LOBBY SERVICES

COVID-19 PREVENTION CHECKLIST - ALABAMA

LSCU
*League of Southeastern
Credit Unions & Affiliates*

The League of Southeastern Credit Unions & Affiliates developed this document to provide guidance to credit unions based on recommendations from the State of Alabama, CDC, OSHA, and other government resources. This checklist identifies best practices your institution should consider implementing to ensure the continued safety of your employees, members, and visitors during COVID-19.

This checklist may be updated as new information about COVID-19 or safe business practices emerge and should be implemented based on your credit union's understanding of governmental requirements and individual circumstances. For further guidance, visit the Alabama Department of Public Health's COVID-19 page at
https://alabamapublichealth.gov/legal/assets/order-adph-cov-gatherings-050820.pdf.

GENERAL GUIDANCE

- Maintain 6 feet physical distance for employees, members, and visitors.
- Encourage workers to report any safety and health concerns to employer.
- Enforce strict social distancing protocols in common areas where people are likely to congregate and interact—including community rooms, breakrooms, and kitchens—by limiting the number of people or closing the spaces.
- Prohibit handshaking and other person-to-person contact in the workplace.
- Strongly consider special accommodations for those who are of a vulnerable population.
- Establish safe processes for receiving supplies and deliveries. Branches must consider safe procedures for armored courier services.
- Discourage workers from using other workers' phones, desks, offices, and other work tools and equipment.
- Permit employees to take breaks and meals outside, in their office or personal workspace, or in areas where proper social distancing is attainable.

PERSONAL PROTECTIVE GEAR, SUPPLIES, AND CLOTHING

- Encourage employees who are in a public setting and members to wear face coverings. (For example, the The City of Birmingham requires that masks be worn. Other areas may require masks as well. Be sure to check your area.)

- For any member not wearing a mask, encourage/require use of drive-up or remote services versus lobby services.
- Members must pull mask down to validate identity before service is provided, ideally in range of a camera to capture their faces.
  - This could be done prior to entry into the building through the typical glass doors used in most branches.
- As an alternative, member identity can be validated using remote identification protocols.
- In settings that are not typically accessible to the public and where masks are not mandated, credit unions may determine who should wear a cloth face covering and shall permit any employee who wants to wear a covering to do so.
- Exceptions to cloth face coverings where they are mandated include children under age 2 (caregivers of children 8 and under may exercise judgement), anyone who has trouble breathing or related medical conditions, or who is otherwise unable to remove the mask without assistance.
  - For employee exceptions, an employer may require documentation from an employee in accordance with state and federal law but is not allowed to request/require such documentation from others.
- Employees should use hand sanitizer between each member served.
- Gloves should be used only with the proper training. Gloves contribute to the spread of disease if not changed after every interaction in accordance with CDC guidelines. Bacteria can rapidly reproduce on and under gloves without extensive hygiene precautions. If gloves are to be used, employees must be properly trained on CDC guidelines for use.
- Provide workers with up-to-date COVID-19 information and training on safe donning, doffing, and disposal of personal protective equipment such as gloves and face coverings.
- Ensure any greeter maintains an appropriate distance from customers and members and has a face covering and/or is behind a barrier.

MEMBERS
- Continue to encourage members to use drive-up and remote services.
- Inform your members of your COVID-19 policies and procedures in advance, if possible.
  - Don't come in if you feel sick.
  - Maintain physical distance in lobby and common areas.
  - Use of face coverings.
- Post signs at the entrance of the building stating that individuals who have a fever or other symptoms of Covid-19 shall not enter the building.
- Place notices that encourage hand hygiene at the entrance to the building and in other workplace areas where they are likely to be seen.
- Use posters and signage to remind members of physical distancing requirements at entrance, waiting areas, and counters.

