

**Ann Arbor Area
Board of
REALTORS®**

**Preparedness &
Response Plan**

June 1, 2020

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COVID-19 PREPAREDNESS AND RESPONSE PLAN

The Ann Arbor Area Board of REALTORS® takes the health and safety of our employees seriously. We are all living through the spread of COVID-19 and the need for certain employees to continue in-person work. Others will soon be welcomed back into work, either because they are needed to conduct minimum basic operations for our business or because our business is once again allowed to open. We want you to know that we are committed to reducing the risk of exposure to COVID-19 and we are ready to provide a healthy and safe workplace for our employees, customers and guests.

Our plan is based on information and guidance from the Centers for Disease Control (CDC) and the Occupational Health and Safety Administration (OSHA) at the time of its development. Because the COVID-19 situation is frequently changing, the need for modifications may occur based on further guidance provided by the CDC, OSHA, and other public officials at the state or local levels. The Ann Arbor Area Board of REALTORS® is focused on three lines of defense:

1. Limiting the number of people together at the same time in the same place,
2. Sanitizing all areas and
3. Requiring appropriate personal protection equipment such as masks

Note: The Ann Arbor Area Board of REALTORS® may amend this Plan based on changing requirements and the need of our business.

The spread of COVID-19 in the workplace can come from several sources:

- Co-workers
- Customers
- Guests - visitors/vendors/family members
- The General Public

Our employees fall into one or more of the following categories as defined by OSHA:

- Lower exposure risk (the work performed does not require direct contact with people known or suspected to be infected with COVID-19 or frequent close contact with the public).
- Medium exposure risk (the work performed requires frequent and/or close contact with people who may be infected with COVID-19, but who are not known COVID-19 patients, or contact with the general public in areas where there is ongoing community transmission).

COVID-19 WORKPLACE COORDINATORS

The Ann Arbor Area Board of REALTORS® has designated the following staff as its COVID-19 Workplace Coordinators:

- Tom Renkert, CEO - Email: tomrenkert@aaabor.com Phone: 734 389-9894
- Kerri Howland, Human Resources Manager, Access Point, Phone: 866-513-3861
Email: Kerrie.Howland@apteam.com>

The Coordinators responsibilities include:

- Staying up to date on federal, state and local guidance
- Incorporating those recommendations into our workplace
- Training our workforce on control practices, proper use of personal protective equipment, the steps employees must take to notify our business of any COVID-19 symptoms or suspected cases of COVID-19.
- Reviewing HR policies and practices to ensure they are consistent with this Plan and existing local, state and federal requirements

HEALTH AND SAFETY PREVENTATIVE MEASURES FOR THE ANN ARBOR AREA BOARD OF REALTORS®

The Ann Arbor Area Board of REALTORS® has put a number of best practices and measures in place to ensure the health and safety of identified groups of individuals. With each group of individuals, our Plan is focused on three lines of defense – limiting the number of people together at a time, sanitizing all areas and requiring appropriate personal protection equipment.

RESPONSIBILITIES THE ANN ARBOR AREA BOARD OF REALTORS® SUPERVISORS AND MANAGERS

The Ann Arbor Area Board of REALTORS® will require and keep a record of all self-screening protocols for all employees entering the worksite, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed cases of COVID -19.

General Requirements

- Everyone on the worksite premises is asked to keep at least six feet from one another to the maximum extent possible, including through the use of ground markings, signs, and physical barriers, as appropriate to the worksite.
- Will provide non-medical grade face coverings to their employees.
- Requires face coverings to be worn when employees cannot consistently maintain six feet of separation from other individuals in the workplace.
- Increased facility cleaning and disinfection to limit exposure to COVID-19, especially on high- touch surfaces (e.g., door handles), paying special attention to parts, products, and shared equipment (e.g., tools, machinery, vehicles).

