

# Indiana Lakes FCU Pandemic Recovery Plan

Pandemic Response	Re-Opening Plan			
Disaster Phase	Recovery Phase One	Recovery Phase Two	Recovery Phase Three	Recovery Phase Four
Start Date: March 24	Start Date: May 4	Start Date: around May 18th	Start Date: around June 1	Start Date: around June 14
Limited Staff in office	Limited Staff in office	Limited Staff in Office	All Staff in Office	All Staff in Office
Formation of Team 1 & 2	Remain on Teams 1 & 2	Remain on Teams 1 & 2	Teams phased out	Teams phased out
Two in person office teams consisting of one team morning opener	Two in person office teams consisting of one team morning opener	Two in person office teams consisting of one team morning opener		
Altered work schedules enacted	Altered work schedules continue	Altered work schedules continue	Normal work schedules resume	Normal work schedules resume
Morning opening staff given laptops for working remotely	Continue working remotely as needed when not assigned to work in office	Continue working remotely as needed when not assigned to work in office	Continue working remotely as needed if in high risk health category	
Drive-Thru Open Normal Hours	Drive-Thru Open Normal Hours	Drive-Thru Open Normal Hours	Lobby's and Drive-Thru Open	Lobby's and Drive-Thru Open
Lobby Closed	Limit Traffic in Main Office Lobby	Limit Traffic in Main Office Lobby		
- Doors locked/Members by appointment only	- Doors locked/Members by appointment only			
- Limit member access to foyer	- Maximum 6 people total	- Maximum 6 people total	- Maximum 8 people total	
Only one appointment at a time	Members requested to wear masks	Members requested to wear masks	Member masks optional	
	Tape Lines 6 ft in lobby	Tape Lines 6 ft in lobby	Tape Lines 6 ft	Tape Lines 6 ft may be removed
6 ft social distancing established	Continue 6 ft social distance	Continue 6 ft social distance	Continue 6 ft social distance	Continue 6 ft social distance
	Limit those in the following areas:	Limit those in the following areas:	All areas open and unrestricted	All areas open and unrestricted
		6 in lobby waiting area	8 in lobby waiting area	
		3 behind teller counter		
		2 in lunch room		
Masks used when member present in the office	Sneeze Guards and masks used at teller windows	Sneeze Guards Up at all teller windows.	Sneeze Guards Up at all teller windows.	Will determine if Sneeze Guards remain permanent part of Operations
	Mask used in all other areas when more than one is present	Mask used in all other areas when more than one is present	Masks used in all areas when more than one present	
Handwashing station available	Handwashing station available	Handwashing station available	Handwashing station available	Air filters in use during day
		Air filters in use during day	Air filters in use during day	
Masks provided to staff	Masks provided to staff	Masks provided to staff	Masks provided to staff	Masks optional
Gloves available to staff	Gloves available to staff	Gloves available to staff	Gloves optional	
Hand Sanitizer available for all	Hand Sanitizer available for all	Hand Sanitizer available for all	Hand Sanitizer available for all	Hand Sanitizer available for all
Sanitize between members in areas member was present	Sanitize between members in areas member was present	Sanitize between members in areas member was present	Sanitize between members in areas member was present	
Bathrooms	Bathrooms	Bathrooms	Bathrooms	Bathrooms
			no restrictions of use	no restrictions of use
Sanitize after every use	Sanitize after every use	Sanitize after every use		
Sanitize all areas at end of day	Sanitize all areas at end of day	Sanitize all areas at end of day	Sanitize all areas at end of day	Sanitize all areas at end of day
Breakroom	Breakroom	Breakroom	Breakroom	
Sanitize after eating	Sanitize after eating	Sanitize after eating	Sanitize after eating	
Only one person eats at a time	Only one person eats at a time	Only one person eats at a time	no restrictions on entry	
Remind Staff - Stay Home if sick. Until symptoms gone	Remind Staff - Stay Home if sick. Until symptoms gone	Remind Staff - Stay Home if sick. Until symptoms gone	Remind Staff - Stay Home if sick. Until symptoms gone	Remind Staff - Stay Home if sick. Until symptoms gone
	Temperatures will be taken???	Temperatures will be taken???	Temperatures will be taken???	Temperatures will be taken???

Dress: Business Casual	Dress: Business Casual	Dress: Business attire	Dress: Business attire	Dress: Business attire
Jeans allowed	Jeans allowed			

The Board of Directors will review the current pandemic situation at least twice per month to determine when it is safe for the credit union to advance to the next phase. In making this decision, the Board of Directors will take into account advice from state and local governments and the Centers for Disease Control to help determine what's best for Indiana Lakes FCU's members and staff. Because of the credit union's remote and drive-through capabilities, the decision of when to and how much to re-open can be made with caution and great thought for the safety and health of all members and staff. The credit union is fully capable of providing uninterrupted service to the members in each and every phase of operations.