

# GREATER TAMPA REALTORS®

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EMERGENCY OPERATING PLAN:  
*Procedures and Best Practices for  
Reopening During COVID-19 Pandemic*

MAY 1, 2020

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 GREATER TAMPA  
REALTORS

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REALTORS

## INTRODUCTION

This document contains Greater Tampa Realtors® detailed plan for reopening and operating to meet its highest priority - the safety of members and employees. These procedures shall affect all Realtors®, Affiliates and employees and are for the benefit of our entire association.

The Board of Directors expects all members and employees to understand and comply with these procedures outlined in this plan which were adopted by a resolution of the Board of Directors on May 14, 2020. (Attachment 1)

The Board of Directors and Chief Executive Officer (CEO) will jointly decide what procedures may change as more information becomes available. The CEO shall, however, have the authority to make modifications to this plan as he deems necessary. The CEO and the management team will use this plan to identify risk levels in the workplace and to determine appropriate control measures to protect our members and employees. Additional measures may be needed as the COVID-19 pandemic conditions progress.

## THIS PLAN CONTAINS:

***For members*** – A summary of the procedures that affect members’ use of the association.

***For employees*** – The detailed operating procedures and specific requirements for safely providing excellent member support during the COVID-19 pandemic. Members should read this section to understand how they must comply, but also to appreciate the extensiveness of the procedures our employees are taking to keep everyone safe and fully serviced.

The Board of Directors has approved this plan and it is being distributed to all members of the association and its employees.

***Stay safe, stay healthy and please spend time at the association responsibly.***

## THREE-PHASE OVERVIEW

Below is an overview of the safety procedures that directly affect our members. Members should review this entire document to understand the full scope of procedures enacted for their benefit. We ask for your partnership and cooperation in following these guidelines.

### AVAILABLE DURING ALL PHASES

- 100% Virtual support is available for all Realtors®, Affiliates and prospective members.
  - Monday – Friday 8:30AM – 5:00PM via Email, Phone, Website Chat/Text
- Curbside Pickup for online Realtor® Store Purchases.
- Virtual sponsorships opportunities are available for all Affiliates.
- Virtual Support on weekends - Saturday & Sunday 10:00AM – 2:00PM
  - *Utilizing flexible scheduling for no additional cost to payroll*
  - May continue as a permanent member benefit if warranted

### PHASE 1 - VIRTUAL & CURBSIDE

- **Curbside pickups** for Realtor® Store purchases at our **Tampa headquarters only**.
  - Appointments available Monday, Wednesday and Friday from 11AM – 1PM.
  - No access inside the building, curbside service only.
  - Mailing option available upon request for SUPRA Lockbox purchases.
  - Employees will wear facemasks and gloves for your protection.
- Wesley Chapel, Brandon and Zephyrhills satellite offices remain closed.
- Committee meetings, classes and events will be held via video/tele-conferencing.
- All non-essential business travel for Realtor® volunteers & leadership is suspended.

## PHASE 2 -VIRTUAL, CURBSIDE, & IN-PERSON APPOINTMENT

- **Curbside pickups** for Realtor® Store purchases at **all locations**.
  - Monday, Wednesday, Friday – Tampa Headquarters
  - Tuesday – Wesley Chapel
  - Wednesday – Zephyrhills
  - Thursday – Brandon
  - Mailing option available upon request for SUPRA Lockbox purchases.
  - Employees will wear facemasks and gloves for your protection.
- **In-person member support appointments** at our **Tampa Headquarters only**.
  - Appointments are available for members only between 10:00AM – 4:00PM.
  - No one, other than members or prospective members are permitted into the building for appointments.
  - [Face masks/coverings](#) & [social distancing](#) are required in our office.
- Wesley Chapel, Brandon, and Zephyrhills satellite offices remain closed.
- Committee meetings and classes are still held via video/tele-conferencing.
- All non-essential business travel for Realtor® volunteers and leadership should be minimized with strict adherence to the [CDC Guidelines](#) regarding isolation following travel.