RESPONSIBILITIES OF EMPLOYEES

We are asking each of our employees to help with our prevention efforts while at work. The Ann Arbor Area Board of REALTORS®, understands that in order to minimize the impact of COVID-19 at our facility, everyone needs to play his or her part. We have instituted several best practices to minimize exposure to COVID-19 and prevent its spread in the workplace. This includes specific cleaning efforts and social distancing. While hear at work, all employees must follow these best practices for them to be effective. Beyond these best

practices, we require employees to report to their managers or supervisors immediately if they are experiencing signs or symptoms of COVID-19, as described below. If employees have specific questions about this Plan or COVID-19, they should contact Tom Renkert. Phone: 734 822 2265 email: tomrenkert@aaabor.com

OSHA and the CDC Prevention Guidelines

OSHA and the CDC have provided the following preventive guidance for all workers, regardless of exposure risk:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Follow appropriate respiratory etiquette, which includes covering for coughs and sneezes.
- Avoid close contact with anyone who is sick.
- Maintain appropriate social distance of six feet to the greatest extent possible.

Additionally, employees must familiarize themselves with the symptoms and exposure risks of COVID-19. The primary symptoms of COVID-19 include the following:

- Dry cough;
- Shortness of breath or difficulty breathing

Or at least two of these symptoms:

- Fever (either feeling feverish or a temperature of 100.4 degrees or higher);
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Individuals with COVID-19 may also have early symptoms such as, diarrhea, nausea/vomiting, and runny nose.

If you develop a fever and symptoms of respiratory illness, such as an atypical cough or shortness of breath, do not report to work. You must also notify your supervisor immediately and consult their healthcare provider. Similarly, if employees come into close contact with someone showing these symptoms, they must notify their supervisor immediately and consult their healthcare provider. We have the responsibility to work to identify and notify all employees who have close contact with individuals with COVID-19 symptoms. “Close contact” is not brief or incidental contact with a person with COVID-19 symptoms.

The CDC defines “close contact” as either:

- Being within roughly six feet of a COVID-19 infected person or a person with any symptom(s) for a “prolonged period of time;” (the CDC estimates range from 10 to 30

minutes, or,

- Having direct contact with infectious secretions of a COVID-19 infected person or a person with any COVID-19 symptom(s) (i.e., being coughed on).

Additional Employee Resources

Employees are reminded about our employee assistance program (EAP) resources through Blue Cross and community resources as needed.

- Washtenaw County Health Department: 1-888-535-6136
- Health Insurance telehealth. Blue Cross has extended coverage for Telehealth. Contact your doctor for coverage information.

Internal Company Protocols

Minimizing exposure from co-workers.

The Ann Arbor Area Board of REALTORS® takes the following steps to minimize exposure from co-workers to COVID-19 by educating employees on protective behaviors that reduce the spread of COVID-19 and provide employees with the necessary tools for these protective behaviors, including:

- CDC information is posted, including recommendations on risk factors
- Limit in-person meetings, call or email.
- Good hand hygiene is important. Regularly washing hands with soap and water for at least 20 seconds is one of the most effective ways for employees to minimize exposure to COVID-19. If soap and water are not readily available, employees should use alcohol-based hand sanitizer that is at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer.
- We discourage handshaking and encourage the use of other non-contact methods of greeting
- When possible, avoid the use of other employees' phones, desks, offices, other work tools and equipment, and other commonly touched surfaces.
- If the above cannot be avoided, clean and disinfect them before and after use
- Do not share food utensils and food with other employees
- Never leave unwashed utensils, cups or dishes in the sink or kitchen area

Employees who display COVID-19 Symptoms

- Any employee with COVID-19 symptoms will be immediately separated from other individuals and sent home.
- Guidance from the employee's health care provider on their return to work date will be required.

Sick employees are asked to stay home:

- The Families First Coronavirus Response Act Policies and Posters are posted in common places as well as on the employee shared drive under COVID-19. If employees have questions regarding use of emergency paid sick time, employees should Contact CEO Tom Renkert.
- The Ann Arbor Area Board of REALTORS® will follow state and federal guidance for return to work guidance.
- Guidance from the employee’s health care provider will also be considered

