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## PERSI LOBBIES ARE OPEN

Boise, Idaho – June 24, 2020

PERSI lobbies are open, and we are following CDC guidance to promote a safe and healthy environment for staff and members.

For health and safety reasons, we prefer to schedule appointments as Webex/online or phone, rather than in-person.

However, for in-person appointments, please know that:

- ✓ In-person appointments will be limited to 60 minutes. This timeframe will be adhered to allow for proper sanitation practices after the appointment and adequate preparation time before the next appointment.
- ✓ The member is allowed to have one (1) guest accompany them.
- ✓ Masks are encouraged. Maintain proper physical distance at all times during the appointment. Handshakes are not permitted.
- ✓ Once in the meeting room, please plan on staying in the room for the duration of the appointment. Please have all necessary materials with you.

While appointments are required, we understand that there will be circumstances where members need immediate assistance, need forms notarized, or to drop off forms. For these reasons, the following protocols have been established:

- ✓ Walk in appointment openings (*first come, first serve*) will be available for members that need immediate assistance or have travelled to an office from out of town. Upon arrival, the walk in will be scheduled for the available appointment slot. To avoid extra persons in the waiting areas, the member will be asked to return at the time of their scheduled appointment.
- ✓ A document drop-box will be available in the lobby for member use.

If you have questions, call the PERSI Answer Center at 1-800-451-8228 or 208-334-3365.

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