





# COVID-19 Preparedness Plan

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# SAFELY REOPENING MN's ECONOMY(20-74)



Safely Reopening through Sunday,  
July 12th - 11:59 PM



Real Estate Transactions - still  
Critical Sector Work



Same Restrictions Apply

TRAVEL RESTRICTION - only to and from place  
of work and residence

CAN'T BE DONE AT HOME - only exempt to  
leave if you can't do your work at home

MUST FOLLOW GUIDELINES - to the *maximum  
extent possible*, must adhere to MN  
Occupational Safety & Health Standards, MDH  
Guidelines, CDC Guidelines



# SAFELY REOPENING (20-74)



Work from Home if You Can



Critical Sector Businesses

COVID-19 Preparedness Plan



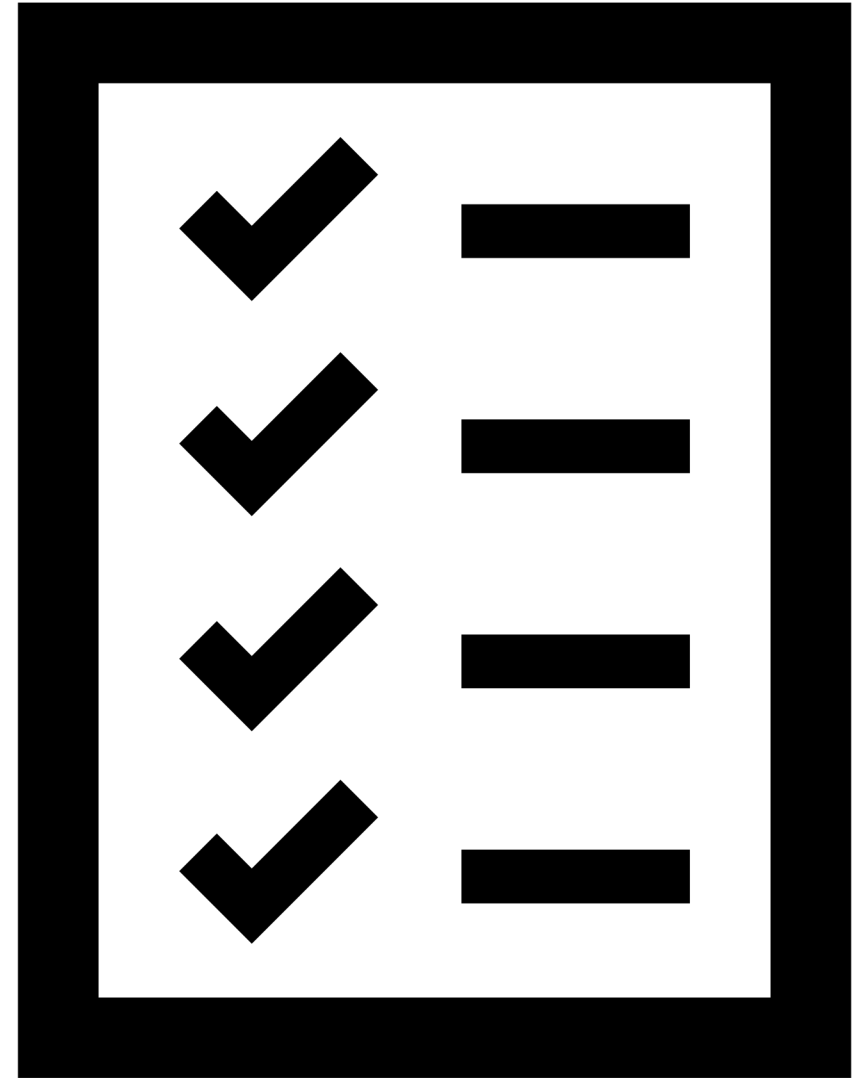
Customer-Facing Business

Plan Guidance



## PREPAREDNESS PLAN (PP)

- Effective June 29, 2020
- PP Must comply with:
  - EO-74
  - Industry guidance
  - Any additional applicable industry guidance





How can I provide first-class service and move the transaction forward,

while demonstrating care for the well-being of others, reducing the risk of exposure to, and spread of, COVID-19

and complying with local, state, and federal public health policies.

