



New Brunswick Real Estate Association

COVID -19 OPERATIONAL PLAN GUIDELINES

Dated: May 20, 2020
Amended: May 22, 2020 (page 7)
Amended: July 30, 2020

DISCLAIMER

In keeping with the New Brunswick Real Estate Association's (NBREA) objectives, which include regulating the practice of trading in real estate and governing its members in order to serve and protect the public interest, NBREA has drafted the following guidelines in an effort to assist agents (firms) and REALTORS® in dealing with government directives, as they presently exist, for creating, applying and enforcing reasonable operational plans to protect themselves, their employees and the public in this time of the COVID-19 pandemic.

This document is intended for general guidance and information purposes only and under no circumstances is it intended to be used or considered as legal or business advice. NBREA assumes no legal liability or responsibility for its accuracy or completeness. It has been prepared for the convenience of NBREA members only and it is not intended nor should it be relied on as exhaustive. It is not intended to be relied upon by any third party. In no event will NBREA be liable to you or anyone else for any decision made or action taken in reliance on the information in this document.

This document is intended to be used as a starting point to provide guidance to agents (firms) or REALTORS® to prepare their own COVID-19 operational plans. Each agent (firm) or REALTORS® should look at their own risks and circumstances and prepare their own operational plan that best supports their specific business while complying with all public health and safety recommendations.

The COVID-19 situation is very fluid and the guidance provided in this document is based on information available as of the date the document. It is intended to be a living document and updates will be provided as circumstances permit and as new directives are issued by Provincial/Federal Governments and Public Health Authorities. We encourage agents (firms) and REALTORS® to conduct their own research and obtain advice from health and safety representatives or other professional advisors familiar with the most current legal and regulatory requirements to ensure they have access to the most up-to-date information.

We hope our members find these guidelines to be helpful in these uncertain times.

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Introduction

COVID-19 has changed the way REALTORS® conduct their business both within their respective offices and when dealing with their clients. REALTORS® and owners must not only consider the safety of their staff, colleagues and themselves but must also consider the health and safety of the public with which they come in contact in conducting their services. The Government of New Brunswick has made it a requirement for all businesses to prepare an operational plan that sets out how the business will operate during the COVID-19 pandemic.

This document has been developed by the New Brunswick Real Estate Association (NBREA) and is not mandatory, but rather is intended to provide guidance as each agent (firm) or REALTOR® develops their own COVID-19 operational plan. An operational plan must outline how your daily operations will be managed to meet any health and safety measures outlined by the Government of New Brunswick.

The overall intention of an operational plan is to ensure that public health measures are followed and control procedures are put in place to reduce the impact of further waves of COVID-19 by preventing, to the extent possible, persons from contracting or spreading COVID-19. This is particularly relevant for REALTORS® as most of their work involves dealing with the public and is likely to continue even during a renewed lockdown

This guidance document contains risk mitigation suggestions for the two primary environments within which REALTORS® perform their services. The first is the agent (firm)'s office and the second is the work conducted by the REALTORS® when they are out working with clients to complete listings, show homes, complete agreements and generally work toward closing real estate transactions.

For purposes of this document, Staff is defined to include licensed and non-licensed owners, agent (firm) administrative staff (including any unlicensed office managers), and any unlicensed assistants working on behalf of a REALTOR®.

It is important to understand that the operational plan should be in place until Governmental authorities have instructed the operational plan is no longer required.

This operational plan guideline document may be amended or supplemented as new recommendations are released by the Province of New Brunswick and is always subject to the changing legal directives as issued by the Province of New Brunswick.

Who should complete an operational plan?

The Government of New Brunswick has made it a requirement for all businesses to prepare an operational plan that sets out how the business will operate during the COVID-19 pandemic.

NBREA recommends that each agent (firm) complete an operational plan which can be adopted by each REALTOR® represented by that agent (firm). This document is prepared primarily with the expectation that most agents (firms) will assume the responsibility of preparing the operational plan for all their contracted REALTORS®.

Each REALTOR® has the option to prepare their own operational plan or adopt their agent (firm)'s operational plan. Should a REALTOR® prepare their own operational plan, they should consider any implications that may arise from assuming different policies and procedures from their agent (firm). In addition, if a REALTOR® chooses to prepare their own operational plan, they should be aware that throughout this document, they will need to substitute the word agent (firm) with the word REALTOR® as it relates to specific responsibilities in the operational plan.

Regular review and updating of the operational plan

It is recommended that each agent (firm) review their operational plan on a regular and consistent basis but at least monthly to determine if their operational plan is working as intended, if new government public health measures have been announced, or if new guidance is provided by NBREA. If changes are warranted, the plan should be updated and any changes in procedures should be communicated to all appropriate persons (REALTORS®, Staff and Clients). Each operational plan should contain the date it was prepared or when it was last updated.

Have your operational plan available for inspection

It is NBREA's understanding that the Government of New Brunswick does not intend to review completed operational plans in advance; however, it is understood that government public health inspectors, WorkSafe NB or Department of Public Safety officials may ask to see your plan at any time.

NBREA has been advised by government officials that REALTORS® should have a copy of the operational plan (which can be an electronic copy) on them at all times in the event that they are requested by government officials to produce their copy. This may occur within an office or while completing REALTOR® activities outside of the office.

If an agent (firm) or a REALTOR® does not have an operational plan on them at all times and are not conducting activities in compliance with the Mandatory Order, they may be subject to government imposed fines or other consequences.

Risk assessment

A first step in developing an operational plan, is for each agent (firm) to look at their business and complete a risk assessment. Significant risks to consider include risks to the overall business, as well as risks to clients, Staff, REALTORS® and colleagues. Overall risks may include health risks, financial risk, legal risks, brand risk and others. Below are some characteristics that may be considered when assessing risks.

- Number of REALTORS® and Staff working in office.
- Number of members of the public that come into the office.
- How long persons are in the office.
- Ability to have good ventilation within the office, home or property.
- Demographics and health of REALTORS®, Staff and clientele
- Structure and size of office space.
- Number of entrances to the office space.
- Structure and size of shared areas (reception, meeting rooms, boardrooms, kitchen, photocopier room, supply room, washrooms, etc)
- Ability/inability to move certain tasks/work/meetings to a virtual setting.
- Frequency of in-person meetings.
- Risk tolerance level of clients.
- Locations of meetings with others.
- Ability to physical distance.
- Agent (firm)'s ability to supervise compliance with the operating plan.

The Province of New Brunswick has prepared a guide to preparing an operational plan entitled [The COVID-19 Operational Plan Guide](#) and WorkSafeNB has prepared [Embracing the New Normal as we Safely Return to Work](#).

The Government of Canada has developed [risk-informed decision making guidelines for workplaces and businesses during the COVID-19 pandemic](#).

These documents may be a helpful reference when preparing a risk assessment.

Appoint a person responsible for COVID-19 oversight

It is recommended that any operational plan identify one person who has the overall responsibility for COVID-19 oversight within the agent (firm). This person would be responsible for developing the operational plan and advising and training all REALTORS® and Staff on the policies and procedures outlined in the operational plan. This person would also be responsible for identifying if REALTORS® and Staff are conducting activities in compliance with the operational plan.

Mechanism to identify risks and violation of controls

The person responsible for COVID-19 operational plan oversight should ensure there is a mechanism in place for individuals to report risks not previously identified in the agent (firm) operational plan. This reporting mechanism can be used as a tool to identify and complete future updates to the operational plan.

In addition, the person responsible for COVID-19 oversight should institute a program where checks and tests are in place to confirm if COVID-19 procedures are operating as intended. For example, this can be done by observing behavior of REALTORS® and Staff within the office to ensure physical distancing is maintained and making corrections when appropriate. It may also include observing if extra cleaning is being followed and cleaning checklists are being completed. Other checks and tests will be specific to each agent (firm)'s own circumstances. Documentation of checks and tests is recommended.

Finally, the person responsible for COVID-19 oversight should provide REALTORS® and Staff with a process they can use if they identify any known or intentional violation of controls. In addition, the operational plan should identify if the agent (firm) intends to implement any consequences for REALTORS®, Staff or members of the public/clients who knowingly violate controls put in place.

REALTOR® and Staff rights during COVID-19

It is recommended that each agent (firm)'s management team review its REALTOR® and employee contracts and its own human resource policies to understand and clarify the rights and responsibilities of REALTORS®, Staff and employers should situations arise as a result of the impact of COVID-19. This information may be included in an operational plan as a means of communicating this information to REALTORS® and Staff.

Procedures if someone becomes sick

It is recommended that the operational plan advise REALTORS® and Staff to stay home if they are feeling sick.

It is recommended that the operational plan identify that The Province of New Brunswick has a self-assessment tool which can be found at:

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

It is recommended that all REALTORS® and Staff be made aware of this self-assessment tool and should be encouraged to utilize it if they are feeling unwell.

