



February 14, 2023

Hyatt Hotels Corporation
150 North Riverside Plaza, 8th Floor
Chicago, Illinois 60606

Dear Hyatt Hotels Corporation,

In support of the written statement from the National Association of School Psychologists (NASP), the Arkansas School Psychology Association (ASPA) acknowledges that an unacceptable and hurtful incident occurred on Wednesday, February 8, 2023 in the Hyatt Regency Denver at the Colorado Convention Center. This incident directly affected NASP President Dr. Celeste Malone and her colleagues as well as her friends and family. The actions of hotel security are in opposition to NASP's values, commitment to working to end racism and discrimination, and being a welcoming, safe space for all marginalized people. ASPA does not tolerate discrimination against any individual for any reason. As the President of ASPA, I urge your corporation to take some time to rigorously and thoroughly assess the practices within your organization that may have contributed to this incident. Your website notes, "Everything we do mirrors our belief in the power of kindness and empathy to drive equality, fairness and wellbeing for our colleagues, guests, customers, owners and communities." In order to keep this belief alive and flourishing, it is paramount that changes be made within the system to help ensure similar incidents do not occur. These changes can start today with individuals in your corporate leadership. Our ASPA members have hope that your corporation will take time for deep reflection and, in your own words, "hold [yourselves] urgently accountable to do better" when you fall short of your own high expectations.

Dr. Malone, along with other Black leaders in school psychology, are doing amazing work, as evidenced by so much of what made this convention exciting and meaningful. The Arkansas Association of School Psychologists are distressed by the events that occurred, but we are also hopeful in what your corporation may learn from this incident. There is room for growth within all of us, and we hold the Hyatt Hotels Corporation accountable to set the bar high for their expectations related to growth and understanding regarding this incident as well as moving forward.

The Arkansas School Psychology Association supports the following four NASP requests and ask that the Hyatt Hotels Corporation:

1. Give a public, genuine apology to Dr. Celeste Malone.
2. Refund all room charges and fees to Dr. Malone's invited guests to the party.
3. Provide direct compensation to Dr. Malone
4. Give substantive donations to the NASP Minority Scholarship Program, Howard University (to be determined by Dr. Malone), and the Black School Psychology Network.

If your corporation is as truly committed to equity, diversity, and inclusion as you claim, you will use this incident as an opportunity to make truly transformative change in the way your hotels are operated and how you serve your guests. The school psychologists of Arkansas urge you as an organization to do better.

Sincerely,

Krystal Lovell, President, Arkansas School Psychology Association
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