

# MEMBER EXPERIENCE: COVID-19 IN BRANCH CHECKLIST

Here is a simple checklist that may help you to enhance your member/owner experience. As a reminder links to the latest COVID-19 updates can be found on [www.barbadoscoopleague.org](http://www.barbadoscoopleague.org)



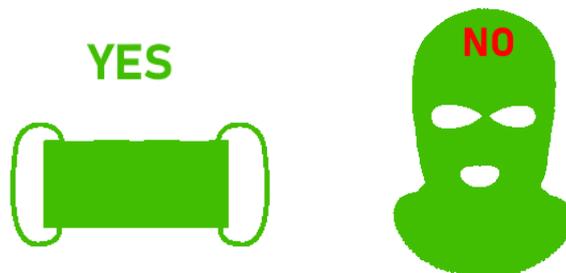
Completed	In Progress	Not Started
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We have determined the systems that will be used for withdrawals, and communicated this to members. e.g.

- walk-ins,
- appointments,
- numbering,
- home cash delivery

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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We have determined the types of masks that we will allow in branch and have communicated this to our members (social media, traditional broadcast or print media, signage inside and outside of the branch etc.)



<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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We understand that our duty of care extends to members inside and outside of the branch, therefore we have

Conducted a site analysis and determined the best place to start the queue (minimum of 6ft away from the door, if your credit union is located upstairs members should not be allowed to queue on the stairs)

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Determined the direction that the queue should flow and placed floor graphics or markers (minimum of 6ft apart, if your credit union shares a compound with other businesses ensure that your members are safely distanced from their queues.)

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Completed	In Progress	Not Started
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Determined the number of members that can be allowed in the Branch at one time while maintaining physical distance and communicated this to the members.

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Assigned extra personnel – in protective gear, to manage the queue

- ensure that members maintain physical distance,
- check surnames or special circumstance as defined by the government,
- check on the well-being of those in queue,
- if your queue is long provide a distraction to keep members calm e.g. giveaways, entertainment etc.
- remember to thank members for their understanding and patience

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Provided seating where necessary and have an appropriate cleaning schedule of the seats (preferably seats should be easy to wipe, fabric covered seats are not ideal and minimum of 6ft apart)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**We've considered providing members with additional health and safety products/measures example**

- access to hand sanitizer (preferably no touch, if touch is required schedule regular cleaning),**
- bottled water,**
- masks,**
- shade (tents preferably avoid umbrellas unless they are given to the members as a gift) etc. where feasible.**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**We've identified and prepared an isolation room and communicated procedures to staff should a member/owner display Covid-19 symptoms while on our premises.** (see attached document, managers from the Management Skills Development webinar should already have this document so you do not need to download again)

Remember that the size and scale of your operations will determine the frequency of cleaning frequently touched surfaces to keep both employees and members safe.

If your credit union has implemented innovative products/solutions that you wish to share on our website please email [mmarshall@barbadoscoopleague.org](mailto:mmarshall@barbadoscoopleague.org).