

COVID-19 General Checklist for Real Estate Transactions

July 2, 2020

This checklist is intended to help people involved in real estate transactions implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Real Estate Transactions](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Workplace Specific Plan

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Use of face coverings, in accordance with the [CDPH guidance](#).
- Training and communication with workers and worker representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts and infected worker.
- Protocols for when the workplace has an outbreak, in accordance with [CDPH guidance](#).
- Update the plan as necessary to prevent further cases.



Topics for Worker Training

- Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if workers have a cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they had contact with has been diagnosed with COVID-19.
- To return to work after a COVID-19 diagnosis only after 10 days since symptom onset and 72 hours of no fever.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.

- ❑ Proper use of cloth face covers, including information in the [CDPH guidance](#).
- ❑ Information on paid leave benefits, including the [Families First Coronavirus Response Act](#) and workers' compensation benefits under the Governor's [Executive Order N-62-20](#) while that Order is in effect.
- ❑ Train any independent contractors, temporary or contract workers, and volunteers in these policies and ensure they have necessary PPE.



Individual Control Measures and Screening

- ❑ Symptom screenings and/or temperature checks.
- ❑ Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- ❑ Encourage frequent handwashing and use of hand sanitizer.
- ❑ Provide and ensure workers use face coverings and all necessary PPE.
- ❑ Provide disposable gloves to workers as a supplement to frequent hand washing for tasks such as handling commonly touched items or conducting symptom screening.
- ❑ Post signage and communicate in reservation confirmations that clients must use face coverings, practice physical distancing, frequently wash their hands with soap, use hand sanitizer, and not touch their face when viewing a property in person.
- ❑ Remind clients that they should use face coverings and provide them to anyone who arrives without one.



Cleaning and Disinfecting Protocols for Workplaces

- ❑ Perform thorough cleaning in high-traffic areas.
- ❑ Frequently disinfect commonly used surfaces.
- ❑ Clean and sanitize all tools and shared equipment between each use.
- ❑ Disinfect equipment that passes between workers and customers, including clipboards and keys.
- ❑ Equip workplace terminals and desks with proper disinfection products, including hand sanitizer and wipes, and provide personal hand sanitizers to all workers.
- ❑ Provide time for workers to implement cleaning practices during their shifts.
- ❑ Ensure that sanitary facilities stay operational and stocked at all times.
- ❑ Install hands-free devices.
- ❑ Require workers to clean and disinfect personal work areas and provide necessary cleaning products.
- ❑ Modify hours if necessary to allow for thorough cleaning.
- ❑ Clean floors using a vacuum with HEPA filter or other methods that do not disperse pathogens into the air.
- ❑ Consider upgrades to improve air filtration and ventilation.

- Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and train workers on chemical hazards, product instructions, ventilation requirements, and Cal/OSHA requirements. Follow CDPH [asthma-safer cleaning methods](#).



Cleaning and Disinfecting Protocols for Shown Properties

- Perform thorough cleaning and disinfect commonly used surfaces before and after each showing. Clean floors using a vacuum with HEPA filter or other methods that do not disperse pathogens into the air.
- During a showing, introduce fresh outside air.
- Instruct employees to wipe down and disinfect items touched by customers after use.
- Provide time and compensation for workers to implement cleaning practices.
- Equip shown properties with sanitizing and disinfection products for hands and surfaces.
- All people entering a property must wash hands with soap and water immediately upon entry and before touring or inspecting the property, or use hand sanitizer.
- Adjust or modify showings to provide adequate time for regular deep cleaning and disinfecting.



Physical Distancing Guidelines for Workplaces

- Maintain physical distancing of at least six feet between workers and customers.
- Implement measures to physically separate people by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- Limit the number of workers at the office at one time.
- Reconfigure office spaces and decrease the capacity for conference and meeting rooms to ensure workspaces allow for six feet between workers.
- Stagger worker breaks, within compliance with wage and hour regulations, to maintain physical distancing protocols.
- Designate separate routes for entry and exit into office spaces, and create directional hallways and passageways.
- Close or restrict common areas where personnel are likely to congregate and interact.
- Reconfigure, restrict or close breakrooms and create alternative space for breaks where physical distancing is possible.
- Close self-service coffee, water, and snack areas. Provide individual water bottles if there is no other suitable potable water source.
- Display signage to remind people of physical distancing, proper hand hygiene, and face cover usage at every opportunity.

- Discontinue nonessential travel and encourage distance meetings via phone and internet.
- Discontinue shared vehicle trips and travel separately for in-person activities.
- Require workers to avoid handshakes and similar greetings that break physical distance.
- Avoid handling items such as pens, paperwork, and key touched by others.
- Conduct real estate transactions digitally when possible.
- Eliminate person-to-person contact for delivery of goods to physical offices.



Physical Distancing Guidelines for Shown Properties

- Use appointment systems or a digital sign-in process to control the number of people in the property.
- Show houses with occupants not present when possible.
- Utilize virtual tours in lieu of property showings whenever possible.
- Open doors to minimize clients touching surfaces.
- Remind clients to maintain physical distancing and to refrain from touching handles, switches, pulls, etc.
- Clean surfaces that may have been touched prior to and concluding in-person showings.
- All information and marketing materials should be delivered electronically to avoid handling paper.