It is recommended that the agent (firm) circulate frequent reminders of this self-assessment tool and reminders for REALTORS® and Staff to stay home if they are sick.

It is recommended that the operational plan develop a process if a REALTOR® or Staff member becomes sick;

This process may include:

- Identify to whom the REALTOR® or Staff member should report their illness.
- Process for gathering contact tracing information that may have been kept by a REALTOR® or a Staff member if this information is requested by public health.

Permitted activities under the Province of NB's recovery plan

Province of New Brunswick Mandatory Order

On March 19, 2020, The Province of New Brunswick declared a State of Emergency in the Province of New Brunswick and issued a [Mandatory Order COVID-19](#) (the Order). This Order has been renewed and updated approximately every two weeks and the link above refers to the most recent version of the Order. This Order outlines what activities are permitted and what precautions are required under the State of Emergency.

The following measures are in the July 23, 2020 version of the Order and may impact agents (firms) and REALTORS®:

- *Every business proprietor and service provider, every employer and workplace manager, everyone who own or occupies land or buildings and every host, organizer or coach of sporting activities must take all reasonable steps to minimize the risk of COVID-19 transmission among their employees, patrons and visitors, and must comply with all directives and guidelines from from WorkSafe New Brunswick and the Chief Medical Officer of Health relevant to COVID-19 transmission. This paragraph binds government entities, charities and not-for-profit entities as well as for-profit businesses.*
- *Everyone who finds themselves in any location, other than their own home, in which distancing as per this Order is not possible, must either remove themselves promptly from the location or must wear a face covering that covers their mouth and nose. This paragraph does not apply to children under two years of age, nor to children of any age at a licensed early education and childcare facilities. The Chief Medical Officer of Health may exempt from the application of this paragraph other classes of persons who are unable to wear a mask or face covering.*
- *Every peace officer in the execution of their lawful duties, every occupational health and safety officer appointed under the Occupational Health and Safety Act and every inspector appointed under the Public Health Act is authorized to enter and inspect any premises to ensure compliance with this order and authorized to serve on any person found not in compliance with this Order and Order to comply.*

Because this Order is updated frequently, it is recommended that persons responsible for operational plans keep apprised of any future changes and make any necessary updates to their operational plan. The Current version of the Order can be found at:

<https://www2.gnb.ca/content/dam/gnb/Corporate/pdf/EmergencyUrgence19.pdf>

In addition to the Mandatory Order, the Province of New Brunswick has instituted a phased-in recovery plan. On the following page is a copy of the Public Health Phases and Triggers of this Recovery Plan.

The province is currently in the Yellow phase of recovery.

Under the Mandatory Order, the real estate industry may function in a near-normal manner provided physical distancing is respected (or face coverings are worn when distancing is not possible) and operational plans are in place.

While in the Red Phase, the NBREA provided guidance to REALTORS® recommending that real estate services be limited to *essential real estate services* only. *Essential real estate services* were suggested to include the following:

- Homes/properties with a pending sale with conditions to be satisfied.
- Homes/Properties with a firm sale not yet closed.
- Situations where seller may urgently be required to list for sale his or her home as follows:
 - Divorce – property must be listed for sale per a court order.
 - Death in the family and estate sale in progress.
 - Job transfer/loss of job.
 - Foreclosure/Bankruptcy pending.
- Situations where buyer may be urgently required to purchase a home as follows:
 - The buyer has sold his or her own house and needs to buy another one.
 - The buyer has been transferred to a different city.
 - Life circumstances, divorce, separation, death, change in income.

It is important to know that the Province of New Brunswick has put in place triggers which may result in moving back into the Red Phase of Recovery. Should this occur, operational plans should be reviewed and updated and NBREA encourages limiting real estate activities to essential services.

Public Health Phases and Triggers

Major Trigger: Back to Current Level: 3 unlinked community outbreaks (cases) in 6 day period

Minor Trigger: Significant Acceleration of Disease Curve

Public Health Measures*

	Stricter controls (pre-April 24)	Transition measures announced April 24	Progressively Loosen: target of 2-4 weeks after April 24	Progressively loosen	Trigger to New Normal: vaccination or herd immunity
Hand Washing, Surface Cleaning	Yes	Yes	Yes	Yes	Yes
Physical Distancing (2m)	Strict	Two "Household Units"	Two "Household Units"	Family and Friends	Lift
Face Coverings in Public When Physical Distancing may not be Possible	Strongly Recommended	Strongly Recommended	Required Unless Unable	Required Unless Unable	Recommended when ill
Gathering w. Physical Distancing	None	None	10 or Less	50 or Less	Lift
Public Spaces: Health Screening, Handwashing Stations, Barriers, Reduced Maximum Occupancy	Yes	Yes	Yes	Yes	Lift
Businesses or Activities that can Ensure Physical Distancing	Strict Controls	Strict Controls	Strict Controls	Basic Controls	Lift
Businesses or Activities that cannot Ensure Physical Distancing	Close	Close	Progressive Opening then Strict Controls	Basic Controls	Lift
Visitation of Vulnerable Population	Strict Controls	Strict controls	Loosen with Strict Controls	Basic Controls	Lift
Schools and Daycares	Virtual Only (Daycare for Essential Workers)	Continue Virtual (Daycares for Essential Workers)	Continue Virtual, Expand Daycares with Strict Controls	Open Schools (September 2020) with Strict Controls and Expand Daycares	Reopen
Postsecondary Institutions	Virtual Only	Progressive, starting with practical programs	Virtual and In-person with Strict Controls	Basic Controls	Reopen
Borders (Provincial/International)	Strict Controls and Self-Isolation	Strict controls and self-isolation	Strict Controls and Self-Isolation	Strict Controls per Risk	Reopen

*Measures subject to change based on ongoing public health risk assessments and review of latest national and international evidence on the spread of COVID-19.

Guidance for open houses

While the Mandatory Order does not specifically restrict open houses, NBREA strongly recommends that any open houses should be completed virtually rather than in-person.

NBREA wants to remind REALTORS® that the risks associated with hosting a traditional open house in these circumstances is relatively high. Each agent (firm) and each REALTOR® must assess whether the benefits of hosting an in-person open house outweigh the risks of spreading COVID-19 to REALTORS®, Staff, and clients. Other risks may include potential damage to the overall brand 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 a traditional open house, the following are guidelines provided to NBREA from WorkSafe NB for conducting in-person open houses.

- 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).
 - 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® and Staff 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® and Staff 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
 - Face coverings which include non-medical masks.
 - Personnel logs – who visited and their contact information.

Office Controls for an agent (firm)

Real estate agents in New Brunswick operate office locations where REALTORS® and Staff often meet with clients to discuss real estate transactions, sign documents and maintain the day to day administrative functions of operating a real estate agent (firm)'s business. The first part of this operational template is designed to identify actions and activities that real estate agents (firms) may consider when preparing their own operational plan for the office setting. These activities will vary depending on each agent (firm)'s own circumstances.

COVID-19 awareness (signage)

It is recommended that each operational plan identify what signage will be put in place within the office to help spread the awareness of procedures to minimize the risk of spreading COVID-19. See Appendices 1 - 10 for sample signage. Some examples to consider for the benefit of REALTORS®, Staff and the public are may include:

- Pre-screening signage should be placed at all entrances to the office.
- Signage should be placed in all common areas and throughout the office to raise awareness of COVID-19 symptoms and how to protect oneself.
- Signage should be placed in all common areas and throughout the office identifying the need to maintain physical distancing while in the office.
- Signage should be placed in all common areas and throughout the office identifying proper respiratory hygiene.
- Signage should be placed in all bathrooms and kitchens on proper hand washing and hand hygiene.
- Signage can be used to identify the capacity for number of persons allowed in a given room (board room, break room, photocopier room) and be placed at the entrance to the respective room.
- Signage can be used to remind REALTORS® and Staff of physical distance measures in hallways (such as directional arrows) or boardroom seating.
- Cleaning checklists can be posted in common areas identified for frequent cleaning.

Pre-screening tools

It is recommended that the operational plan outline what pre-screening processes will be put in place as individuals enter the office. Each agent (firm) should make their own determination if they want to implement active or passive screening tools. Some examples to consider are as follows:

- Each person (REALTOR®, Staff and the public) must read a posted screening questionnaire for COVID-19 before entering the office. It is agreed that if a person (employee or member of the public) enters the office, they are agreeing that they are answering NO to the pre-

screening questions on the date and time they have entered the office. A copy of the screening questionnaire can be found in Appendix 3.

- Each person (REALTOR®, Staff and the public) entering the office must complete a health screening questionnaire confirming that they do not have any symptoms of COVID-19. If they do, they should be sent home immediately.
- Each person (REALTOR®, Staff and the public) entering the office submit themselves to a temperature check by an individual appointed to perform this procedure using a non-contact or disposable thermometer. If this option is chosen, the temperature check must be repeated at the start of their shift. Employees in high risk groups (travelled outside the government approved bubble in the last fourteen days or have potential exposure to a positive case of COVID-19) may benefit from active screening on a more frequent schedule. If they have a fever, they should be sent home immediately.

