr. Martin Luther King, Jr. International Day of Service (January)			
Pink Goes Red Day for Heart Health (February)			
AKA Global Impact Day Observance (April)			
AKA International Day of Prayer Observance (August)			
AKA HBCU Day Observance (September)			
Breast Cancer Awareness Day (October)			
AKA Caregivers' Day Observance (November)			

Other Awareness Days/Months	Date	Service Hrs.	Description of Service Project
Credit Education Month (March)			
Financial Literacy Month (April)			
World Refugee Day (June)			
Mammogram Awareness Day (October)			

Suggested Donations for Healthcare Organizations and Workers

Check with the organization before sending or dropping off donations.
Needed items may change as supplies are assessed and storage may be limited in healthcare facilities.

Every month, frontline health responders around the world need these supplies (and more) to protect themselves and others from #COVID19

- ❑ 89 million masks
- ❑ 30 million gowns
- ❑ 1.59 million goggles
- ❑ 76 million gloves
- ❑ 2.9 million liters hand sanitizer

World Health Organization

Donation of Clinical Supplies (Not Homemade)

- ❑ N95 Masks and KN95 Masks*
- ❑ General Surgical Masks
- ❑ Face Shields
- ❑ Eye Protectors
- ❑ Disposable Gloves (Vinyl and Nitrile)
- ❑ Shoe Covers
- ❑ Alcohol Wipes
- ❑ Hand Sanitizer
- ❑ Thermometers

Hot/Ready-to-Serve Food: (Not Homemade)

- ❑ Gift Cards are Preferred
- ❑ Delivery From Restaurants - Preferred (No Buffet-Style Food Options Such as Pizza)

Non-Perishable Food: (Buy in Bulk or Direct Order)

- ❑ Popcorn (Microwave Prepackaged)
- ❑ Protein and Granola Bars
- ❑ Nuts - (Individual 1 Serving Packages)

Coffee and Tea: This is a much needed item

- ❑ Buy in Bulk or Direct Order
- ❑ Sugars/Creamers must be individual use (Not Communal Containers)

Send a note of thanks to our front-line workers
Share a message of gratitude, love, support, and encouragement from your chapter.

*N95 masks differ from other types of face masks because they create a tight seal between the mask and face, which helps filter 95% of airborne particulates. **Coronaviruses can linger in the air for up to 30 minutes** and be transmitted through breath, talking, coughing, sneezing, saliva, and transfer over commonly touched objects. That's why the CDC emphasizes other precautions, like washing hands and distancing from others, in addition to wearing a face covering in crowded areas when out in public.

How can I help the community during the COVID-19 Pandemic?
References for Sorors and Chapters

Many organizations are in need of help and are accepting donations during this time of the COVID-19 crisis. To make sure vulnerable populations are cared for during the pandemic, the International Program Committee is providing suggested resources to assist sorors and chapters in making choices for donations.

GENERAL SUGGESTED LINKS:

A guide to helping and getting help during the coronavirus crisis:
https://www.cnn.com/interactive/2020/health/coronavirus-how-to-help/

Coronavirus (COVID-19) Information:
https://naacp.org/coronavirus/coronavirus-resources/

A BET COVID -19 Relief Effort
https://www.bet.com/shows/bet-news-special/news/2020/4/covid-19-resources.html

CDC- Resources to Support People Experiencing Homelessness:
https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/index.html

Homeless Shelters and Service Organizations in Your Area:
https://www.homelessshelterdirectory.org

COVID – 19 Resource and Information Guide
https://www.nami.org/covid-19-guide

AARP COVID -19 References Page
https://www.aarp.org/health/?intcmp=GLBNAV-PL-HEA-HEA

Guide to Small Business COVID-19 Emergency Loans
https://www.uschamber.com/report/guide-small-business-covid-19-emergency-loans

International Program Committee Regional Representatives

The International Program Committee recognizes there are specific needs of different geographical locations within our regions and the Regional Representatives to the Program Committee are working with Regional Directors to provide state specific information.