## PHASE 3 – VIRTUAL, CURBSIDE, IN-PERSON

- Face masks/covering are no longer required inside our offices, but social distancing is still recommended.
- **All offices** will offer for online purchases any day of the week.
- **All offices** are open for walk-in service with no appointments necessary.
- Committee meetings, classes and events may resume in person with social distancing precautions and video conferencing options (when available).
- Travel restrictions are lifted.

# ASSOCIATION SERVICES IMPACTED

## CLASSES

All upcoming in person education will be held via video conferencing until further notice. In person classes will resume when it is safe for large scale gatherings and we are able to provide a safe environment for our members and employees.

## EVENTS

All upcoming events during our office closures have been rescheduled until it is safe to host large scale gatherings. If you have a specific inquiry regarding an upcoming event, please contact the association for additional information.

## AFFILIATE SPONSORSHIPS

Virtual sponsorships opportunities are available for all Affiliates. We are creating new opportunities and ways to engage with Realtors® during these unprecedented times. Contact Kathryn Velez [Kathryn@TampaRealtors.org](mailto:Kathryn@TampaRealtors.org) to find out how you can get involved.

## MEMBER SERVICES

- New Realtor® and Affiliate orientation shall be available online until large gatherings are safe.
- The membership department will accept digitally signed documents.
- Payments accepted: credit cards (through online portal) or checks (mail to headquarters).
- SUPRA eKEY activation is available over the phone with identity verification.
- During Phase 1 & 2 for members and employees protection:
  - If a member or vendor arrives to the association without a mask, one shall be provided to them. No one is permitted into the building without a mask or face covering.
  - Employees shall follow all safety protocols stated above and employees working with members in person will also wear protective eyewear or a face shield.
  - Whenever any contact with a member occurs such as passing an envelope or paperwork the gloves shall be thrown away after each contact and hands must be washed or hand sanitized.



## COMMITTEE, SUBCOMMITTEE, TASKFORCES, FORUMS AND BOARD OF DIRECTOR MEETINGS

All specialty groups and the Board of Directors will continue to meet as needed via video conferencing or teleconferencing until further notice.

## GRIEVANCE, PROFESSIONAL STANDARDS, MEDIATION AND OMBUDSMAN

The Grievance Committee continues to meet and review cases via video conference. Mediation and Ombudsman services are still offered via video and teleconferencing. The Professional Standards Committee is still conducting hearings.

- During Phase 1 & 2 Greater Tampa Realtors® preferred method of conducting professional standards hearings will be video conferencing. If a party has an issue with their hearing being conducted via video conferencing, they must object in writing to the hearing panel chairperson as to why they feel the hearing should not be held in this manner. Hearing postponements are at the discretion of the hearing panel chairperson. Objections to hearings being conducted via video conferencing should be sent to the Professional Standards Administrator (Dennis MacDonald [Dennis@TampaRealtors.org](mailto:Dennis@TampaRealtors.org)) as soon as possible to prevent hearing delays.
- In person hearings will fully resume in Phase 3.

## GREATER TAMPA REALTORS® OFFICE

Our Headquarters shall be disinfected and sanitized every day by a professional cleaning company using hospital grade disinfectants, with special attention given to high touch surfaces.

- All door handles, knobs, pulls, etc. shall be cleaned with a sanitizing chemical and/or wipes throughout the day.
- Hand sanitizer stations shall be maintained throughout the association, at every entrance, and high traffic areas in the building.
- Carpets shall be vacuumed daily.
- Furniture shall be cleaned and wiped with sanitizing chemicals or wipes.
- Trash cans shall be emptied regularly.
- All decorative items shall be cleaned and disinfected daily.
- A/C vents shall be cleaned and free of dust.
- All doors shall be cleaned and disinfected daily.
- Hard surface floors shall be mopped and disinfected daily.

The association uses MERV-8 air filters throughout the association and changes them out monthly. MERV-8 filters are the highest air filters recommended without negatively

impairing performance or damaging equipment. All of our air ducts, vents, and returns are to be professionally disinfected before reopening.

## **SATELLITE OFFICES**

Management is working with our landlords and vendors at our satellite office locations to ensure the procedures for operations and sanitization meet the same standards as our headquarters location before we open. We appreciate your patience and understanding.

