

# Vermont Association of REALTORS®

## COVID-19 Exposure Prevention, Preparedness, and Response Plan

\_\_\_\_\_ (Name of Company) (hereinafter "Company") has implemented the following COVID-19 Exposure Prevention, Preparedness, and Response Plan effective \_\_\_\_\_ (Date).

\_\_\_\_\_ (Name of Company) takes the health and safety of our employees, clients/customers and the Independent Contractors (hereinafter "Agent(s)") who work with us very seriously. With the spread of the coronavirus or "COVID-19," a respiratory disease caused by the COVID-19 virus, the Company must remain vigilant in mitigating the outbreak. In order to be safe and maintain operations, we have developed this COVID-19 Exposure Prevention, Preparedness, and Response Plan to be implemented, to the extent feasible and appropriate, throughout the Company, with our employees, agents, real estate associates and vendors, and at the properties our Company represents.

This Plan is based on information available from and mandates set forth by the federal government and/or the State of Vermont and reflects best practices and recommendations from the U.S. Centers for Disease Control (CDC), the U.S. Occupational Safety and Health Administration (OSHA), the Vermont Agency of Commerce and Community Development (ACCD) and the Vermont Occupational Safety and Health Administration (VOSHA). The Plan is subject to change based on further information or requirements provided by federal or state authorities.

As a part of this Plan, each employee or agent is required to read this Plan and affirm receipt below, and shall complete the VOSHA's "Protecting the Safety and Health of Workers - Coronavirus Disease (COVID-19)" training. The Managing Broker for the Company (or Branch Office) shall have a copy of this form and the VOSHA certificate on file for each employee or agent based at that location.

The online training can be found here: <https://labor.vermont.gov/document/protecting-safety-and-health-workers-vosha-printable>

\_\_\_\_\_

The health and safety of our clients, customers and real estate agents is our top priority. To reduce the risk of spreading COVID-19, \_\_\_\_\_ (Name of Company) is implementing the following policies and procedures, effective immediately. My signature below indicates that I have received a copy of the Plan and will abide by the Company's COVID-19 Exposure Prevention, Preparedness, and Response Plan.

Employee/Agent Signature: \_\_\_\_\_ Managing Broker Signature: \_\_\_\_\_

Employee/Agent Name (Print) \_\_\_\_\_ Managing Broker Name (Print) \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

\_\_\_\_\_ (Company Name)  
**COVID-19 Exposure Prevention, Preparedness, and Response Plan**

**KEY POINTS**

- The State of Vermont has deemed real estate and its supporting services to be low and no contact professional services. These services are allowed to provide limited in-person services during the state of emergency. This may change, and if it does, this Plan will be revised to reflect those changes.
- Real estate services can operate in safe and prudent manner and should be allowed to gradually resume in accordance with a phased-in schedule that aligns with State and federal guidelines for health and safety.
- Real estate practitioners understand and accept the impact of and potential health implications of the COVID-19 virus and are dedicated to maintaining the health and safety of the industry, practitioners, clients/consumers, vendors, associates, services providers, and the public.
- Continued and constant education are key to the success and safety of this Plan and our return-to-work outline.
- Mandatory COVID-19 trainings will be required for all returning and new employees/agents.
- Partitioning of healthy employees/agents from affected and/or exposed individuals is an extreme focus.
- Constant personal hygiene, sanitization and the provision of cleaning supplies and personal protective equipment (PPE) is an extreme focus.
- Social distancing guidelines, safe hygiene and decontamination practices, and the use of PPE are a priority and shall be strictly enforced.
- Strict protocols for those affected by COVID-19 as mandated by the CDC shall be followed.

# COVID-19 Exposure Prevention, Preparedness, and Response Plan

This Plan specifically addresses three distinct phases within the business of real estate: 1) overall company operations, 2) the business of representing sellers and buyers, and listing and showing properties that are for sale, and 3) managing a transaction from listing to offer to contract to closing.

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## **I. Company Operations**

Real estate sector-specific guidance may change. For the most current guidance, please visit the Agency of Commerce and Community Development's (ACCD) website at: <https://accd.vermont.gov/content/stay-home-stay-safe-sector-specific-guidance>.

