

ALL VISITORS TO THE PROPERTY MUST ABIDE BY THE FOLLOWING RULES



WEAR A PROTECTIVE
FACE COVERING



WASH YOUR HANDS WITH SOAP
AND WATER OR USE HAND SANITIZER



PRACTICE SOCIAL DISTANCING BY
KEEPING AT LEAST SIX FEET BETWEEN
YOURSELF AND OTHERS



AVOID TOUCHING KNOBS, FAUCETS, TOILETS
AND TOILET HANDLES, COUNTERS, LIGHT
SWITCHES, AND OTHER SUCH ITEMS



AFTER VIEWING, DISCARD ANY DISPOSABLE
GLOVES, FACE COVERINGS, OR SHOE
COVERINGS WORN DURING THE VISIT

IF YOU ARE CURRENTLY AFFLICTED WITH, OR WITHIN THE LAST 14 DAYS, HAVE BEEN IN CONTACT WITH SOMEONE AFFLICTED WITH COVID-19, OR HAVE ANY SYMPTOMS SUCH AS FEVER, COUGH OR DIFFICULTY BREATHING, PLEASE DO NOT ENTER THE PROPERTY.



Real Estate Best Practices Guidelines and Prevention Plan for Showings During COVID-19 – Stage 2 Expansion

The CALIFORNIA ASSOCIATION OF REALTORS® offers these Best Practices Guidelines and Prevention Plan for Showings to assist you in the safe practice of real estate. Following these guidelines will enable REALTORS® to demonstrate care for the health and well-being of clients, colleagues and the greater public welfare in reducing the risk of exposure to, and spread of, COVID-19, while providing the essential services of residential and commercial real estate recognized by the Department of Homeland Security as being necessary for the maintenance of America's Critical Infrastructure.

These guidelines are consistent with Governor Newsom's stay-at-home order issued March 19, 2020, and incorporate the directives of the California Departments of Public Health and Industrial Relations (Cal/OSHA) "COVID-19 INDUSTRY GUIDANCE: Real Estate Transactions" (hereinafter "DPH Guidance") in effect during the Stage 2 Expansion of the "Resilience Roadmap" (as updated on March 12, 2020).

Check Your City or County for More Restrictive Local Shelter-In-Place Orders

If a city or county in which you do your business activity has an order with a more restrictive standard regarding what qualifies as an essential service, or more restrictions on activities, those guidelines will still govern the activities of a licensee. In other words, if there is a more restrictive local order, it must still be followed. That order may prevent or limit your ability to conduct real estate activity.



Best Practices Guidelines and Prevention Plan for Showings

Showing Properties: Prevention Plan and Entry Rules

- ✓ Establish a written COVID-19 "Prevention Plan" to be followed by agents who show properties. Regularly evaluate compliance with the plan and document and correct deficiencies identified. This entire document, the "Best Practices Guidelines/Prevention Plan for Showings" (C.A.R. Document BPPP) (hereafter "Prevention Plan"), may be used for this purpose if adopted by the brokerage as a Prevention Plan. (See the section entitled "Prevention Plan" at the end of this document).

