



NBREA – Operational Plan

Dated June 10, 2020

Reviewed and Updated:	Date	Initials
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Introduction

The New Brunswick Real Estate Association (NBREA) is a provincial association of REALTORS® working together to strengthen the standards of professionalism. NBREA represents over 950 members throughout the province.

NBREA has developed this operational plan with the intention to keep its staff & contractors, board members, membership and anyone else with whom NBREA interacts as safe as possible from further waves of COVID-19. This operational plan has been developed using guidance provided by The NB Chief Medical Officer of Health, WorkSafe New Brunswick and NBREA's Operational Plan guidelines.

It is NBREA's intention that this operational plan will be in place until it is no longer a requirement by New Brunswick governmental authorities.

Effective date of operational plan

This operational plan initially came into effect on June 10, 2020.

Regular review and update of this operational plan

This operational plan will be reviewed periodically in the following situations:

- Following a change in phase of recovery by the Province of New Brunswick; and
- At least once a month.

Each time the recovery plan is reviewed a notation will be made on the front page of the operational plan indicating that a review was completed and the date it was completed.

Person responsible for operational plan

NBREA's Executive Officer is responsible for the operational plan. The Executive Officer may delegate specific duties of the operational plan to specific members of the NBREA team as he deems appropriate.

Staff members may identify additional risks after completion of this operational plan. If they do, they should promptly inform the Executive Officer who will determine if an update to the plan is warranted.

Potential consequences for non-compliance with this operational plan.

If any staff members fail to comply with the controls in the operational plan, the Executive Officer will encourage and request corrective action.

If there is continued and blatant non-compliance with the operational plan by a specific staff member, it may be necessary for the Executive Officer to impose consequences or remedial measures available under current employment laws in order to protect the health and safety of other staff, the membership, and the public.

If there is blatant non-compliance in accordance with these guidelines by anyone wishing to enter the NBREA office, the Executive Officer or their delegate may refuse entry to the person(s) in question.

Risk assessment

NBREA's office is located in a one-story unit in Fredericton's uptown business park on 22 Durelle Street and it shares the building with two other tenants, each tenant having its own entrance.

Office Layout

The office contains the following physical elements:

- Two entrances opening directly to the outside. The first entrance is the main entrance and upon entering there is a small vestibule before going through another door into the main office where the reception desk is located. The second door which is a fire escape door only, is located in the rear of the office space and is located in the board room.
- The office has 6 individual offices each with doors and 5 with their own windows. The windows do not open.
- The main entrance to the office contains an area with a reception desk and two waiting chairs.
- There is a large board room where meetings, exams and education sessions are held.
- There is a room that has a small kitchen area, a photocopier, a small table and a storage area.
- There are two single-use bathrooms, each with their own door.

Office Considerations

Below are additional considerations when determining risk.

- NBREA staff utilize the office on a daily basis. NBREA has six regular staff. Each staff member has their own office with the exception of the Office Coordinator who is out in the open area with a high desk that is located where the public enters the office location.
- NBREA holds, on a regular basis, meetings with its 12-member Board of Directors and various Board Committees.

- NBREA is responsible for issuing membership to its over 950 strong membership and is therefore often seeing members or future members visit its office for various needs.
- NBREA holds in-class practicum training once a month for 3 consecutive days to students studying the Pre-Licensing Education course in the boardroom with class size up to 16 students plus instructor.
- NBREA provides examinations to students. These exams are typically held twice a month and are held in the board room with up to 16 students writing their exams.
- NBREA is a co-regulator of the NB Real Estate Agents Act with Financial and Consumer Services Division. As such it occasionally has its trust account inspectors and consultants within the office to assist with carrying out NBREA's inspection program.
- The NBREA Registrar (one of the six staff previously identified) manages the complaints and disciplinary process. As such, there is often a need to hold complaints and disciplinary hearings and meetings that involve legal counsel, members of the public and REALTORS®. Occasionally, NBREA has other individuals, delivery persons, professionals and summer students in the office. The individuals entering and using NBREA's office facilities all have varying degrees of risk tolerance and are comprised of a wide range of demographics. NBREA has been operating remotely since the beginning of the pandemic and has become quite adapt at utilizing virtual tools to conduct its regular activities.