Contact your Regional Program Representative for additional information or to provide ideas for community service in your area.

Address	Region	Phone Number	Preferred Email
Ora B. Douglass - Chairman	South Atlantic	770.377.1775	odouglas@bellsouth.net
Kasey Coleman 2nd Supreme Anti-Basileus	Great Lakes	810.360-3599	kcoleman@aka1908.com
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Renita Allen Dawson	Mid Atlantic	919.922.0691	Rdad1908@gmail.com
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Princess Faith Singleton	Far Western	912.258.1959	psingleton@aka1908.com
Tanesha Thompson	Mid Western	816.521.9659	tanesha40@yahoo.com
Jourdon Bowe	International	242.727.3412	josabo87@gmail.com

Coronavirus Pandemic Task Force Members

A special Thank You to the Coronavirus Pandemic Task Force for Exemplifying Excellence Through Sustainable Service during the COVID – 19 pandemic

Soror Glenda Glover, *Supreme Basileus*

Soror Joy Elaine Daley, *International Regional Director (Chairman)*

Soror Kimberly Esmond Adams, *Special Assistant to the Supreme Basileus & Risk Management Task Force Committee Chairman (Co-Chairman)*

Soror Danette Anthony Reed, *First Supreme Anti-Basileus*

Soror Kasey A. Coleman, *Second Supreme Anti-Basileus*

Soror Kaylen D. Long, *Undergraduate Member-at-Large*

Soror Hollye J.V. Weekes, *Undergraduate Member-at-Large*

Soror Carol R. Dixon, *Far Western Regional Director*

Soror Martha Perine Beard, *Chief of Staff to the Supreme Basileus*

Soror Cynthia D. Howell, *Executive Director of Alpha Kappa Alpha Sorority, Inc.®*

Soror Ora B. Douglass, *Program Committee Chairman*

Soror Cynthia J. Finch, *MIP Committee Chairman*

Soror Jasmine Adkins Moore, *Disaster Relief Committee Chairman*

Soror Robyn Jones, *Physician & Medical Director for Women's Health*

Risk Management Considerations
For Virtual Chapter Operations

What is Risk?

Risk is **anything** that jeopardizes the health, safety, or welfare of an individual or organization. Risk is a factor in every organization, including the sorority. For that reason, it is essential to review various areas of risk and possible impact on the sorority. Key areas of risk include, but are not limited to, membership, reputational risks, financial risks, cybersecurity risks and operational risks. It is every soror's responsibility to protect our brand. Remember, we all are risk managers.

Risk Management Considerations

Membership

All MIP activities have been postponed thus:

- Watch for underground activities.
- There should be no meet and greet/social activities (non-program related activities) with non-AKA members (graduate or undergraduate).
- Issues should be immediately reported to the Basileus or Graduate Advisor (for undergraduates).

Reputational Risks

Social Media Usage
- Be cognizant of clothing, alcohol, and the area/scene in the pictures you post. Remove cups, glasses, etc. especially when paraphernalia is being worn. Beware of virtual Happy Hours via Zoom and other virtual platforms. Ensure that sorors are not consuming alcoholic beverages while wearing AKA paraphernalia.
- Refrain from posting inappropriate social media posts including profanity, inappropriate photos, or anything that would bring negative attention to the sorority.

- Be mindful about the various groups joined on social media sites and watch your comments.
- As the political season heats up, be reminded that Alpha Kappa Alpha chapters do not endorse political candidates, but we do encourage nonpartisan voter engagement and other nonpartisan activities. Watch your social media posts along these lines.
- Political candidates running for office should ensure they are not endorsed by Alpha Kappa Alpha Sorority, Incorporated, or its chapters and should not use any AKA materials (logos, letterhead, giveaways) while campaigning.

Financial Risks

- Continue to follow financial controls. The chapter still needs to be audit-ready.
- If new processes are implemented due to the virtual environment, document and maintain those new processes
- Chapter post office boxes are safe and should be maintained to receive checks from members and to conduct other chapter business.