Physical distancing

It is recommended that the operational plan identify the physical distancing measures that will be put in place within the office. Some examples to consider include:

- Everyone should maintain a minimum of two metres (physical distancing) between themselves and others at all times (unless they are members of the same household or “bubble”).
- Virtual meetings should be encouraged over in-person meetings.
- If REALTORS®, Staff or members of the public are unable to ensure physical distancing, masks must be worn at all times. In-person meetings should be utilized only in rare circumstances and should not be the default go-to for interactions between REALTORS® and Staff when dealing with clients or members of the public.
- Number of persons permitted in the office at one time may need to be limited depending on the size of the office space.
- If reasonable, consider if there are options to improve ventilation within the office (e.g. open windows)
- Set up of a drop box(s) for clients to utilize to drop off important documents for specific REALTORS® or Staff. Drop boxes can also be used for mail and courier packages pick up and deliveries.
- Where possible, REALTORS® and Staff should be permitted and encouraged to continue to work from home.
- Consider rescheduling unnecessary visits to the office by vendors, delivery people or others who do not need to come into the office.
- Limit deliveries to the office to work related deliveries only. (no personal deliveries)
- Reposition workspaces within the office to increase physical distances.
- Install barriers and partitions where it would make sense. For example, the reception desk should have a barrier to protect the public, REALTORS® and Staff.

- Consider limiting the number of REALTORS® and Staff working in one space by:
 - Offering staggered work hours.
 - Limiting or closing access to break room, kitchen, coffee room or photocopier room.
 - Setting appointments for utilizing shared office spaces.
- Strongly consider implementing a no-cash policy for trust deposits and make trust deposits by cheque, certified cheque, bank draft or EFT.

Cleaning and disinfection procedures

It is recommended that the operational plan identify the additional cleaning and disinfection procedures that will be put in place within the office. Some examples to consider include:

- Train everyone how to keep their own work surfaces, devices (laptops, telephones, cellphones, screens, keyboards) equipment, tables, light switch, door handle, and chair clean. It is recommended that every REALTOR® and Staff member complete this cleaning routine at the end of each day or work shift if they are in the office.
- If a meeting is held within the office, the REALTOR® or Staff person responsible for setting the meeting should clean and disinfect the meeting or boardroom before and after the meeting.
- Procedures for cleaning frequently touched items should be implemented. Consider the following:
 - Appoint a person to clean and maintain a checklist of items to clean frequently.
 - Frequently touched surfaces and common areas may include reception area, door handles, office supply cupboards, waiting room chairs, telephones, photocopiers, light switches, entryways, elevators, handrails, washrooms and kitchens.
 - Maintain a checklist to be signed and dated by the person doing the cleaning each time items are cleaned.
 - Indicate how in the operational plan how often the frequently touched items should be cleaned. This cleaning should be done as a minimum twice daily.
- Procedures for cleaning items after each use should be implemented. Consider the following:
 - Appoint person(s) responsible to disinfect and wipe down specific items after each use. This could be the person that used the item.
 - Items to clean after each use may include coffee machine, postage meter machines, any debit/credit machines.
- Increasing general cleaning in the office (e.g. vacuuming, floors, windows).
- Appointing a person responsible to disinfect all packages/envelopes arriving at the office before distributing within the office.
- Consider utilizing disposable gloves when cleaning.
- All washrooms should be properly equipped with hot/cold potable running water, liquid soap, paper towels, garbage bins, toilet paper and cleaning and disinfecting supplies.
- A person should be appointed to assess if supplies for handwashing, washroom facilities, and hand sanitizer are adequate and always available as well as maintaining a checklist to confirm that this assessment process is completed.

- When utilizing cleaning products, follow product instructions for dilution, contact time and safe use. For more information on appropriate cleaning and disinfecting products please refer to the Appendix 10.

Facilitating personal / respiratory hygiene etiquette

It is recommended that the operational plan identify the personal/respiratory hygiene etiquette that should be followed by everyone entering the office. Some examples to consider include:

- REALTORS®, Staff and clients should stay home if they are sick.
- Everyone should practice physical distancing (unless they are members of the same household or “bubble”).
- Each person should wash their hands thoroughly for 20 seconds with soap and water or an alcohol-based hand sanitizer if soap and water is not available upon entering the office.
- All REALTORS® and Staff should avoid touching their eyes, nose and mouth at all times.
- All REALTORS® and Staff should be instructed on proper respiratory hygiene which includes turning away from others and coughing or sneezing into a tissue (if available) and the tissue should be disposed of immediately or into their own sleeve or elbow and the individual should wash hands for 20 seconds or use hand sanitizer immediately afterward.
- Handwashing signs should be posted in the bathrooms and in kitchens.
- Providing face masks should they be required for client meetings or interactions when physical distancing cannot be maintained. Guidelines on non-medical masks should be followed. (see Appendix 9)

Personal protection and business preparedness equipment

It is recommended that the operational plan identify what personal protection equipment be worn or used within the office. Some examples to consider are as follows:

- Wearing non-medical face masks is required by REALTORS®, Staff and clients in the office when physical distancing cannot be assured.
- A plexiglass barrier may need to be purchased and placed at reception area.
- Alcohol based hand-sanitizer should be made available in all common areas.
- Face masks may be sourced and maintained in the office for use by REALTORS®, Staff and clients when physical distancing cannot be assured.
- Disposable gloves may be sourced and used for cleaning.
- If an agent (firm) chooses active screening, source non-contact or disposable thermometers for pre-screening.
- The individual responsible for the operational plan should identify who will source and supply the personal protection equipment: the agent (firm) or the REALTOR®. This includes, disposable gloves, non-medical masks, thermometers (if applicable) and hand-sanitizer.

For more information on where to source personal protection equipment please refer to [PPE Sources for NB Businesses](#). You may also call WorkSafe NB at 1-800-999-9975 for questions on obtaining PPE equipment.

Contact tracing measures

It is recommended that the operational plan include any procedures that should be put in place to identify anyone entering or exiting the office. This may include a log where individuals sign-in and sign-out with date, time and a phone number to contact them. This tool could be very helpful for Public Health for purposes of contact tracing should anyone who has come into the office subsequently be found out to have contracted COVID-19.

Training of staff and REALTORS®

It is recommended that the operational plan include a plan to train REALTORS® and Staff on new procedures. Examples include:

- All REALTORS® and Staff should be required to read and acknowledge that they have read the operational plan. This can be done by signing a confirmation that they read and understand the expectation to comply with the operational plan.
- The individual responsible for the COVID-19 operational plan may hold virtual training sessions with its REALTORS® and Staff to review the contents of an operational plan. One example source of training may include The World Health Organization's courses which include a course entitled *eProtect Respiratory Infections* and another course entitled *How to put on and remove personal protective equipment (PPE)*. Links to these courses can be found in Additional Resources and References.
- The person responsible for oversight of the COVID-19 operational plan should conduct checks to see that controls are operating correctly and may need to correct or adjust how persons are performing specific control procedures.
- The person responsible for oversight of the COVID-19 operational plan may issue regular emails to remind staff to stay home if they are sick, to remind staff of the Provinces self-assessment tool, and to inform REALTORS® and Staff of any updates or amendments to the operational plan.

Controls for salespersons activities

REALTORS® routinely work with the public in a variety of locations. This includes working with sellers wishing to list their home or property or who have already listed their homes or property for sale, working with buyers looking to purchase a home or property, and working with inspectors, appraisers, contractors, lenders, lawyers and other professionals toward closing of a sale. Because of this, REALTORS® are often working in multiple locations such as a variety of homes, offices and other locations. This section of the template is designed to identify policies and procedures that agent (firms) and REALTORS® may consider in preparing their operational plans when undertaking their daily activities outside the office. These activities will vary depending on each REALTORS® or their agent (firm)'s own circumstances.

COVID-19 awareness (signage) & showing checklist

It is recommended that the REALTOR® have available with them signage (which may be electronic or combined into one page) and have it available to show this signage to any clients or other members of the public they interact with to help spread the awareness of procedures to minimize the risk of spreading COVID-19. Some examples to consider include:

- Social distancing signage and be able to explain how far 2 metres is to anyone accompanying them on a visit to a home or property.
- Signage for handwashing procedures and hand sanitizing procedures.
- Signage for how non-medical masks must be worn.
- Signage for how to properly put on, remove and discard disposable gloves.

It is also recommended that the REALTORS® utilize a checklist of additional procedures that need to be undertaken when completing a showing of a home or property. This will remind the REALTOR® of additional pre-screening and cleaning that they may need to complete. A sample checklist can be found in Appendix 11.

