**Sample COVID-19 Prevention Plan for Re-opening a California Real Estate Office**

[Insert company name] has established this COVID-19 Prevention Plan based upon the information contained in “COVID-19 Industry Guidance: Real Estate Transactions” released by the State of California on May 7, 2020. While this Plan addresses our company’s COVID-19 prevention processes, we understand there are additional requirements to be considered for persons who are more vulnerable to COVID-19 infection. For example, certain groups including persons 65 years and older and persons with underlying medical conditions such as heart or lung disease or diabetes have a higher risk of hospitalization and serious complications due to COVID-19. Accordingly, our company’s processes may be modified in some cases, as appropriate, in order to maintain the overall goals of preventing illness in the workplace and halting spread of COVID-19 in the community.

Our company continues to keep apprised of changes to the State of California’s Industry Guidance in addition to standards for compliance under our county’s health orders, Cal/OSHA, the Centers for Disease Control and Prevention (CDC), and the California Department of Public Health (CDPH).

**1.** The contact information for our local health department to communicate about any COVID-19 outbreaks among employees is listed here:

[Insert phone number, address, email address of local health department]. (You can find the contact information for your county here:

<https://www.cdph.ca.gov/Pages/LocalHealthServicesAndOffices.aspx>)

**2.** Addresses for each of our office locations are listed here, with contact information for the person(s) in our company who will implement our company’s COVID-19 Prevention Plan:

[Insert physical office address, name, email address and phone number of designated person(s) who will implement this Plan]

**3.** For each of our company’s office locations, we have identified the following work areas:

[Include description of work areas. Example: 123 Main Street, El Segundo office has 6 work areas (reception desk, administrative staffs’ cubicle area, IT group’s area, and 3 private offices)]

**4.** The company performed a comprehensive COVID-19 risk assessment of each of the above-described work areas to identify any items to be corrected to help prevent the spread of COVID-19. The items we identified are documented on **Exhibit A** with a description and date. The risk assessment for each of our offices was performed on the below date:

[Insert office address and date of risk assessment; Example: 123 Main Street, El Segundo risk assessment completed on 5/12/20); See **Exhibit A** for description of action items]

The company will continue to evaluate the office work areas on a regular basis for compliance with current guidelines.

**[Optional: The next date for evaluation is: \_\_\_\_\_\_\_\_\_, 2020]**

**5.** Training for real estate licensees and our company employees on COVID-19 prevention was provided as of **[insert date]** through **[describe training class or insert link to training].** Training included the topics and information described in **Exhibit B**. All those who will be using the workplace premises and all new hires and new real estate licensees will receive COVID-19 prevention training before using and entering the workplace premises. Whether or not the listed workplaces are used by the employees or real estate licensees, all must comply with the protocol for showing properties as determined by local and state authorities.

[Insert date of Training(s); Example: “Employee training for real estate licensees and employees at 123 Main Street, El Segundo completed via videoconference on May 12, 2020”]

**6.** The company has established a written COVID-19 prevention plan for real estate licensees who show properties, which can be accessed here: ­­­­­­­­­­­­­­­**[insert link to C.A.R. Best Practices/Prevention Plan for Real Estate Licensees Who Show Properties]**. Real estate licensees have been advised of the State’s requirement to display a set of rules for real estate licensees and home viewers at the entrance of the property, that are to be a condition of entry (including instructions to use face coverings, hand sanitizer, to maintain physical distancing and avoid touching surfaces of the shown property). Per the State’s Industry Guidelines, posted rules should be clearly visible and include pictograms. Real estate and rental agents must confirm understanding of the rules with visitors before showing the property and provide a digital copy of the rules to clients, appraisers, inspectors, stagers, purchasing agents and contractors and obtain their agreement to follow the rules prior to entering the property. The company will regularly evaluate the plan and document and correct any deficiencies identified.