- NAR



## What's in your PP?

1. Require work from home whenever possible
2. Ensure sick workers stay home
3. Social Distancing
4. Worker hygiene and source control
5. Cleaning, disinfection and ventilation protocols





## MDH, CDC, DEED, DLI, OSHA

PP must comply with industry guidance issued by DOH, DEED and DLI







# DEED's General Business PP

## Infection Prevention

- ID and Isolation of Sick
- Ensure a safe and health workplace
  - Health screening
  - Report to ER
- Inquire of workers' concerns and address them in PP
- -Accommodations for vulnerable populations

## VISITOR AND EMPLOYEE HEALTH SCREENING CHECKLIST



CONDUCT HEALTH SCREENING EACH TIME EMPLOYEES OR VISITORS ENTER THE FACILITY.

You may also opt to conduct temperature screening if it can be done with proper social distancing, protection, and hygiene protocols. However, temperature screening is not required.

If a worker or visitor answers "Yes" to any of the screening questions, they should be advised to go home, stay away from other people, and contact their health care provider.

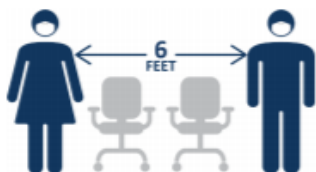
Have you had any of the following symptoms since your last day at work or the last time you were here that you cannot attribute to another health condition?

Please answer "Yes" or "No" to each question. Do you have:

- ☐ Fever or feeling feverish?
- ☐ Chills?
- ☐ A new cough?
- ☐ Shortness of breath?
- ☐ A new sore throat?
- ☐ New muscle aches?
- ☐ New headache?
- ☐ New loss of smell or taste?



Attend meetings virtually if possible.



Allow for 6 feet of space per person.



Maintain sufficient spacing  
in conference rooms.

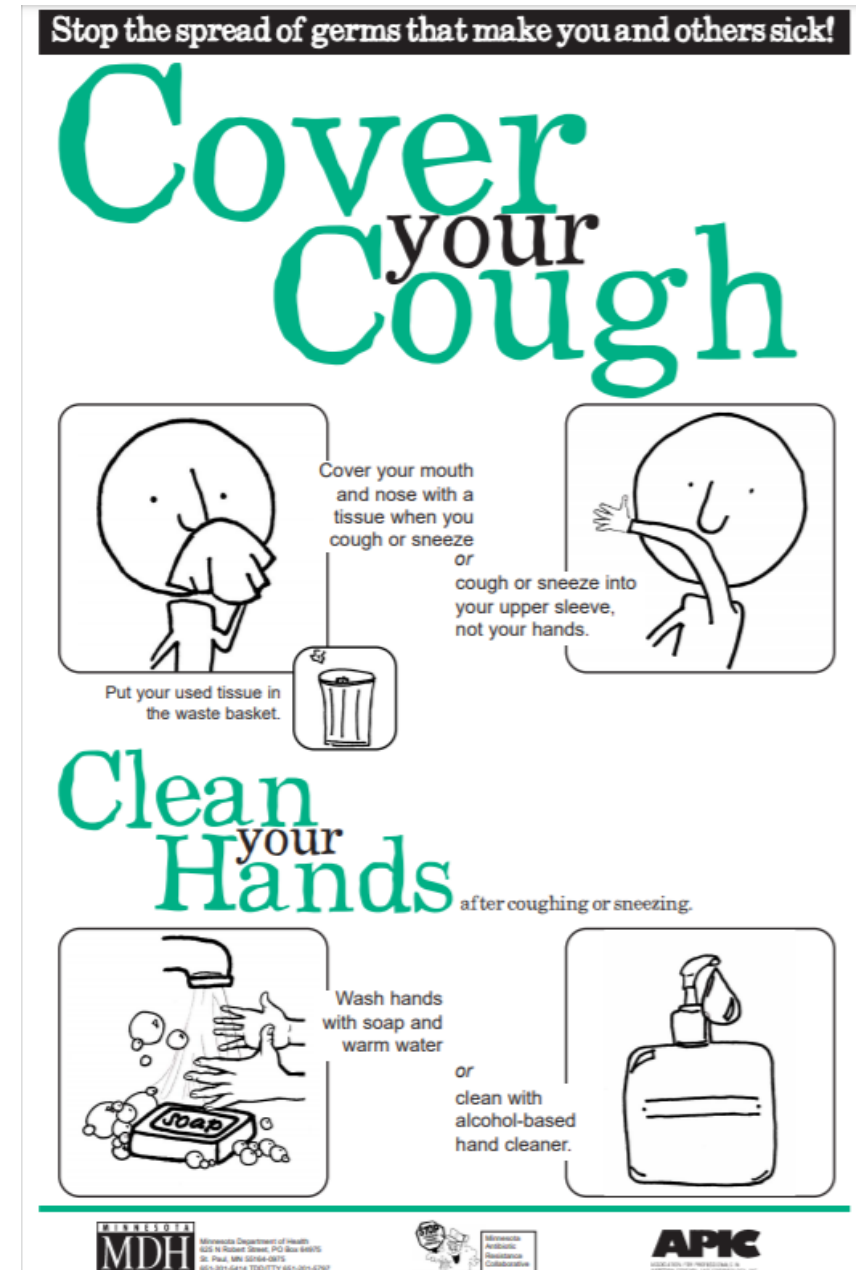
FOR MORE INFORMATION, VISIT [HEALTH.MN.GOV](https://www.health.mn.gov).  
MINNESOTA HELPLINE: 651-297-1304 OR 1-800-657-3504

