



Metropolitan Area Credit Union Management

# COVID-19 Response & Reopening the Branch



# A much different threat profile now



COVID-19 has led to a quicker adoption & plans to embrace:

- Digital technology
- Remote work arrangements & flexibility
- Branch re-configuration

However, it's more good old-fashioned response to behavior. This crisis highlights how important digital capabilities and product access are, and how important speed and seamless integration are.

Branch locations definitely still play important roles from an advice and complex transaction perspective.

**Jim Bullard**

Senior Risk Consultant  
CUNA Mutual Group





What risks do we need  
to think about in an  
extended scenario  
(up to six months)?  
Life after COVID-19



# Return-to-Work exposures



Negligent supervision / management centering on safety

Exposure to virus

Refuse to return to work for health or safety reasons

Wrongful termination related to whistleblowing, safety & FFCRA conditions

Discrimination claims relating to hiring or re-hiring; and disability accommodations

Avoid future disruptions

**Written administrative policy controls as well as other mandated practices are critical**



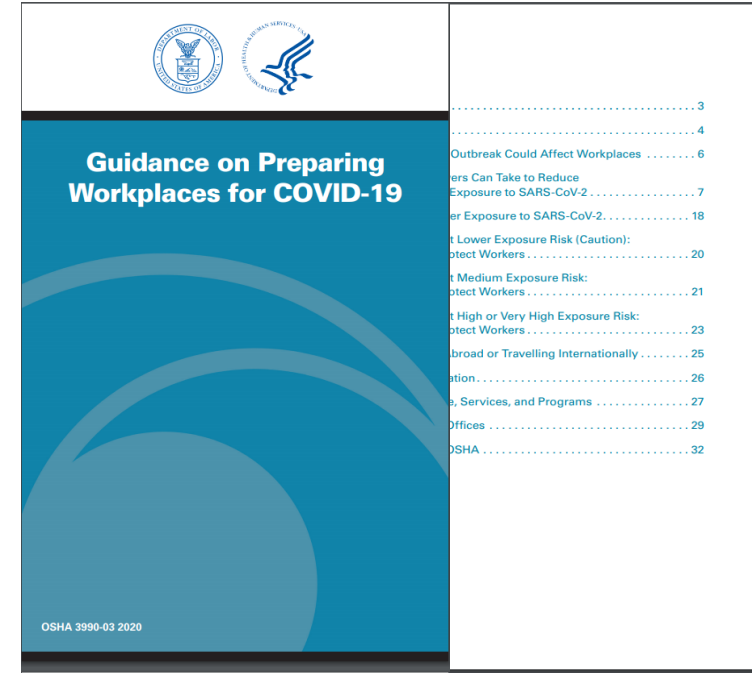
# Comply with federal, state & local government orders

- Monitor the lifting of government Shelter-in-Place Orders to determine appropriate time frames, and phases for returning to work
- Efforts should be made to review and comply with CDC and OSHA guidelines on safe practices in the workplace
- Each state and regional reopening pact will be unique and specific conditions and limitations may pertain to credit unions within their borders
- Carefully review state- and locality-specific orders.
- Consult with legal counsel when questions arise



# CDC Interim guidance – changes as of May 6,2020

- Conducting daily health checks
- Conducting a hazard assessment of the workplace
- Encouraging employees to wear cloth face coverings in the workplace, if appropriate
- Implementing policies and practices for social distancing in the workplace
- Improving the building ventilation system
- A table outlining the engineering controls, administrative controls, and personal protective equipment (PPE) that employers may use to help prevent the spread of COVID-19 in the workplace



