

SHOWING AND OPEN HOUSE CONSIDERATIONS

(Revised 8/10/21)

According to the [CDC](#), face masks are recommended for all persons (even vaccinated persons) in public indoor settings in areas of [substantial or high transmission](#); for those who are immunocompromised; or for those who have had contact with persons suspected or confirmed to have COVID-19. Masks are still recommended for unvaccinated persons everywhere when in indoor public spaces. Because indoor public spaces may include open houses and showings, you should continue to take precautions with regard to mask wearing, even though the Minnesota Peacetime Emergency and statewide mask mandate have ended. Please remember that individual local governments and business may still decide to mandate masks, so please be aware of the requirements in your area.

Following are more specific items for your consideration.

Health and Wellness

- Get vaccinated. See what you can do when [vaccinated](#). If you are not vaccinated you should keep at least 6 feet of physical distance from other households and follow the face covering recommendations in the [MDH](#) and [CDC](#) resources.
- Determine company protocols for sales associates or office staff who are ill or have come in contact with someone who has tested positive for COVID-19 before they commence an open house or showing. Per the [MDH](#), all persons who are sick should stay home.
- Consider [OSHA](#) safety protocols for workers when they will be meeting with the public. OSHA requires employers to assess occupational hazards to which their workers may be exposed. The [Control and Prevention](#) page provides guidance for controlling risks for worker exposures.
- Consult with your seller clients about whether and how consumers will enter their property during the listing and marketing of the property. Consider whether your client is in a vulnerable population and whether circumstances will allow for showings and open houses, particularly if they have to be present. If your seller client or anyone residing in the property has tested positive for COVID-19 and are under quarantine, or anyone in the property has symptoms, then do not hold open houses, or allow showings until the quarantine period has expired.
- Outline steps to minimize spread of the virus and comply with health and safety requirements before offering showings or open houses and during and after an open house or showing including:

- **Protecting Vulnerable Populations:** If you or your client belong to a population defined as vulnerable with respect to COVID-19, you will want to consider additional protocols to protect everyone, even if vaccinated. Some vulnerable populations include:
 - [Older Adults \(65+\)](#)
 - [People with medical conditions](#)
 - [People who are pregnant or have recently been pregnant](#)

- **Hand Hygiene:** Consider the following:
 - Requiring workers and customers to wash or sanitize hands prior to entry and after exiting the property.
 - Providing hand washing stations or 60% alcohol-based hand sanitizer for use prior to entering and after exiting the property.
 - Posting [hand hygiene posters](#)
 - Consider prohibiting use of the restrooms in the home. If they are allowed to be used, consider supplying paper towels for use to open and close the restroom door and a touch-free trash-receptacle so the paper towel can be readily disposed of when operating the door.

- **Respiratory Etiquette:** Consider the following:
 - Governor Walz's Executive Order 21-23 lifted the face-covering requirements in most settings effective May 14, 2021. All persons who are vaccinated against COVID-19 are no longer required to wear face coverings; however, face coverings are still recommended for those who are not vaccinated, and for everyone in areas of high transmission, especially in crowded or indoor locations. Please see [CDC Guide to Masks](#) for the most updated recommendations.
 - Unvaccinated individuals are strongly encouraged to continue wearing a face covering until they are fully vaccinated and should keep at least 6 feet of physical distance from other households.
 - The CDC still currently recommends face coverings in public settings under certain circumstances, like presence in an area of high transmission.
 - Businesses may implement their own lawful policies or rules related to the conduct of employees, tenants, customers, etc. including lawful face-covering requirements. The [CDC](#) still recommends that in-home service

providers wear a mask, that other household members wear a mask, stay 6 feet from the service provider and limit interactions, and clean surfaces touched by the service provider.