## Social Distancing

- Describe how you will implement social distancing:
  - 6 feet of social distance between workers, customers, clients, patrons, guests & visitors
  - Signage
  - Physical workspace changes
  - Prohibit gatherings
  - PPE

## Worker Hygiene

- Wash hands for 20 seconds/frequently
- Provide hand sanitizer/hand washing stations
- Cover cough/sneeze
- Avoid touching face





# Workplace Building & Ventilation

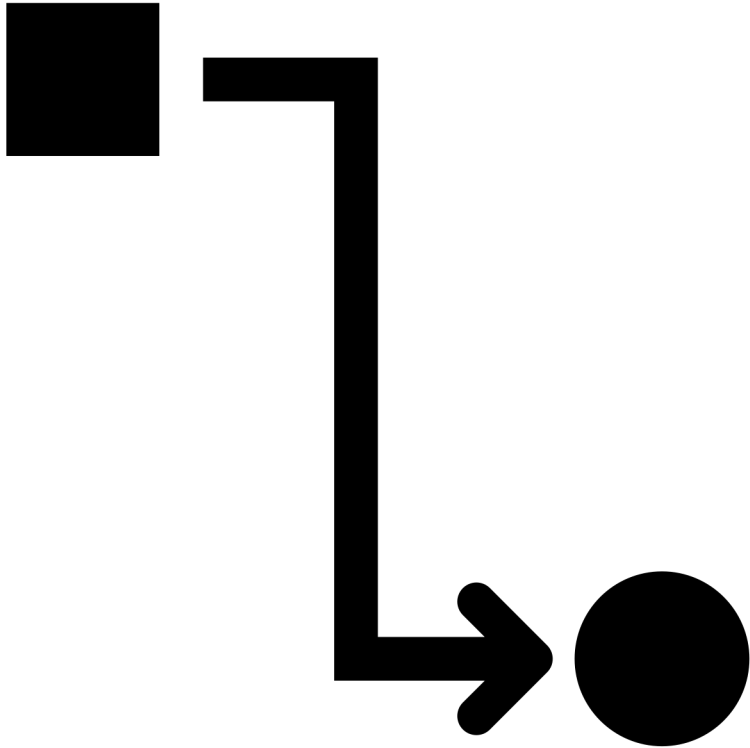
- Maximum amount of fresh air
- Limit air recirculation
- Ventilation systems properly maintained

# Cleaning and Disinfection

Describe your business' schedule for cleaning and disinfection:

- Who's cleaning;
- What cleaning supplies/purpose
- How will they be used?
- Training?





