

Dear Members:

Two zones (Zones 1 & 5) within the Province of New Brunswick are currently in the orange phase of recovery. It is anticipated that Zone 1 may move back to the yellow phase of recovery very soon (possibly as early as Friday October 23, 2020) so please watch for upcoming announcements by the Province of New Brunswick.

We would like to provide members with guideline reminders for **door-to-door solicitation** and **open houses**.

1. Door-to-Door Solicitation

Door-to-door solicitation should only be considered if you are conducting business in a zone in the yellow phase of recovery and even in such instance, REALTORS® should take significant precautions to minimize interactions with other people. While door-to-door solicitation is not currently prohibited in the Province of New Brunswick Mandatory Order (dated October 11, 2020), guidelines issued for Halloween by the Province of New Brunswick indicate that door-to-door collecting and giving out of treats is not permitted while in the orange phase of recovery.

NBREA recommends that door-to-door solicitation should not be conducted when doing business in a zone in the orange or red phase of recovery.

If you are in doing business in a yellow zone and you choose to conduct door-to-door solicitation, the following guidelines should be considered:

- Wear non-medical masks
- Maintain physical distancing (2 meters or 6 feet). Step back after knocking on the door so that you are at least 2 meters or 6 feet from the person answering the door.
- Frequently hand sanitize, especially between houses.
- If distributing marketing materials, consider leaving them in a mailbox or other location on the door rather than handing them directly to the resident.
- REALTORS® should consult with their agent (firm) if door-to-door solicitation is permitted per their agent (firm)'s own operational plans.

Keep in mind while door-to-door solicitation may be legally permitted, REALTORS® should consider if this is an effective form of marketing during a pandemic. It is quite possible the risks of this activity far outweigh the perceived benefits. One must consider not only the risk of spreading COVID-19 but also the public perception of door-to-door solicitation during a pandemic and the potential negative impact to the REALTOR® brand. It is recommended that other forms of marketing should be considered.

2. Open Houses

While the Mandatory Order does not specifically restrict open houses, **NBREA recommends that open houses be completed virtually rather than in-person.** NBREA does not recommend any REALTOR® conduct an in-person open house if they are doing business in a zone that is in the orange or red phase of recovery.

NBREA reminds REALTORS® that hosting a traditional in-person open house in the new normal of COVID-19 remains a high risk activity.

Each agent (firm) and each REALTOR® must assess whether the benefits of hosting an in-person open house outweigh the potential risks of spreading COVID-19 to REALTORS®, staff, and clients. Other risks may include potential damage to the overall public image and reputation of New Brunswick REALTORS®, the agent (firm) and the individual REALTOR® who hosts the open house.

Should a REALTOR® make the decision to move forward with an in-person open house, the following are guidelines provided to NBREA from WorkSafe NB for conducting in-person open houses. **These WorkSafe NB guidelines should be followed and included in the written operational plan of each agent (firm) and REALTOR®.**

- Every step possible should be taken to ensure physical distancing is followed as this is the most effective precaution. This may include:
 - Marking 2-meter intervals.
 - Passive screening (signage on entrances).
 - Masks must be worn at all times while in the property.
 - Promotion of frequent hand washing by all parties.
 - Rigorous cleaning practices especially with items frequently touched/handled by several people (doorknobs etc..).

- Ensuring all REALTORS® working at the open house are aware of the necessary precautions they must follow.

- In instances where 2 meters cannot be maintained, additional measures will apply including:
 - Consider installing a physical barrier such as a plastic guard to protect REALTORS® from potential exposure.
 - Active rather than passive screening. This would include conducting temperature checks of all persons using either a non-contact thermometer or disposable thermometer
 - Maintaining personnel logs which include who visited, their contact information and time of entry and departure.

In addition to the above required guidance provided by WorkSafe NB, NBREA also suggests that REALTORS® consider implementing the following *best practices* when conducting in-person open houses in this new normal.

- REALTORS® should consult with their agent (firm) if hosting an open house is permitted per their agent (firm)'s own operational plans.
- Consider setting appointment times for attendees of open houses to stagger entry to the property.
- REALTORS® should consider vetting any attendees of open houses to ensure they are serious buyers worthy of the risk of permitting entry into a client's property. This may include:
 - Asking to see photo ID and retaining the information for contract tracing purposes if required by public health.
 - Asking to see pre-qualification financing letter.

3. Other General Reminders.

The province of New Brunswick has prepared a dashboard that outlines the borders of each respective health zone. Please review these [maps](#) to determine what zone you are in or if your business would bring you or your clients into another zone.

We would also like to inform REALTORS® that travel from an orange zone to a yellow zone should be limited to essential or emergency reasons only.

Anyone who travels from a yellow zone into an orange zone, must observe the requirements of the orange zone while you are there as well as when you return to a yellow zone for a period of 14 days. The orange zone requirements which must be followed can be found in the following [link](#).

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We ask that all REALTORS® please continue to be vigilant by following all public health guidelines including:

- wash your hands regularly.
- maintain physical distancing (2 meters or 6 feet apart).
- wear non-medical masks.
- complete COVID-19 screening.
- Regularly clean and disinfect high touch areas.
- consistently carrying out all the actions outlined in your up-to-date operational plan and keep a copy with you at all times (electronic or hard copy).
- Stay home if you are sick. If you have COVID-19 symptoms, please use the self-assessment tool available on-line to determine if you should be tested for COVID-19. [Self-Assessment Tool](#).
- **Download the Covid Alert App [Covid Alert App](#).**

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Thank you