- Encourage members to limit who they bring into the branch, particularly children.
- Support physical distance between members and staff by taping off 6 feet distance from counter.
    - Tape off lines, inside and outside of the branch, where members may wait in line.
    - Maintain a separation of six feet or greater between employees and members, including closing every other teller window if necessary.
    - Consider installing plexiglass barriers or protective screens where worker-patron interactions are likely.
- Minimize and limit number of members inside lobby and common areas.
    - Where practical, consider having a greeter to help manage traffic flow in/out of the lobby and using separate entrance and exit doors where possible.
- Wipe down shared surfaces frequently and minimize shared touch surfaces, such as PIN entry devices and electronic signature capture, or items like pens.
- Conduct any necessary paperwork, such as loan document signing, in a spacious area for members to review – sign – return, while maintaining physical distance of 6 feet.

COMMON LOBBY AREAS
- Discontinue all beverages and snacks.
- Remove all unnecessary items such as magazines, newspapers, and any other unnecessary paper products and décor.
- Wipe down all seats, tables, and other common services. Since cloth chairs are difficult to clean and disinfect properly, consider plastic covering.
- Clean and wipe all door handles and other surfaces regularly touched by members and staff with disinfectant wipes.
- Provide hand sanitizer and tissues for employees and members and a trash bin for disposal.

RESTROOMS
- Clean and disinfect ALL restroom surfaces including floors, sinks, and toilet bowls.
- Place trashcan by door. Remove anything that does not have to be in the restrooms.
- Post handwashing signs in the restrooms for both employees and clients.
- Consider posting public restroom cleaning checklist and schedule.

BACK-OFFICE, OPERATIONS, AND OTHER GUIDANCE
- Consider conducting Board and Volunteer meetings remotely.
- Return to work in phases.
    - Continue to telework where possible.
- Consider staggered shifts when possible.
- Training should be done remotely using technology whenever possible.
    - If in-person training is critical, employees should socially distance and/or wear protective gear.

- Limit face-to-face staff meetings.
  - Maintain safe distancing if they are held and limit use of shared surfaces such as conference rooms and chairs.
- Consider separation of management team.
- Consider separating those with similar skill sets when possible.
- Consider limiting outside visitors to those needed on an essential or critical basis.
- Non-essential business travel should be limited.
  - Consult CDC website for current travel advisories.
  - As part of your policy, ask employees to inform HR of any personal, out of state travel so appropriate precautions, including self-quarantine upon return, can be discussed.
- Maintain policies and plans in the case of a contaminated member or employee in the branch.

OTHER ITEMS TO CONSIDER

IN CASE OF ILLNESS
- Know the signs and symptoms of COVID-19. Know what to do if staff become symptomatic at the workplace.
- Encourage employees to stay home and notify workplace administrators when sick (workplaces should provide non-punitive sick leave options to allow staff to stay home when ill in accordance with the CARES Act and updates to FMLA).
- Review, update, or develop workplace plans to include leave policies for people with COVID-19 symptoms.

WHEN AN EMPLOYEE FEELS ILL
- Instruct employees not to come to work with symptoms of COVID-like illness. Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms or combinations of symptoms may have COVID-19:
  - Cough
  - Shortness of breath or difficulty breathing
  - Or at least two of these symptoms:
    - Fever
    - Chills
    - Muscle pain
    - Headache
    - Sore throat
    - Repeated shaking with chills
    - New loss of taste or smell

WHEN AN EMPLOYEE BECOMES ILL ON THE JOB

- Have a plan for a room or space where the employee can be isolated until transferred to home or a health care facility. Provide a facemask if available and tolerated.
- Call 911 for guidance/assistance.
- Notify personnel who came into contact with ill person of their possible exposure to COVID-19 in the workplace but maintain confidentially as required by the Americans with Disabilities Act (ADA).
- Know the current CDC guidance for an employee infected by COVID-19 when considering their return to work.

MEMBERS OF THE PUBLIC WHO BECOME ILL WHILE AT YOUR CREDIT UNION
- Have a plan for a room or space where individuals can be isolated until transferred to home or a health care facility. Provide a facemask if available and tolerated.
- Notify personnel who met ill person of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).