Pre-screening tools

It is recommended that the operational plan outline what pre-screening processes will be put in place prior to any showing of a home or space for purposes of conducting a real estate transaction. Each agent (firm) should make their own determination if they want to implement active or passive screening tools. Some examples to consider Include:

- Prior to entering any home or space for any purpose, the REALTOR® should utilize a pre-screening form designed for the buyer and their REALTOR® and a pre-screening form designed for the seller and their REALTOR® whereby specific questions are posed prior to entering the home or space. These two forms can be found in Appendices 12 and 13. NBREA recommends this option and suggests that these forms be kept current and up to date.

Ideally, they would be completed for each day a REALTOR® shows homes or properties to a specific buyer and each day a seller makes their home or property available for a showing.

- Prior to entering any home or space for any purpose, the REALTOR® should utilize pre-screening signage, whereby specific questions are posed to the REALTOR®, the seller, the buyer and anyone else planning to enter into the home or space. An example of this signage is found in Appendix 3. This would be passive and is a less effective pre-screening tool.
- If at any time during a visit to a home or property, the REALTOR® arrives to find an individual in the home or visiting a home or property is coughing or appears ill, the REALTOR® should stop the showing, leave and discuss alternative arrangements to complete any work or interaction.
- REALTORS® may consider an active pre-screening tool such as the utilization of a non-contact or disposable thermometer on themselves and clients prior to entering a home or property for a showing.

Physical distancing

It is recommended that the operational plan identify the physical distancing measures that will be put in place for REALTORS®. Some examples to consider include:

- When it is necessary for a REALTOR®, Staff, a potential buyer, inspector or any other professional relating to a real estate transaction to enter a home or property, the individual(s) entering the home or property must make every attempt to maintain physical distancing between themselves and others at all times (unless they are members of the same household or “bubble”).
- If a REALTOR® or Staff must go in to a home or property, they should wear a non-medical mask if physical distancing is not assured.
- If it is not necessary for the REALTOR® or Staff to enter the property but simply to unlock it, they may do so and wait outside while maintaining physical distancing from others. REALTORS® should advise sellers of additional risks should this process be utilized.
- Where possible, REALTORS® should utilize virtual tools rather than face-to-face interactions. This would include:
 - Meeting with clients virtually.
 - Using video technology, 2D & 3D diagrams, and photos to record and complete a virtual presentation on properties listed for sale.
 - E-signature applications be used for signing agreements. Many of these tools are already located in WEBForms® and allow all parties to seamlessly initial and sign documents electronically and remotely.
- When listing a property for sale, the listing salesperson may request that the seller take videos or virtual tours of the house or property which can be used to market the property rather than the listing salesperson going into the home or property. The listing salesperson may

also request that the seller provide dimensions of the rooms and provide a disclaimer in the listing write up that the measurements have not been verified by the REALTOR® at the time of listing.

- REALTORS® may do virtual showings of houses thereby minimizing individuals entering into houses listed for sale.
- REALTORS® may consider developing a list of questions to potential buyers with the goal to limit showings to only serious buyers.
- If reasonable, consider options to improve ventilation in home or property when completing showings (e.g. open windows).
- If the property is located in a building with an elevator, REALTORS® should instruct others with them to limit the number of individuals in the elevator at one time to family members only or those within their “bubble”. If possible, it is suggested that REALTORS® and their clients utilize the stairs rather than the elevator.
- REALTORS® should not travel in a vehicle with their clients and arrive separately to a viewing or meeting.
- When documents need to be transferred from a client to a REALTOR® or vice versa such as executed agreements, deposit cheques or other documents, the REALTOR® should consider providing a bag/envelope for the documents to be placed into without passing directly from the client to the REALTOR®. Another option is for the client to utilize drop boxes at agent (firm) office.

Cleaning and disinfection procedures

It is recommended that the operational plan identify the additional cleaning and disinfection procedures that will be put in place by REALTORS®. Some examples to consider include:

- REALTORS® and any other persons entering a home or property should either wash their hands or utilize alcohol-based hand sanitizer prior to entering any home or premises and immediately upon leaving any home or premises.
- Any persons who accompany a REALTOR® into the home or property should be advised not to touch any surfaces.
- REALTORS® should utilize alcohol-based disinfectant wipes or another approved disinfectant to wipe down any common surfaces that are touched while they are in a home or property. This would include the lock box, door handles, light switches, kitchen and washroom taps (if utilized), hand railings and anything else that may have been touched while individuals were in the home or property.
- REALTORS® should frequently wipe down the interior high-touch parts of their vehicles after visiting a home or property. (door handles, steering wheel, etc.). This should be done as a minimum twice daily if they are out completing showings or meeting with clients.
- REALTORS® should frequently wipe down and clean their cell phones, cameras, eyeglasses, laminated signage carried by REALTORS® and other frequently touched items. This should be done as minimum twice daily.

Facilitating personal / respiratory hygiene etiquette

It is recommended that the operational plan identify the personal/respiratory hygiene etiquette that should be followed by REALTORS® and their clients. Some examples to consider include:

- REALTORS®, Staff and clients should stay home if they are sick.
- Everyone practice physical distancing. (unless they are members of the same household or “bubble”)
- Each person should wash their hands thoroughly for 20 seconds with soap and water or an alcohol-based hand sanitizer if soap and water is not available before entering a home or property.
- REALTORS® should avoid touching their eyes, nose and mouth at all times.
- REALTORS® should be instructed on proper respiratory hygiene which includes turning away from others and coughing or sneezing into a tissue (if available) and the tissue should be disposed of immediately or into their own sleeve or elbow and the individual should wash their hands for 20 sections or use hand sanitizer immediately after.
- REALTORS® should instruct their clients on proper respiratory hygiene. Signage can be utilized to complete this instruction. See Appendices 5, 6, 7 and 8 for sample signage.

Personal protection equipment and business preparedness equipment

It is recommended that the operational plan identify what personal protection equipment should be worn or used by REALTORS® and clients. Some examples to consider include:

- REALTORS® should carry with them at all times, alcohol-based hand sanitizer.
- REALTORS® and anyone entering a home or property should be encouraged to wear a non-medical mask when conducting any interactions when physical distancing cannot be assured. Instructions on proper use of non-medical masks can be found in Appendix 9.
- REALTORS® entering a home property may consider wearing disposable gloves.
- REALTORS® may carry garbage bags with them so they can properly discard of disposable masks or disposable gloves after each use.

Contact tracing measures

It is recommended that the operational plan include procedures to identify anyone with whom a REALTOR® may have come in contact within the course of carrying out their work. REALTORS® should maintain a list of all locations they visit and the date and times they visited and where possible, the list should also include the names and a phone number of any persons who they come into contact with in the course of carrying out their work. This information could be very helpful for Public Health for purposes of contact tracing should it ever be required.

Additional Resources and References

The following documents and websites were referenced when preparing this guide. You may also find them helpful.

Government of New Brunswick: State of Emergency Declaration

<https://www2.gnb.ca/content/dam/gnb/Corporate/pdf/EmergencyUrgence19.pdf>

[Province of New Brunswick Recovery Plan](#)

[Province of New Brunswick Guidance Document of General Public Health Measures During Covid-19 Recovery.](#)

[Province of New Brunswick Operational Plan Guide](#)

[Government of Canada Risk informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic.](#)

[WorkSafe NB Embracing the New Normal](#)

[Chamber of Commerce Re-Opening and Recovery of New Brunswick](#)

[NBREA - A guide to Risk Management and Best Practices during a State of Emergency in New Brunswick.](#)

World Health Organization – eProtect Respiratory Infections

<https://openwho.org/courses/eprotect-acute-respiratory-infections>

World Health Organization – How to put on and remove personal protective equipment (PPE)

<https://openwho.org/courses/IPC-PPE-EN?locale=en>

PPE Sources for NB Businesses

<https://www2.snb.ca/content/dam/snb/Procurement/AtlanticCanadaPPESuppliersForPrivateIndustry.pdf>

Worksafe NB

<https://www.worksafenb.ca>

Government of New Brunswick Coronavirus

<https://www2.gnb.ca/content/gnb/biling/coronavirus.html>

NB Office of the Chief Medical Officer of Health

<https://www2.gnb.ca/content/gnb/en/departments/ocmoh.html>

Public Health Agency Canada

<https://www.canada.ca/en/public-health.html>

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 - Sample COVID 19 Property Showing REALTOR® Checklist

Appendix 12 - Pre-Screening Acknowledgement Form - Buyer

Appendix 13 - Pre-Screening Acknowledgement Form – Seller

Appendix 14 - [Purchase PPE from Atlantic Canada Suppliers for your Business](#)

How to Self-Monitor



You have been asked to monitor yourself for symptoms because you may have been exposed to COVID-19. The following measures will help prevent the spread of disease to others in your home and your community. Wear a community face mask in public when physical distancing is challenging.