### **A. Responsibilities of Owners and Managing Brokers**

#### **i. Health and Safety/Best Practices**

- The Company shall designate a health and safety officer for each physically separate place of business, office or branch.
- All employees and agents shall work remotely until such time as the State of Vermont opens up the business of real estate as an Essential Business or determines that some or all real estate office operations may safely resume.

- All Company meetings and training sessions shall be conducted remotely using virtual, digital technology, and no in-person meetings shall be required of any person for any reason.
- The physical offices may open to the public. If any employees or agents are working at the Company, the following will be maintained:
  - The Company shall ensure that no more than 10 people shall be in any one room at a time. This includes administrative employees, agents, vendors and the public.
  - The Company shall ensure that there is sufficient space for employees/agents to maintain at least 6-feet distance from one another. If that is not possible given space limitations, the number of people shall be reduced to the extent that those working at the Company can maintain proper distancing from one another. All common areas and shared equipment within the Company's buildings and/or offices shall be cleaned and disinfected at the start of each work day, frequently during any time when employees/agents are in the building, and at the end of each work day.
  - The Company shall require everyone to wear a facemask while in the building, sanitize any shared-contact surfaces after use, and wash their hands frequently.
- The Company shall require all employees/agents to perform a health screening self-check to ensure the employee/agent does not have any COVID-19-related symptoms prior to the start of each work shift and/or before entering the office or any common areas. The self-check shall include taking their temperature and determining if they have any COVID-19 symptoms.
  - Those symptoms include: coughing, fever, shortness of breath, difficulty breathing, early symptoms such as chills, body aches, sore throat, headache, diarrhea, nausea, vomiting or a runny nose.
  - Employees/agents shall not report to, or be allowed to remain at work, if they have any of the above symptoms or have been in close contact with anyone who has tested positive for COVID-19 or is symptomatic (with fever, cough, and/or shortness of breath).
  - Close contact is defined as being within six (6) feet for a prolonged period of time.
  - Any employee/agent who is symptomatic must leave the workplace and go home immediately. If they are home, they should stay at home and not go to the office or meet with anyone. They should contact their medical care provider and request to be tested for the COVID-19 virus.
  - Any employee/agent who tests positive, or has a close family or household member who has tested positive, is required to quarantine for 14 days. This self-quarantine period should not include any contact with any person outside of your immediate household.
- Each employee and agent is required to complete the Vermont Occupational and Health Administration's (VOSHA) "Protecting the Safety and Health of Workers - Coronavirus Disease (COVID-19)" training. The Managing Broker for each Company (or Branch Office) shall have a copy of the VOSHA certificate on file for each employee and independent contractor.
- ***All in-person activity must be in compliance with the Vermont Agency of Commerce and Community Development (ACCD) real estate sector guidance, and health and safety requirements established by the CDC, OSHA, and VOSHA.***

## **ii. Protective Measures**

### **(1) Personal Protective Equipment**

- The Company requires all employees/agents AND the people they are interacting with in-person to wear face coverings over their nose and mouth when in the presence of others. These masks must be laundered after each use, or if disposable, they should be disposed of properly.

### **(2) Cleaning and Disinfection Procedures**

- All common areas and shared equipment within the Company's buildings and/or offices shall be cleaned and disinfected at the start of each work day, frequently during any time when employees/agents are in the building, and at the end of each work day. This shall include waiting areas, open office areas, kitchen, breakroom, restrooms and any other public spaces.
- Company will provide anti-bacterial or disinfectant wipe, spray or solution for cleaning.

## **iii. COVID-19 Exposure Plan**

### **Employee Exhibits COVID-19 Symptoms**

If an employee exhibits COVID-19 symptoms, the employee must remain at home until they are symptom-free for 72 hours (3 full days) without the use of fever-reducing or other symptom-altering medicines (e.g., cough suppressants). The Company will similarly require an employee who reports to work with symptoms to return home until they are symptom free for 72 hours (3 full days). To the extent practical, employees are required to obtain a doctor's note clearing them to return to work.