Procedure if someone becomes sick

If a staff member becomes sick, they must immediately inform the Executive Officer and must stay home from work and self-isolate. At that time, the staff member in question will be provided with the Province of New Brunswick's self-isolation information sheet. They are also requested to utilize the Province of New Brunswick self-assessment tool to determine if they should be tested for COVID-19.

https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus.html

If a staff member feels well enough to continue to work, they may do so from home upon approval from the Executive Officer.

Office Controls

Signage

- Pre-screening signage will be placed on the main entrance door.
- Signage will be placed in reception area and board room to raise awareness of COVID-19 symptoms and how to protect oneself.
- Signage will be placed in reception area and boardroom identifying the need to maintain physical distance.
- Signage will be placed in the reception area and boardroom identifying proper use of a non-medical mask.
- Signage will be placed in reception area, board room and both washrooms identifying proper respiratory hygiene.
- Signage will be placed in both washrooms and in the kitchen on proper handwashing.
- Signage will be placed on entry way to board room limiting the number of persons in the board room to eight (8) individuals.
- Signage should be placed in entry to kitchen and photocopy room that only one (1) individual should be in each area at one time.
- A cleaning checklist will be placed in both washrooms with date and time of last cleaning
- A cleaning checklist will be placed in kitchen with date and time of last cleaning.
- Tape or signage on the floor should be placed in front of Officer Coordinators desk to alert the public to maintain physical distancing.

Pre-screening tools

- A pre-screening sign will be posted on the exterior of the NBREA office near the front door. Anyone entering into the office will be required to read the sign and self-assess the questions. If any individual enters the office, they are confirming they are answering NO to the questions on the self-assessment tool. The Office Coordinator will ask those questions again upon entry to re-affirm responses.

Physical Distancing

- All staff, board and committee members, REALTORS® and the public must make every effort to remain six feet/two meters apart at all times.
- If anyone is unable to maintain appropriate physical distancing, they must wear, as a minimum a non-medical mask.
- Staff are permitted to return to the office as of the effective date of this operational plan.
- Staff members must work in their own respective offices and must be the only person in the office.
- Meetings between staff members must occur in the boardroom where physical distancing can be maintained.
- Due to the narrow capacity of the hallway, individuals must take turns walking in the hallway. Be respectful and wait your turn and if necessary, alert others to your presence.
- The entire office space will be limited to fifteen (15) individuals.

- The Boardroom will be limited to eight (8) individuals at one time. Additional Boardroom chairs will not be used and remain at back of room to ensure physical distancing can be maintained.
- The kitchen and photocopier room space will be limited to one (1) individual in each area at a time.
- Chairs in the waiting area will be removed.
- All NBREA meetings, educational services, inspection program activities and Registrar activities will be planned with limitations of physical distancing and venue capacity.
- Where possible, virtual meetings and activities will be encouraged over in-person meetings to limit the number of individuals entering the overall office space. Some staff meetings may be held outside of the office if possible.
- A drop box will be placed in the reception area of the office for drop off and pick-ups.

Cleaning and disinfection procedures

- Everyone entering the office must immediately use hand sanitizer or wash their hands. This includes staff, REALTORS® and the public.
- Each staff member may clean and disinfect their own work surfaces at the end of each day if they have had other persons in their office during the day. This will include as a minimum wiping down your telephone & receiver, cellphone, computer equipment, printer, armrest of your chair, light switch and door handle. If the staff member is the only person in their own office during the day, this is not required.
- The Office Coordinator will be responsible for cleaning high touch areas **twice daily**. A checklist should be developed that identifies that the date and time of the cleaning and who completed the cleaning. Frequently touched items include all public doors handles, light switches, photocopier, high touch areas in washrooms and kitchens and chairs in waiting area (unless they are removed) and any other high touch areas.
- The staff member responsible for setting and holding a meeting in the Board room must ensure that the room is cleaned and disinfected after each meeting. A checklist should be developed that identifies the date and time of the cleaning and who completed the cleaning. The items cleaned should be the boardroom table, chairs, light switches, computer keyboards, phones and any other equipment used during a meeting.
- Each staff member is responsible for cleaning up after themselves in the kitchen area and ensuring high touch areas are sanitized after each use.
- All packages coming into the office should be wiped down before distributed to appropriate persons within the office.
- If payments are processed using a credit card/debit machine, this must be wiped down after each use by the person who facilitated the transaction. The credit card/debit machine may be covered with a plastic covering to facilitate easier cleaning and minimize risk to the machine.
- If payments are made by cash, the cash must be placed into an envelope and locked with the deposit book for next trip to the bank. Those who handled the cash from payments or when using petty cash must take extra care not to touch their face and must immediately wash their hands after handling the cash.