For Visitors

- ✓ All persons entering a property shall agree in writing to adhere to the "Posted Rules for Entry" (C.A.R. Document PRE) at all times as a condition of entry before showing the property as follows:
 - Prior to entering a property, all persons must have already signed a Coronavirus Property Entry Advisory and Declaration - Visitor form (C.A.R. Form PEAD-V) and delivered a copy of that signed form to the listing agent. By signing the PEAD-V, the person entering the property agrees to the Posted Rules for Entry.
 - The PEAD-V form includes a reference to these "Best Practices Guidelines/Prevention Plan for Showings" acknowledging that clients, appraisers, inspectors, stagers, buyers' agents and contractors have received and agreed to them prior to entering the property.
 - Any person entering a property shall provide by declaration that to the best of their knowledge, they are not currently afflicted with, and have not knowingly, within the last 14 days, been in contact with someone afflicted with, COVID-19; they are not experiencing a fever, or signs of respiratory illness such as cough, shortness of breath or difficulty breathing, or exhibit other COVID-19 symptoms; and they understand that persons may be afflicted with COVID-19 and (i) not exhibit symptoms, (ii) not be aware that they are afflicted or (iii) may not voluntarily agree to disclose their condition.
 - Further, any person entering the property will inform the listing and buyer's broker if, after the date this document is signed, there is a change in their health condition or knowledge that potentially puts others at risk or invalidates the representations made.
 - All persons visiting a property will:
 - Wash their hands with soap and water or use hand sanitizer upon entry and before touring or inspecting the property.
 - Wear a protective face covering or mask.
 - Practice social distancing by keeping at least six feet between themselves and others and not gathering in groups.
 - Avoid touching surfaces or items in the Property. All persons on property for in-person showings should avoid touching knobs, faucets, toilets and toilet handles, light switches, garage door opener buttons, handles and pulls, alarm system controls, fan pulls, remotes, thermostats, switchboxes, gates and gate latches, window locks and sashes, pool coverings, counters, doors, sinks, cabinet handles and other such items. If a person entering the property believes it necessary to touch surfaces or items in the property, they shall consider the risks of doing so first.
 - After viewing the Property, discard any disposable gloves, face coverings, or shoe coverings worn during the visit.
 - Exercise care to protect themselves, and assess their own risks, by considering their age, underlying health conditions, recent travel, possible exposure to COVID-19, doctor's recommendations, and local, State and Federal recommendations.
 - Follow all Federal, State, and local laws and Stay at Home Orders, even though such laws and orders may be changing rapidly.

- ✓ The listing agent, if any, must post the Posted Rules for Entry, which must be clearly visible and displayed at the entrance of the property.
- ✓ These Posted Rules for Entry or a link to them should be part of online public and MLS listings. This shall be made available by the listing agent, if any.

For Sellers

- Additionally, sellers shall provide by declaration that to the best of their knowledge, they are not currently afflicted with, and have not knowingly within the last 14 days, been in contact with someone afflicted with COVID-19; they are not experiencing a fever, or signs of respiratory illness such as a cough, shortness of breath or difficulty breathing, or exhibit any other COVID-19 symptoms; and (I) they understand that persons may be afflicted with COVID-19 and not exhibit symptoms, (II) may not be aware that they are afflicted, or (III) may not voluntarily agree to disclose their condition.
- Further, the seller will inform the broker if, after the date the form is signed, there is a change in their health condition or knowledge that potentially puts others at risk or invalidates the representations made.
- Sellers should be made expressly aware of the risks of showing and permitting visitors onto the property: that it may be dangerous or unsafe and could expose them or others to COVID-19.
- For these above declarations the Coronavirus Property Entry Advisory and Declaration - Seller form (C.A.R. Form PEAD-S) may be used.
- Sellers should be advised of their responsibilities pertaining to COVID-19 protocols regarding social distancing and other guidance from the California Department of Health. (The "Listing Agreement Coronavirus Addendum or Amendment" (RLA-CAA) may be used for this purpose.)
- The agreement of the seller allowing any person entering onto the property or into the dwelling should be expressly obtained from the seller. Apart from marketing and pre-marketing activities, a standard purchase agreement grants the buyer broad discretion to conduct various inspections and investigations. The seller should be apprised of their obligations under the purchase agreement so that they enter into such agreements with a clear understanding of the attendant risks. (The "Listing Agreement Coronavirus Addendum or Amendment" (RLA-CAA) may be used for this purpose.)
- The listing agent or brokerage has ultimate responsibility to ensure that the property is cleaned and disinfected before and after each showing. (See the section on "Cleaning and Disinfecting Protocols for Shown Properties per the DPH Guidance" below as to what cleaning is required).
- A seller may authorize the broker to hire, in seller's name, a service to clean and disinfect the property which seller will pay for. (Form RLA-CAA may be used for this purpose). If current occupants are present and/or participate during the showings, in accordance with their legal rights, they should adhere to the same standards regarding physical distancing and property cleaning and disinfecting protocols, and promote a safe environment for all persons present.

Showing Properties: Social Distancing

The following are the social distancing best practices that must be followed when showing properties.