**7.** The company is implementing California’s guidelines for “**Individual Control Measures and Screening**.” Therefore, the company’s COVID-19 Prevention Plan includes the following:

A. The company will provide temperature and/or symptom screenings for all employees at the

beginning of their shift (or before they begin work at the company’s office) and for any personnel entering the office. We will take steps to make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both the screener and the employee or real estate licensee should wear face coverings for the screening.

B. The company encourages workers who are sick or exhibiting symptoms of COVID-19 to stay home.

C. The company will provide and ensure employees use all required protective equipment. The Company will consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; for example, for workers who are screening others for symptoms or handling commonly touched items.

D. Face coverings are strongly recommended when employees or real estate licensees are in the vicinity of others in the office workplace. Real estate licensees and employees must have face coverings available and wear them when viewing properties. Face coverings must not be shared.

E. The company and real estate licensees must take reasonable measures to remind clients that they must use face coverings when viewing a property in person.

**8.** The company has planned and made suitable arrangements to follow **Cleaning and Disinfecting Protocols**, listed in **Exhibit C**.

**9.** If the company becomes aware of a COVID-19 illness at the workplace, it will take the following steps:

A. **Investigate** any COVID-19 illness and determine if any work-related factors could have contributed to the risk of COVID-19 infection.

B. **Update** the company’s COVID-19 Prevention Plan as needed to prevent further cases of COVID-19 infection.

C. **Identify** close contacts (within six feet for 10 minutes or more) of an infected employee or real estate licensee and take steps to isolate COVID-19 positive person(s) and close contacts.

**10.**  The company has reviewed current “**Physical Distancing Guidelines**” that are listed in **Exhibit D** and taken actions necessary and/or appropriate based on the company and its worksite(s).

**11.** This COVID-19 Prevention Plan will be reviewed regularly to check for any necessary updates.

**[OPTIONAL—insert reminder date here for next review]**

**Exhibit A: Items Identified to Help Prevent COVID-19 Infections**

**and Actions Taken by Company**

**[Insert Office Location, Date of Action, Description]** Example: 123 Main Street, El Segundo: On May 15, 2020, Company installed plexiglass barrier at receptionist’s desk; removed 5 chairs from meeting room to decrease capacity and allow for 6 feet of space between employees; posted sign by elevator limiting number of individuals riding in elevator and ensuring use of face coverings.

**Exhibit B: Training on COVID-19 Prevention**

**(Based upon 5/7/20 State of California Guidance—continue checking for updates)**

Training on COVID-19 prevention includes the following:

1. **\*\*\* Real estate licensees** should be provided with: 1) the COVID-19 prevention plan to be followed by real estate licensees who show properties/CALIFORNIA ASSOCIATION OF REALTORS® “Guidelines for Real Estate Best Practices During COVID-19—Stage 2 Expansion;” and 2) California’s “COVID-19 Industry Guidance: Real Estate Transactions at: <https://covid19.ca.gov/pdf/guidance-real-estate.pdf>” which contain information on showing properties, social distancing, and other important topics.

2. Provide information on COVID-19, how to prevent the disease from spreading, and which underlying health conditions may make certain individuals more susceptible to contracting the virus.

3. Provide information on how to conduct self-screening at home, including temperature and/or symptom checks using CDC guidelines.

4. Advise on the importance of not coming to work if employees or real estate licensees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

5. Advise to seek medical attention if symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. (Updates and further details are available on CDC’s webpage).

6. Remind about the importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees or real estate licensees cannot get to a sink or handwashing station, per CDC guidelines).

7. Discuss the importance of physical distancing, both at work and off work time to reduce the risk of COVID-19 infections.

8. Provide information about the proper use of face coverings, including:

o Face coverings do not protect the wearer and are not personal protective equipment (PPE).

o Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.

o To help prevent infection, employees and real estate licensees should wash or sanitize hands before and after using or adjusting face coverings.

o To help prevent infection, employees and real estate licensees should avoid touching their eyes, nose, and mouth.

o To help prevent infection, face coverings should be washed after each shift (or other regular, frequent interval).

