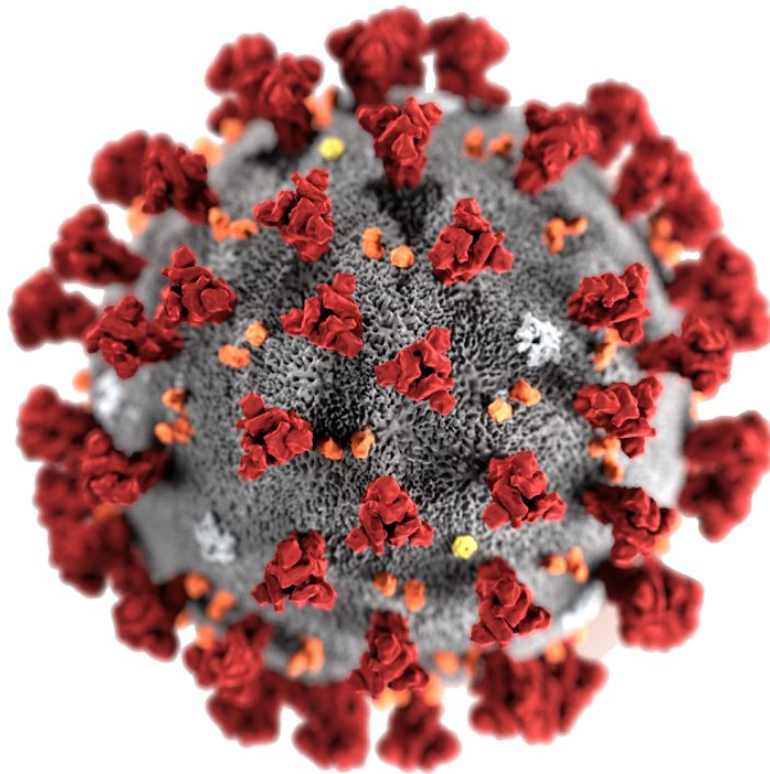




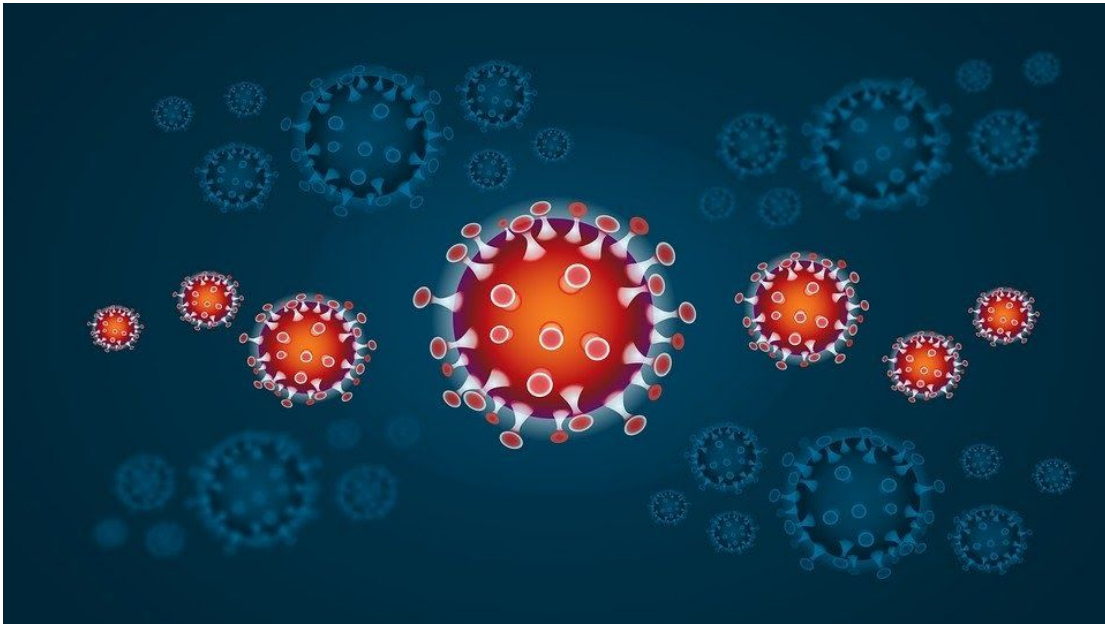
An Update to the Communities Served



COVID-19 Preparation & Resource Guide
9 Mar 2020

FROM ERIC LEVINE, CEO

Coronavirus (COVID-19) Electronic Update from Eric Levine, CEO



Dear Employees, Board of Directors, Members, Community, Volunteers, Customers & Other Key Stakeholders:

Times like these certainly bring our priorities into sharp focus. We know that it's better to be safe than sorry, so we're anticipating that the Coronavirus ([COVID-19](#)), may come to our region and we are therefore preparing all of our communities accordingly.

Just yesterday, the [Tompkins County Health Department](#) announced that there are individuals who are being quarantined in our region, although none have tested positive for the virus thus far.

Even though the unknown variables about [COVID-19](#) can be potentially alarming, the good news is that there are steps that we can take that significantly increase the likelihood of remaining well and preventing the spread of disease. [Everyone should follow the CDC guidelines of washing your hands with soap and water for at least 20 seconds](#), avoiding touching your eyes, nose, and mouth, staying home when you're sick, sneezing or coughing into a tissue, disinfecting touched objects and surfaces, and cleaning your cell phone regularly with warm water and soap.



[At Alternatives Federal Credit Union](#), we're prioritizing the safety of our staff, members, visitors for the overall good health and well-being of our friends, networks, and their families. *Because we are a mission-driven organization, our core values are tied directly to some of the most vulnerable members of the populations we serve, and we are being particularly mindful of that fact and planning accordingly.*

Our Senior Team is closely monitoring information on COVID-19, regularly.

These sources include, but are not limited to: national credit union advisories, **[The NYS Governor's Office](#)**, **[Tompkins County Health Department](#)** resources and spokespersons, medical updates from **[Cayuga Medical Center](#)**, **[Guthrie](#)**, the **[Ithaca City School District](#)**, local media bulletins, and regular updates from the **[Centers for Disease Control](#)** (CDC) and the **[World Health Organization](#)** (WHO). We are also keeping up to date with information from the **[Tompkins Worker's Center](#)**,

[The Tompkins Chamber of Commerce](#), and other valued community agencies that are providing important vital resources and streamlined information to their memberships and networks.



CORONAVIRUS DISEASE 2019 (COVID-19)

SYMPTOMS* OF CORONAVIRUS DISEASE

Patients with COVID-19 have reportedly had mild to severe respiratory illness. Symptoms can include

- Fever
- Cough
- Shortness of breath

*** Symptoms may appear 2–14 days after exposure. If you have been in China within the past 2 weeks and develop symptoms, call your doctor.**