Arranging Showings

- Do not hold open houses or showings which are open to the general public or on a walk-in basis; use an appointment or digital sign-in process to control the number of people in the house or property.
- Showings should be done virtually, whenever possible. Utilize virtual tours in lieu of open houses via digital technologies, social media, etc. in lieu of property showings whenever possible. If virtual tours are not feasible, limit the number of people present during showings.

- Only a single agent and a “buying party” are to be in a dwelling at the same time during a showing. If other persons are necessary for a showing, they should wait outside or in their vehicles to observe the social distance guidelines. A “buying party” may be more than one individual buyer.
- If the size of the residential unit makes it difficult to maintain the six-foot distance for all parties attending the showing, individuals may need to wait outside and come into the property one at a time, at all times maintaining proper social distance.
- Show houses with occupants not present when possible. Sellers and tenants, in accordance with their legal rights, are to be advised that they should not be present within a dwelling at the same time as other individuals. Sellers are to be advised that they may remain on the property or in the common area of an HOA but not in the dwelling unit itself while agents, buyers, inspectors or others are viewing it.
- Agents conducting the showing should meet clients at the property and not drive the client to the property, so as to minimize risk.
- Consider limiting in-person, non-virtual showings to “serious” potential buyers, who are those who have provided verifications of funds and lender prequalification letters to show they are able to purchase the property that is the subject of the showing.
- Discourage anyone who does not need to view the property from attending a showing.
- Let the seller know well in advance that there is an appointment for a showing.
- For HOAs, have the seller obtain a copy of any new rules that may govern showings of common areas or entry to the property.

Viewing the Property

- Even though the client may have been already been informed, real estate licensees should remind clients to maintain physical distancing during showings and to refrain from touching handles, switches, pulls, etc.
- All persons on property for in-person showings should avoid touching knobs, faucets, toilets and toilet handles, light switches, garage door opener buttons, handles and pulls, alarm system controls, fan pulls, remotes, thermostats, switchboxes, gates and gate latches, window locks and sashes, pool coverings, and other such items.
- Real estate licensees or sellers/renters must open doorways or other areas of ingress and egress prior to in-person property showings to minimize clients touching surfaces. Agents should ask the seller to turn the lights on and leave drapes and blinds open. If the property is vacant, the agent should ensure these tasks are taken care of prior to showing.

Communications

- All information must be delivered electronically. Discontinue providing handouts or other types of promotional or informational materials.
- Avoid passing transaction materials such as pens, paperwork, and keys back and forth between employees and customers.
- Eliminate person-to-person contact for delivery of goods to physical offices. Avoid touching others’ pens and clipboards.
- Discussions after the showing with the seller or clients should be conducted through electronic means such as email, telephone, Zoom or FaceTime, rather than in person, as maintaining a conversation while adhering to the social distance guidelines is difficult.

Provision of Sanitation Products and Protocols

- Persons entering the property must have available for use 1) hand sanitizer 2) sanitizing wipes and 3) face coverings. While all agents should have these products available for use by clients, the listing agent and broker have ultimate responsibility to ensure that the property is equipped with these items.

- Real estate licensees should ensure shown properties are equipped with proper sanitation products, including hand sanitizer and sanitizing wipes, for use by employees and clients as needed.
- Provide clients, real estate licensees, and inspectors with face coverings and hand sanitizer. Place these items at the property entrance so that people can put them on before entering. Ensure disposable covers are properly discarded after use, for example in a trash bag that is sealed prior to disposal.
- All people entering a property, including agents, brokers, inspectors, and clients, must wash hands with soap and water or use hand sanitizer immediately upon entry and before touring or inspecting the property.