### **Employee Tests Positive for COVID-19**

An employee who tests positive for COVID-19 will be directed to self-quarantine away from work. Employees who test positive and are symptom free may return to work when at least seven (7) days have passed since the date of their first positive test and they have not had a subsequent illness. Employees who test positive and are directed to care for themselves at home may return to work when: (1) at least 7 days have passed since recovery; and (2) at least seven (7) days have passed since symptoms first appeared. Employees who test positive and have been hospitalized may return to work when directed to do so by their medical care providers. Recovery is defined as: (1) resolution of fever without the use of fever-reducing medications and (2) improvement in respiratory symptoms (e.g., cough, shortness of breath). The Company will require an employee to provide documentation from their medical care provider clearing his or her return to work.

### **Employee Has Close Contact with an Individual Who Has Tested Positive for COVID-19**

If an employee learns that they have come into close contact with a confirmed-positive individual outside of the workplace, they must alert a manager or supervisor of the close contact and self-quarantine for 14 days from the last date of close contact with that individual. Close contact is defined as being within six (6) feet for a prolonged period of time.

### **Company Policy**

The Company and/or agent shall maintain a Contact Tracing Log of all in-person contacts made by employees/agents. The Log shall be maintained and kept on file with the Company for at least 30 days in the event contact tracing is required by the Vermont Department of Health.

If the Company learns that an employee/agent has tested positive, the Company will conduct an investigation to determine co-workers and clients who may have had close contact with the confirmed-positive employee/agent in the prior 14 days and direct those individuals who have had close contact with the confirmed-positive employee/agent to self-quarantine for 14 days from the last date of close contact with that employee/agent. If applicable, the Company will also notify any sub-contractors, vendors/suppliers or visitors who may have had close contact with the confirmed-positive employee.

## **B. Responsibilities of Employees/Agents**

Real estate sector-specific guidance may change. For the most current guidance, please visit the Agency of Commerce and Community Development's (ACCD) website at: <https://accd.vermont.gov/content/stay-home-stay-safe-sector-specific-guidance>.

### **i. Health and Safety/Best Practices**

- All employees/agents shall:
  - Frequently wash 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 eyes, nose, or mouth with unwashed hands and advise anyone they are in contact with to do the same.
  - Follow appropriate respiratory etiquette, which includes covering the mouth for coughs and sneezes.
  - Avoid close contact with people who are sick.
  - Familiarize themselves with the symptoms of COVID-19 (coughing, fever, shortness of breath, difficulty breathing, early symptoms such as chills, body aches, sore throat, headache, diarrhea, nausea, vomiting or a runny nose)
  - Perform daily health screening self-check prior to working.
  - Notify the managing broker immediately if they have any symptoms. If they are not at work, they are not to go to work, and should not have any contact with others. If they are at work, they are to go home immediately.
- Each employee/agent is required read the COVID-19 Exposure Prevention, Preparedness, and Response Plan and to acknowledge receipt by signing the declaration on p. 1.
- Each employee/agent shall complete the Vermont Occupational and Health Administration's (VOSHA) "Protecting the Safety and Health of Workers - Coronavirus Disease (COVID-19)" training. The Managing Broker for the Company (or each Branch Office) shall have a copy of the VOSHA certificate on file for each employee and agent based at that location.
- ***All in-person activity must be in compliance with the Vermont Agency of Commerce and Community Development (ACCD) real estate sector guidance, and health and safety requirements established by the CDC, OSHA, and VOSHA.***
- To the extent possible, all work shall be done remotely without unnecessary contact with others.
- The use of web-based resources and digital/virtual technology is encouraged at every opportunity.

- To the extent possible, all Company meetings shall be done virtually/remotely.
- To the extent possible, all meetings with clients, customers, associates and vendors shall be done virtually/remotely.
- Any meetings and business conducted in-person shall be done outside whenever possible, in ventilated spaces, or in a home while ensuring that all parties are a minimum of 6 feet apart from one another and wearing facemasks.
- Employees/agents shall not travel in a vehicle with any other employee/agent, client, customer or vendor.
- If any employee/agent is in the office, they should limit the use of common equipment such as copiers, computer equipment, telephones and files. The Company will provide anti-bacterial or disinfectant wipes, sprays or solutions for cleaning and the shared equipment shall be cleaned before and after each use.
- All employees/agents AND those people with whom they are interacting with in-person must wear face coverings over their nose and mouth when in the presence of others. These masks must be laundered after each use, or if disposable, they should be disposed of properly.