Cybersecurity Risks

- When recording meetings, ensure you know the policy of the platform being used. Do they maintain the recordings? Maintain confidentiality when using an electronic medium as system hacking could be a concern.
- Beware of virtual social distancing activities (e.g., Happy Hour, etc.) via Zoom or other electronic platforms and ensure sorors are not drinking while wearing AKA paraphernalia, displaying inappropriate behavior and/or language, etc.
- Never maintain sorority documents on computers to which family members and others have access.
- If you are maintaining documents on a secure computer or external drive, please ensure that the computer has up-to-date virus protection or that all documents are backed up on an external drive.
- Be mindful of who accesses your sorority emails as some chapters send minutes and sensitive documents via email. Is a family email address being used?

Operational Risks

- Chapter meetings are for chapter members only. You should be in a private space or room while in sorority meetings. If a private space or room is not possible, please use headsets so others cannot overhear sorority business.
- If guest sorors are invited, the Basileus should be notified and give permission before the meeting. The meeting link should not be shared without permission.
- Use passwords and unique IDs with Zoom and other platforms. Also, enable waiting rooms for entry.

Virtual Ritual Activities

Ivy Beyond the Wall Ceremony

The impact of COVID-19 Pandemic has raised concerns for the safety and well-being of the membership. Because of social distancing restrictions in our communities, the Ivy Beyond the Wall ceremony may not be conducted for those sorors and families who have deceased loved ones. Chapters are encouraged to wait until we can get together in person, (following a directive by the Supreme Basileus) and then conduct a ceremony for all Ivies Beyond the Wall in the chapter at one time.

Suggested Alternative Activities

Suggested activities to support our sorors during this time may include, but are not be limited to, the following:

- Make a video/slide show/iMovie with pictures of the soror showing her involvement in chapter activities. Once the iMovie is completed, it can be shown via Zoom to chapter/family members, or you can place it on a CD or USB Drive and send it to the family.

- Prepare a Proclamation for the Funeral Service.

- Send a chapter floral arrangement to the Funeral.

- Prepare a message board video using a simple sentence like: *I remember Soror Ivy when* _____. Have sorors fill in the blank and record this for the family and send it via email, CD, or USB.

- Create an AKA Care Box through Amazon or other mail order services and have it shipped to the family.

- Make a donation to the soror's favorite charity in her name or the name of the chapter.

During this time, chapters can also prepare for other ceremonies in the future by:

- ✓ Verifying materials to be used for all ceremonies are available and stored in one place.

- ✓ Purchasing replacement batteries and candles as needed.

- ✓ Cleaning and pressing all linens used during the ceremonies.

- ✓ Practicing music used during the ceremonies and presenting a songfest for the chapter.

Virtual Sisterhood Challenge

SAFE SISTERLY DISTANCING ACTIVITIES

Sisterhood *Since 1908*

Virtual Tea Time

Virtual Facials

Virtual Hobby

Virtual Sewing Party

Virtual Poetry Reading

Virtual Card Writing Party

Virtual Make-up Session

Virtual Art/Paint Party

Virtual Game Party

Virtual Dance Party

Virtual Cooking Sessions

Virtual Luncheons

Virtual Bible Study

Soror Check-Ins

Virtual Book Club

Virtual Celebrations

Virtual Prayer Session

Virtual Happy Hour

Mani's and Pedi's

Virtual Workouts

Virtual Movie Night

Virtual Mindfulness Session

Don't forget to use the hashtag:

#AKASister2Sister

GIF/MEME CHALLENGE
Create a Sorority GIF/MEME for all celebrations from AKAversary's, Birthdays, and Graduations
Select a day to display them all at once virtually and connect with another Chapter to select a winner!

Sisterly Relations *Calendar*

MAY
MAY FLOWERS: CELEBRATING OUR LEGACIES

JUNE
SISTERLY FUN IN THE SUMMER TIME

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