Responsibility for Cleaning and Disinfecting the Property

- Prior to and after concluding in-person showings, real estate licensees must disinfect mobility and safety fixtures on the property such as handrails and banisters.
- For the specific cleaning and disinfecting requirements to thoroughly clean properties both before and after showings, see the section below on "Cleaning and Disinfecting Protocols for Shown Properties per the DPH Guidance."
- The listing agent or brokerage has ultimate responsibility to ensure that the property is cleaned and disinfected before and after each showing. (See the section below on "Cleaning and Disinfecting Protocols for Shown Properties per the DPH Guidance." as to what cleaning is required).
- A seller may authorize the broker to hire, in seller's name, a service to clean and disinfect the property which seller will pay for. (C.A.R. Form RLA-CAA may be used for this purpose).
- If current occupants are present and/or participate during property showings, in accordance with their legal rights, they should adhere to the same standards regarding physical distancing, proper cleaning and disinfecting protocols, and promote a safe environment for all persons present.

Closing and Activities Outside of Showings

- Complete real estate transactions with all related parties *digitally, if feasible*. Maintain physical distance when in-person meetings are required with escrow agents, loan officers, mortgage brokers, etc. Meet in spaces that allow for at least six feet of physical distance, such as outside.

Cleaning and Disinfecting Protocols for Shown Properties per the DPH Guidance

The following are the cleaning and disinfecting protocols for shown properties per the Department of Public Health Guidance.

- Thoroughly clean shown properties and disinfect commonly used surfaces including counters, door and cabinet handles, key lock boxes, keypads, toilets, sinks, light switches, etc. These surfaces must be cleaned and disinfected before and after each showing.
- Prior to and concluding in-person showings, real estate licensees must disinfect mobility and safety fixtures on the property such as handrails and banisters.
- During a showing, introduce fresh outside air, for example by opening doors/windows and operating ventilation systems.
- Instruct employees to wipe down and disinfect equipment that passes between employees and customers, including clipboards and keys, after each use.
- Provide time for workers to implement cleaning practices at shown properties during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- Real estate licensees should ensure shown properties are equipped with proper sanitation products, including hand sanitizer and sanitizing wipes, for use by employees and clients as needed.
- Provide face coverings and hand sanitizers to be placed at the property entrance so that people can put them on before entering. Ensure disposable covers are properly discarded after use, for example in a trash bag that is sealed prior to disposal.
- All people entering a property, including agents, brokers, inspectors, and clients, must wash hands with soap and water or use hand sanitizer immediately upon entry and before touring or inspecting the property.
- Adjust or modify showings to provide adequate time for proper cleaning and disinfecting. If the property is currently occupied, ensure adequate time to disinfect after occupants leave for showings and before and after clients view the property.
- If current occupants are present and/or participate during property showings, in accordance with their legal rights, they should adhere to the same standards regarding physical distancing, proper cleaning and disinfecting protocols, and promote a safe environment for all persons present. [In the DPH Guidance, this protocol is placed within the social distancing category same as above].
- The listing agent or brokerage has ultimate responsibility to ensure that the property is cleaned and disinfected before and after each showing.

Apart from showings and cleaning protocols the following are other recommended best practices.

- If a client meeting does take place face-to-face, all participants must adhere to social distancing rules. No physical paperwork should be exchanged. All signing and transmittal of documents should be electronic.
- Third party service providers must sign an agreement to follow the rules and protocols for entry (C.A.R. Form PEAD-V may be used for this purpose) and shall receive a digital copy of the broker's "Prevention Plan" (This entire document, the "Best Practices Guidelines/Prevention Plan for Showings" may be used for this purpose if the broker has adopted it as a Prevention Plan). Under the DPH's Guidance, Stage 2 expansion the use of third-party providers such as stagers is legally permissible.
- Brokers may consider extending listings and putting a hold on marketing activities or other accommodations for those who, for health or other reasons connected to the COVID-19 virus, wish to stop actively marketing their property for the duration of the governor's stay-at-home order.

- Complete real estate transactions with all related parties digitally, if feasible. Maintain physical distance when in-person meetings are required with escrow agents, loan officers, mortgage brokers, etc. Meet in spaces that allow for at least six feet of physical distance, such as outside.
- Discontinue shared vehicle trips between employees, contractors, clients, etc. Each party should travel in their own vehicle to offices, properties, or other locations that require in-person activities.