## Drop off/Pick Up Protocols

Lock Boxes

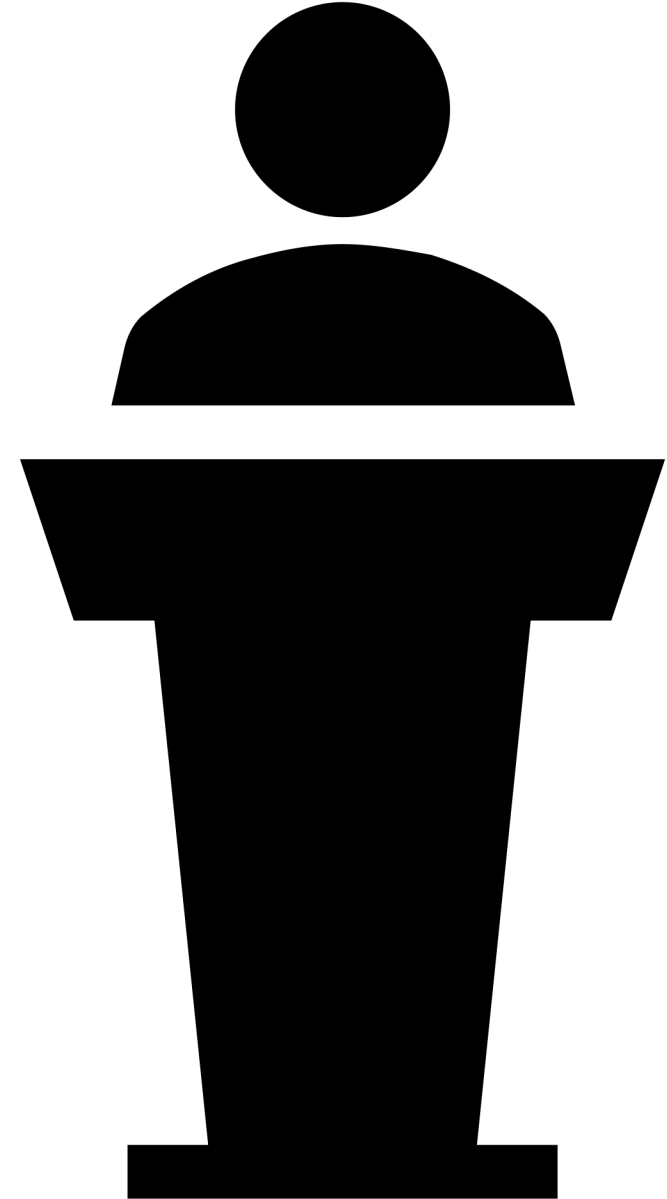
Keys

Paper work



# Communications/Training

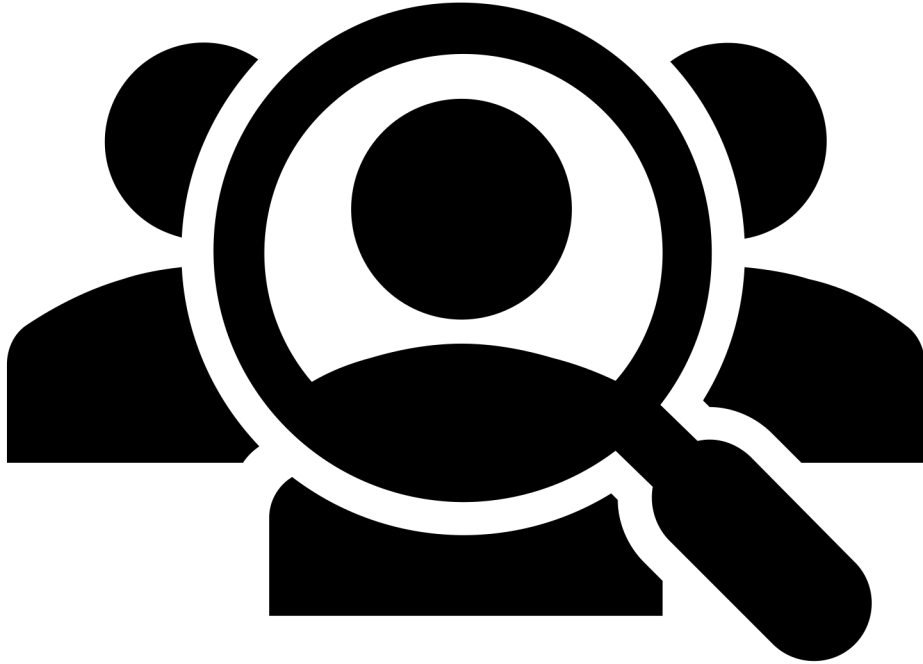
- Communicate PP to workers
- Train all workers and plan ongoing training
- PP should cover instructions to all workers, customers, clients, patrons, guests and visitor on protections on protocols
- Monitor effectiveness of PP implementation





