



OREGON  
ASSOCIATION  
OF REALTORS®

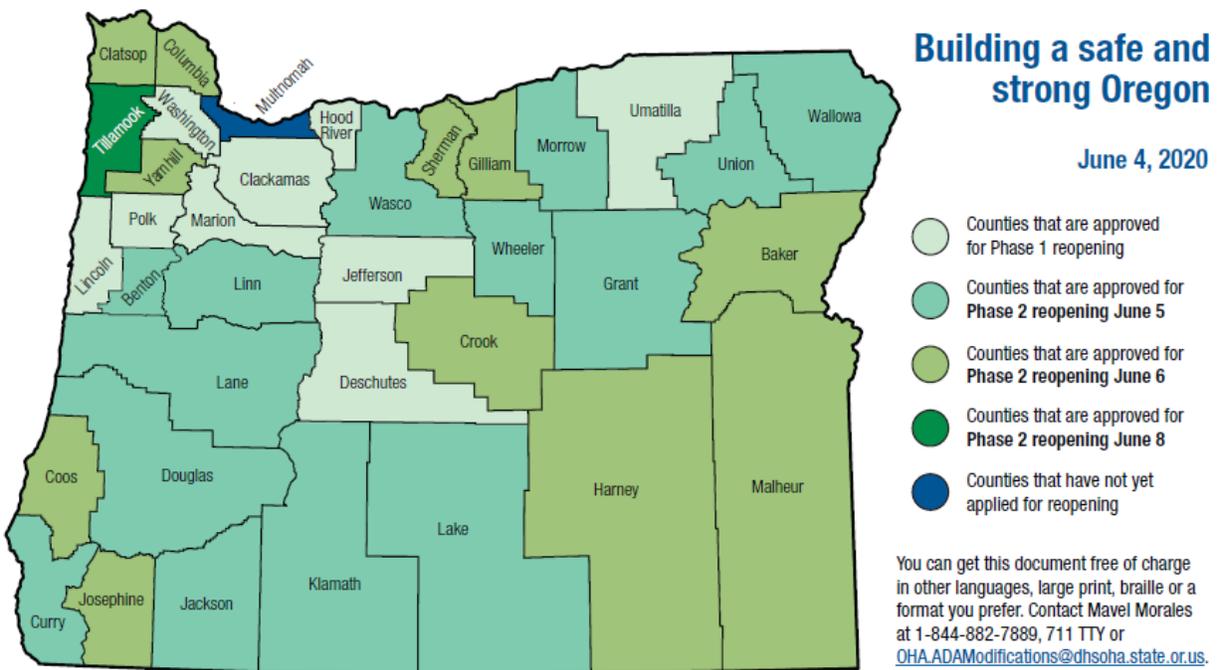
# Oregon Realtors® Guide for Navigating COVID-19 Phase 2 Reopening

The Latest News & Information  
Updated June 5, 2020

## What's Inside?

- County status
- Phase 2 overview
- Best practices for reopening offices and resuming office work
- Showings and open houses
- Transaction guidance
- Fair housing
- Landlord/tenant issues

### County Status (June 4, 2020)



Click map for link to latest county status report

## Phase 2 Overview

On June 5<sup>th</sup> 14 Oregon Counties enter Phase 2 of Oregon's Reopening. On June 6<sup>th</sup> an additional 11 counties enter Phase 2. Subject to public health guidelines, physical distancing, gathering size limits and sanitation guidelines Phase 2 activities include recreational sports; pools; venues like movie theaters, bowling alleys, and arcades; some additional in-office work; bars and restaurants able to stay open until midnight; social, civic, and faith-based gatherings can meet in larger, physically-distanced groups. For more details on each phase (including a video), qualifications and to check the status of your county visit, <https://govstatus.egov.com/or-covid-19>.

Nothing in Phase 2 changes the basic requirements and guidelines to prevent the spread:

- Maintain 6ft distance between individuals not from the same household
- Wear face coverings whenever 6ft distancing cannot be maintained
- Cough and sneeze into elbow or tissue (if tissue, immediately wash hands)
- Regularly wash hands with soap and water for 20 seconds and use hand sanitizer
- Avoid touching face
- Follow strict sanitization protocols including use of [EPA-approved disinfectants](#)

## Reopening Offices

For counties that are in the baseline phase (Multnomah) or Phase 1, work in offices is prohibited whenever telework and work-at-home options are available in light of position duties, availability of teleworking equipment, and network adequacy (see Governor Brown's [Executive Order 20-25](#)). Businesses that fail to comply with this directive will be closed until they demonstrate compliance. For Phase 2 the requirement to work from home becomes a recommendation.