Facilitating personal/respiratory hygiene etiquette

- Staff, REALTORS® and the public must stay home if they are sick.
- Staff, REALTORS® and the public must not enter the office if:
 - they have any symptoms of COVID-19;
 - if they have had close contact with the last 14 days with a confirmed case of COVID-19;
 - if they have been diagnosed with COVID-19;
 - if they have returned from travel outside New Brunswick within the last 14 days;
 - if they have travelled to zone within NB that is experiencing an outbreak and is in the orange phase of recovery in the last 14 days;
 - if they have been in contact with someone who has travelled to zone within NB that is experiencing an outbreak and is in the orange phase of recovery in the last 14 days; and
 - if they have been told by public health that they may have been exposed to COVID-19.
- Staff, REALTORS® and the public must wash their hands or use hand sanitizer for at least 20 seconds immediately upon entering the office space.
- Everyone should avoid touching their eyes, nose and mouth at all times.
- There will be no sharing of food. Everyone is responsible for their own individual food and drinks. Dish towels for cleaning dishes will not be utilized more than once and will not be left to minimize the risk of repeated use. Paper towels will be readily available in the kitchen.
- No buffet meals are permitted. If food is required during a meeting, take-out delivery is acceptable and preferable that each person receives their own individually packaged meal.
- When coughing or sneezing, turn your head away from others and use a tissue to cover your nose and mouth then dispose of the tissue immediately. If no tissue is available, cough or sneeze into your sleeve or elbow. Wash your hands or use hand sanitizer for 20 seconds immediately after.

Personal protection equipment

- A plexi-glass barrier will be purchased and installed at the Office Coordinator's desk.
- Alcohol based hand-sanitizer will be available as individuals enter the office, in the reception waiting area, board room, individual offices, kitchen and near the photocopier.
- An inventory of non-medical disposable masks will be maintained in the office for use when physical distancing cannot be maintained.
- An inventory of disposable gloves will be maintained to be used when cleaning (if required).
- An inventory of cleaning supplies will be maintained.
- An inventory of alcohol-based disinfected spray and paper towels or alcohol-based wipes will be available in the kitchen, reception area, washrooms, boardroom, staff offices and will also be provided to each inspector.

- The Office Coordinator will be responsible for monitoring the inventory of all PPE at least weekly and will re-order additional PPE's as required.

Contact tracing measures

- A sign-in book will be maintained which must be signed by all persons entering the office who have an appointment or meeting, This will not include staff or delivery persons. The sign in must include their name, date and time of entering the office. When they leave the office, it must include the time they left the office.

Training

- All staff, board members, committee members, inspectors and regular contractors will be provided with a copy of this operational plan and will be asked to sign an acknowledgement that they have read and understood the plan and they will abide by the plan.
- A copy of this operational plan will be available on the NBREA website for viewing by REALTORS® and the public.
- The Education Officer will be responsible for communicating procedures to individuals entering the office for purpose of writing any exam or taking any educational course.
- The Registrar will be responsible for communicating procedures to any individuals entering the office for purpose of a complaints or disciplinary hearing or meeting.
- The Supervisor of Inspections will be responsible for communicating procedures to inspectors.
- The operational plan will be presented in detail at a Staff meeting. The plan will also be discussed at upcoming Board of Directors meetings and Inspectors meetings.
- Future changes to the operational plan will be communicated to staff, board members and inspectors via email.

Additional control procedures for inspectors

In addition to following all the above office control procedures, inspectors must also complete the following:

- For the protection of inspectors and staff at agents (firms), until further notice, inspections, to the extent possible will be completed remotely using virtual tools.
- When an inspection cannot be completed remotely and must be done in-person, inspectors must undertake the following additional procedures prior to conducting an in-person inspection:
 - Contact the licensed manager and become familiar with the agent (firm)'s operational plan and how their procedures may impact the inspection process. Inspectors must inquire if there is a location or place where they can conduct their inspection while still maintaining physical distancing. Inspectors should also be willing to comply with any pre-screening procedures in place at the agent (firm)'s office.