Checklist

Agents may use a checklist to ensure that the above protocols are adhered to. The DPH COVID-19 General Checklist for Real Estate Transactions may be used for this purpose which contains a specific checklist for the categories of (1) "Cleaning and Disinfecting Protocols for Shown Properties" and (2) "Physical Distancing Guidelines for Shown Properties" and can be found at <https://covid19.ca.gov/pdf/checklist-real-estate.pdf>.

Changes to Laws, Rules, Orders or Guidance

Any changes to laws, rules, orders or guidance promulgated after May 12, 2020 which conflict with these guidelines shall supersede them to the extent they conflict, and such changes shall be incorporated herein.

Prevention Plan

- Brokerages must establish a written COVID-19 "Prevention Plan" to be followed by agents who show properties.
- The brokerage will regularly evaluate compliance with the plan and document and correct deficiencies identified.
- This entire document known as the "Best Practices Guidelines/Prevention Plan for Showings" is hereby adopted for this purpose as a "Prevention Plan."

Broker (Firm) _____

DRE Lic. # _____

By Broker or Office Manager _____

DRE Lic. # _____

Date: _____

Address _____

City _____ State _____ Zip _____

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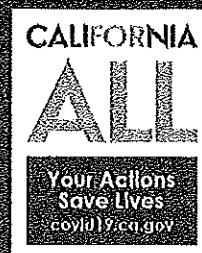




COVID-19 INDUSTRY GUIDANCE: Real Estate Transactions

May 12, 2020

[covid19.ca.gov](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/IndustryGuidanceRealEstateTransactions.aspx)



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

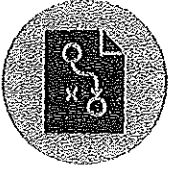
Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

Purpose

This document provides guidance for businesses operating in the real estate industry including sales and rentals of single-family, multi-family, apartment, commercial, and industrial properties to support a safe, clean environment for workers. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their [Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19 webpage](#). CDC has additional requirements in their [guidance](#) for businesses and employers.



Workplace Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Shown Properties Specific Plan

- Establish a written COVID-19 prevention plan to be followed by agents who show properties. Display a set of rules for agents and home viewers at the entrance of the property that are to be a condition of entry. The rules must include instructions to use face coverings and hand sanitizer. It must include instructions to maintain physical distancing and avoid touching surfaces of the shown property. The rules or a link to the rules should be part of online public and MLS listings. Posted rules should be clearly visible and include pictograms.
- Real estate and rental agents must confirm understanding of the rules with visitors before showing the property and provide a digital copy of the COVID-19 prevention plan to clients, appraisers, inspectors, stagers, purchasing agents and contractors and obtain their agreement to follow the plan prior to entering the property.

- Regularly evaluate compliance with the plan and document and correct deficiencies identified.



Topics for Employee Training

- Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings should be washed after each shift.
- Ensure temporary, contract, and all other workers at the facility are also properly trained in COVID-19 prevention policies and have necessary PPE.

Discuss these responsibilities ahead of time with organizations supplying temporary, contract, and all other workers.

- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).



Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment, including face coverings and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have face coverings available and wear them when in shared work areas, such as offices and listed properties. Face coverings must not be shared.
- Employers, brokers, and real estate licensees must take reasonable measures, including posting signage in strategic and highly-visible locations, to remind clients that they should use face coverings and practice physical distancing when viewing a property in person.



Cleaning and Disinfecting Protocols for Workplaces

- Perform thorough cleaning on high traffic areas of offices and other shared workspaces (lobbies, meeting rooms, break rooms, etc.) and areas of ingress and egress (handrails, stairways, elevator controls, etc.). Frequently disinfect commonly used surfaces in shared work areas like counters, light switches, door handles, etc.
- Avoid sharing phones, other work supplies, or office equipment wherever possible. Never share PPE.
- Where such items must be shared, disinfect with a cleaner appropriate for the surface between shifts or uses, whichever is more frequent, including the following: shared office equipment, such as copiers, fax machines, printers, telephones, keyboards, staplers, staple removers, letter openers, surfaces in reception areas, shared work stations, etc.
- Instruct employees to wipe down and disinfect equipment that passes between employees and customers, including clipboards and keys after each use.
- Equip workplace terminals and desks with proper sanitation products, including hand sanitizer and sanitizing wipes and provide personal hand sanitizers to all employees.
- Provide time for workers to implement cleaning practices at their workplaces during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- Install and encourage the use of hands-free devices, if possible, including motion sensor lights and automatic soap and paper towel dispensers.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved list](#) and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and

Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.