**Exhibit C: Cleaning and Disinfecting Protocols**

The company has reviewed the following Cleaning and Disinfecting Protocols and made arrangements to comply as applicable to the company and its workspace(s):

1. Perform thorough cleaning on high traffic areas of offices and other shared workspaces (lobbies, meeting rooms, break rooms, etc.) and areas of ingress and egress (handrails, stairways, elevator controls, etc.). Frequently disinfect commonly used surfaces in shared work areas like counters, light switches, door handles, etc.
2. Avoid sharing phones, other work supplies, or office equipment wherever possible. Never share PPE.
3. Where such items must be shared, disinfect with a cleaner appropriate for the surface between shifts or uses, whichever is more frequent, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, staplers, staple removers, letter openers, surfaces in reception areas, shared work stations, etc.
4. Instruct employees to wipe down and disinfect equipment that passes between employees and customers, including clipboards and keys after each use.
5. Equip workplace terminals and desks with proper sanitation products, including hand sanitizer and sanitizing wipes and provide personal hand sanitizers to all employees.
6. Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
7. Install and encourage the use of hands-free devices, if possible, including motion sensor lights and automatic soap and paper towel dispensers.
8. When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer’s directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.
9. Require employees to clean and disinfect personal work areas often and supply the necessary cleaning products.
10. Modify hours if necessary, to ensure regular, thorough cleaning of office spaces.
11. Consider installing portable high-efficiency air cleaners, upgrading the building’s air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.

**Exhibit D: Physical Distancing Guidelines**

The company has reviewed the following Physical Distancing Guidelines and made arrangements to comply as applicable to the company and its workspace(s):

1. Implement measures to ensure physical distancing of at least six feet

between employees and customers. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate where employees should stand).

1. Utilize work practices, when feasible and necessary, to limit the number of persons at the office at one time. This may include scheduling (e.g., staggering start/end times for both work and use of workspace), establishing alternating days for on-site reporting, returning to the office workspace in phases, or continued use of telework when feasible.
2. Redesign office spaces, cubicles, etc. and decrease the capacity for conference and meeting rooms to ensure workspaces allow for six feet between employees.
3. Designate separate routes for entry and exit into office spaces to help maintain social distancing and lessen the instances of people closely passing each other, if possible. Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees from passing by one another.
4. Close or restrict, using barriers, or separating tables/chairs in common areas where personnel are likely to congregate and interact, such as kitchenettes and break rooms. Discourage employees from congregating in high traffic areas such as bathrooms and hallways. Limit the number of individuals riding in an elevator and ensure the use of face coverings.
5. Close self-service coffee, water, and snack areas. Provide individual water bottles if there is no other suitable potable water source.
6. Stagger employee breaks, within compliance with wage and hour regulations, to maintain physical distancing protocols.
7. Display signage at entrances and waiting areas to remind people of physical distancing and face covering usage at every opportunity. Dedicate staff to direct guests to meeting rooms upon entry to office space rather than congregating in lobbies or common areas.
8. Discontinue nonessential travel and encourage distance meetings via phone and internet.
9. Discontinue shared vehicle trips between employees, contractors, clients, etc. Each party should travel in their own vehicle to offices, properties, or other locations that require in-person activities.
10. Require employees to avoid handshakes and similar greetings that break physical distance.
11. Avoid passing transaction materials such as pens, paperwork, and keys back and forth between employees and customers.
12. Complete real estate transactions with all related parties digitally if feasible. Maintain physical distance when in-person meetings are required with escrow agents, loan officers, mortgage brokers, etc. Meet in spaces that allow for at least six feet of physical distance, such as outside.
13. Eliminate person-to-person contact for delivery of goods to physical offices. Avoid touching others’ pens and clipboards.