- Inspectors should inquire with the licensed manager if they are aware if anyone entering the agent (firm)'s office has answered yes to any prescreening questions outlined in the Province of NB pre-screening tool.
- Inspectors must utilize hand-sanitizer prior to entering and immediately upon leaving the office of an agent(firm).
- When meeting with a staff member of the agent (firm), inspectors should wear a non-medical mask.
- Inspectors must wipe down with disinfectant any baggage and equipment they use or carry prior to entering and immediately after leaving an agent (firm)'s office. This would include exterior of bags, laptops, scanners, file folders, cell phones, glasses etc..
- Inspectors must limit the use of photocopier at the agent (firm)'s office. If items need to be photocopied, inspectors must wipe down photocopier touch points before and after each use. When practical, inspectors are encouraged to use their portable scanners to scan documents to inspection files.
- Inspectors must tidy and wipe down their workspace area at the agent (firm)'s office each day prior to leaving.
- Inspectors who choose to remove files from an agent (firm)'s office must wipe down the files immediately after leaving the office and once again upon returning the files to the office.
- Inspectors must wipe down high touch points within their vehicles each day upon returning from an inspection.
- Inspectors must maintain a log which includes the name, address, date and time they have visited a specific agent (firm) for purposes of conducting an inspection or interaction.
- Inspectors must complete the COVID-19 checklist for any in-person inspection which confirms the above steps have been taken.

Additional control procedures for education activities

In addition to following all the above office control procedures, the additional procedures must be followed for NBREA's educational activities:

- For the protection of NBREA staff, members and the public, educational activities will be completed remotely using virtual tools whenever possible or practical.
- All in-person activities relating to education that are held in the NBREA boardroom must adhere to the procedures outlined by the NBREA Operational Plan and/or any published guidelines created by the NBREA. In addition, any student attending an in-person educational activity will be required to follow the specific guidelines outlined in the *In-Person Protocols for Educational Activities* insert.

In-Person Protocols for Educational Activities

All in-person activities relating to education that are held in the NBREA boardroom must adhere to the procedures outlined by the NBREA Operational Plan and/or any published guidelines created by the NBREA. In addition to following all these general office control procedures, the additional procedures outlined below must be followed for NBREA's educational activities:

Examinations:

- Any in-class examinations will be limited to 6 students and 1 invigilator.
- 1 student per desk with the seating arrangement pre-assigned by the Education Officer, based on the examination # the student is writing.
- Desks will be arranged to optimize physical distancing requirements while still allowing proper invigilation of the examination process.
- The examination will be delivered either completely or partly online (Section 1 on paper), subject to student's technical capabilities and at the Education Officer's discretion.
- All surfaces (desk, chair arms, light switches, doorknobs) will be cleaned prior to and immediately following the in-person examination.
- All pencils, calculators, erasers, pens to be used will be cleaned and placed on each student's desk prior to the in-person examination. These items will remain on each desk following the examination for the invigilator to clean and return.
- Students are not permitted food, books, phones, purses, or bags in the boardroom.
- Students will be provided scrap paper for calculations and the scrap paper will be disposed of immediately following the examination.
- Students are permitted, only one at a time, to go the washroom during the examination and will follow procedures as outlined prior to returning to the examination.
- The invigilator will wipe down all surfaces following the examination. Any portion completed on paper, will be put in a file folder or large envelope, and placed on the Education Officer's desk.
- The invigilator will wipe down additional contact surfaces outside the boardroom, such as doorknobs, light switches and main door exit if the examination was on a weekend.

Practicums:

Practicums will not be held in-class for the foreseeable future due to prolonged interaction normally associated with 3 full days in-class with normal interaction. All Practicums will be moved to virtual classrooms and online course material. If at such time practicums are to resume in class, a detailed control procedures guideline will be produced for all students and instructors.

Consults:

Where possible, consults will be conducted virtually using Go To Meeting. Any consults with a student will be treated the same as a normal one-on-one meeting held in the board room, following the general control procedures outlined by NBREA with the examination results displayed on the screen versus traditional hard copy review.