# Additional Protections and Protocols

## **CUSTOMER FACING BUSINESSES**

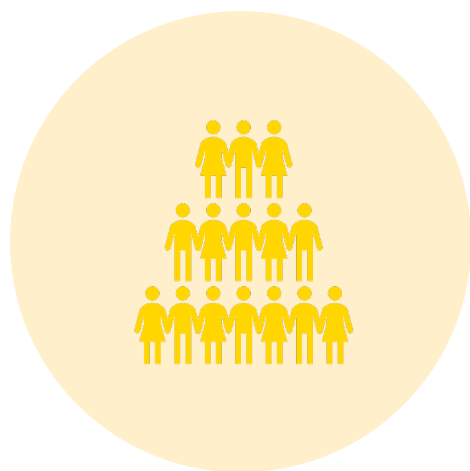


- Customers, clients, guests, visitors
- PPE
- Access and Assignment
- Sanitation and hygiene
- Hand washing
- Distancing and Barriers
- Managing occupancy
- Limiting face-to-face interaction
- Receiving or exchanging payment
- Protocols for certain types of businesses





# DECISION-MAKING STANDARD



CARE FOR OTHERS



REDUCE RISK OF  
EXPOSURE/SPREAD



# Showing & Open Houses

- Health and wellness
- Social distancing,
- Cleaning, sanitation and protection
- Operations and communications



## SHOWING & OPEN HOUSE CONSIDERATIONS

Now that we have entered the "Stay Safe" phase of this COVID-19 pandemic in MN, all businesses are required to adopt a [Preparedness Plan](#) and follow the published guidelines from DEED, MDH, CDC and OSHA by June 29, 2020. The Preparedness Plan must contain certain items however, you will need to incorporate site-specific best practices for your particular business operations surrounding health and wellness, social distancing, cleaning, sanitation and protection, and operations and communications with your sales associates, clients, and visitors in mind. Adapting your plan and policies to accommodate showings and open houses will be important in helping Minnesotans stay safe. Following are more specific items for your consideration.

*Continued on next page...*



# HEALTH AND WELLNESS

**m1** Minnesota Department of Health

## Prevention Basics



**Wash your  
hands.**



**Stay home  
when sick.**



**Cover your  
cough.**

#COVID-19 spreads through droplets when a sick person coughs or sneezes. They can land on the mouths and noses of people within 6 feet, and also on surfaces that people touch. Wash your hands often, stay home when sick, and cover your coughs and sneezes.

<https://www.health.state.mn.us/diseases/coronavirus/basics.html>



# HEALTH AND WELLNESS

Company protocols for ill staff or sales associates (screening)

Consult with your clients

- Who will enter the property while listed? Are they vulnerable?

What steps will you be taking to minimize the spread of the virus?

- Prohibit ill persons from entering



# WHAT IF I AM SICK?



**STAY HOME FOR AT LEAST 7 DAYS**



**FOR 3 DAYS WITH NO FEVER AND  
IMPROVEMENT OF RESPIRATORY SYMPTOMS;**

# HEALTH SCREENING



1. Advise all clients to self-check body temp day of showing
2. Ask all prospective buyers the same questions to ensure there is no violation of fair housing laws
3. Decide how you will handle rejections and implement them consistently
4. Have a policy for protecting and permanently disposing of the personal health and travel information



# WHAT IF I AM EXPOSED?



Lab Confirmed

MDH will speak with you directly about staying home for 14 days after exposure



Close Contact

Monitor your health for 14 days and stay home AMAP



Contact with Someone Who Was Exposed - But No Symptoms

Normal activities



# ADDITIONAL MEASURES

- Post DO NOT ENTER IF sign;
- No entry if:
  - Symptoms; or
  - Close contact with lab confirmed case
- “No touching” sign
- Clean hands before/after entry sign
- Provide information/PPE
  - Cloth face coverings
  - Hand sanitizer
  - Tissues

Prevent the Spread of COVID-19



**If you have a fever,  
cough, or difficulty  
breathing, STOP!**

Please call \_\_\_\_\_ before entering.  
We will give you instructions to help  
protect other **patients**.

**Thank you for your cooperation.**  
Learn more at **www.**\_\_\_\_\_.





# PROTECT VULNERABLE POPULATIONS

Older Adults (65+)

People Living in a nursing home/long-term care

Groups at High Risk of Severe Illness

- Chronic lung disease or moderate to severe asthma
- Serious heart conditions
- Immunocompromised (cancer, smoker, transplant, use of corticosteroids)
- Diabetes
- Severe obesity
- Chronic kidney disease undergoing dialysis
- Liver disease