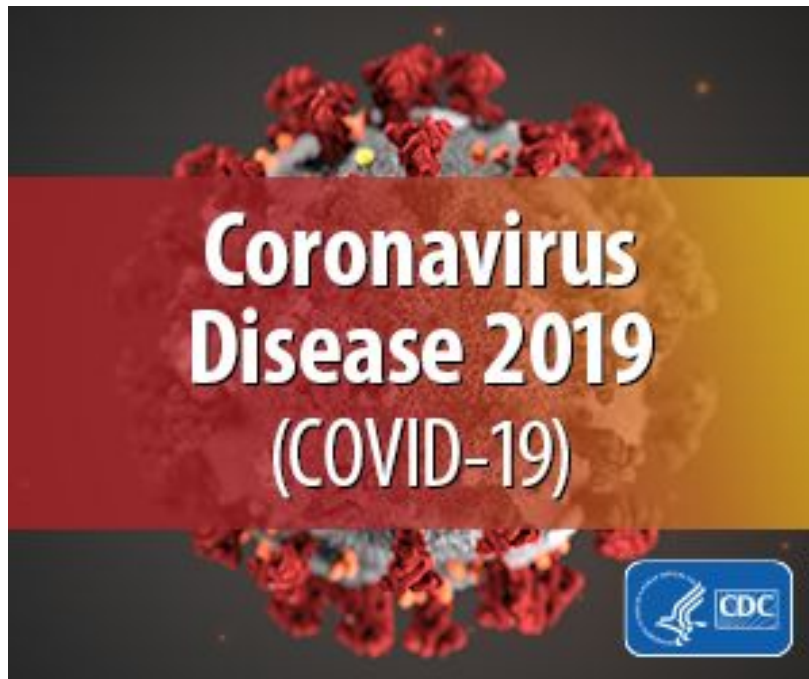


www.cdc.gov/COVID19

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Symptoms to Watch Out For, Uptick in Racist Behaviors & Bigotry

The symptoms of coronavirus to watch out for are fever, cough, shortness of breath, and unfortunately an increase in xenophobia and racism. We are asking our employees and the community to not participate in any sort of behavior that targets any particular group or groups in a negative way.



COVID-19 is a Public Health Issue

Naturally, it is vital that we treat Coronavirus as a public health issue and prepare for any impacts accordingly. In doing so, we are following the recommended guidelines from the [Centers for Disease Control](#) as well as the [World Health Organization](#).

Here at Alternatives, we've prepared a prevention plan and strategy which provides a comprehensive framework to continue critical operations.

Together, we're ensuring that our pandemic practices are updated in accordance with any changes in the status of COVID-19, among other important considerations.

Here's how we're currently striving to protect our employees, members, and visitors:



I. Workplace Cleanliness, Sick Policies, Work Policies:

1. We are enhancing general hygiene and health practices here at our downtown branch.
2. We are asking staff to individually wipe down their office spaces, doorknobs, light switches, and other public space equipment with sanitizing wipes and cleaners.
3. We will have our cleaning crews reinforce the cleaning of our communal areas and our bathrooms.
4. We have removed our children's play area in our lobby to minimize germs.
5. We are asking staff and members to avoid shaking hands and hugging.
6. We are encouraging our staff and members to *not* come into the branch if they are feeling even *slightly* ill.
7. We are encouraging regular hand washing for our staff, particularly after going to the bathroom, blowing their noses, sneezing, etc.
8. We are asking our staff to work from home if they do not feel well.
9. We are examining our sick time policies to ensure fairness.
10. We are increasing health and wellness signage throughout the branch.

II: Safety Tips and Updates for our Member, Visitors, Volunteers, & Other Stakeholders

1. We will be constantly reviewing our plan if we need to offer reduced and/or interrupted operation and updating our members accordingly.
2. As of today, we're conducting business as usual with the recommended official precautions in place to protect our health and human safety. We may limit classes, programs, or events in the future if the situation worsens.
3. If you do not have an *essential* face-to-face business need, we kindly ask that you consider using our Drive-Thru or on-line banking.
4. For those of you who can't come into the branch physically (you are sick or any other reason), you can access our services through [Online Access, our mobility+ app, and digital wallet](#). We will continue to share information about our digital services in relation to COVID-19.
5. When here in person, in order to maintain distance, please do not lean over any of our staff members' workspaces, front desk, or other spaces at any time
6. If you sneeze or cough, please cough into a tissue or an elbow if you do not have a tissue handy.
7. Please wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water aren't available, use an alcohol-based sanitizer that is at least 60% alcohol.
8. Avoid touching your nose and mouth. Avoid close contact with sick people.
9. Masks are advised only for sick persons or healthcare workers.
10. We are dedicated to our mission and will work with those who have been financially impacted by the Coronavirus.



III. Commonsense Hygiene Practices for Businesses & Organizations

Current Procedures and Practices – (in alignment with official recommendations):

- Prioritizing enhanced general hygiene and health practices for staff and visitors.
- Provision of hand sanitizer, tissues, and surface wipes for common areas.
- Wiping down common spaces (remember to let the surface air dry, do not dry it with a towel).
- Sanitizing common areas and removing play areas.
- Make efforts to stem the spread of this virus or other communicable diseases by avoiding shaking hands, hugging, and kissing at meetings, office visits, and gatherings for the time being – please find alternate ways to greet each other - fist bumps, elbow taps, bows, waves, etc.
- Reviewing and updating your pandemic preparedness policies and crisis communications plans.
- Sharing best practices for communications and updating those practices.
- Reviewing employee sick time policies and ensuring remote work opportunities.

