

Guidance for Opening Financial Institutions to the Public

This guidance is not a standard or regulation, and it creates no new legal obligations. It contains best practices that are advisory in nature, informational in content, and are intended to assist employers in providing a safe and healthful workplace and recommends a thorough hazard assessment of the workplace to identify potential workplace hazards related to COVID-19.

Visitor Practices:

- Upon conducting this hazard assessment for Financial Institutions, it has been determined that Financial Institution visitors wearing a face mask pose an elevated workplace identification and security hazard. Visitors to a financial institution should expect to be requested to remove their face mask, in accordance with standard Financial Institution security protocol.
 - Example application – visitors to the bank lobby should enter without a face covering until acknowledged by bank staff.
 - Visitors can re-cover their face (if no shield is in place) once identified by the staff person.
 - Bank lobbies should have lines marked in some fashion as a non-verbal cue to physical distance the recommended six feet.
- When possible, require deliveries to be dropped outside facility door, eliminating vendors from entering facility.
- When vendors/contractors do need to come on-site, request health and travel assessments.

Employee Practices:

- Employees should be prescreened for COVID 19 Symptoms.
- Employees should stay home if they are sick or have been in contact with someone who has been diagnosed with COVID-19.
- Rotate or stagger shifts, break times, and lunch schedules to provide for adequate social distancing for employees.
- Develop, implement, and maintain a plan for workplace cleaning practices.
 - Cleaners are to be EPA approved for corona like viruses.
- Allow or require employees wear a cloth face mask to reduce the possibility of community spread among employees.
- Create a response plan for employees who report or demonstrate symptoms at work. Follow Federal Family First Act Requirements ([H.R. 6201](#))
- If gloves are worn, they should be changed out frequently. Unclean gloves may transfer pathogens, like COVID-19, just as easily as unclean hands.
- Train employees regarding “Know Your Customer” procedures: Removal of face coverings, gathering IDs, & Fraud mitigation.

Facility Practices:

- Clean and sanitize surfaces that are frequently touched (counters, doorknobs, toilets, etc.) Hand sanitizer stations should be stationed near the doors. Restrooms should be cleaned frequently with EPA approved disinfectants for corona like viruses.
- Consider installing temporary “sneeze-guards” between the point-of-sale employees and the customers where possible.

- Post signage at the entrance of a facility reminding employees and customers to: avoid entering the facility if they have a cough or fever; maintain a minimum six feet distance from one another; sneeze and cough into one's elbow; avoid any unnecessary physical contact.
 - Available on the ADH Website www.healthy.arkansas.gov
- Limit the number of people who can enter the facility at any one time to ensure that 6 feet social distancing can be maintained.