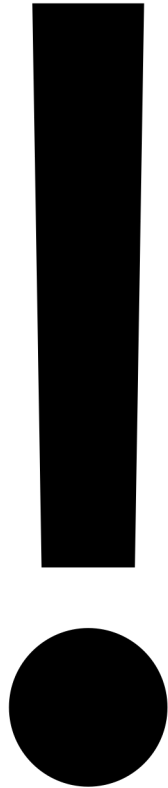
# RESPIRATORY ETIQUETTE

- Workers wear face coverings
- Customers/Clients/Visitors should wear face covering
- Provide face coverings to those who don't have them
- Protocols for people who refuse to wear them
- Provide tissues and receptacles
- Cover your cough/sneeze with your sleeve/tissue
- Post respiratory etiquette posters
- Limit the amount of time allowed in the property
- Provide touch-free receptacles to discard tissues
- Reduce face-to-face interactions (stand to the side or behind)
- Don't communally share food/drinks.





# FACE COVERINGS



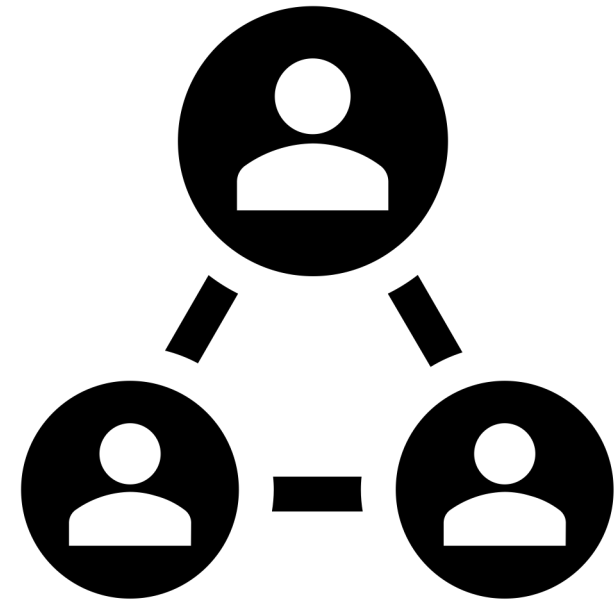
## IMPORTANT REMINDERS:

1. For protecting others; not you
2. If you're sick, still stay home
3. Don't buy/use surgical or N95 masks
4. Don't place on children <2 or anyone with trouble breathing

# SOCIAL DISTANCING

## MDH Definition:

1. Voluntarily stay home (versus going out in public);
2. Keeping distance between you and others;
3. DO NOT gather in small, crowded areas;
4. Postpone or gather virtually if possible
5.  $\leq 10$  people



# HAND HYGIENE



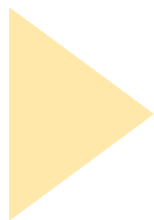
# HAND HYGIENE

**1** Choose a sanitizer that is at least 60% alcohol.



# WHEN VISITING A HOME

- Does anyone present (or going to be present) at the property have flu-like symptoms?
- Is the client/customer in a vulnerable population?



If YES





# MINIMIZE TRANSMISSION



Keep the visit as short as possible.



Properly wash your hands as soon as you enter the home (or use hand sanitizer if hand washing is not possible).



Wash hands frequently during the visit if you perform tasks where you are touching things that other people have touched, and wash hands as soon as you leave.



Take hand sanitizer with you in case hand washing is not an option.





# MINIMIZING TRANSMISSION



Always cover your coughs and sneezes, and ask others to do the same.



Take tissues with you. If you use a tissue, throw it away right after use and then wash or sanitize your hands.



Try to avoid touching things in the home.



Do not touch your eyes, nose, mouth or face during your home visiting time.



# OPERATIONS AND COMMUNICATION



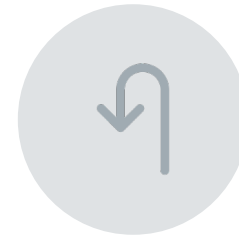
EVALUATE SPACE AND  
REGULATE VISITOR  
MOVEMENT



EVERYONE MUST  
ENGAGE IN SOCIAL  
DISTANCING



NO CONGREGATING IN  
ROOMS



ADJUST THE FLOW  
THROUGH THE  
PROPERTY (LIMITED  
ONE-WAY)



MAKE INTERACTIONS AS  
CONTACTLESS AS  
REASONABLY POSSIBLE



# Cleaning and Disinfecting

- Cleaning and Disinfecting
  - Adopt cleaning & disinfecting protocols before and after showings/open houses
  - Review MDH guidance
  - Prohibit use of home's bathroom or other facilities





# QUESTIONS?

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## Thank you



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