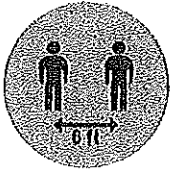
- Require employees to clean and disinfect personal work areas often and supply the necessary cleaning products.
- Modify hours if necessary, to ensure regular, thorough cleaning of office spaces.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.



Cleaning and Disinfecting Protocols for Shown Properties

- Thoroughly clean shown properties and disinfect commonly used surfaces including counters, door and cabinet handles, key lock boxes, keypads, toilets, sinks, light switches, etc. These surfaces must be cleaned and disinfected before and after each showing.
- During a showing, introduce fresh outside air, for example by opening doors/windows, weather permitting, and operating ventilation systems.
- Instruct employees to wipe down and disinfect equipment that passes between employees and customers, including clipboards and keys, after each use.
- Provide time for workers to implement cleaning practices at shown properties during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- Real estate licensees should ensure shown properties are equipped with proper sanitation products, including hand sanitizer and sanitizing wipes, for use by employees and clients as needed.
- Provide and strongly recommend clients, real estate licensees, and inspectors to use face coverings and hand sanitizer. Place these items at the property entrance so that people can put them on before entering. Ensure disposable covers are properly discarded after use, for example in a trash bag that is sealed prior to disposal.
- All people entering a property, including agents, brokers, inspectors, and clients, must wash hands with soap and water or use hand sanitizer immediately upon entry and before touring or inspecting the property.

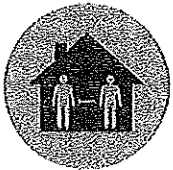
- Adjust or modify showings to provide adequate time for proper cleaning and disinfecting. If the property is currently occupied, ensure adequate time to disinfect after occupants leave for showings and before and after clients view the property.



Physical Distancing Guidelines for Workplaces

- Implement measures to ensure physical distancing of at least six feet between employees and customers. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees should stand).
- Utilize work practices, when feasible and necessary, to limit the number of employees at the office at one time. This may include scheduling (e.g., staggering start/end times), establishing alternating days for on-site reporting, returning to the office workspace in phases, or continued use of telework when feasible.
- Redesign office spaces, cubicles, etc. and decrease the capacity for conference and meeting rooms to ensure workspaces allow for six feet between employees.
- Designate separate routes for entry and exit into office spaces to help maintain social distancing and lessen the instances of people closely passing each other, if possible. Establish directional hallways and passageways for foot traffic, if possible, to eliminate employees from passing by one another.
- Close or restrict, using barriers, or separating tables/chairs in common areas where personnel are likely to congregate and interact, such as kitchenettes and break rooms. Discourage employees from congregating in high traffic areas such as bathrooms and hallways. Limit the number of individuals riding in an elevator and ensure the use of face coverings.
- Close self-service coffee, water, and snack areas. Provide individual water bottles if there is no other suitable potable water source.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).
- Stagger employee breaks, within compliance with wage and hour regulations, to maintain physical distancing protocols.

- Display signage at entrances and waiting areas to remind people of physical distancing and face covering usage at every opportunity. Dedicate staff to direct guests to meeting rooms upon entry to office space rather than congregating in lobbies or common areas.
- Discontinue nonessential travel and encourage distance meetings via phone and internet.
- Discontinue shared vehicle trips between employees, contractors, clients, etc. Each party should travel in their own vehicle to offices, properties, or other locations that require in-person activities.
- Require employees to avoid handshakes and similar greetings that break physical distance.
- Avoid passing transaction materials such as pens, paperwork, and keys back and forth between employees and customers.
- Complete real estate transactions with all related parties digitally if feasible. Maintain physical distance when in-person meetings are required with escrow agents, loan officers, mortgage brokers, etc. Meet in spaces that allow for at least six feet of physical distance, such as outside.
- Eliminate person-to-person contact for delivery of goods to physical offices. Avoid touching others' pens and clipboards.



