

# Lake Superior Area REALTORS®, Inc. Preparedness Plan

## Phase 1: Preparing the Building and Staff for Re-entry into the Workplace

**Building Preparations:** The following preparations will be taken in preparation for reopening.

- Interior of the facility will be disinfected.
- Exterior entry points will be disinfected.
- Hand sanitizer will be placed throughout the building.
- Disinfecting wipes and disinfectant spray will be stocked.
- Face coverings and gloves will be provided.
- COVID-19 Workplace Exposure Plan will be followed.

**Blended Work Operations** - Beginning May 4, 2020, staff will begin a combination of in-office and remote working. This will provide greater protection for everyone entering the building and precaution in the unlikely event one team member is exposed or contracts the virus. Staff will report to the office on a rotating weekly schedule.

Communication is KEY! We will continue virtual team meetings, maintain group chats, and regular emails to keep everyone informed on daily operations.

**Staff Safety and Well Being:** Lake Superior Area REALTORS®, Inc. is taking the following precautions to ensure the safety and well-being of staff:

- Staff are expected to maintain six feet of physical distance when in the building. Care should be given to minimize the amount of time spent in common areas of the building such as the kitchen, work room and restroom.
- Staff should stay in their respective work areas when possible.
- All product and deliveries entering the building will be properly sanitized.
- Staff are expected to regularly wash hands and use sanitizer.
- The Association will work to ensure all safety guidelines of CDC are followed and to comply with all federal, state, and local laws.
- According to CDC, individuals are no longer infectious with COVID-19 if seven days have elapsed since the illness began, three days have elapsed since the existence of a fever without taking fever reducing medication, and respiratory symptoms such as cough and shortness of breath have improved. To date, all staff meet that metric.

**New & Improved Operations:** The Association will modify its operations in various ways, which include:

- All services will remain by curbside and by appointment only until otherwise directed by CEO.
- The Association will continue virtual meetings and training.

- The Association will evaluate all programs and services (events, meetings, offerings, etc.) to determine a more impactful delivery.
- Member support needs that cannot be met via remote support methods will be made by appointment only and out of absolute necessity.

**Facility Use & Cleanliness:** The Association will take additional precautions with respect to facility use and cleanliness including the following:

- Wipes and disinfectant sprays must be used throughout the day on personal workspace and surface areas. All surfaces must be wiped before beginning work daily.
- Public areas of the facility will be cleaned daily with extra attention given to sanitization.
- All high touch surfaces, such as kitchen, restrooms, lobby, phones, shared computers, doors, switches, and other areas that may be frequently touched by members, staff, or any other individuals shall be sanitized regularly.
- Kitchen items such as dishes and utensils used must be placed in the dishwasher or hand washed and returned to the cupboard when used.

**Minimizing the risk of transmission:** Staff and visitors are encouraged to take the following steps to minimize their risk of infection:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with others, especially those who are sick.
- Refrain from shaking hands with others.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

**Team Input:** Communication is KEY! Each team member is encouraged to share thoughts and suggestions for better ways to implement this plan. This policy is subject to change at the discretion of the CEO. For any reason, if a staff member is uncomfortable with working in the office, please let the CEO know and we will endeavor to find an accommodation that works for all.

## **Phase 2: Opening Doors to the Members & Public**

### **Preparing the Building for Visitors**

The Association is taking extra measures to ensure all visitors have a sense of security when they enter the building.

LSAR will exercise extreme caution to ensure the safety of our members, staff, and public. All visitors must schedule appointments in advance to allow staff time to prepare and to avoid

congregation and overlapping of visitors. Visitors shall be restricted to lobby, education room, and conference room.

The Association's overriding goal is to minimize the number of individuals that are physically present in the office at any given time. When the office does entertain visitors, the goal shall be to minimize the amount of time the visitor spends in the building.

Face coverings shall be worn by all visitors entering the building as well as staff unless authorized otherwise by the CEO. Hand sanitizer will be provided in the lobby area and disposable gloves and face coverings will be available upon request. All persons entering the premises are expected to practice appropriate health protocols, per the Center for Disease Control's guidelines as well as any additional safety guidelines issued by the Association. In particular, persons visiting the Association's premises are expected to abide by the following rules:

- Maintain six feet of physical distancing from other individuals.
- Limit all gatherings to no more than ten persons even when physical distancing is maintained.
- Wash hands (or use hand sanitizer when soap and water are not available) when entering the building and after touching common objects, such as door handles, coffee pots, etc.
- Immediately exit the premises if one begins exhibiting symptoms of COVID-19.
- Staff shall be required to wear face coverings at work, unless working alone in an isolated or enclosed area. All staff shall wear a facemask in the presence of visitors.
- Undergo self-screening for COVID-19 symptoms (e.g., fever, cough, chills, headache, sore throat, or loss of taste or smell) prior to entering the office.
- Any Association visitor exhibiting symptoms commonly associated with COVID-19, are suspected to have COVID-19, or have been diagnosed with COVID-19, will not be permitted to enter the premises until 7 days following the day on which the visitor ceased the exhibition of symptoms.
- Visitors are expected to inform the Association if they are suspected to have, or are diagnosed with COVID-19 within the 14 days following their visit to the office.