### **C. Confidentiality/Privacy**

Except for circumstances in which the Company is legally required to report workplace occurrences of communicable disease, the confidentiality of all medical conditions will be maintained in accordance with applicable law and to the extent practical under the circumstances. When it is required, the number of persons who will be informed that an unnamed employee has tested positive will be kept to the minimum needed to comply with reporting requirements and to limit the potential for transmission to others. The Company reserves the right to inform other employees that an unnamed co-worker has been diagnosed with COVID-19 if the other employees might have been exposed to the disease so the employees may take measures to protect their own health. The Company also reserves the right to inform other real estate practitioners, contractors, vendors/suppliers or visitors that an unnamed employee has been diagnosed with COVID-19 if they might have been exposed to the disease so those individuals may take measures to protect their own health.

## **II. Representing Sellers and Buyers**

The State of Vermont has deemed real estate and its supporting services to be low and no contact professional services. These services are allowed to provide limited in-person services during the state of emergency. The phased-in return to work is a privilege and real estate companies and practitioners must respect and adhere to the restrictions and limitations placed on them by the State of Vermont and Governor Scott's Declaration of Emergency (Executive Order 01-20 and related Amendments, also known as "Stay Home/Stay Safe").

Amendment 7 expressly requires that, "any person, resident or non-resident, travelling into Vermont for anything other than an essential purpose, must immediately self-quarantine for 14 days or the balance of 14 days dating from the day of arrival."

Furthermore, "visitors are instructed not to travel to Vermont if they are displaying symptoms or if they are travelling from cities and regions identified as COVID-19 "hot spots," including, among others, the

states of Florida and Louisiana and the cities of Detroit, Chicago and New York City. In addition, residents of New York, New Jersey and Connecticut should stay in their home states in strict compliance with CDC travel guidance issued Saturday, March 28, 2020. This is essential if you will be in close contact with people who are older adults or have a severe chronic health condition.”

### **Special Note about Out-of-State Buyers/Renters:**

Out-of-state visitors to Vermont must quarantine upon their arrival in accordance with the Vermont Department of Health quarantine rules. Realtors shall not make in-person showings of properties available to out-of-state visitors who have not completed these requirements.

However, if the out-of-state visitor has entered into a fully-signed and accepted Purchase and Sales Contract or Rental Lease Agreement for a specific property, an agent may accommodate a viewing of that property if the buyer/renter has not completed their quarantine under limited circumstances:

- 1) The buyer/renter has entered into a legal Purchase and Sale Contract or Rental Lease Agreement for the specific address they plan to visit; AND
- 2) The buyer/renter travels directly to and from the property and can do so without any NONESSENTIAL stops along the way; AND
- 3) The buyer/renter travels via their own personal motor vehicle and is able to travel round trip to and from the Vermont property in the same day (no overnight stay in Vermont); AND
- 4) The buyer/renter certifies they have not experienced symptoms associated with COVID-19 including and have not been in contact with anyone diagnosed with COVID-19 in the past 14 days and has satisfactorily completed the required COVID-19 Real Estate Access Questionnaire.

***With the exception noted above, real estate agents are therefore NOT allowed under any other circumstance to show property in-person to any person who has not been in the state of Vermont for at least the 14 days immediately preceding the appointment.***

To monitor compliance with these restrictions and to prevent an unintentional exposure, a Real Estate Access Questionnaire will be required for **all in-person** meetings. This form must be completed by EVERY person accessing a property listed for sale with the Company or seen with an agent associated with the Company. See Appendix A.

If the current quarantine requirement is amended, this Plan shall be changed to reflect the new policy.

### **Best Practices**

- ***All activity must be in compliance with the Vermont Agency of Commerce and Community Development (ACCD) real estate sector guidance, and health and safety requirements established by the CDC, OSHA, and VOSHA.***
- Agents are encouraged to utilize no-contact technology and services whenever possible. This can include lockboxes (with seller’s permission), video conferencing and the use of virtual/digital transaction software and services.
- Open houses and realtor caravans are not permitted.
- A sign shall be posted at the entrance of any house listed for sale stating that no one may enter if they are exhibiting any signs of a COVID-19 or respiratory infection to include coughing, fever, shortness of breath, difficulty breathing, early symptoms such as chills, body aches, sore throat, headache, diarrhea, nausea, vomiting or a runny nose.



