



# Zeta Phi Beta Sorority, Incorporated

Valerie Hollingsworth Baker  
International Centennial Grand Basileus

Greetings Sorors and Amicae:

Over the last several weeks, we have been closely monitoring COVID-19 and its impact. Based on the reports of the Centers for Disease Control and the subsequent direction of our International Centennial Grand Basileus, Valerie Hollingsworth Baker, International Headquarters (IHQ) will move to a work from home business continuity plan effective Wednesday, March 18<sup>th</sup>. We have no confirmed cases of COVID-19 nor have we heard of anyone with symptoms. However, these steps were taken to protect our team members and our operational capacity.

Although our staff will be remote until further notice, we are confident that we will be able to remain attentive to the needs of the sisterhood and community connections, not limited to:

- Responding to all Zeta and Amicae inquiries via email.
- Responding to Vendor inquiries via email.
- Processing new Life Membership Applications and Upgrades to Life Membership.
- Processing Legacy Club Applications.
- Processing insurance payments and requests.
- Payment of all IHQ bills.
- Credit card processing of dues received via [Remittance@ZetaPhiBetaSororityHQ.org](mailto:Remittance@ZetaPhiBetaSororityHQ.org).
- Updating and monitoring active disciplinary issues to mitigate a negative impact on the sorority.
- Monitoring and responding to Fonteva support questions.
- Keeping the Sisterhood abreast of news and important information via ZNN.

The shipment of all merchandising orders to include MIP packets, IHQ blazers, handbooks, pins, history books etc. have been suspended until further notice. **Do not send money orders and checks to IHQ until we have reopened to receive them.**

Please rest assured that IHQ and our new remote office space will remain secured. A standard outgoing message has been recorded for our business telephone line. During this period, you will not be able to leave a voice mail message but will be encouraged to reach us via email.

For your convenience, below is a list of staff email:

Wanda A. Calvin Claiborne, Executive Director -  
Stacy Burwell, Deputy Executive Director -

[WClaiborne@zphibhq.org](mailto:WClaiborne@zphibhq.org)  
[SBurwell@zphibhq.org](mailto:SBurwell@zphibhq.org)

Johnetta Diggs, Accounting Manager -  
Tamela Alexander, Accounts Payable -

[JDiggs@zphibhq.org](mailto:JDiggs@zphibhq.org)  
[TAlexander@zphibhq.org](mailto:TAlexander@zphibhq.org)

Nieja Robinson, Disciplinary Action Coordinator - [NRobinson@zphibhq.org](mailto:NRobinson@zphibhq.org)  
Reginald Knox, IT/Digital Communications - [RKnox@zphibhq.org](mailto:RKnox@zphibhq.org)  
Darlene Myers, Membership Services Specialist - [DMyers@zphibhq.org](mailto:DMyers@zphibhq.org)  
Carolyn McCorkle, Auxiliary Coordinator - [CMcCorkle@zphibhq.org](mailto:CMcCorkle@zphibhq.org)  
Alex Ramirez, Property Manager/Logistics - [PropertyManager@zphibhq.org](mailto:PropertyManager@zphibhq.org)  
Craig Griffin, Shipping Coordinator - [Shipping@zphibhq.org](mailto:Shipping@zphibhq.org)

**Additional Monitored Email:**

Credit Card Payments  
[Remittance1415@zetaphibetasororityhq.org](mailto:Remittance1415@zetaphibetasororityhq.org)

Fonteva Membership Portal Questions  
[help@zphib.on.spiceworks.com](mailto:help@zphib.on.spiceworks.com)

Insurance Inquiries  
[Insurance@zetaphibetasororityhq.org](mailto:Insurance@zetaphibetasororityhq.org)

Life Membership  
[LM2020@zetaphibetasororityhq.org](mailto:LM2020@zetaphibetasororityhq.org)

General Membership Inquiries  
[MemberServices@zetaphibetasororityhq.org](mailto:MemberServices@zetaphibetasororityhq.org)

Please don't hesitate to reach out to the IHQ staff. We are committed to responding to your needs.

Sisterly,



Wanda A. Calvin Claiborne  
Executive Director