For the next **14 days**, Public Health asks that you:

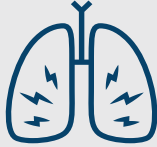
Monitor your health for the following symptoms:



Fever above 38 degrees Celsius



A new cough, or worsening chronic cough



Difficulty breathing



Runny nose



Sore throat



Headache



A new onset of fatigue



A new onset of muscle pain



Diarrhea



Loss of sense of taste



Loss of sense of smell



In children, purple markings on the fingers and toes

Keep your hands clean

Wash your hands often with soap and water for at least 20 seconds (as long as it takes to sing the birthday song twice). Dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet. If soap and water are not available, use an alcohol-based hand sanitizer.

When to wash your hands:

- Before and after preparing food;
- Before and after eating;
- After using the toilet;
- After you cough or sneeze;
- Before and after using a surgical/procedure mask;
- After disposing of waste or handling contaminated laundry;
- Whenever hands look dirty.



Take care to avoid public spaces

Avoid crowded public spaces and places where you cannot easily separate yourself from others if you become ill.



Protect yourself and others from getting sick:



Wash your hands often with soap or hand sanitizer.



Elbow cough/sneeze



Avoid touching eyes, nose, mouth with hands.



Cleaning surfaces properly



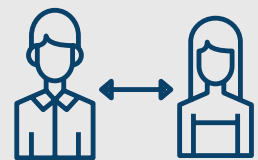
Cough in tissues and throw away



Stay home if you are sick



Avoid contact with sick person



Physical Distancing

If you start having symptoms isolate yourself from others as quickly as possible.

Immediately **CALL TELECARE-811.**

Describe your symptoms and travel history.
They will provide advice on what you should do.

May 4th, 2020



For the latest information visit: www.gnb.ca/coronavirus

New Brunswick
Nouveau Brunswick

How to Self-Isolate



You have been asked to isolate yourself because you have been diagnosed with COVID-19 or are waiting to hear the results of a lab test for COVID-19. Self-isolation means staying at home and avoiding contact with other people to help prevent the spread of disease to others in your home and your community.

For the time period given to you by Public Health or your health care provider, it is expected that you take the following measures:

Limit contact with others

- Do not leave home unless absolutely necessary, such as to seek medical care.
- Do not go to school, work, other public areas or use public transportation (e.g., buses, taxis).
- Avoid contact with individuals with chronic conditions, compromised immune systems and older adults.
- Stay in a separate room and use a separate bathroom if possible.
- Keep at least two meters between yourself and other people.
- Keep interactions brief and wear a mask.



Keep your hands clean

- Wash your hands often with soap and water for at least 20 seconds, and dry with disposable paper towels or dry reusable towel, replacing it when it becomes wet.
- Avoid touching your eyes, nose and mouth.
- Cough/sneeze into the band of your arm, not your hand, or into a tissue. Dispose of tissues in a lined waste container.



Avoid contaminating common items and surfaces:

- Do not share personal items with others, such as toothbrushes, towels, bed linen, utensils or electronic devices.
- At least once daily, clean and disinfect surfaces that you touch often, like toilets, bedside tables, doorknobs, phones and television remotes.
- Put the lid of the toilet down before flushing.



Monitor your symptoms **daily**:



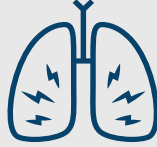
Monitor your health and symptoms daily.



Fever above
38 degrees
Celsius



A new cough,
or worsening
chronic cough



Difficulty
breathing



Runny
nose



Sore throat



Headache



A new onset
of fatigue



A new onset of
muscle pain



Diarrhea



Loss of
sense of
taste



Loss of
sense
of smell



In children, purple
markings on the
fingers and toes



Record your temperature daily.



If you develop symptoms or your symptoms get worse,
immediately contact Tele-care 811.

Care for yourself:



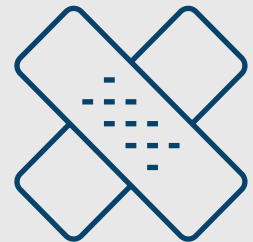
Get some rest, eat a balanced diet and nutritious food, and stay hydrated with fluids like water.



Stay in touch with family and friends by phone or computer.



Make alternative work/study arrangements where possible.



**If you start having symptoms isolate yourself from others as quickly as possible.
Immediately **CALL TELECARE-811**. Describe your symptoms and travel history.
They will provide advice on what you should do.**

May 5th, 2020

For the latest information visit: www.gnb.ca/coronavirus

ATTENTION

PLEASE DO NOT ENTER THE FACILITY WITHOUT ANSWERING THE FOLLOWING QUESTIONS:

1.

Do you have any of following symptoms:

fever/feverish, sore throat, headache, runny nose, a new cough or worsening chronic cough, new onset of fatigue or muscle ache, diarrhea, loss of taste or smell; in children, purple markings on the fingers or toes?

If you answered YES, and have ONLY ONE symptom, you may phone 811 to discuss COVID-19 testing, but you do not need to self-isolate. As a precaution, please self-monitor for onset of additional symptoms that may develop.

If you answered YES, and have 2 OR MORE of the symptoms, then self-isolate at home, and call 811.

2.

If you answer YES to ANY of the following below, then you must stay home and self-isolate for 14 days.

If you develop symptoms, please refer to the self-assessment link on the Government of New Brunswick webpage.

- a. Have you had close contact within the last 14 days with a confirmed case of COVID-19?
- b. Have you been diagnosed with COVID-19 within the past 14 days?
- c. Have you returned from travel outside of Newfoundland and Labrador, New Brunswick, Prince Edward Island and Nova Scotia within the last 14 days (IF for work purposes, you are not required to self-isolate upon return, but should self-monitor for symptoms)?
- d. You have been told by public health that you may have been exposed to COVID-19.

Follow Public Health advice if you are waiting for testing results for COVID-19 or have been told to self-isolate.

If you develop symptoms, please refer to the self-assessment link on the Government of New Brunswick webpage.

ATTENTION

VEUILLEZ NE PAS ENTRER DANS L'ÉTABLISSEMENT SANS D'ABORD RÉPONDRE AUX QUESTIONS CI-DESSOUS :

1.

Présentez-vous l'un des symptômes suivants : fièvre ou sensation de fièvre, mal de gorge, mal de tête, écoulement nasal, nouvelle toux ou toux chronique qui s'aggrave, fatigue nouvellement apparue ou douleurs musculaires, diarrhée, perte de goût ou de l'odorat; chez les enfants, taches mauves sur les doigts ou les orteils?

Si vous avez répondu OUI et que vous n'avez qu'un seul symptôme, vous pouvez appeler le 811 pour discuter des tests de dépistage de la COVID-19, mais vous n'avez pas besoin de vous isoler. Par mesure de précaution, veuillez-vous surveiller en cas d'apparition d'autres symptômes.

Si vous avez répondu OUI et que vous présentez au moins deux de ces symptômes, isolez-vous à la maison et appelez le 811.

2.

Si vous avez répondu OUI à l'une des questions suivantes, vous devez rester chez vous et vous isoler pendant 14 jours.

Si vous présentez des symptômes, veuillez vous reporter au lien d'auto-évaluation sur la page Web du gouvernement du Nouveau-Brunswick.

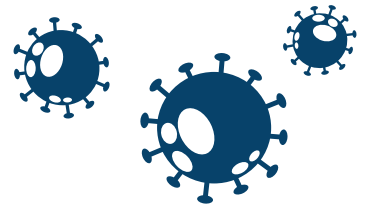
- a. Avez-vous eu des contacts étroits avec un cas confirmé de COVID-19 dans les 14 derniers jours?
- b. Avez-vous reçu un diagnostic de COVID-19 dans les 14 derniers jours?
- c. Êtes-vous revenu d'un voyage à l'extérieur de Terre Neuve-et-Labrador, du Nouveau-Brunswick, de l'Île du-Prince-Édouard et de la Nouvelle-Écosse dans les 14 derniers jours (SI, pour des raisons professionnelles, vous n'avez pas besoin de vous isoler à votre retour, mais devriez vous surveiller pour l'apparition de symptômes)?
- d. Le personnel de Santé publique vous a-t-il informé que vous avez peut-être été exposé à la COVID-19?

Suivez les recommandations de la Santé publique si vous attendez les résultats d'un test de dépistage de la COVID-19 ou si vous avez reçu l'ordre de vous isoler.

Si vous présentez des symptômes, veuillez vous reporter au lien d'auto-évaluation qui se trouve sur la page Web du gouvernement du Nouveau-Brunswick.