Physical Distancing Guidelines for Shown Properties

- Discontinue holding open houses and showings open to the general public on a walk-in basis; use an appointment or digital sign-in process to control the number of people in the house or property.
- If current occupants are present and/or participate during property showings, in accordance with their legal rights, they should adhere to the same standards regarding physical distancing, proper cleaning and disinfecting protocols, and promote a safe environment for all persons present.
- Utilize virtual tours in lieu of open houses via digital technologies, social media, etc. in lieu of property showings whenever possible. If virtual tours are not feasible, limit the number of people present during showings. When a real estate licensee or renter is present, maintain physical distance at all times.

- Real estate licensees or sellers/renters must open doorways or other areas of ingress and egress prior to in-person property showings to minimize clients touching surfaces.
- Real estate licensees should remind clients to maintain physical distancing during showings and to refrain from touching handles, switches, pulls, etc.
- All persons on property for in-person showings should avoid touching knobs, faucets, toilets and toilet handles, light switches, garage door opener buttons, handles and pulls, alarm system controls, fan pulls, remotes, thermostats, switchboxes, gates and gate latches, window locks and sashes, pool coverings, and other such items.
- Prior to and concluding in-person showings, real estate licensees must disinfect mobility and safety fixtures on the property such as handrails and banisters.
- All home inspectors and prospective homebuyers who accompany the inspectors should use face coverings while performing on-property inspections. Home inspectors must have access to and utilize soap and hand sanitizer.
- All information must be delivered electronically. Discontinue providing handouts or other types of promotional or informational materials.

Additional requirements must be considered for vulnerable populations. The real estate industry must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers must be prepared to alter their operations as those guidelines change.



ALL PERSONS ENTERING THIS PROPERTY AGREE TO THESE POSTED RULES

- **Prior to entering this property**, you must have already signed a Coronavirus Property Entry Advisory and Declaration form (C.A.R. Form PEAD) and delivered a copy of that signed form to the Listing Agent. The PEAD form is your agreement that you will take all reasonable and necessary precautions to protect yourself and others from the spread of COVID-19.

- You agree to the following:



Washing your hands with soap and water or using hand sanitizer immediately upon entry and before touring or inspecting the property;



Wearing a protective face covering;



Practicing social distancing by keeping at least six feet between yourself and others, and not gathering in groups;



Avoid touching surfaces or items in the property. All persons on property for in-person showings should avoid touching knobs, faucets, toilets and toilet handles, light switches, garage door opener buttons, handles and pulls, alarm system controls, fan pulls, remotes, thermostats, switchboxes, gates and gate latches, window locks and sashes, pool coverings, counters, door and cabinet handles, sinks, and other such items. If you believe it necessary to touch surfaces or items in the property, consider the risks of doing so; and



Discarding any disposable gloves, face coverings, or shoe coverings worn during the visit, upon exiting the property.

- You will exercise care to protect yourself, and assess your own risks, by considering your age, underlying health conditions, recent travel, possible exposure to COVID-19, doctor's recommendations, and local, State and Federal recommendations. You agree and understand that it is your responsibility to evaluate the risks and protect yourself.

- You will follow all Federal, State, and local laws and Stay Home Orders, even though such laws and orders may be changing rapidly.

- **For the safety of all, you represent that:**

- To the best of your knowledge, you are not currently afflicted with, and have not knowingly, within the last 14 days, been in contact with someone afflicted with, COVID-19;
- You are not experiencing a fever, or signs of respiratory illness such as cough, shortness of breath or difficulty breathing, or other COVID-19 symptoms;
- You understand that persons may be afflicted with COVID-19 and: (i) not exhibit symptoms; (ii) not be aware that they are afflicted or (iii) may not voluntarily agree to disclose their condition; and
- You will inform Broker if, after the date this document is signed, there is a change in your health condition or knowledge that potentially puts others at risk.

THIS NOTICE IS POSTED TO COMPLY WITH THE REQUIREMENTS OF THE CALIFORNIA DEPARTMENT OF PUBLIC HEALTH. ADDITIONAL NOTICE OR ENTRY STANDARDS MAY BE REQUIRED BY LOCAL LAW.