- Visitors to a property shall be limited to “principals” only. A principal is defined as a person whose name will be on the deed, contract and/or mortgage.
- As long as it is not against the law, in violation of State licensing requirements or the REALTOR Code of Ethics, or contrary to your contractual agreement(s), all employees and agents shall respect and adhere to the client’s wishes regarding safety, security, precautions, hygiene and sanitation practices.
- If a seller decides to prohibit in-person showings, obtain those instructions in writing and make sure that the MLS reflects the appropriate showing instructions.
- If a buyer or agent requests a video tour, obtain permission from the seller in writing.
- Buyers and their agents shall be instructed to provide their own and wear a facemask for all in-person contact. However, agents should be prepared to provide a facemask and/or sanitizer to buyers who are not able to comply.
- If a buyer is unable or not willing to wear a facemask, the agent may deny access to the property.
- A Real Estate Access Questionnaire shall be completed for ALL in-person contact.
- A Contact Tracing Log shall be assigned to each client (property or buyer) and maintained with the Agent and/or Company. Prior to or immediately after showing a property or meeting with a buyer, the agent must update the log with the date, name and contact information for everyone who has visited or accessed the property or they have met in-person.

## **A. Showing Properties**

### First Showings = Digital/Virtual Showings

It is strongly advised that all first showings with either a prospective buyer or a buyers-agent be electronic by way of a virtual tour using (Zoom, Skype, FaceTime or a video) or MLS presentation.

A listing agent may meet a buyer-agent at the property so that the buyer-agent can complete a digital/virtual tour with their client.

### All In-Person Showings (Houses, Land)

- Prior to showing any property in person, all parties shall receive AND complete the Real Estate Access Questionnaire (Appendix A).
- Prior to showing any property in person, buyer(s) and their agent shall receive and review all available documents and disclosures about the house.
- Occupant sellers or tenants shall vacate the property at least 30 minutes before any appointment to show an occupied property.
- Agents shall only permit in-person meetings with buyers who have been pre-qualified or pre-approved by a lender approved to lend in Vermont. A pre-qualification or pre-approval letter issued within the past 30 days must be on file with the Company.
- For occupied properties, the seller/tenant shall remove, secure or crate any animals.
- No more than 10 people may be at the property at the same time. To the extent possible, this shall be limited to principals and their immediate family who are sharing the same single household.
  - A principal is defined as a person whose name will be on the deed, contract and/or mortgage.

- Other appointments at the same property must be scheduled with at least 30 minutes between the time one group vacates the property and the entry of a subsequent group. For example, Buyer A sees the house at 10 AM, vacates at 10:30 AM. The next appointment shall not occur before 11 AM.
- All parties must wear a facemask.
- Advise all parties not to touch anything unnecessarily.
- Advise all parties to maintain a personal distance of at least six (6) feet.
- Advise all parties to remove their shoes upon entering.
- Advise all parties that they may not use the bathrooms.
- At the end of the showing, the listing agent shall wipe down any surfaces touched during the showing with an anti-bacterial or disinfectant solution, spray or wipe. If the listing agent is not present, the agent showing the property shall do this before exiting.

#### Showing a House Listed for Sale

- If the house is occupied, sellers shall leave their property for the duration of the showing unless it is not possible due to mobility or health limitations.
- Agents shall encourage sellers, before leaving, to turn on lights, open closet and cabinet doors to prevent an agent or buyer from having to make any unnecessary contact.
- At the end of the showing, the agent will wipe down any surfaces touched during the showing with an anti-bacterial or disinfectant solution, spray or wipe. If the listing agent is not present, the agent showing the property shall do this before exiting.
- All parties meeting in-person shall wear a facemask.

#### Showing Vacant Land

- All parties meeting in-person shall wear a facemask.
- Buyers are reminded that looking at land is not a “recreational activity” and they are to follow the same limits and restrictions as noted above for showing homes.