Coronavirus (COVID-19)

PUBLIC HEALTH ADVICE



PROTECT YOURSELF AND OTHERS FROM GETTING SICK BY

PHYSICAL DISTANCING

IT IS VITAL TO ENSURE A
DISTANCE OF

2 METERS / 6 FEET



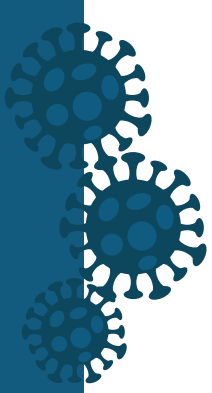
BETWEEN EACH OTHER
UNLESS WEARING A

COMMUNITY FACE MASK

For more information, please visit:

GNB.CA/CORONAVIRUS

New Brunswick
Nouveau Brunswick



REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



1

Wet hands with warm water



2

Apply soap



3

For at least 20 seconds, make sure to wash:



4

Rinse well



5

Dry hands well with paper towel



6

Turn off tap using paper towel



palm and back of each hand



between fingers



under nails



thumbs

1-833-784-4397

@canada.ca/coronavirus



Public Health
Agence de la santé
publique du Canada

Canada

**Reduce the spread
of COVID-19.**

Wash your hands.

**Évitez la propagation
de la COVID-19.**

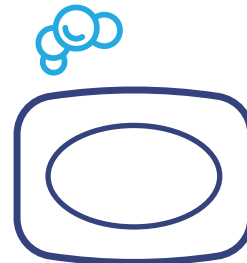
Lavez vos mains.

1.



Wet hands.
Se mouiller les mains.

2.



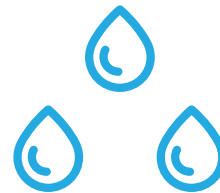
Apply soap.
Ajouter du savon.

3.



Rub together.
Se frotter les mains.

4.



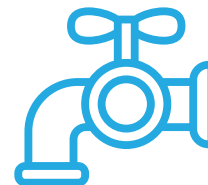
Rinse.
Rincer.

5.



Dry with paper towel.
**S'essuyer les mains avec
un essuie-tout.**

6.



Turn off tap with paper towel
**Fermer le robinet à l'aide
d'un essuie-tout.**

USE HAND SANITIZER

**PROTECT YOURSELF AND
OTHERS FROM GETTING SICK**

**When soap and water are not
available, do the following:**

1

**Dispense gel into hands.
*Verser du désinfectant
dans la main.***



2

**Rub together.
*Frotter les mains
ensemble.***



3

**Rub hands until dry.
*Frotter les mains jusqu'à
ce qu'elles soient sèches.***



For the latest information visit:

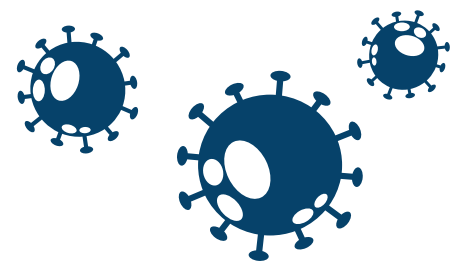
Pour obtenir des renseignements à jour :

www.gnb.ca/coronavirus

New Brunswick
Nouveau Brunswick

Coronavirus (COVID-19)

PUBLIC HEALTH ADVICE



PROTECT YOURSELF AND OTHERS FROM GETTING SICK:



Wash your hands often with soap or hand sanitizer



Elbow cough/sneeze



Avoid touching eyes, nose, mouth with hands



Cleaning surfaces properly



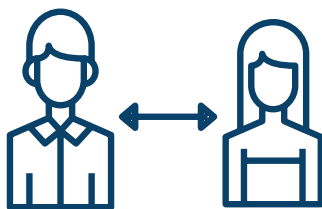
Wearing a community face mask is required in public when physical distancing can't be maintained



Stay home if you are sick

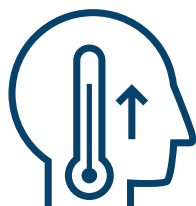


Avoid contact with sick person



Physical Distancing

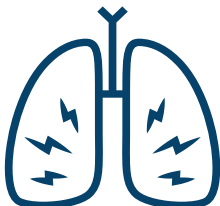
NEW SYMPTOMS INCLUDE:



Fever above 38 degrees Celsius



A new cough, or worsening chronic cough



Difficulty breathing



Runny nose



Sore throat



Headache



A new onset of fatigue



A new onset of muscle pain



Diarrhea



Loss of sense of taste



Loss of sense of smell



In children, purple markings on the fingers and toes

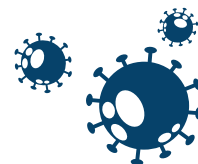
May 8th, 2020

FEELING SICK OR HAVE CONCERNS?

CALL **TELE-CARE 811** BEFORE YOU PRESENT AT YOUR HEALTHCARE PROVIDER'S OFFICE OR THE EMERGENCY ROOM

For the latest information visit: www.gnb.ca/coronavirus

USE OF A **COMMUNITY FACE MASK** TO HELP REDUCE THE SPREAD OF COVID-19



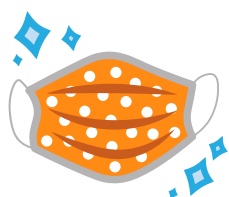
To help combat the community spread of COVID-19, **WEARING A COMMUNITY FACE MASK IS REQUIRED** in public when physical distancing can't be maintained. This measure is to protect people around the person wearing the face mask, in case they are infected but do not have symptoms.

Community face masks are not a substitute for proper hand hygiene or physical distancing. Continue to wash your hands frequently and stay at least 2 metres (6 feet) away from people, except those in your household.

HOW TO PUT ON YOUR MASK

It is important to understand that community masks have limitations and need to be used safely.

1



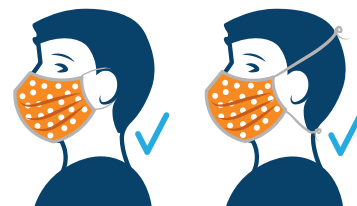
Ensure the face covering is clean and dry.

2



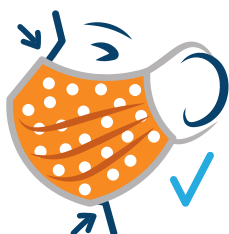
Before putting on your mask, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.

3



Ensure your hair is away from your face. Secure the elastic loops of the mask around your ears. If your mask has strings, tie them securely, ensuring your mask fits snug on your face.

4



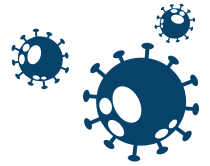
Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.

5



Do not touch the front of the mask while you wear it. Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.

USE OF A **COMMUNITY FACE MASK** TO HELP REDUCE THE SPREAD OF COVID-19



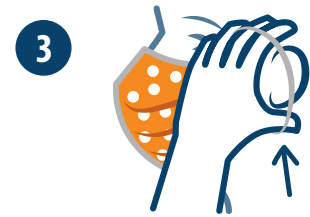
HOW TO REMOVE YOUR MASK



Before taking off your mask, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.



Do not touch the front of your mask to remove it and be careful not to touch your eyes, nose, and mouth when removing your face mask.



Remove the elastic loops of the mask from around your ears or untie the strings from behind your head.



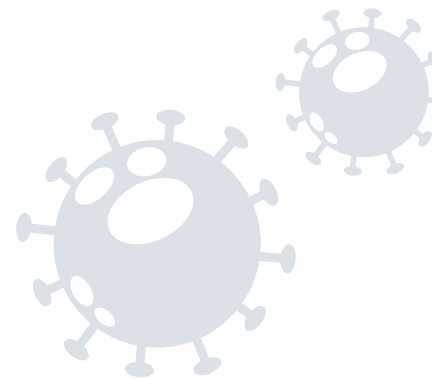
Hold only the loops or strings and place your cloth mask directly in the wash. If you are in your car, place into a bag until you get home to wash or discard it. If throwing it out, place it into a garbage bin or plastic bag.



Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer after you have discarded your mask.

COMMUNITY MASKS OR FACE COVERINGS SHOULD NOT:

- be placed on children under the age of two years;
- be placed on anyone unable to remove them without assistance;
- be placed on anyone who has trouble breathing;
- be made of plastic or other non-breathable materials;
- be made exclusively of materials that easily fall apart, such as tissues;
- be secured with tape or other inappropriate materials;
- be shared with others; or
- impair vision or interfere with tasks.



Community face masks should be washed regularly. They can be made at home from common materials at a low cost. For more information on how to make a sew and no-sew cloth face covering, visit the [Public Health Agency of Canada's website](https://www.canada.ca/en/public-health/services/diseases/coronavirus.html).

Cleaning and Disinfection for COVID-19



Increasing the frequency of cleaning and disinfecting high-touch surfaces is significant in controlling the spread of viruses, and other microorganisms. All surfaces, especially those general surfaces that are frequently touched, such as door knobs, handrails, etc., should be cleaned at least twice daily and when soiled.

When choosing an environmental cleaning product, it is important to follow product instructions for dilution, contact time and safe use, and to ensure that the product is:

- Registered in Canada with a Drug Identification Number (DIN)
- Labelled as a broad-spectrum virucide

All soiled surfaces should be cleaned before disinfecting, unless otherwise stated on the product.

