

Covid-19 Exposure Control, Mitigation and Recovery Plan



Workplace Safety Measures

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This COVID-19 Exposure Control, Mitigation, and Recovery Plan (the “Plan”) includes policies regarding personal protective equipment utilization; on-location physical distancing; hygiene; sanitation; symptom monitoring; incident reporting; location disinfection procedures; COVID-19 safety training; exposure response procedures; and post-exposure incident recovery plan.

A copy of the Plan must be posted on site and readily available to all employees and independent contractors. In addition to the Plan, signs will be posted around the office regarding required hygienic practices, including not touching faces with unwashed hands or with gloves; washing hands often with soap and water for at least 20 seconds; use hand sanitizer with at least 60% alcohol; cleaning and disinfecting frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons, and doorknobs; covering the mouth and nose when coughing or sneezing, as well as other hygienic recommendations by the U.S. Centers for Disease Control (“CDC”).

Personal Protective Equipment (“PPE”) Utilization

- Employees and independent contractors must wear cloth face coverings at all times when not working alone.
- Employees and independent contractors must wear cloth face coverings and gloves when appropriate for an activity being performed (such as handling documents or other items that will be provided to others).
- Employees and independent contractors must use single-use disposable gloves, where safe and applicable, to prevent transmission on items that are shared, and discard after a single-use.

On-Location Physical Distancing

- Maintain minimum six-foot separation between all persons in all interactions at all times. Use physical barriers and markings on the floor where necessary to ensure distancing.
- When strict physical distancing is not feasible for a specific task, use barriers and PPE to limit physical interactions.
- Require all clients to make appointments for in-person meetings or services.
- Post a notice for walk-up guests regarding access to the facility, including the phone number that the guest should call to determine the availability of services. The notice should also strongly encourage guests to use cloth face coverings when inside the office and note that the guest will need to answer questions regarding COVID-19 exposure and current health.

- Access to the office should primarily be through the front door. Access where unauthorized visitors may enter, most specifically back doors and entry points, will be restricted.
- The number of persons waiting in any waiting area will be minimized.
- Furniture will be arranged to encourage social distancing, with at least six feet between individual seats.
- Small conference rooms that do not allow for social distancing will be closed and high traffic common areas will be managed so that social distancing is always maintained.
- Occupancy of the office will be capped at 50% of maximum capacity or lower.
 - *For counties in modified Phase 1 – occupancy will be capped at 25% of maximum capacity and any indoor appointments will be limited to 30 minutes.
- Gatherings of any size will be prevented by taking breaks, performing activities, and eating lunch in shifts. Any time two or more persons must meet, a minimum of six-feet of separation will be maintained.
- No more than one person per vehicle (that are not part of the same household) will be permitted for any necessary travel.

Hygiene and Sanitation

- Employees and independent contracts must frequently and adequately wash hands for at least 20 seconds, including before and after all client interactions, before and after going to the bathroom, before and after eating, and after coughing, sneezing, or blowing their nose. Water and soap will be readily available.
- Hand sanitizer with at least 60% alcohol will be available and distributed throughout the office. Cleaning supplies will be frequently replenished.
- A housekeeping schedule will include frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Tissues and trash cans will be made available throughout the worksite.
- HVAC system filter will be changed frequently.
- The restrooms will be frequently cleaned and appropriately disinfected throughout the day.
- Face shields or sneeze guards will be placed throughout the worksite at all places of potential interaction between employees/independent contractors and clients.
- High-touch surfaces will be frequently cleaned by workers with appropriate PPE, including shared items, machines, other equipment, handrails, doorknobs, and restrooms. If these areas cannot be cleaned and disinfected frequently, they will be shut down until such measures can be achieved and maintained.

COVID-19 Safety Training

- All on-site employees and independent contractors will be trained on the businesses' policies, the requirements in this Plan, and relevant sanitization/disinfection and social distancing protocols.
- Employees and independent contractors will be educated about COVID-19 and how to prevent transmission.
- Training will be accomplished through weekly office meetings, where attendance is logged by the office manager or designated broker.

Symptom Monitoring

- A site-specific COVID-19 supervisor will be designated at each office to monitor the health of employees and independent contractors and to apply this Plan.
- Employees and independent contractors will be screened at the beginning of their day by asking if they have a fever, cough, shortness of breath, fatigue, muscle aches or new loss of taste or smell.
- Employees and independent contractors must take their temperature at home prior to arriving at the office. In the alternative, the employee's or independent contractor's temperature will be taken at the office with a no touch or no contact thermometer when they arrive. Any employees or independent contractors with a temperature of 100.4°F or higher must stay home or be sent home.
- Sick employees and independent contractors must stay home or immediately go home if they feel or appear sick or when they have been in close contact with a confirmed COVID-19 positive case. If they develop symptoms of acute respiratory illness, employees and independent contractors must seek medical attention and inform the office manager or designated broker.

Incident Reporting

- Employees and independent contractors must inform the office manager or designated broker if they have a sick household member at home diagnosed with COVID-19. If an employee or independent contractor has a household member sick with COVID-19, that person must follow the isolation/quarantine requirements as established by the State Department of Health.
- Employees and independent contractors must report to office manager or designated broker if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop while at the office, the employee or independent contractor should immediately report such and will be sent home. If symptoms develop while the employee or independent contractor is not working, the employee or independent contractor must not return to work until they have been evaluated by a healthcare provider.

Exposure Response and Location Disinfection Procedures, and Post-Exposure Incident Recovery Plan

- Any areas where an employees or independent contractor with probable or confirmed COVID-19 illness worked, touched surfaces, etc. will be cordoned off, until the area and equipment is cleaned and disinfected. Cleaning guidelines set by the CDC to deep clean and disinfect will be followed.
- If an employee or independent contractor is confirmed to have a COVID-19 infection, the office manager or designated broker will inform other employees/independent contractors and any other persons, determined to have been in close contact of their possible exposure to COVID-19, but maintain confidentiality as required by the Americans with Disabilities Act ("ADA"). The office manager or designated broker will instruct fellow employees/independent contractors or other persons about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

Out of Office Activities

In-person residential and commercial real estate activities under RCW 18.85.011(17) and related activities performed by real estate brokers and industry partners for both improved and unimproved real property will only be conducted with the following limitations:

- All real estate activities must meet social distancing and appropriate health and worker protection measures before proceeding;
- For in-person activities, real estate brokers and industry partners must wear cloth face coverings and should encourage clients and customers to do the same;
- In-person meetings with customers are prohibited except when necessary for a customer or broker to view a property or sign necessary documents;
- No real estate open houses are permitted. Viewing properties shall be done by appointment only;
- In-person activities including property viewings, inspections, appraisals, and final walk-throughs shall be arranged by appointment and are limited to three people on site, exercising social distancing at all times; and
- Except for the limited exceptions authorized above, all real estate listings shall be facilitated remotely.
- *For counties in modified Phase 1, the following additional restrictions apply:
 - No more than two persons, including the broker, are allowed on site at the property at one time
 - No in-person activities for commercial brokerage are permitted
 - No in-person activities for unimproved real property are permitted
 - No third-party sign installers are permitted