



## COVID-19 Operational Safety Plan

### Company details

Business name: **RE/MAX Realty Specialists Inc.**

Date completed: **January 26, 2021**

Division/group: **Real Estate Office**

Date distributed: **February 12, 2021**

The COVID-19 pandemic is an evolving situation – RE/MAX Realty Specialists Inc. will review our plan regularly and make changes as required. Please refer to the Ontario government's [COVID-19 website](#) for up-to-date information.

## How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

### Actions:

- RE/MAX Realty Specialists Inc. will remain open as an essential service however for the protection of our staff and sales associates we have locked our entrance doors and have signs advising that we are closed to the public.
- We will ensure our procedures are up to date by a daily review of Ministry of Health guidance and communicate any and all updates to our staff, and sales associates immediately.
- RE/MAX Realty Specialists Inc. communicates information regarding health updates or industry health practices by email, office flyers, company announcements, corporate video messaging, virtual management meetings, and memorandums.
- Anyone entering the premises must complete a Covid screening form (paper or our QR Code electronic form) at the front desk on a daily basis. All information is retained.
- We have masks available, hand sanitizer, and disinfecting wipes for all staff in the office.
- Staffing is kept to a minimum. Staff must wear a mask at all times, fill out our Covid screening form daily, keep socially distanced, frequently wash/sanitize their hands, disinfect touched surfaces, and stay home if they are feeling sick.
- We strongly encourage all sales associates to work from home whenever possible. Any sales associates who need to come to the office must respect social distancing requirements, wear a mask at all times, frequently wash their hands or use our many available hand sanitizing stations and there will be no loitering in groups.
- The accounting department will remain open but locked with no access except authorized personnel. All staff to maintain social distancing. We have three air purifiers operating consistently. The office is fogged every Monday.
- We have various posters throughout the office indicating proper health protocols, social distance floor stickers, signs indicating the number of people allowed in our washrooms at a time, and social distance required signs in our client rooms and kitchens.
- If absolutely necessary, sales associates can meet clients at the office but they must log in with the front desk prior to the meeting, screening must be completed by everyone in attendance, everyone must have masks on at all times and the meeting room must be wiped down and disinfected before and after each use. There is a limit of 1 agent plus 2 clients max and modifications to the room will be necessary to ensure proper social distancing.

## How we're screening for COVID-19

### Actions:

- RE/MAX Realty Specialists Inc. offices are closed to the public.
- We post clear signage at all entrances with screening questions and instructions.
- Daily Covid screening forms must be completed by everyone that enters the office. We have forms available at the front desk or we have a QR code to use for your phone. Anyone with symptoms or answers yes to any of our screening questions will not be permitted to enter the office.
- Covid screening waivers can automatically attach to all our listing appointments.
- Anyone feeling sick is asked to stay home and to follow public health guidelines.

## How we're controlling the risk of transmission in our workplace

### Actions:

- RE/MAX Realty Specialists Inc. has suspended all in person training, events, and limited mandatory in person meetings. We are providing virtual services instead.
- Masks must be worn by everyone at all times while in the office.
- We have changed how we schedule shifts and breaks and have minimal staff in the office.
- Social distancing markers have been put in place, there are signs indicating how many people allowed in washrooms, we have numerous hand sanitizing stations throughout office, and disinfecting wipes readily available for high touch surfaces.
- We have installed plexiglass shields at our front desks
- We purchased a disinfectant fogger machine, and our cleaning staff continues to use high grade disinfectant.
- We have a cleaning schedule in place where we disinfect high touch surfaces throughout the day.
- We purchased air purifiers and have our HVAC company change the filters on a more regular basis.
- There is no gathering in groups allowed at any time and there is to be no eating or drinking in common areas.
- We post reminders to wash hands frequently or use our hand sanitizer stations.
- We strongly encourage deposits by e-transfer or wire transfer.

- We encourage staff to self-monitor their symptoms and if they are sick to stay home. If anyone in their household is sick or showing symptoms we also advise them to stay home.

## What we will do if there is a potential case, or suspected exposure to, COVID-19 at our workplace

### Actions:

- If anyone comes into contact with anyone that is diagnosed or has been exposed to Covid-19, we ask them to contact management immediately and self-quarantine for 14 days. They must advise the manager of the testing results and cannot return to work until a negative test is confirmed.
- If a suspected case occurs, the area is fumigated as a precaution and we continue to do a thorough cleaning of all the offices with strong disinfectant.
- We will inform staff if they may have been exposed in the workplace and send out a notice with the date of the potential exposure.
- We will provide any necessary information to public health for contact tracing purposes if needed.

## How we're managing any new risks caused by the changes made to the way we operate our business

### Actions:

- RE/MAX Realty Specialists Inc. will continue to monitor/supervise the evolving situation and make adjustments where and when necessary.
- Management will set up regular meetings with our health and safety representatives to discuss any ideas, issues, and or concerns.
- We will continue to communicate any changes made to our plan so everyone will be informed and adhere to the changes.