### **Phase 3: Resuming Classes, Meetings and Events**

When it is advisable by the CDC, Governor, or other controlling government authority, the Association will slowly resume in-person meetings, classes, and events. Virtual offerings will continue to be a highly utilized option, as it has proven to be more efficient and convenient for our members.

The Association will evaluate the frequency and effectiveness of all offerings. Primary consideration will be given to how the event, class, or meeting supports the organization's Strategic Plan and Mission.

In-person meetings, when required, will follow all recommended guidelines set forth by the authorities to adhere to maximum number of attendees per square foot, distancing requirements, PPE, and sanitation requirements.

Currently, all in-person gatherings have been rescheduled or moved to a virtual setting through July 1, 2020. This will be re-evaluated as the CDC, controlling local government and the Governor issue further guidance.

### **COVID-19 Workplace Exposure Plan**

**NOTE:** These guidelines may be updated from time to time as additional guidance is received by the Center for Disease Control (CDC) and/or additional mandates or guidance is received from appropriate federal, state, and local entities.

Lake Superior Area REALTORS, Inc. has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household.

- Staff shall be required to undergo daily self-screening for COVID-19 symptoms (e.g., fever, cough, chills, headache, sore throat, or loss of taste or smell) including a daily temperature reading at home or work but before their shift begins. Staff with a temperature of 100.4 degrees or higher will not be allowed to report to the office. A contactless thermometer will be available in the office.
- Staff suspected of having the virus will not be allowed in the office and must seek medical guidance. Employees are expected to notify the CEO as soon as possible. The Association will permit remote work, if possible, as well as the use of leave in appropriate circumstances.
- If a staff member or a household member of staff member exhibits illness symptoms, the staff member is expected to notify the CEO and stay home. It is imperative for each person to exercise extreme caution. The Association will permit remote work, if possible, as well as the use of leave in appropriate circumstances.
- Staff are expected to notify the CEO if they have close contact with someone who has displayed COVID-19 symptoms such as fever, cough, chills, headache, sore throat, or loss of taste or smell.
- Steps to follow IF an employee has had direct contact within the past 14 days with an individual with a confirmed case of COVID-19 [but does not have or show signs of sickness]  
**KEY: Do not reveal the individual's identity in any communications.**
  - Immediately remove the exposed individual from the building and require them to work remotely for a 14 day period, if able.
  - Individuals who are exposed to COVID-19 are encouraged to be tested.
  - Deep clean and sterilize workspaces and all common areas per CDC Guidelines.
  - Communicate with an email message to staff informing them that a staff member has been exposed to someone with a confirmed case of COVID-19 and describe the steps the association is taking to remediate risk for other staff (i.e., require

- exposed individuals to work remotely for 14 days, deep clean, allowing others coming in close contact to work remotely).
- Staff returning to work will follow CDC interim guidelines based on either a symptom-based or test-based strategy or as additional guidance is issued by the CDC in consultation with their health care provider.
- Steps to follow IF an employee has a confirmed case of COVID-19  
**KEY: Do not reveal the individual's identity in any communications.**
    - Immediately remove the infected individual from the premises. Request a doctor's note.
    - Ask the employee to identify who he or she came in contact with in the course of performing work duties within the last 14 days.
    - All staff who come in close contact with the infected staff member shall be sent home for 14 days to work remotely, if able. When determining if someone worked "close to" the infected staff member, a determination will be made as to whether they worked within 6 feet of the infected employee for a prolonged period of time (10 minutes or more) during the 48-hour period before the onset of symptoms.
    - Deep clean and sterilize workspaces and all common areas per CDC Guidelines.
    - Send email message to staff informing them that a staff member has a confirmed case of COVID-19 and describing the steps the association is taking in response (i.e., require exposed individuals to work remotely for 14 days, evacuate workspaces, deep clean).
    - Staff returning to work will follow CDC interim guidelines based on either a symptom-based or test-based strategy or as additional guidance is issued by the CDC in consultation with their health care provider.

### **Remote Workplace**

Employees will work remotely during at home weeks. Employees will be assigned a computer and necessary equipment for use at their home. Employees will be expected to provide access to the internet and a phone number incoming calls can be routed to as needed in order to work remotely.

### **Communications and Training**

This COVID-19 Preparedness Plan will be sent to all employees and necessary training will be provided. Additional communication and training will be emailed to employees as needed. Instructions will be communicated to members and visitors by posting this plan on the LSAR COVID-19 page as well as placing posters about: social distancing; required hygiene practices; use of face masks; self-screening and reporting; restrictions on entering for those with symptoms or who have contracted COVID-19. The CEO will continue to monitor the plan and encourage feedback from employees and members.