

COVID-19 Update – Guidance for REALTORS® working with clients who have travelled outside NB and who fall under an exemption from the full 14 day self-isolation requirement per the Mandatory Order.

Dear Members:

With the increased risk resulting from new COVID-19 variants, NBREA would like to remind all REALTORS® that anyone entering New Brunswick must self-isolate for fourteen (14) days unless they are exempt from the self-isolation requirement as outlined in the current [Mandatory Order \(click for link\)](#). With the exception of commercial drivers delivering goods, all individuals entering New Brunswick must pre-register their travel with the [New Brunswick Travel Registration Program](#). It is recommended pre-registration take place five days before planned entry.

Currently, exemptions from the fourteen (14) day self-isolation requirement include (but may not be limited to) those who travel back and forth daily for work or post-secondary school, commercial transportation operators and those that must travel for medical care, childcare and child custody. Individuals who are exempt must submit themselves to weekly or other periodic mandatory testing as required by NB Public Health. [Please see attached link for testing and self-isolation requirements](#). Workers involved with critical infrastructure work may also be required to comply with their own organization's WorkSafe NB compliant operational plan that may include work isolation processes and an off-jobsite security plan.

REALTORS® should consider the heightened risk when working with clients who have traveled outside of the province in the past fourteen (14) days and who are exempt from self-isolation requirements. Agents (firms) should outline specific procedures within their own operational plans on how they wish their salespersons to handle working with these clients. Some measures which may be considered include the following:

- Consider if the risk of working with a self-isolation exempt client is something the agent (firm) or salesperson wants to take on.
- Consider limiting real estate transactions to essential transactions only for self-isolation exempt clients.
- Consider using virtual tools for all meetings and all showings with self-isolation exempt clients.
- Consider amending the COVID-19 Property Showing Acknowledgement forms to disclose if the client is exempt from self-isolation requirements, only if they have travelled outside NB.
- Consider requesting if the self-isolation exempt client is following all Public Health requirements which include periodic mandatory COVID-19 testing.
- Consider requesting from self-isolation exempt client if they are following all measures in their or their employer's own WorkSafe NB-compliant operational plan. This may include

any work-isolation requirements that limit their movements within the general community when not working.

- Consider obtaining approval from the self-isolation exempt client to permit the disclosure to other parties of their travel, their exempt status and if they are following all Public Health requirements including periodic mandatory COVID-19 testing.
- Consider providing necessary disclosure to all parties to a showing which may include the Listing Agent's REALTOR® and/or the sellers. REALTORS® are cautioned that any disclosure provided must not violate any privacy laws.
- If any in-person meetings or showings do proceed, ensure all safety best practices are in place including: active screening, retaining contact tracing information, physical distancing, wearing masks, washing hands or using hand-sanitizer and appropriate cleaning measures.

Remember, it is not contrary to the Mandatory Order to show homes to clients who have travelled outside New Brunswick but are exempt from self-isolation. However, individual salepeople are not required to take on any such client. If a REALTOR® chooses to do so, they should follow the best safety practices listed above.

Key Reminders (READ CAREFULLY AND PUT THESE INTO PRACTICE)

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

- stay home if you are sick.
- 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.
- 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).
- If you have COVID-19 symptoms, even if those symptoms are mild, 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-19 Alert App [Covid Alert App](#). If you have questions including privacy concerns about the COVID Alert App, please click [here](#).

Please get tested for COVID-19 if you have one symptom of COVID-19.

Thank you for doing your part to protect your clients, your fellow REALTORS® and all New Brunswickers!