### **B. Listing Properties**

- Prior to meeting in person, all parties shall receive AND complete the Real Estate Access Questionnaire (Appendix A).
- Prior to meeting in person, agent shall obtain as much information as possible prior to touring the house; to include telephone conversations with sellers, and virtual tours of their home using Zoom, Skype or Facetime.
- When possible, agents shall work with town clerks and municipal offices to obtain property records electronically or by email.
- When possible, agents shall coordinate the receipt and review of all contract documentation electronically or by email.
- If a seller’s use of technology is limited, agents may meet in-person but must maintain the 10-person/single household rule with proper social distancing.
- Listing agents are encouraged to have sellers complete all documentation and disclosures prior to activating the listing in the MLS. This will provide prospective buyers and their agents with as much information as possible so that they may make a determination about a property without having to visit in person until such time as they have narrowed down their selection.
- All parties meeting in-person shall wear a facemask.

- Once the listing agreement has been signed, the agent(s) shall work with the seller(s) to prepare the property for sale, to include staging and photography, while being sure to maintain the 10-person/single-household rules. To minimize exposures, the seller(s) should vacate for this if possible.
- All parties must wear a face mask.
- Advise all parties not to touch anything unnecessarily.
- Advise all parties to maintain a personal distance of at least six (6) feet.
- Advise all parties to remove their shoes upon entering and to not to touch anything.
- Advise all parties that they may not use the bathrooms.

### **III. Managing a Transaction**

All aspects of a transaction can and should be managed remotely whenever possible, including but limited to writing an offer, negotiation, legal review, inspections and appraisals.

Certain aspects of a transaction will require in-person contact between parties, including one or more inspections, estimates for repairs, appraisals, final walk-throughs and perhaps even the closing itself.

Companies and their agents shall coordinate all closing activities with lenders, attorneys and title companies so that the closing can be managed remotely and without any unnecessary in-person contact.

#### **Best Practices**

- Prior to any in-person meeting, all parties shall receive AND complete the Real Estate Access Questionnaire (Appendix A).
- All in-person activities shall adhere to the 10-person rule and, although up to 10 people are permitted at a property at any time, agents are strongly encouraged to work with their clients, vendors/contractors and others to stagger site visits and inspections to limit unnecessary exposures and contact.
- To the extent possible, additional appointments with vendors/contractors at the same property should be scheduled with at least 30 minutes between the time one party vacates the property and the entry of a subsequent party.
- For occupied properties, the seller/tenant shall remove, secure or crate any animals.
- All parties must provide and wear a facemask.
- Advise all parties to maintain a personal distance of at least six (6) feet.
- Advise all parties to remove their shoes upon entering and to not to touch anything unnecessarily.
- At the end of any in-person meeting, the seller or agent shall wipe down any surfaces touched during the showing/meeting/inspection with an anti-bacterial or disinfectant solution, spray or wipe.

# Certification of Compliance

## COVID-19 - Real Estate Access Questionnaire

The health and safety of our clients, customers and real estate agents is our top priority. To reduce the risk of spreading COVID-19, \_\_\_\_\_ (Company Name) requiring this form to be completed EVERY TIME anyone accesses a property we have listed for sale or with whom we are working as a buyer-client. This shall include all sellers, buyers, real estate agents, inspectors, appraisers, contractors and members of the public.

If you have recently traveled to Vermont to either sell or purchase a house, have you completed a quarantine in compliance with the Vermont Department of Health guidance? YES NO

Are you a non-Vermont resident buyer who has a property under contract for purchase with a fully-signed and accepted Purchase and Sale Contract and are you traveling to see that property? YES NO

*If you answered NO to both questions above, no further in-person real estate operations shall occur. Doing so puts the license and safety of the real estate professionals you work with at risk.*

- 1) Have you tested positive for COVID-19? YES NO Date of positive test \_\_\_\_\_  
If yes, when and where did you complete your 14-day self-quarantine?
- 2) Within the past 14 days, have you had contact with anyone who has a confirmed case OR is presumed positive but not tested for COVID-19? YES NO If yes, please briefly explain the circumstances:
- 3) In the past 24 hours, have you experienced any of the following symptoms: a fever above 100.4° F / 38° C, or felt feverish; chills; muscle pain; sore throat; headache; new loss of taste or smell? YES NO
- 1) Have you traveled outside of the Vermont within the past 14 days or outside of the US in the past 90 days? YES NO If yes, where \_\_\_\_\_ and what is the date of your return to the US? \_\_\_\_\_ Date of return to Vermont? \_\_\_\_\_