<https://www.osha.gov/Publications/OSHA3990.pdf>

# Hazard assessment of the workplace

Risk Assessment by Population of Employees/Customers/Visitors		
Risk Consideration	Risk Mitigation Strategy	Risk Level
Are employees at a <a href="#">higher risk for serious illness</a> , such as older adults (65 and older) or people with chronic medical conditions?	<ul style="list-style-type: none"> <li>Actively encourage sick employees to stay home. Employees with COVID-19 <a href="#">symptoms</a> (i.e., fever, cough, or shortness of breath) should be advised to stay home;</li> <li>Communication about risk to staff/clients should be emphasized;</li> <li>Encourage the use of individual measures such as frequent hand hygiene, social distancing, respiratory etiquette and staying home when ill;</li> <li>Consider minimizing face-to-face contact between these employees or assign work tasks that allow them to maintain a distance of six feet from other workers, customers and visitors, or to telework if possible.</li> </ul>	High
Have employees recently traveled or attended an identified risk setting (e.g., conference where cases were known to be present)?	<ul style="list-style-type: none"> <li>The United States Department of State has initiated a Level 4 Global Travel Advisory. This advisory discourages United States citizens from all international travel. International business travel should be suspended until further notice.</li> <li>Domestic travel should be limited and destinations where COVID-19 is spreading rapidly should be avoided. Non-essential business travel should be avoided. Please see the <a href="#">Department of Health's Travel Information</a> website for more information about travel restrictions and guidance.</li> <li>If an employee has had close contact with another person who has been diagnosed with COVID-19 while traveling, the exposed employee should quarantine at home for 14 days.</li> </ul>	High
Has an employee tested positive for COVID-19?	<ul style="list-style-type: none"> <li>If an employee tests positive for COVID-19, close contacts of the employee should be notified, but the identity of the person who may have exposed them should not be shared.</li> <li>Return to work guidance for an employee diagnosed with COVID-19 that <a href="#">does not work in a healthcare setting</a>:                             <ul style="list-style-type: none"> <li>Stay home for at least seven days after you are tested AND wait until the employee is fever free for 72 hours;</li> </ul> </li> </ul>	High

<https://www.health.pa.gov/topics/Documents/Diseases%20and%20Conditions/COVID-19%20Business%20Risk%20Assessment%20Tool.pdf>





## COVID-19 (CORONAVIRUS) PREPAREDNESS RESOURCES

### COVID-19 Statements

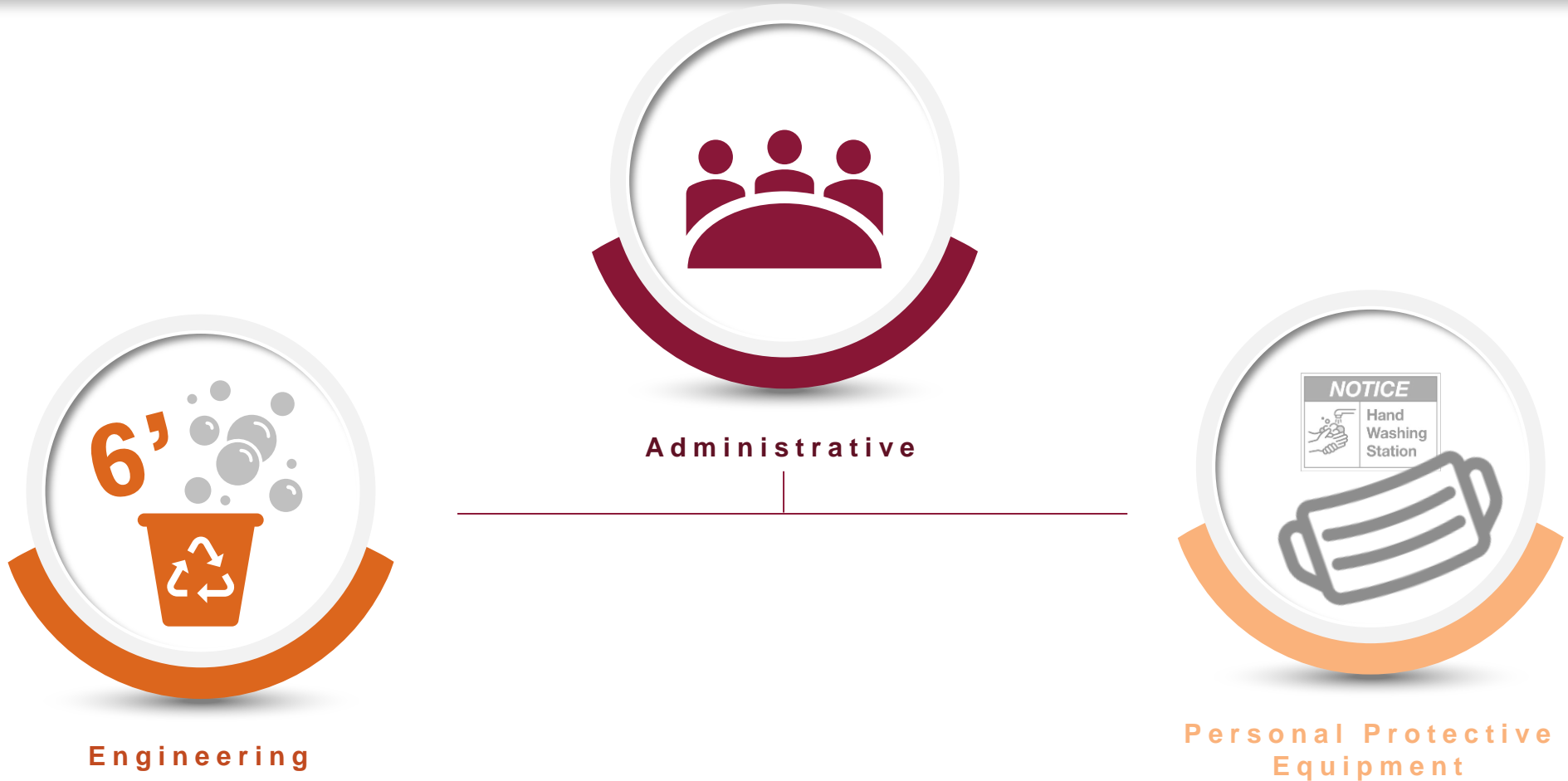
Separate from the approval of this position document, ASHRAE's Executive Committee and Epidemic Task Force approved the following statements specific to the ongoing response to the **COVID-19** pandemic. The two statements are appended here due to the unique relationship between the statements and the protective design strategies discussed in this position document:

**Statement on airborne transmission of SARS-CoV-2:** Transmission of SARS-CoV-2 through the air is sufficiently likely that airborne exposure to the virus should be controlled. Changes to building operations, including the operation of heating, ventilating, and air-conditioning systems, can reduce airborne exposures.

Considerations  
for ventilation  
systems



# Hierarchy of Controls



# Prepping the branch, staff and members



## Space Configuration

- Space configuration to allow for 6' separation
- Transition employees back with continued remote work
- Acrylic partitions that allow for visibility & conversation while providing separation
- Consider lobby, drive-through, and back office operations
- Meetings & meeting rooms



## Office Hygiene

- Door handles – cleaning / adhesive push pads
- Surface mats for high-touch areas
- Touchscreen overlays – tablets, printers, ATMs, monitors
- Cannister wrap for drive-up pneumatic carriers
- Sanitation stations with wipes and/or hand sanitizer



## Health-conscious messaging

- Use of masks, face covers, sanitizing
- Serving members with masks, face covers, etc.
- Social distancing floor markers
- Behavior reminders
- Reporting procedures
- Privacy issues



## *Pay special attention to providing service to members, community groups, and employees*

- Children's areas
- Community rooms / meeting space
- Onsite daycare
- Fitness facilities / workout classes



If you must open access, it is important to emphasize:

- Safe spacing
- Limiting number of individuals
- Use of masks and sanitation stations
- Enhanced cleaning schedules



# Multi-Uses at Credit Union offices



## What suggestions do you have for deep cleaning for CUs contemplating office re-entry and re-opening?

- CUNA Mutual Group has negotiated a discounted rate with SERVPRO for COVID-19 cleaning for policyholders
- Professionals are trained to perform a proactive cleanup that involves facility or structure cleaning and disinfection
- Cleanup procedures generally include cleaning of porous and non-porous surfaces, disinfecting of non-porous surfaces, cleaning and disinfecting of equipment, tools, and/or supplies used for cleanup process, and disposal of waste

### Commercial Cleaning Services



SERVPRO® professionals are trained in adhering to the highest cleaning and sanitation standards.



# 1-800-SERVPRO





Can we request that members / non-members  
remove masks for identification purposes?

# Face coverings increase robbery risk

**Credit unions should not prohibit the wearing of face masks. Encourage members to use online banking, ATMs, ITMs and drive-throughs if entry into the office is not a necessity.**



## Some Considerations:



Have sign saying we regret any inconvenience caused, but it is credit union policy to request brief removal of anything blocking the face for safety purposes



Have members wait outside in the vestibule to be identified by staff before being let in or have a greeter at the door identifying members before proceeding



Allow members into the lobby by appointment only. Request a driver's license or photo ID to confirm individual.

**Adhere to Local, State, and Federal laws regulating the wearing of masks.**



Do we require all employees to wear a mask at all times, or only if they are dealing with members?

