

COVID-19 Update – Province announces winter action plan for COVID 19 AND NBREA reminds REALTORS® what to do if a REALTOR® or client is diagnosed with COVID-19?

Dear Members:

Winter Action Plan for COVID-19

On December 3, 2021, the Province of New Brunswick introduced the details of the Winter Action Plan for COVID-19 (see the [press release](#)). More information on this action plan can be found at [Covid-19 Alert System](#). Effective Saturday Dec 4, at 11:59pm all areas in the province will be at the least restrictive level. Details of the measures at each level can be found in [Alert Level Measures](#).

What to do if a REALTOR® or Client is diagnosed with COVID-19.

Nearly a year ago NBREA issued a dispatch to its members providing some guidance on what to do if a REALTOR®, a staff member or a client was diagnosed with COVID-19. NBREA would like to remind all members of some of this guidance.

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

Public Health has the responsibility of contacting any person(s) and providing 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.

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. Agents (firms) and REALTORS® have a role to play in supporting Public Health when requested to do so as outlined below.

1. Any REALTOR®, staff member of an agent (firm), or client that is diagnosed with COVID-19 will be contacted directly by Public Health and must subsequently follow any advice provided by Public Health regarding self-isolation and contact tracing requirements. Public Health will determine if there is a need to inform the affected REALTORS®' agent (firm) of the general test results.
2. Diagnosed REALTORS® may want to specifically request that Public Health contact their agent (firm).
3. 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.

In some instances, a client may choose to contact their REALTOR® themselves and inform them that they (i.e., the client) have tested positive for COVID-19. In such situations, the REALTOR® must not take it upon themselves to inform anyone else unless they have specific and clear written authorization from their client about what information they can communicate and to whom. Even in this situation, caution should be taken so as not to violate any privacy rules. Remember, it is not the responsibility of the REALTOR® to inform anyone, rather it is the responsibility of Public Health to complete this task.

If a REALTOR® finds themselves in a situation where their client has told them they have been diagnosed with COVID-19, the REALTOR® may wish to contact Public Health for instructions. The number to contact is 1-844-462-8387. The REALTOR® should be prepared to provide any contact tracing information to Public Health if requested.

4. Under Level 1, everyone in a household anywhere in New Brunswick with a positive case of COVID-19, regardless of their vaccination status must isolate for 14 days. Household members who are fully vaccinated will be able to leave isolation with a day five negative PCR test. A day 10 PCR test must still be taken to confirm the negative result. **For this reason, in-person showings of a home with a positive case of COVID-19 should not take place until all members of that household are no longer in isolation.**
5. Any REALTOR® or agent (firm) staff member, or client that is contacted by Public Health as part of contact tracing process must follow the instructions provided by Public Health. This may include self-isolation, self-monitoring, testing requirements or providing further contact tracing information.
6. Any REALTOR® diagnosed with COVID-19 must be prepared to 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;
 - 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 buyer

REALTORS® should be prepared to provide a list of contact names of their buyer clients who may have been affected, 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 affected if requested by Public Health);
- 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. The diagnosed REALTOR® may also be asked for names and phone numbers of any individuals they have come in contact within a social setting including close friends and family members.

As a reminder, REALTORS® may want to consider using <https://app.showlog.ca> as a tool to assist them in their contact tracing efforts.

- 7. 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;
 - 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.
- h. Re-evaluate their Communicable Disease Prevention Plan to determine if any enhanced procedures should be put in place.

Remember, the best way to protect you and your clients from COVID-19 is to get vaccinated, wear masks, physically distance, wash your hands frequently, limit your contacts and stay home if you are sick.

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

This document was developed for informational purposes only and is based on NBREA's interpretation of policies and advice that were available to us at the time of publication. It is not a substitute for professional medical or legal advice. REALTORS® are urged to act with an abundance of caution and consideration for the safety and wellbeing of themselves, their clients and customers, their fellow members, and the public.