The following hard-surface disinfectant products meet Health Canada's requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2, the coronavirus that causes COVID-19. <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

If using household bleach, the following is recommended:

Disinfectant	Concentration and Instructions
Chlorine: household bleach – sodium hypochlorite (5.25%)	1000 ppm <ul style="list-style-type: none">• 1 teaspoon (5 ml) bleach to 1 cup (250 ml) water or• 4 teaspoons (20 ml) bleach to 1 litre (1000 ml) water• Allow surface to air dry naturally

Precautions when using bleach

- Always follow safety precautions and the manufacturer's directions when working with concentrated solutions of bleach. To avoid injury, use appropriate personal protective equipment during handling (read the label and refer to the material safety data sheet).
- Chlorine bleach solution might damage some surfaces (e.g., metals, some plastics).
- Never mix ammonia products with bleach or bleach-containing products. This practice produces chlorine gas - a very toxic gas that can cause severe breathing problems, choking and potentially death.
- Clean the surface before using the chlorine bleach solution.
- A bottle of bleach has a shelf life, so check the bottle for an expiry date.
- Do not premix the water and bleach solution, as it loses potency over time. Make a fresh solution every day.
- When mixing a chlorine bleach solution, it is important to pour the chlorine into the water and not the reverse.
- Try not to breathe in product fumes. If using products indoors, open windows and doors to allow fresh air to enter.

Appendix 11

SAMPLE

COVID-19 Property Showing REALTOR® Checklist

This is a sample checklist which could be modified to match each agent (firm)'s specific operational plan. Its purpose is to help REALTORS® complete all necessary procedures when showing a home or property..

Date of showing: _____

REALTOR® _____

Property: _____

Representing Buyer: _____

Representing Seller: _____

☐

1. My client and I have completed the pre-screening COVID-19 property showing acknowledgement form.

☐

2. I have instructed my client(s) that WE will:

- a. Maintain physical distancing while in and outside the home or property.
- b. Hand-sanitizer before entering the home or property.
- c. Wear a non-medical mask at all times during the showing have instructed the client on the proper wearing of a non-medical mask (mouth and nose must be covered).
- d. Refrain from touching anything while inside the home or property.
- e. Avoid touching their eyes, nose and mouth at all times
- f. To practice proper personal hygiene for coughing or sneezing.

☐

3. Both my clients(s) and I have applied hand-sanitizer before entering the home or property and may also use disposable gloves.

☐

4. Both my clients(s) and I have applied hand-sanitizer immediately after exiting the home or property and also properly removed disposable gloves (if applicable).

☐

5. After the showing, I have wiped down with an alcohol-based disinfectant any areas touched within the home or property during the showing including but not limited to lockbox, key, doorknobs, light switches, faucets, doors, handrails and any other surface touched during the showing.

☐

6. After the showing, I have wiped down with an alcohol-based disinfectant any frequently touched items within my vehicle including but not limited to, car door handles (inside and outside), steering wheel, seatbelt, gear shift and other areas, my cell phone, glasses, notebooks carried with me into the home or property for the showing and any other frequently touched item.

☐

7. I have documented information regarding the showing including the location, date, time and persons and their phone number(s) in attendance in a log book/form.



BUYER COVID-19: PROPERTY SHOWING ACKNOWLEDGEMENT

Approved by The New Brunswick Real Estate Association for use by members under
An Act to Incorporate The New Brunswick Real Estate Association



BUYER AGENT (company) _____ REALTOR® _____

Representing BUYER _____ and _____

Date of showings: _____, 20____

Screening Questions provided by the Province of NB.

- 1) Do you have any of the following symptoms: fever/feverish, new or existing cough/sore throat, runny nose, headache, or difficulty breathing, new onset fatigue or muscle ache, diarrhea, loss of taste or smell?
- 2) Have you traveled outside of the province of New Brunswick approved travel bubble areas within the last 14 days?
- 3) Have you had close contact within the last 14 days with a confirmed case of COVID-19 or a person being tested for COVID-19?
- 4) Have you been diagnosed with COVID-19 or are waiting to hear the results of a lab test for COVID-19?
- 5) Have you been told by public health that you may have been exposed to COVID-19.

Public Health Agency of Canada defines **close contact** as a person who provided care for a patient, including healthcare workers, family members or other caregivers, or who had other similar close physical contact or who lived with or otherwise had close prolonged contact with a probable or confirmed case while the case was ill.

In order to facilitate any **in-person showings** of properties, the Buyer and Buyer Agent agree as follows:

1. The Buyer and the REALTOR® present at the Property during the showing acknowledge and agree that they have reviewed the screening questions provided above by the Province of NB.
2. If any of the parties have answered "YES" to any of the questions or refuses to answer any of the questions, then the in-person showings **must be cancelled**.
3. The Buyer acknowledges and agrees that they have provided their complete contact information to their Buyer Agent to be stored by the Agent, in the event one of the parties contracts COVID-19 within 14 days of the showing date and is required to contact all people with whom they have had contact, should such a need arise.
4. The Buyer and the REALTOR® agree to abide by Physical Distancing recommendations by maintaining a distance of 2 meters (6 feet).
5. The Buyer and REALTOR® agree to wear non-medical masks during the **in-person showing** and use hand sanitizer and wipes for any contact surfaces.
6. By signing this document, the parties acknowledge that they have answered NO to all the screening questions above and they agree to terms 1 through 5. The parties acknowledge that this is not a waiver of the obligations to adhere to provincial guidelines during the State of Emergency. The parties acknowledge that they are agreeing to the **in-person showings** at their own risk.

Properties viewed on this date:

- | | |
|----------|----------|
| 1) _____ | 5) _____ |
| 2) _____ | 6) _____ |
| 3) _____ | 7) _____ |
| 4) _____ | 8) _____ |

BUYER _____ Dated at _____ on _____, 20____.

BUYER _____ Dated at _____ on _____, 20____.

BUYER AGENT REALTOR® _____ Dated at _____ on _____, 20____.

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SELLER COVID-19: PROPERTY SHOWING ACKNOWLEDGEMENT

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An Act to Incorporate The New Brunswick Real Estate Association



LISTING AGENT (company) _____ REALTOR® _____

Representing SELLER _____ and _____

Property: _____

Screening Questions provided by the Province of NB.

1) Do you have any of the following symptoms: fever/feverish, new or existing cough/sore throat, runny nose, headache, or difficulty breathing, new onset fatigue or muscle ache, diarrhea, loss of taste or smell?

2) Have you traveled outside of the province of New Brunswick approved travel bubble areas within the last 14 days?

3) Have you had close contact within the last 14 days with a confirmed case of COVID-19 or a person being tested for COVID-19?

4) Have you been diagnosed with COVID-19 or are waiting to hear the results of a lab test for COVID-19?

5) Have you been told by public health that you may have been exposed to COVID-19.

Public Health Agency of Canada defines **close contact** as a person who provided care for a patient, including healthcare workers, family members or other caregivers, or who had other similar close physical contact or who lived with or otherwise had close prolonged contact with a probable or confirmed case while the case was ill.

In order to facilitate an **in-person showing** of the Property, the Seller and Listing Agent agree as follows:

1. The Seller acknowledges and agrees that all occupants of the Property (including tenants) have reviewed the screening questions provided above by the Province of NB.
2. If the Seller or any other occupants and tenants have answered "YES" to any of the questions or refuses to answer any of the questions, then any in-person showings **must be cancelled**.
3. The Seller acknowledges and agrees that they have provided their complete contact information to their Listing Agent to be stored by the Agent, in the event one of the parties or any other occupant or tenant contracts COVID-19 within 14 days of the showing date and is required to contact all people with whom they have had contact, should such a need arise.
4. The Seller agrees to prepare the property for any showing to limit contact by the Buyer and REALTOR®
5. The Seller requests that the Buyer and REALTOR® agree to wear non-medical masks during the **in-person showing** and use hand sanitizer and wipes for any contact surfaces.
6. The seller agrees to advise the listing agent of any change in screening symptoms or answers to the screening questions above.
7. By signing this document, the parties acknowledge that they have answered NO to all the screening questions above and they agree to terms 1 through 6. The parties acknowledge that this is not a waiver of the obligations to adhere to provincial guidelines during the State of Emergency. The parties acknowledge that they are agreeing to any **in-person showing** at their own risk.

SELLER _____ Dated at _____ on _____, 20____.

SELLER _____ Dated at _____ on _____, 20____.

LISTING AGENT REALTOR® _____ Dated at _____ on _____, 20____.

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Appendix 14

Purchase PPE from Atlantic Canada Suppliers for your Business

The Government of New Brunswick recognizes that some New Brunswick businesses may require personal protective equipment (PPE) for their employees in order to operate while still respecting public health measures.

