

MEMBER COVID-19 Update –What should you do if a REALTOR® or client is diagnosed with COVID-19?

Dear Members:

With cases of COVID-19 on the rise all across Canada and in New Brunswick, it is possible that a REALTOR®, a staff member or a client will be diagnosed with COVID-19. Below is some guidance for agents (firms) and REALTORS® to consider if you find yourself in this situation.

Public Health is Responsible for advising others NOT the Agent (firm) or REALTOR®.

Within the province of New Brunswick, Public Health has the mandate to manage an outbreak of COVID-19. Agents (firms) and REALTORS® have a role to play in supporting Public Health when requested to do so.

Public Health has the responsibility of contacting any person(s) to provide instructions to those who have been diagnosed with COVID-19 and to anyone who has been in close contact with someone diagnosed with COVID-19. Public health will also identify any control measures that are required to be put in place. **It is not the responsibility of the agent (firm), the REALTOR®, or the client to contact any person who may have been in close contact with an individual diagnosed with COVID-19.** While an agent (firm) or REALTOR® may have the best intentions, if they contact others it can create other unintended significant issues including privacy concerns.

Each agent manager and REALTOR® should understand what steps they should take if a REALTOR®, a staff member or a client is diagnosed with COVID-19.

NBREA is issuing the following steps based on information obtained from WorkSafe NB. More information can be found by accessing the FAQ on the WorkSafe NB website and scrolling down to the section entitled [Contaminated Workplaces](#). (click link)

1. Any REALTOR®, client or staff member of an agent(firm) that is diagnosed with COVID-19 will be contacted directly by Public Health. Public Health will determine if there is a need to inform the impacted REALTORS®' agent (firm) of the test results. REALTORS® may want to specifically request that Public Health contact their agent(firm) even if the REALTOR® has not been in the agent (firm) office in the last fourteen (14) days.
2. If a client is diagnosed, it is Public Health's responsibility to conduct contact tracing. In this situation, the REALTOR® and agent (firm) may only be contacted if Public Health deems it necessary as part of their contact tracing process.
3. Any REALTOR® or agent(firm) staff member diagnosed with COVID-19 **MUST** self-isolate in accordance with specific instructions provided to them by Public Health.

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4. Any REALTOR® or agent (firm) staff member that is contacted by Public Health as part of contact tracing process must follow the instructions provided by Public Health.
5. Any REALTOR® diagnosed with COVID-19 must quickly provide to Public Health a list of individuals they have come in contact with over the last fourteen (14) days. **For this reason, it is very important that each REALTOR® keep a log of all persons they come in contact with while conducting their work.** This may include the name and phone number of any individual in the following categories:
 - a. The agent (firm)'s licensed manager with which the diagnosed REALTOR® is associated. The diagnosed REALTOR® may want to request that Public Health contact their licensed manager;
 - b. Any other REALTORS® or staff members of their agent (firm) that the diagnosed REALTOR® has worked with directly in the last fourteen (14) days;
 - c. Any sellers whose houses the diagnosed REALTOR® has listed for sale and whom the diagnosed REALTOR® has been in contact with in the last fourteen (14) days;
 - d. Any REALTORS® who have conducted a showing with their buyers, of a house listed with the diagnosed REALTOR®, in the last fourteen (14) days. (These REALTORS® should be prepared to provide a list of contact names of their buyer clients who may have been impacted, if requested by Public Health);
 - e. Any buyers that have attended a property showing with the diagnosed REALTOR® in the last fourteen (14) days;
 - f. Any listing REALTOR® of a property that the diagnosed REALTOR® conducted a showing with their buyers in the last fourteen (14) days. (These REALTORS® should be prepared to provide a list of contact names of their sellers who may have been impacted if requested by Public Health); and/or
 - g. Names of any other individuals with whom the diagnosed REALTOR® may have come in contact with in the previous fourteen (14) days. This may include inspectors, contractors, surveyors, lawyers etc. You may also be asked for names and phone numbers of any individuals you have come in contact within a social setting including close friends and family members.
6. If a licensed manager of an agent (firm) receives a call from Public Health that one of their staff members or one of their REALTORS® has been diagnosed with COVID-19 they must:
 - a. Cooperate with Public Health officials and adhere to their advice;

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- b. Report the exposure to WorkSafeNB by email at compliance.conformite@ws-ts.nb.ca or by phone at 1-800-999-9775;
- c. With guidance from Public Health, the licensed manager will communicate with its staff and (if applicable) all of its associated REALTORS® about measures they must take following the potential exposure. The agent (firm) must ensure this process respects individual privacy;
- d. Public Health will determine if any communication is needed external to the agent (firm)'s workplace. This would include contacting any clients of the agent (firm) or clients of other REALTORS® of other agent (firms);
- e. Provide any requested contact tracing information to Public Health. This may include a list of all REALTORS®, agent (firm) staff and any persons who have entered the agent (firm) office in the last fourteen (14) days;
- f. Follow Public Health's advice regarding closing or restricting access to the workplace to clean surfaces and equipment which the confirmed case was in contact with by following the guidelines developed by Health Canada for Hard-surface disinfectants; and
- g. If applicable, follow Public Health's advice before re-occupying the workplace or opening the office to the public.

WorkSafeNB has prepared some FAQ's which may also help licensed managers deal with other situations when they are unsure if one of their REALTORS® or staff members should come into work due to exposure. Please refer to the section entitled [Contact with someone tested/confirmed](#).

REALTORS® are also reminded that they should not conduct any in-person showings if anyone involved in a showing answers "Yes" to any of the questions outlined on the Buyer COVID-19: Property Showing Acknowledgement Form or the Seller COVID-19: Property Showing Acknowledgement Form.

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

- wash your hands regularly;
- maintain physical distancing (2 meters or 6 feet apart);
- **wear non-medical masks;**
- complete COVID-19 screening;
- regularly clean and disinfect high touch areas;
- **retain proper contact tracing information;**

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- consistently carrying out all the actions outlined in your up-to-date operational plan and keep a copy with you at all times (electronic or hard copy);
- stay home if you are sick. If you have COVID-19 symptoms, please use the self-assessment tool available on-line to determine if you should be tested for COVID-19. [Self-Assessment Tool](#); and
- **Download the Covid Alert App** [Covid Alert App](#).

Thank you