APPENDICES

Appendix 1 - [How to Self-Monitor](#)

Appendix 2 - [How to Self-Isolate](#)

Appendix 3 - [Covid-19 Screening Tool](#)

Appendix 4 - [Physical Distancing](#)

Appendix 5 - [Wash your hands poster](#)

Appendix 6 - [Wash your hands poster](#)

Appendix 7 - [Hand Sanitizer poster](#)

Appendix 8 - [Protect Yourself and Others from Getting Sick Poster](#)

Appendix 9 - [Non-medical Masks or Face Coverings Poster](#)

Appendix 10 - [Cleaning and Disinfection Information Sheet.](#)

Appendix 11 - [Purchase PPE from Atlantic Canada Suppliers for your Business](#)

Appendix 12 – NBREA COVID-19 Operational Plan Acknowledgement Form

Appendix 13 – NBREA’s Inspector COVID-19 Control Procedures Checklist (for in-person inspections).

Appendix 14 - NBREA Operational Plan – Information Sheet for Persons Entering the Office

Appendix 12

NBREA COVID-19 Operational Plan Acknowledgement Form**

I, the undersigned acknowledge that I have received and have read the NBREA COVID-19 Operational Plan (the Plan) and I will make every effort to comply with the procedures outlined in the Plan until such time as NBREA no longer requires a COVID-19 operational plan.

I understand that failure to comply with the provisions of the Plan may lead to further action by NBREA.

Dated this _____ day of _____, 20____

Print Name _____

Signature _____

*** this must be signed by each staff member, each board member, all inspectors and contractors that come into the office on a regular basis.*

Appendix 13

NBREA's Inspector COVID-19 Control Procedures Checklist (for in-person inspections)

Date: _____

Agent (firm): _____

Agent #® _____

Address: _____

Manager: _____

Inspector: _____

- 1. I have contacted the licensed manager and have become familiar with the agent (firm)'s operational plan and how their procedures may impact the inspection process.
- 2. I have confirmed that there will be a workspace available to me where I can conduct the inspection while still maintain physical distancing.
- 3. I have complied with pre-screening procedures in place at the agent (firm)'s office.
- 4. I have asked the licensed manager if they are aware if anyone entering their office has answered Yes to any of the questions on the Province of NB pre-screening tool.
- 5. I have used hand-sanitizer prior to entering and immediately upon leaving the office of an agent(firm).
- 6. I have worn a non-medical mask when meeting with a staff member of the agent (firm).
- 7. I have wiped down with disinfectant any baggage and equipment I use or carry with me prior to entering and immediately after leaving an agent (firm)'s office. This includes exterior of bags, laptops, scanners, file folders, cell phones, glasses etc..
- 8. When using the photocopier at the agent (firm)'s office, I have wiped down photocopier touch points before and after each use.
- 9. I have tidied and wiped down my workspace area at the agent (firm)'s office each day prior to leaving.
- 10. Inspectors who choose to remove files from an agent (firm)'s office must wipe down the files immediately after leaving the office and once again upon returning the files to the office.
- 11. I have wiped down high touch points within my vehicle each day upon returning from an inspection.
- 12. I have entered into a log the name, address, date and time I have visited a specific agent(firm).

Appendix 14

NBREA Operational Plan – Information Sheet for Persons Entering the Office

- Please ensure you have read the pre-screening questions or answered the questions posed by the office coordinator on the way into the office. If you have answered yes to any of the questions, we kindly request you leave the office immediately.
- Please utilize hand sanitizer immediately upon entering the office space.
- Please maintain physical distancing while in the office or if physical distancing is not possible, please wear a non-medical mask.
- Please do not enter the individual staff offices. Please remain in the common areas.
- Please respect the physical distancing signage around the Office Coordinators desk.
- Please take turns walking in the hallways. They are narrow and do not lend themselves to physical distancing. Be respectful and wait your turn and if necessary, alert others to your presence.
- Please be aware that the boardroom is limited to eight (8) individuals and please respect the seating signage within the boardroom.
- Due to the size of the space, both the kitchen and the photocopier area spaces are limited to one (1) person in each of the two areas at a time.
- Please follow appropriate respiratory hygiene etiquette by avoid touching your eyes, nose and mouth. Cough or sneeze into a tissue or if a tissue is not available, cough or sneeze into your sleeve or elbow.
- Please note, that our high touch areas are disinfected twice daily. This includes, public door handles, light switches, photocopier, high touch areas in washrooms, kitchens and chairs in waiting area.
- If you use the kitchen area, please use the wipes provided to wipe down any surfaces touched such as coffee maker, fridge door handle, counter etc..