To assist businesses that may not have a current supplier or may not be familiar with the market, the Government of New Brunswick has created a list of some potential sources of supply of PPE which can be used as reference. These suppliers have confirmed their interest to sell PPE to New Brunswick businesses and/or industry associations.

Note: this is not an all-inclusive list. There may be other local suppliers, available to meet your needs. The below includes those Atlantic Canada suppliers that have confirmed their interest to sell PPE to New Brunswick businesses and/or industry associations and have met certain requirements established by the Government of New Brunswick. When purchasing PPE from these suppliers, businesses are solely responsible to ensure that the PPE meets their needs and requirements. Businesses are also responsible to contact these suppliers to obtain further details, such as product specifications, available quantities and pricing. This list will be updated on a weekly basis. Suppliers are listed in alphabetical order.

Company Name	Company Location	Interested/able to sell to NB businesses in:		How to order	Ability to provide/sell:						Comments		
		LARGE quantities	SMALL quantities		Gloves	Masks	Face Shields	Hand Sanitizer	Disinfecting Wipes	Other			
Apex Industries Inc.	Moncton, NB	Yes	No	www.apexindustries.com 506 857-1600 keith.parlee@apexindustries.com Jeff.dude@apexindustries.com							✓	Other: Non-Invasive Ventilator NIV PPE Hood	
Blue Roof Distillers	Malden, NB	Yes	Yes	www.blueroofdistillers.com br1855@bluroofdistillers.com					✓				
Maritime PPE Supply Division of Brer Ventures LLC.	Beaubassin East, NB	Yes	No	sfozcan@yahoo.ca	✓	✓	✓	✓	✓		✓		http://www.brerventures.com Other: Clothing (gowns and isolation suits), goggles, ventilators
CAN-med Healthcare	Halifax, NS	Yes	Yes	info@canmedhealthcare.com 1-800-565-7553 www.canmedhealthcare.com	✓	✓	✓	✓	✓		✓	✓	Other: hard surface spray disinfectant Usually one to two days shipping to locations in NB from warehouse in Halifax

Last updated: May 29, 2020

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Company Name	Company Location	Interested/able to sell to NB businesses in:		How to order	Ability to provide/sell:					Comments	
		LARGE quantities	SMALL quantities		Gloves	Masks	Face Shields	Hand Sanitizer	Disinfecting Wipes		Other
Chandler	Moncton & Saint John, NB	Yes	Yes	saulnier.kevin@chandlersales.com 506-380-8444 https://store.chandlersales.com	✓	✓	✓			✓	Other: eye protection, earplugs, cooling items, safety vest, hard hats and more
Chief Defense Contractors	Grand Falls, NB	Yes	No	paul.macinnis@chiefdefencecontractors.com 902-483-3722				✓			
Confection 4e Dimension Ltd	St-Leonard, NB	Yes	Yes	micsta6@gmail.com	✓						
Cooke Aquaculture Inc.	Saint John, NB	Yes	No	Andrew.swanson@cookeaquaculture.com	✓	✓		✓		✓	Surgical masks and Sanitizing gel for hands (CRA/Health Canada approved) Other: Surface sanitizer and equipment sanitizer
Gagetown Distilling & Cidery	Gagetown, NB	Yes	Yes	www.gagetowndistillingcidery.ca help@gagetowndistillingcidery.ca 506-488-7286				✓			Larger quantity orders may need up to 2 weeks for fulfillment
Grand and Toy	Dieppe, NB	Yes	Yes	www.grandandtoy.com bobmacdonald@grandandtoy.com 506 478 4693	✓	✓	✓	✓	✓	✓	Other: protective barriers around desk and reception areas
Hazmasters	Saint John, NB	Yes	Yes	Toll free: 1-877-747-7117 www.hazmasters.com todd.smith@hazmasters.com 506 429 3209	✓	✓	✓	✓	✓	✓	Other: PPE for every purpose and industry
JW Bird and Co. Limited	Fredericton, Saint John & Moncton, NB	Yes	Yes	(506) 453-9915 receptionnb@birdstairs.ca	✓	✓		✓		✓	www.birdstairs.com Other: disinfectant products

Company Name	Company Location	Interested/able to sell to NB businesses in:		How to order	Ability to provide/sell:						Comments
		LARGE quantities	SMALL quantities		Gloves	Masks	Face Shields	Hand Sanitizer	Disinfecting Wipes	Other	
Lawson Products Inc.	Saint John, Fredericton, Moncton and Bathurst, NB	Yes	Yes	www.lawsonproducts.ca cs.canada@lawsonproducts.com Sales rep can also go to the customer's location	✓	✓	✓				
Levitt Safety Limited	Moncton, NB	Yes	Yes	lisa.price@levitt-safety.com www.levitt-safety.com	✓	✓	✓	✓	✓	✓	Other: safety and PPE related products
Nalco Canada LLC	Moncton, NB	Yes	No	custserv.ca@nalco.com saddicott@ecolab.com (506)850-1947 www.nalco.com				✓		✓	https://www.ecolab.com/nalco-water Other: hand soap Quantity through Nalco Water; Hand Soap; qty 4 of 1 gal jugs Hand Sanitizer, 5 gal pail and 55 gal drum WHO formulation (water based, not gel)
Prelam Enterprises Ltd.	Moncton, NB	Yes	Yes	lucialbert@prelam.com www.prelamshop.com www.ez-pur.com mobile 506-856-0252 factory 506-857-0499 ext.2222		✓		✓		✓	Other: hand soap, infrared thermometers and surface sanitizer
Pump House Brewery	Moncton, NB	Yes	Yes	quality@pumphousebrewery.ca				✓			Hand sanitizer: WHO recipe using USP grade ingredients suitable for ages 2 and up
Russell Hendrix	Moncton, NB and Head Office in Halifax, NS	Yes	Yes	ichouinard@russellhendrix.com 506.260.3943	✓	✓		✓	✓	✓	Other: Sanitizing stations
Safety Source Industrial Inc.	Fredericton, NB	Yes	Yes	(506) 453-1995 (Main Office) lneate@safetysourceindustrial.ca (506) 261-5876 (Cell) sales@safetysourceindustrial.ca	✓	✓	✓	✓		✓	www.safetysourceindustrial.ca

Last updated: May 29, 2020

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Company Name	Company Location	Interested/able to sell to NB businesses in:		How to order	Ability to provide/sell:					Comments
		LARGE quantities	SMALL quantities		Gloves	Masks	Face Shields	Hand Sanitizer	Disinfecting Wipes	Other
										Other: Thermometers, infrared scanners, signage, disinfectant spray
Seize the Day Distillery	Gagetown, NB	Yes	Yes	seizethedaydistillery@gmail.com www.seizethedaydistillery.ca Facebook: Seize the Day Distillery 506-471-5366				✓		
South Ridge Packing Company Ltd.	Florenceville-Bristol, NB	Yes	No	khargrove@srmable.com www.bathsprings.com 506-278-5998				✓		Bath Springs hand sanitizer is Health Canada approved and available in multiple formats from 1000 litre totes to 240 ml bottles. Daily production capacity exceeds 10,000 litres www.starkindustrial.ca
Stark Industrial Solutions	Fredericton, NB	Yes	No	ismith@starkindustrial.ca 506-645-8935	✓	✓		✓	✓	Other: concentrate and ready to use disinfectant
Summertime Industries	Moncton & Saint John, NB	Yes	Yes	www.summertime.ca julien@summertime.ca	✓	✓	✓	✓	✓	Other: General cleaners, sterilizers and disinfectants for hands and surfaces https://www.choisy.com/resources/guide-to-prevent-coronavirus/
Sunny Corner Sales & Equipment	Miramichi, NB	No	Yes	ckidney@sunnycorner.ca (506)622-5349	✓	✓	✓	✓	✓	www.sceisales.com
Taylor Printing Group	Fredericton, NB	Yes	Yes	sales@tpgi.ca www.TPGI.ca			✓			Other: Physical dividers (counter tops and hanging)
Valores	Shippagan, NB	Yes	No	claudes.pelletier@umoncton.ca (506)726-3017				✓		www.valores.ca

Last updated: May 29, 2020

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Company Name	Company Location	Interested/able to sell to NB businesses in:		How to order	Ability to provide/sell:						Comments
		LARGE quantities	SMALL quantities		Gloves	Masks	Face Shields	Hand Sanitizer	Disinfecting Wipes	Other	
				sebastien.hache@umoncton.ca (506) 337-5084							
Wheeler Accessories Ltd.	Fredericton, NB	Yes	Yes	marika@cpgear.com		✓	✓				Currently has stock of face shields and fabric face masks (May 6 th)
Whisco Limited	Fredericton, NB	Yes	Yes	whisco@whisco.ca www.whisco.ca	✓	✓		✓	✓	✓	Other: disinfectant solutions, aerosol sprays