

## Branch Reopening Plan

*Your Safety is our top priority!*

June 25, 2020 – Branches have now reopened lobbies in Grand Coulee, Omak, Okanogan and Twisp. All Personal Protection Equipment has been delivered to each branch, so they are ready to reopen when management makes the decision to do so. The focus of our plan is to serve our customers in a way that keeps the safety of our employees and customers the top priority. Our initial plan will serve a limited number of customers and transactions, and when the time is right, we will eventually return to full branch service.

### When Our Lobbies Will Open

- The Washington State Governor's Stay Home and Stay Healthy order must be lifted or the County in which the branch is located has received an exemption. Update: The Stay Home and Stay Healthy order has expired and has been replaced by the "Safe Start" reopening plan.
- All safety precautions, supplies and equipment are in place.
- Our Executive Management, in partnership with Human Resources and Branch Managers conclude that limited lobby opening is safe. This may be done location by location.

### Limited Lobby Service

- Teller transactions should only be those that cannot otherwise be accomplished through online, mobile or night drop channels. Our night drop will be checked regularly during the day.
- Non-Teller functions such as new account openings and loan applications should be limited to a maximum of 10 minutes of interaction. New account or loan application preparation should be done over the phone, online or via email. Conclusion of the process with signatures or delivery of initial applications or disclosures can be done in-lobby provided the process takes no longer than 10 minutes.

### Daily Morning Health Screening For All Employees

Prior to coming to work, all employees should screen themselves for symptoms listed below and stay home if symptoms are present. For additional good measure, managers may ask employees if they have experienced these symptoms, and using no touch infrared thermometers, test the temperature of employees. Each branch and department have been supplied a thermometer. Any employee with symptoms must stay home. 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 (100.4 or higher)
  - Chills
  - Repeated shaking with chills
  - Muscle pain
  - Headache
  - Sore throat
  - New loss of taste or smell

## Branch Safety Precautions

- Plexiglass shields have been installed at every teller station, measuring at least 3' high and 4' wide.
- 3' x 3' plexiglass shields have been installed at all customer facing desks.
- Floor markers to support social distancing of customers have been installed in all branches a minimum of 6' from each other, teller stations and entries and exits.
- Lobby occupancy for teller transactions will be limited to the number of Floor Markers that the space can accommodate. This may require staff monitoring at entrances.
- Any customer who appears ill will be politely asked to leave the lobby and utilize the drive thru.
- Hand sanitizing stations have been installed at entrances/exits.
- Lobby comfort items: Coffee service is disabled, no candy or other food items offered, and all magazines and newspapers removed. Seating areas will not be available to use.
- Restrooms will be for employees only.
- Check write stands: All supplies have been removed. Customers may ask for tickets at the teller station and will be provided a sanitized pen that they may deposit in a used pen basket or keep.
- Internal doors should be propped open to reduce door handle touching.
- On the hour, all surfaces that have had potential customer contact will be wiped with disinfectant.
- Customers entering the lobby wearing masks will be asked to briefly lower their mask prior to their transaction so we can verify identity.
- When employees should wear masks:
  - Effective June 26 the Governor put in place an order that everyone should wear a mask when in any Indoor or Outdoor Public setting: The order further states that this is to include any business that is "open to the public". The governor provided additional guidance to business that are not open to the public regarding masks.
  - In Branch lobbies that are open, employees should wear masks unless they are alone in an enclosed office space.
  - In Branch lobbies that are closed to appointment only, employees should wear masks unless they are in an office or workstation that has walls that are above face level when working at their desk, or when a customer enters the branch with an appointment.
  - In departments that are not open to the public, employees should wear masks unless they are in an office or workstation that has walls that are above face level when working at their desk.
  - Customers will be encouraged to wear masks when entering a lobby or office (entry sign)
  - Masks provide additional protection for employees and customers. In addition, they help reduce the amount of hand to face touching, one of the most effective ways to stay safe.
  - If gloves are worn it is critical that hand washing occurs immediately after they are removed and discarded.

## Amended Lobby Hours

We recognize that there are different risks involved with our customers depending on branch location and the needs of the customers served. Because of the potential farmworker concentration in certain lobbies on certain days, limited lobby openings will be as follows:

### **Grand Coulee**

Lobby Monday - Thursday 9:00am - 4:00pm | Friday 9:00am - 5:00pm  
Drive Thru Monday - Thursday 9:00am - 5:00pm | Friday 9:00am - 6:00pm

### **Twisp/Waterville**

Lobby Monday - Friday 9:00am - 5:00pm  
Drive Thru Monday - Friday 9:00am - 5:00pm

### **Okanogan**

Lobby Monday - Thursday 9:00am - 5:00pm | Friday 9:00am - 2:00pm  
Drive Thru Monday - Friday 9:00am - 5:00pm

### **Omak/Chelan/Wenatchee/East Wenatchee**

Lobby Monday - Thursday 9:00am - 5:00pm | Friday 9:00am - 2:00pm  
Drive Thru Monday - Thursday 9:00am - 5:00pm | Friday 9:00am - 6:00pm

### **Brewster**

Lobby Monday - Friday 9:00am - 2:00pm  
Drive Thru Monday - Thursday 9:00am - 5:00pm | Friday 9:00am - 6:00pm