## Making the Decision to Reopen the Office

- Keep in mind that while reopening offices is allowed under Phase 2, the Governor and Oregon Health Authority still recommend remote work if it is an option.
- Companies considering reopening the office should follow the [CDC Reopening decision tree](#). This is designed to ensure that businesses are ready to reopen based on the law and their ability to protect the health/safety of their workforce and customers. Businesses should review the tree, click on links and make sure they can answer "yes" to all of the questions.

## Preparing for Reopening

- Dedicate a responsible person (supported by a "team" if at a larger office) to develop, update and ensure compliance with reopening and health/safety protocols.
- The dedicated reopening person (or team) and company leadership should understand (and review for updates at least once per week) key controlling and persuasive guidance for employee, customer and workplace safety. This includes:
  - [Governor Brown's Executive Orders](#) (current controlling order is [20-25](#))

- [Oregon Health Authority Employer Guidance](#) (check [here](#) for updates)
- [Centers for Disease Control Guidance for Businesses and Workplaces](#)
  - [Prepare Your Small Business and Employees for COVID-19](#)
  - [Interim Guidance for Businesses and Employers](#)
- [US OSHA Guidance on Preparing Workplaces for COVID-19](#)
- Develop a written plan for the office that addresses 1) work-place safety practices 2) engineering/building controls to protect workers/customers and 3) human resources
- Be in constant communication with employees/contractors about the plan and get their feedback on the plan (employees/contractors know the work they do and where risks may arise and are often in the best position to advise the company) initially and ongoing.

### Workplace Safety Practices

- Require employees, contractors and visitors to remain 6ft apart; limit number of people in office/stagger shifts if this will be difficult to maintain; re-arrange cubicles/office layout to ensure 6ft distancing.
- Require employees, contractors and visitors to wear face coverings anytime they are not able to maintain 6ft distance. [Review the OHA guidance on face coverings](#) policies and accommodations.
- Continue to do Zoom/virtual meetings when possible, rather than hosting meetings at office.
- Identify high-risk areas/interactions that increase likelihood of spread (i.e. elevators, common areas (kitchen, conference rooms, bathroom, etc.), hallways, shared equipment (copiers, vending machines, refrigerators etc.) and make sure they are included in your plan.
  - If using conference room everyone should sit 6ft apart, post instructions for wiping down stuff that has been heavily touched (i.e. phone, remote, doorknobs.)
  - One person at a time in kitchen, copy room or other small, shared spaces.
  - [EPA approved disinfectant](#) with wipe down instructions at all shared equipment: copy machine, in kitchen near high touch areas like coffee maker, sink, fridge, microwave.
- Post [CDC](#) and [Oregon Health Authority](#) posters outside and inside the building, in all common areas and in/around offices/cubicles demonstrating policies including maintain 6ft distance, coughing/sneezing, handwashing, what to do if sick and face covering protocols.
- Put arrows on floor directing one-way traffic around offices and cubicles if there is a loop.
- Have hand sanitizer available at/near every office/cube and in common areas and ask employees to use it anytime they enter a common area.
- Regularly wipe-down with [EPA-approved disinfectant](#) high touch areas like elevator buttons, common door knobs, etc. Specify who/how this will get done.

### Building/Engineering Controls

- Post sign next to elevator limiting elevator to people from one household at a time.
- Janitorial

- Increase frequency of cleaning and [EPA-approved disinfection](#) in high density and high-touch areas, such as building and elevator lobbies; elevator interiors, buttons and surfaces; restrooms; furniture; fixtures; door knobs; switch plates; shared conference spaces; building and suite entrances; mats; handrails; turnstiles; counters; trash containers; and other frequently touched surfaces.
- Confirm that cleaning staff follow EPA, CDC and other government-approved guidelines, recommendations, and directions for cleaning products and procedures.
- Have a [sanitation protocol in place](#) for if someone at your office is diagnosed.
- HVAC
  - Have an HVAC contractor come out to make sure our system is up to speed on ASHRAE guidelines and best practices around aerosol transmission.
  - During low- or no-occupancy and prior to building re-entry, run HVAC equipment in building and tenant spaces on at least a reduced-if not regular-schedule.
  - Continue normal and regular HVAC maintenance, including filter changes. Check with your building engineers and HVAC contractor for any other recommended maintenance, changes in maintenance schedules, or filter or system upgrades.
  - If possible, consider increasing exhaust and infusion of outside air for re-entry and perhaps for several weeks following re-entry.
- Plumbing and Water
  - During low- or no-occupancy and prior to building re-entry, operate water systems, toilets, faucets, etc. on a regular basis to avoid the accumulation of biofilm and other bacteria which can accumulate in as little as 3-5 days. Check P-traps to confirm water seals have not dried out due to lack of water flow.
  - Continue to monitor and service all water systems, including hot water heaters, ice machines, filtration systems, etc.