Checklist for Employers when employee tests positive for COVID-19

- The Ann Arbor Area Board of REALTORS® will treat positive test results and “suspected but unconfirmed” cases of COVID-19 the same.
- If the source of infection is known, identify if it was at the workplace or outside.
- If the infection was contracted inside the workplace, notify workers’ compensation carrier;
 - Place the employee on workers’ compensation leave (with pay); and
 - Record the infection in the employer’s OSHA 300 log.
- Ask employee if he or she grants the employer permission to disclose the fact that the employee is infected.
 - If yes:
 - The employee’s manager will be notified that the employee is infected with COVID-19 and is out on leave.
 - For everyone else, a response that the employee is on a leave of absence for non-disciplinary purposes will be given.
 - If no:
 - Notify employee’s manager only that employee is on a leave of absence for non-disciplinary purposes.
 - Regardless of yes or no:
 - Disclose identity of employee to any required notification to OSHA or the health department.
- Notify employee’s co-workers who may have come into contact with employee at work within the past 14 days that they may have been exposed to COVID-19 and may wish to see a healthcare provider.
 - Not required to notify other office locations unless the employee visited those sites within past 14 days.
- Infected employee will not be identified by name and to the greatest extent possible, we will avoid making any direct or indirect references that would lead co-workers to identity of the employee.
- For employees who had close contact with employee in past 14 days, they will be sent home for a 14-day self-quarantine.

- We will notify known customers, vendors, or third parties with whom the employee may have come into contact with while at work within the past 14 days that they may have been exposed to COVID-19 and may wish to see a healthcare provider. We will NOT identify the infected employee by name.
- A professional cleaning of the employee's workspace, immediate surrounding area, and areas likely visited (break room, restroom, etc.) will be arranged.
- We will respond to inquiries by CDC or public health authorities as received.

Suspected/Confirmed COVID-19 Case in Workplace

The Ann Arbor Area Board of REALTORS® ensures the following will be completed:

- We will communication with co-workers
- We will work with our local health department to provide them with the name of any identified employees that may have been exposed
- We will report cases to OSHA via their reporting/recordkeeping requirements
- The Ann Arbor Area Board of REALTORS® will follow CDC and State guideline protocols for return to work, including workplace contact tracing and CDC-recommended cleaning and disinfecting in all affected areas
- Guidance from the employee's health care provider will also be considered
- We will perform increased environmental cleaning and disinfection:
 - Employees should sanitize their work areas upon arrival, throughout the workday, and immediately before leaving for the day
 - We will all routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
 - The Ann Arbor Area Board of REALTORS® provides disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, copiers, desks, other work tools and equipment) can be wiped down by employees before each use.
 - Employees at a higher risk for serious illness due to COVID-19 will be encouraged to work remotely. If working remotely is not possible, additional precautions will be put in place to ensure their safety, including working in separate workspaces.

Minimizing Exposure from External Sources

Interaction with members

- The Ann Arbor Area Board of REALTORS® business practices are evaluated to ensure safety and health of all individuals. This is done on a phased approach. Beginning with appointment only onsite meetings, virtual meetings and finally transitioning to onsite meetings with appropriate precautions when that time comes.
- **Physical distancing practices to be observed:**
 - A physical barrier between The Ann Arbor Area Board of REALTORS® employees and customers is installed at the front service desk
 - 6-foot distances are marked in areas where customers might gather/wait
 - In person meetings are to be made by appointments only
 - Committee meeting will continue to be virtual
 - Curbside Lockbox purchases and pickup.

- Information is posted throughout the worksite educating individuals on ways to reduce the spread of COVID-19
- The name of any individual entering The Ann Arbor Area Board of REALTORS® office will be logged.
- Individual symptoms will be observed and individuals displaying symptoms of COVID -19 will be asked to leave.
- The Ann Arbor Area Board of REALTORS® will provide masks to visitors if needed.

Concluding Statement

This Plan is based on information and guidance from the CDC and OSHA at the time of its development. The safety of our employees and visitors remain the top priority at The Ann Arbor Area Board of REALTORS®. We recognize that all individuals are responsible for preventing the spread of COVID-19 and reduce the potential risk of exposure to our workforce and visitors. As the COVID-19 outbreak continues to evolve and spread, The Ann Arbor Area Board of REALTORS® is monitoring the situation closely and will update our guidance based on the most current recommendations from the CDC, World Health Organization (WHO), OSHA and any other public entities.