*An affirmative answer to any one question numbered 1 – 4 above will preclude you from being able to access a property in-person. We can provide a virtual tour and will work with all parties to ensure that we act in a safe and prudent manner.*

**If you are a buyer** who is planning to obtain a mortgage, have you been pre-approved or pre-qualified by a lender authorized to work in Vermont within the past 30 days? YES NO Name of Lender:

\_\_\_\_\_

I certify that I have answered the questions above truthfully and to the best of my knowledge. I am aware of the potential risks associated with viewing/showing the real property located at \_\_\_\_\_ (property address) and hold \_\_\_\_\_ (Company name) including its owners, employees, agents, and any affiliated companies harmless and release them from any and all claims, actions, complaints or the like related to any exposure to COVID-19.

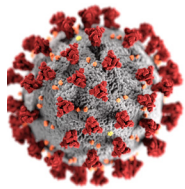
I \_\_\_\_\_ (print name) I have read and understand this entire Certificate of Compliance and make the above certifications under the pains and penalties of perjury.

\_\_\_\_\_  
Signature Date

***If you have any questions or concerns, please contact \_\_\_\_\_ at (802) \_\_\_\_\_***  
***(Insert Company Safety Officer name and contact information above)***



# What you should know about COVID-19 to protect yourself and others



## Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



## Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



## Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



## Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



## Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



## Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



# Coronavirus Disease 2019

## How COVID-19 Spreads

COVID-19 is thought to spread mainly through close contact from person-to-person in respiratory droplets from someone who is infected. People who are infected often have symptoms of illness. Some people without symptoms may be able to spread virus.

COVID-19 is a new disease and **we are still learning about how it spreads** and the severity of illness it causes.

### Person-to-person spread

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Maintaining good social distance (about 6 feet) is very important in preventing the spread of COVID-19.

### Spread from contact with contaminated surfaces or objects

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about this virus.

Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub. Also, routinely clean frequently touched surfaces.

### How easily the virus spreads

How easily a virus spreads from person-to-person can vary. Some viruses are highly contagious, like measles, while other viruses do not spread as easily. Another factor is whether the spread is sustained, which means it goes from person-to-person without stopping.

The virus that causes COVID-19 is spreading very easily and sustainably between people. Information from the ongoing COVID-19 pandemic suggest that this virus is spreading more efficiently than influenza, but not as efficiently as measles, which is highly contagious.

#### More Information

- [ASL Video Series: How does COVID-19 Spread?](#)



# Use of Cloth Face Coverings to Help Slow the Spread of COVID-19

## How to Wear Cloth Face Coverings

Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

## CDC on Homemade Cloth Face Coverings

CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission.

CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cloth face covering without assistance.

The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

## Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?

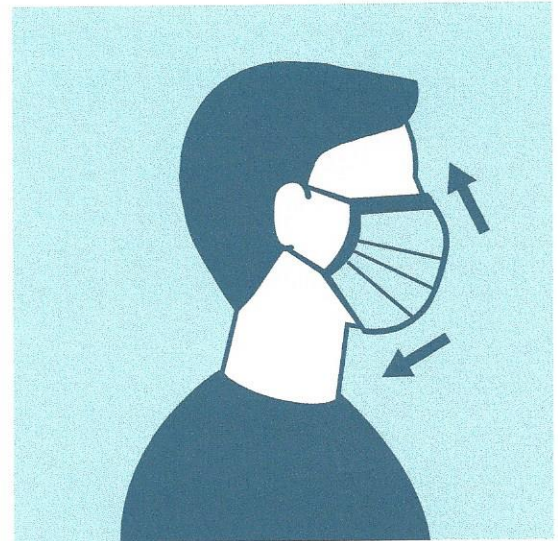
Yes. They should be routinely washed depending on the frequency of use.

## How does one safely sterilize/clean a cloth face covering?

A washing machine should suffice in properly washing a cloth face covering.

## How does one safely remove a used cloth face covering?

Individuals should be careful not to touch their eyes, nose, and mouth when removing their cloth face covering and wash hands immediately after removing.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)