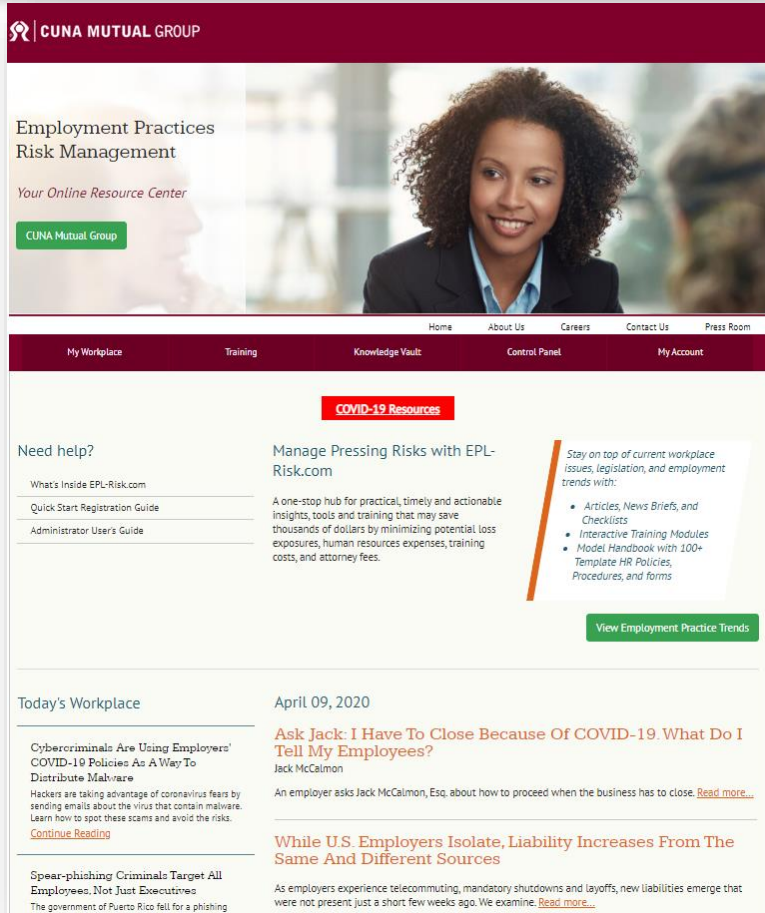




Can we survey members about health/symptoms or perform a temperature check before setting appointments?



# Employment Practices Resources



[www.epl-risk.com](http://www.epl-risk.com)

## Focus on workplace issues, legislation, and employment trends

- Articles, news briefs, and checklists
- Training modules
  - Preventing sexual harassment
  - Preventing discrimination
  - Preventing wrongful termination / retaliation
  - Promoting ethical behavior
- 100+ template policies & procedures - including disease / epidemic control
- Model handbook: 300+ pages

Helps minimize human resource expenses, training costs, and attorney fees

# What are the top-of-mind risks?

- Lending-Loss Mitigation Strategies
  - Consumer: Skip-a-pay
  - Mortgage: Deferment/Forbearance
  - Collection Strategies
- Emergency Loans
  - Consumer
  - Business-PPP
- Remote / flexible work arrangements



# The Member Collections Experience

## Keys to Success



- Focus on the member's individual situation
- Early Intervention
- Multi-channel approach

# Member engagement is Evolving



Email, Text, Social Media





# Preventative Measures



- Overspending alerts
- Money management assistance
- Spending habits/trends
- Budgeting Tools
- Self-service options for debt management

Source: Claims data, CUMIS Insurance Society, Inc.

# The Power of Data and Technology

- ✓ Leverage data to your advantage
- ✓ Explore the Digital Age
- ✓ Consider the over-all relationship and the account history
- ✓ Improve efficiency and reduce collection costs
- ✓ Improve “right-party” contact rates
- ✓ Avoid compliance pitfalls



# The reality.


Many credit unions analyze the member journey within a single channel.

However, we increasingly live in a lending world, where the journey is more convoluted.

## Channels:

- In-Person Branches
- Call Center
- Indirect
- Digital Lending





Online is just as easy and  
fraudsters can conceal their  
identity

The background image shows a person with glasses and a grey sweater working at a wooden desk. A large computer monitor displays a business dashboard with various charts and graphs. The dashboard includes a 'Business Chart' with a line graph, a 'Marketing Chart' with a stacked bar chart, and a 'Realtime Dashboard' with three circular progress indicators. The person's hands are on a silver laptop keyboard. On the desk, there is a black mouse on a blue mousepad, a yellow sticky note, a green highlighter, and a small container with pens and pencils. A blue mug is visible in the bottom left corner.



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## Remote Workforce:

Tips for managing rapid deployment.

How do you monitor productivity?

How do you maintain data security?





# Remote Work Best Practices

- **Ensure Data Protection**

Privacy and security of your member and credit union information should be a top priority

If using personal mobile and desktop devices, identify minimum standards of security to access credit union networks

- **Avoid FLSA Violations**

Monitoring and tracking the number of hours they are working outside of the office – especially those who aren't salaried and are non-exempt

- **Encourage a Healthy Work Environment**

Employee health and safety should remain a top priority – ensure the environment would be suitable for getting the job done without posing undue risks

- **Define Availability, Responsiveness & Productivity**

Provide clear and consistent communication to ensure employees can and do stay on task remotely



Q & A





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# Risk & Protection Response Center



**800.637.2676**

Select you're a credit union,  
then choose option 4



[riskconsultant@cunamutual.com](mailto:riskconsultant@cunamutual.com)



[Ask a Risk Manager](#) interactive form



# CUNA MUTUAL GROUP

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