## Human Resources Practices

- Before employees and contractors return to work, consider doing a self-screening questionnaire asking about recent exposure. **See appendix A (Return to the Office: COVID-19 Employee/Contractor Self-Certification) for editable form.**
- Consider doing a morning check-in with everyone to confirm that they are not expressing symptoms and have not been potentially exposed. This could be done remotely over email before people come to the office (ideally). **See appendix B (Sign-In & Certification Sheet) editable form.**
- Make clear that if someone is at all feeling sick, is frequently coughing or sneezing, or has been around someone who has been diagnosed or showing symptoms they should not come to work and should leave work immediately if these symptoms arise.
- Train employees and contractors on safety, including how to use proper hygiene to stop the spread of the virus and what to do if they are sick or have been around someone who is sick, using [tools available by CDC](#) and train employees on the companies reopening plan.

- Ensure that employee handbooks are updated as to company policy and supplemented with materials on the new [paid sick and family leave benefits in the Families First Coronavirus Response Act \(FFCRA\)](#). Train employees on these policies (consider a training from an HR or employment law expert) and make sure that the HR staff person is up to speed.
  - Develop a remote work policy for employees. A remote work policy can have some general guidelines but then also be tailored to each position as each position is unique in its needs/requirements for being in the office.
  - Develop a work travel policy. This policy can be revisited depending on the latest information on the spread of the virus.
  - If an employee or contractor becomes sick with COVID-19 symptoms or exposed to COVID-19, follow CDC guidelines on [what to do when an employee has been exposed](#).
  - To determine if an employee or contractor who has been ill with or exposed to COVID-19 can return to work, use the Return to Work Flowchart contained in the appendix.
  - COVID-19 health and safety practices should be applied to all employees and contractors, except that things like remote work may be unique to the duties of the position.
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## Practicing Real Estate

### Showing Homes

Phase 2 doesn't change what REALTORS® should be doing regarding showing homes. REALTORS® should continue to follow the strict showing and sanitation protocols they have been using since the COVID-19 outbreak began. Check out [NAR's Showing Guidance During COVID-19 document](#).

### Transaction Guidance

Phase 2 shouldn't change much about the transaction, although to the degree that REALTORS® and their clients have been experiencing delays or special procedures from any of the service providers involved in the transaction, those may ease up. [NAR's Coronavirus: A Guide for REALTORS®](#) continues to be a helpful guide on COVID-19 issues that may come up in the transaction and it is updated regularly. REALTORS® should provide buyers and sellers with the [OAR Buyer and Seller Advisories](#) including the original advisories as well as the COVID-19 updates. REALTORS® can also make use of OREF's COVID-19 addendum to give buyers and sellers peace of mind that if a COVID-19 issue or delay arises in the transaction.

### Open Houses

Although Phase 2 Reopening [allows for in-person gatherings](#) of up to 50 people indoors, it only does so with 6ft social distancing and strict sanitation protocols, so nothing about our open house guidance has changed. Traditional open houses cannot guarantee 6ft distancing so only modified open houses, such as those by appointment only or those where one family tours the home at a time (maintaining

6ft distance from REALTOR®) and other individuals/families line up outside 6ft apart (consider marking off 6ft distances), would be allowed. REALTORS® who are hosting modified open houses should continue to maintain the strict sanitation protocols that they have been using throughout the COVID-19 pandemic and should review the Oregon Health Authority guidance on [events/gatherings](#) and on [face coverings](#). Virtual open houses are still a good option. For a more in-depth discussion review OAR's May 27 post on [open houses](#).

### **Fair Housing**

REALTORS® should continue to implement practices that protect the health and safety of themselves and their clients while also respecting Fair Housing laws. NAR has developed [Guidance for Fair Housing Compliance During the COVID-19 Pandemic](#) document. As we mention in our open house guidance, accommodations to face covering policies should be made in instances where a person objects because of a health concern, a disability or an issue related to the person's status as a member of a protected class. Requiring face coverings affects people differently including people of color who may have heightened concerns about racial profiling and harassment due to wearing face coverings in public. See [OHA Guidance on Face Coverings](#).

### **Tenant-Occupied Properties and Landlord Issues**

Nothing in Phase 2 changes the moratoria that are in place on residential or commercial evictions. Review OAR's [COVID-19 Information Affecting Landlords](#) guide for information on the eviction moratoria, mortgage forbearance and showing tenant-occupied properties.

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## **Appendix**

Appendix A: [Return to the Office: COVID-19 Employee/Contractor Self-Certification](#)

Appendix B: [Sign-In & Certification Sheet](#)

Appendix C: [Return to Work Flowchart](#)