# EMPLOYEE PROCEDURES

## APPLICABLE IN ALL PHASES

Employees that have self-identified as high risk can request reasonable accommodations if they feel they cannot safely return to the office. All requests will be considered and evaluated by a human resource professional and legal counsel if needed.

Absences that are directly related to the COVID-19 pandemic will be handled by the CEO on a case by case basis under the advisement of human resource professionals and association counsel if needed.

Please do not forget about our open-door policy during these times. If you have any questions, concerns, or issues that you want to bring forward, Stephen Lytle is available via email [info@813hr.com](mailto:info@813hr.com) or phone at 813-403-9236.

## PROCEDURES & BEST PRACTICES

- Employees must keep a bottle of association provided hand sanitizer with them at all times.
- Avoid touching your face, namely your mouth, nose, and eyes.
- Avoid physical contact, including hugs and handshakes.
- Employees shall be trained on proper hygiene, sanitation, and COVID-19 prevention and control procedures shall be emphasized during training.
  - [Handwashing](#)
  - [Prevention](#)
  - [Stop the Spread](#)
  - [Putting on PPE](#) & [Taking off PPE](#)
- Employees shall be trained to recognize the [symptoms of COVID-19](#) and will notify their supervisor and the CEO immediately if they suspect someone may be infected.
- Employees shall always cover their nose and/or mouth when coughing or sneezing with a tissue then throw such in the trash. If no tissue is available, the employee shall use the crook of their elbow. In either instance, employees shall wash their hands afterwards.
- Employees with closed door offices should keep their doors closed.
- Hand sanitizer, disinfectant wipes, and chemical disinfectant cleaners will be used throughout the day on high contact surfaces.



# PHASE 1 – EMPLOYEE PROCEDURES

## RETURNING TO THE OFFICE

Extremely limited return of employees to the office as determined by the CEO. All employees are encouraged to telecommute whenever possible and feasible with business operations.

Employees that identify as high risk but perform critical functions of the association and need office access to perform their job duties that cannot be performed remotely will be allowed special access from 7:00AM-9:00AM only on days and times when no other employees will be in the building.

## OFFICE GUIDELINES

*Before reporting to the office*

- Evaluate yourself daily to ensure you or anyone in your household do not have any [symptoms](#) per CDC guidelines.
- We strongly encourage our employees to follow the CDC's guidelines for minimizing their exposure when not working.
  - [Living in Close Quarters](#)
  - [Living in Shared Housing](#)
  - [Caring for Children](#)
  - [Running Errands](#)
  - [Daily Life & Coping](#)
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor immediately, stay home and follow the CDC's guidelines for [steps to follow when you are sick](#). Employees may return to work after the CDC's guidelines for [discontinuation of isolation](#) have been successfully met or if they are cleared by a doctor in writing to return to work.
- **If you, someone in your household, or someone you have been in contact with are confirmed to have COVID-19 infection notify the Greater Tampa Realtors® CEO immediately.** Greater Tampa Realtors® will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Greater Tampa Realtors® will proceed with the CDC's [Public Health Recommendations](#) for Community-Related Exposure.

