



TRS Limited Reopening Guidelines for In-Office Visits – TRANSCRIPT –

TRS has begun meeting with a limited number of members in person at our downtown Austin office.

To protect the health of our members and employees, TRS is following CDC guidelines to ensure the safest experience possible.

Here's what you can expect when meeting with a counselor:

Prior to entering the building, you'll answer a simple COVID-19 symptom screening questionnaire, and your temperature will be checked with a touchless thermometer.

Members can be accompanied by a maximum of one other person.

In accordance with CDC guidelines, face coverings will be required while inside the building.

Masks will be available for members who do not bring their own.

Throughout the building, you'll notice several safety enhancements including increased signage, hand sanitation stations, plexiglass, and socially distanced furniture.

Office visits will be held in conference rooms that allow for social distancing with plexiglass between you and the counselor.

The counselor will display information on a large monitor to guide you through paperwork.

Conference rooms will be sanitized between meetings, and hand sanitizer will be readily available.

TRS thanks you in advance for helping make our reopening as safe and successful as possible.

For more information about our COVID-19 policies, visit our website at www.trs.texas.gov