- Note that Realtors® cannot access or use, or permit or enable others to access or use, listed or managed property on terms or conditions other than those authorized by the owner or seller. Therefore, if the owner has required a face-covering, then a Realtor® must comply with that owner's requirement when accessing, or allowing others to access, the property.
 - Local governments may issue their own face covering mandates. Check local ordinances to determine if there are more restrictive face covering regulations in place.
 - Consider providing cloth face coverings to visitors that do not have them.
 - Establish protocols for clients or customers who refuse to wear a face covering, when they are not vaccinated or exempt, where wearing one is possible.
 - Instruct workers, customers, clients, guests, and visitors to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, particularly their nose and eyes, with their hands.
 - Provide tissues and touch-free receptacles for immediate disposal with the expectation that workers dispose of tissues and wash or sanitize their hands immediately afterward.
 - Post [respiratory etiquette posters](#)
 - Limit the amount of time allowed in the property.
 - Reduce face-to-face interaction as much as possible such as standing to the side or behind the customer or client.
 - If you wish to serve food or drinks, follow the [MDH](#), [CDC](#) and [FDA](#) Guidelines and Best Practices for food service. The FDA still recommends discontinuing operations, such as salad bars, buffets, and beverage service stations that require customers to use common utensils or dispensers.
- **Ventilation**: Consider the following:
- Increase the outdoor air-percentage to increase dilution of contaminants whenever possible.

- Consider measures to prohibit ill persons from entering the property or postpone showings and open houses if persons residing in the property are ill, such as:
 - Establish a [health screening process](#) for workers, customers, clients, and visitors; and
 - Posting a version of the MDH [Stop! Help Protect](#) posters asking ill people not to visit; and
 - Advising clients to self-check their body temperature the day of showing or open house utilizing the [Self-Screening](#); and
 - Post signage and develop messaging that if [customers or clients are sick](#) or have any symptoms compatible with COVID-19 to not attend a showing or open house. They should also stay home if they have close contact with someone experiencing symptoms compatible with COVID-19. Postpone all showings and open houses if someone residing in the property is COVID-19 positive or has signs or symptoms of illness until the quarantine period has expired.

Social distancing and Minimizing Transmission

- Stay home if you are sick and consider avoiding showings or open houses if any person residing in the home is sick until the quarantine period has expired.
- If anyone visiting the home begins to feel unwell while in the home, they should leave immediately and isolate themselves at home.
- Consider evaluating the property space for access and regulate visitor movement within the property maintaining at least six (6) feet of separation.
 - You will need to ensure that workers and customers engage in social distancing.
 - Do not allow workers and customers from different households to congregate in rooms that do not allow social distancing.
 - Limit occupancy to the number of individuals at any one time for whom physical distancing of six feet can be maintained.
- Create and follow a business plan for social distancing within the home.
 - Consider adjusting the flow through the property such as limited or one-way movement through hallways, bedrooms, or other tight spaces where

appropriate distancing may be difficult.

- Change configurations in the home if needed to adjust the flow to accommodate social distancing.
- Consider ways to make interactions between customers and associates as contactless as reasonably possible.
- Consider requesting the seller open insider doors and turn on lights so neither you nor the visitors will need to.
- Minimize the unnecessary exchange or sharing of pens, tablets, or other tools when you are asking visitors to sign in. Any shared supplies or equipment should be wiped down before and after each use by a customer or client and dispose of the wipe accordingly.
- Consider displaying and distributing property information electronically versus handing out brochures or print outs.

Cleaning and Disinfecting

- Consult with your client before using any cleaning products and recommend that your client disinfect their home before and after showings or open house, especially commonly touched areas like doorknobs and faucet handles.
- There may be cleaning and disinfecting requirements in MN if holding an open house to the general public. Work with your seller client to follow [CDC](#) and [MDH](#) guidance on maintaining regular cleaning and frequent high touch disinfecting.
- Consider prohibiting visitors' use of the home's bathroom or other facilities and adopt cleaning and disinfecting protocols if they are utilized.

Operations and Communications: Consider the following:

- Using signs or other customer communication measures to control building access including appointment times, entrance controls, self-check measures for visitors, emailing screening surveys the day of the visit, and establish [close contact tracing protocols](#).
- Have visitors respond to screening survey questions upon arrival and check-in, verify they have read the screening survey and can respond "no" to all questions.
- Use signage and customer communication to regulate customer movement into and around the property.
- Advertise your business protocols to customers and clients so they are aware.

- Decline to provide access to the property if there is any suspicion that they are sick or symptomatic, and advise them to leave the property.
- Avoid actions that will result in housing [discrimination](#) or [stigma](#).