### *Upon Arriving to the Office and When at the Office*

- Employees that identify as high risk but perform critical functions of the association and need access to perform their job duties that cannot be performed remotely will be allowed special access from 7:00AM-9:00AM only on days or times when no other employees will be in the building.
- Always wear a [face mask](#), gloves, and practice [social distancing](#) as recommended by the CDC when reporting for duty. Employees are also reminded to politely refuse any form of physical contact that would encroach upon proper social distancing such as handshakes, hand/fist/elbow/foot taps, or hugs.
- The Greater Tampa Realtors® CEO, or a trained designee will ask each employee if they have had any symptoms or have been in contact with anyone who has symptoms. In addition to the questions, each employee will have their temperature taken and recorded with a touchless forehead thermometer once in the morning prior to entry and again in the afternoon. The temperature readings and answers to symptom questions will be confidentially logged, strictly for the purpose of maintaining wellness integrity.
- If an employee has apparent [symptoms](#), has been in contact with someone with symptoms, does not pass the screening questions, and/or has a temperature at or above 99.6 degrees they will be denied entry and sent home to follow the CDC's guidelines for steps to follow when you are sick. Employees may return to work after the CDC's guidelines for [discontinuation of isolation](#) have been successfully met.
- Doors providing access to any of the common areas shared with our tenant in suite 201 and the front and back doors are to remain locked at all times.
- Temperature checks, face masks/covering, gloves, and social distancing are required for *anyone* including vendors and anyone else entering our workspace. Please notify the CEO or designated temperature reader immediately if someone is seeking to gain access to our workspace.
- Only two employees are allowed into the breakroom at any given time.
- Only one employee is allowed into the downstairs restrooms at a time due to inadequate space to practice safe social distancing. The upstairs restrooms are limited for the use of our tenant in suite 201 only.
- Do not congregate with other employees or our tenant in tight quarters or hallways which could obstruct others from safely passing. If a meeting is required, utilize video or phone conferencing.

## **OCCUPANCY RESTRICTIONS**

Utilize telephone and video conferencing for employee and member meetings. Do not congregate in common areas or hallway and maintain social distancing at all times. Restrooms (1 person at a time), Breakroom (2 people), employee offices (1 person), CEO office (2).

All meeting rooms are closed. If vendors need entry into rooms, they must not exceed the above and below occupancy capacities. Board of Directors Room (8), Closing room (2), Small conference room (6), Tech Lounge (6), Computer room (10), Auditorium (10).

## **TRAVEL**

All non-essential employee business travel is suspended.

## **DETAILED COVID-19 EMPLOYEE SCREENING PROCEDURES**

Effective May 1, 2020, all employees reporting to work in the office will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19.

Every employee will be screened, including having his or her temperature taken, when reporting to work. Employees should report to the back door of our Headquarters and stand on the X near the side railing to give proper social distancing from the door upon arrival at work and prior to entering any other areas of Greater Tampa Realtors®' property. If another staff person is waiting or being screened at the backdoor, please wait in your car or at a proper social distance. Please do not stand in or near the pathway to the backdoor as others who may be exiting the building will need the space to safely exit.

Each employee will be screened privately by Greater Tampa Realtors® CEO or his assigned and trained designee using a touchless forehead temporal artery thermometer. The employee's temperature and answers to respiratory symptom questions will be documented, and the record will be maintained as a private medical record.

Time spent waiting for the health screening should be recorded as time worked for nonexempt employees.

## PHASE 2 – EMPLOYEE PROCEDURES

### RETURNING TO THE OFFICE

Limited return of employees to the offices, as determined by the CEO. All employees are still encouraged to telecommute whenever possible and feasible with business operations. There shall be no more than 10 employees in the office at any given time during this Phase.

Employee teams shall be created which shall not be in contact with other teams. If a member of a team becomes sick with COVID-19, the entire team shall be asked to stay home for a period of 14 days.

### OFFICE GUIDELINES

Continue to remain the same from Phase 1.

### OCCUPANCY RESTRICTIONS

Continue to remain the same from Phase 1.

### TRAVEL

All non-essential employee business travel should be minimized with strict adherence to the [CDC Guidelines](#) regarding isolation following travel.

### DETAILED COVID-19 EMPLOYEE SCREENING PROCEDURES

Continue to remain the same from Phase 1.

# PHASE 3 – EMPLOYEE PROCEDURES

## RETURNING TO THE OFFICE

All employees return to all offices. Temperature checks, face masks/covering, and gloves are no longer required. Social distancing precautions are still recommended.

## OCCUPANCY RESTRICTIONS

All restrictions are lifted on meeting rooms under 50 people. Special guidelines may be enacted for gatherings inside the building of over 50 people.

## TRAVEL

All travel restrictions are lifted.

## **ATTACHMENT 1**

The Board of Directors of Greater Tampa Realtors® move to adopt this Emergency Operating Procedure as presented. Motion made, seconded, and approved.

Board of Directors *Special Meeting*, May 14, 2020 10:30AM.