Additional Resources

[Credit Unions Ready for Potential Pandemic](#)

[Safety Precautions at Home and Residential Communities from the CDC](#)

[How to Prepare Your House, Mind, and Bank Account from NerdWallet](#)

[Local, State and Federal Preparations from the Ithaca Voice](#)

Additional Resources (contd)

[FAQs on COVID-19 from the Ithaca City School District](#)

[Tips from the Tompkins County Chamber of Commerce](#)

[Getting the Workplace Ready for COVID-19 from the World Health Organization](#)

[Pandemic Preparedness and the ADA](#)

[Coronavirus Information from the Centers for Disease Control \(CDC\)](#)

[US Surgeon General Warns Facemasks Only for Those with COVID-19](#)

[The Value of Employee Assistance Programs for Helping with Worry, Anxiety, Fear](#)

Continuous Updates - Follow Us on Social Media

We will continue to update the communities we serve as more information is available. As always, we value your business and we thank you for patience as we prepare for the wide-ranging impacts of COVID-19.

If you haven't done so already, please bookmark our social media pages for updates:

[Facebook](#) [LinkedIn](#) [Twitter](#) [Instagram](#) [You-Tube](#)

If you have other questions about how we're communicating risk to the public and you're a member of the news media, please reach out to **Michelle Courtney Berry** (mberry@alternatives.org) our Chief Marketing Officer. Michelle has a deep background in citizen engagement, risk communication, and health and she will help you in any way.

Please reach out to me directly at elevine@alternatives.org, if you have any questions or concerns. I look forward to hearing from you. ***We're all in this together.***

Sincerely yours,

Eric Levine, CEO



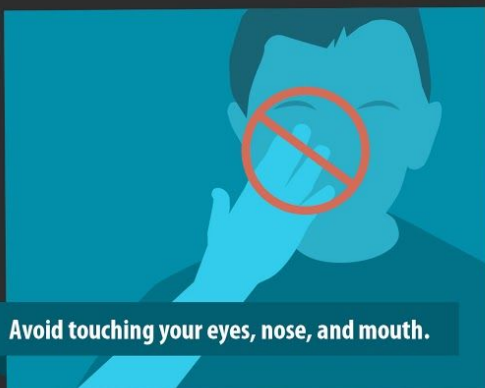
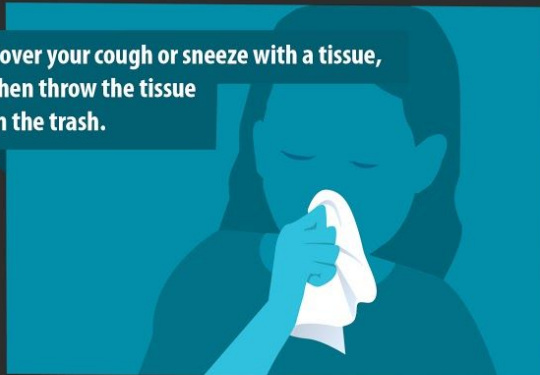
STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

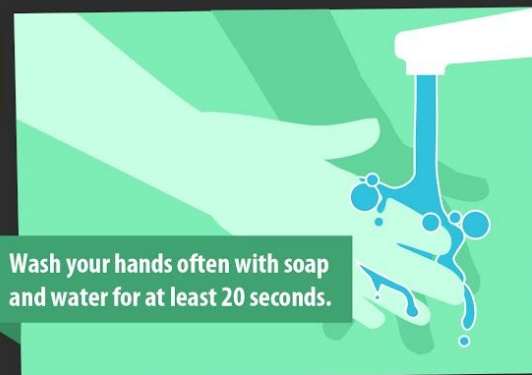


Avoid touching your eyes, nose, and mouth.

Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: www.cdc.gov/COVID19

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