ALL VISITORS TO THE PROPERTY MUST ABIDE BY THE FOLLOWING RULES



WEAR A PROTECTIVE
FACE COVERING



WASH YOUR HANDS WITH SOAP
AND WATER OR USE HAND SANITIZER



PRACTICE SOCIAL DISTANCING BY
KEEPING AT LEAST SIX FEET BETWEEN
YOURSELF AND OTHERS



AVOID TOUCHING KNOBS, FAUCETS, TOILETS
AND TOILET HANDLES, COUNTERS, LIGHT
SWITCHES, AND OTHER SUCH ITEMS



AFTER VIEWING, DISCARD ANY DISPOSABLE
GLOVES, FACE COVERINGS, OR SHOE
COVERINGS WORN DURING THE VISIT

IF YOU ARE CURRENTLY AFFLICTED WITH, OR WITHIN THE LAST 14 DAYS, HAVE BEEN IN CONTACT WITH SOMEONE AFFLICTED WITH COVID-19, OR HAVE ANY SYMPTOMS SUCH AS FEVER, COUGH OR DIFFICULTY BREATHING, PLEASE DO NOT ENTER THE PROPERTY.



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To the best of your knowledge, you are not currently afflicted with, and have not knowingly, within the last 14 days, been in contact with someone afflicted with, COVID-19;

difficulty breathing, or other COVID-19 symptoms;

You understand that persons may be afflicted with COVID-19 and: (i) not exhibit symptoms; (ii) not be aware that they are afflicted or (iii) may not voluntarily agree to disclose their condition; and



Complying with the Industry Guidance Showing Rules

On March 8, 2020, the Department of Public Health and Cal/Osha posted “Industry Guidance: Real Estate Transactions”, which contains a host of rules detailing how properties must be shown during COVID-19.

How can brokers and agents comply with this Industry Guidance for showings?

Step 1: Adopt a “Prevention Plan.” You may use C.A.R. Document BPPP, Best Practices Guidelines/Prevention Plan for Showings (available within the COVID library in zipForm®), for this purpose. The BPPP should be signed by the broker/office manager and agreed to by all agents.

Step 2: Do not hold open houses or showings that are open to the general public or on a walk-in basis. Use an appointment or digital sign-in process to control the number of people at the house. Showings should be done virtually, whenever possible. Under the Prevention Plan, only one “buying party” may view the property in person at one time.

Step 3: All visitors must sign a PEAD-V form and deliver it electronically to the listing agent in advance. Doing this accomplishes several things: a) It is an agreement that the visitor will comply with the posted “Rules for Showings”; b) The visitor acknowledges receiving and agrees to the Prevention Plan; and c) The visitor attests they are not, to the best of their knowledge, afflicted with COVID-19, among other things.

Step 4: The Rules for Showings must be posted at the entrance to the property and be clearly visible. Also link to or publish these rules in MLS listings and publicly online.

Step 5: The property must be equipped with hand sanitizer, sanitizing wipes and face masks.

Step 6: The property must be thoroughly cleaned and disinfected. Commonly used surfaces such as counters, door and cabinet handles, key lock boxes, keypads, toilets, sinks, light switches, etc., must be cleaned and disinfected *before* and *after* each showing. Ultimately, the responsibility for this falls on the listing agent and brokerage. C.A.R. Form RLA-CAA can require the seller to pay for the costs of an outside cleaning service. Allow for adequate time for cleaning between showings. If current occupants are present and/or participate during showings, they should adhere to the same cleaning and disinfecting protocols.

Step 7: Open doors and windows, weather permitting, to introduce fresh air. Also, doors and other areas of ingress and egress must be opened to minimize clients touching surfaces.

Step 8: Prior to or immediately upon entry, all visitors must use hand sanitizer or wash their hands with soap and water before touring or inspecting the property.

Step 9: After showing the property, ensure disposable covers (masks and gloves, etc.) are properly discarded after use, for example in a trash bag that is sealed prior to disposal.