



**RE/MAX**  
OF GRAND RAPIDS

# **RE/MAX of Grand Rapids**

**COVID-19 PREPAREDNESS & RESPONSE PLAN**  
Prepared: May 22, 2020

# COVID-19 PREPAREDNESS & RESPONSE PLAN

RE/MAX of Grand Rapids takes the health and safety of our employees seriously. We want you to know that we are committed to reducing the risk of exposure to COVID-19 and we are ready to provide a healthy and safe workplace for our employees, customers and guests.

Our plan is based on information and guidance from the Centers for Disease Control (CDC) and the Occupational Health and Safety Administration (OSHA) at the time of its development. Because the COVID-19 situation is frequently changing, the need for modifications may occur based on further guidance provided by the CDC, OSHA, and other public officials at the state or local levels. RE/MAX of Grand Rapids is focused on three lines of defense:

1. Limiting the number of people together at the same time in the same place
2. Sanitizing all frequently touched surfaces
3. Requiring appropriate personal protection equipment (PPE) including masks

Note: RE/MAX of Grand Rapids may amend this plan based on changing requirements and the need of our business.

The spread of COVID-19 in the workplace can come from several sources:

- Co-workers
- Customers
- Guests - visitors/vendors/family members
- The General Public

Our employees fall into one or more of the following categories as defined by OSHA:

- Lower exposure risk (the work performed does not require direct contact with people known or suspected to be infected with COVID-19 or frequent close contact with the public)
- Medium exposure risk (the work performed requires frequent and/or close contact with people who may be infected with COVID-19, but who are not known COVID-19 patients, or contact with the general public in areas where there is ongoing community transmission)

## COVID-19 WORKPLACE COORDINATORS (TASK FORCE)

RE/MAX of Grand Rapids has designated the following staff as its COVID-19 Workplace Coordinators:

Rachael Veldkamp	Broker   Owner	rachael.veldkamp@remax.net	616-648-0295
Dave Veldkamp	Dir. of Dev.   Owner	daveveldkamp@remax.net	616-460-6123
Megan Sikkenga	Dir. of Office Sol.	megan.sikkenga@remax.net	269-921-5080

### The Coordinators responsibilities include:

- Staying up to date on federal, state and local guidance
- Incorporating those recommendations into our workplace
- Training our workforce on control practices, proper use of personal protective equipment, the steps employees must take to notify our business of any COVID-19 symptoms or suspected cases of COVID-19
- Reviewing HR policies and practices to ensure they are consistent with this Plan and existing local, state and federal requirements

## RESPONSIBILITIES OF RE/MAX of GRAND RAPIDS SUPERVISORS & BROKERAGE STAFF

All RE/MAX of Grand Rapids managers/supervisors must be familiar with this Plan and be ready to answer questions from employees. Additionally, RE/MAX of Grand Rapids expects that all managers/supervisors will set a good example by following this Plan. This includes practicing good personal hygiene and job-site safety practices to prevent the spread of the virus. Managers and supervisors must encourage this same behavior from all employees.

RE/MAX of Grand Rapids will require self-screening protocols for all employees or contractors entering the worksite, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed cases of COVID -19.

RE/MAX of Grand Rapids will:

- Keep everyone on the worksite premises at least six feet from one another to the maximum extent possible, including through the use of ground markings, signs, and physical barriers, as appropriate to the worksite
- Provide non-medical grade face coverings to their employees, with supplies of N95 masks and surgical masks reserved, for now, for health care professionals, first responders (e.g., police officers, fire fighters, paramedics), and other critical workers
- Require face coverings to be worn when employees cannot consistently maintain six feet of separation from other individuals in the workplace, and consider face shields when employees cannot consistently maintain three feet of separation from other individuals in the workplace

- Increase facility cleaning and disinfection to limit exposure to COVID-19, especially on high-touch surfaces (e.g., door handles), paying special attention to parts, products, and shared equipment (e.g., tools, machinery, vehicles)
- Adopt protocols to clean and disinfect the facility in the event of a positive COVID-19 case in the workplace
- Make cleaning supplies available to employees upon entry and at the worksite and provide time for employees to wash hands frequently or to use hand sanitizer
- When an employee is identified with a confirmed case of COVID-19, within 24 hours, notify both:
  1. The local public health department, and
  2. Any co-workers, contractors, or suppliers who may have come into contact with the person with a confirmed case of COVID-19
- Conduct a daily entry self-screening protocol for all employees or contractors entering the workplace, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed exposure to people with possible COVID-19
- Train employees on how to report unsafe work conditions

## **UPDATE AS OF JUNE 11 2020**

- Our offices opened to customers effective Monday, June 15, 2020 with the following restrictions in place until further notice of a change:
  - Customers will be asked to wear masks in common areas when medically able
  - Customers will be asked to use sanitizer at the door and maintain 6 feet distancing
  - Customers will be asked a series of questions at the door to determine if they will be allowed to enter for a meeting
  - Meeting rooms will be sanitized by Office Administrators after each use

## RESPONSIBILITIES OF EMPLOYEES

We are asking each of our employees to help with our prevention efforts while at work. RE/MAX of Grand Rapids understands that in order to minimize the impact of COVID-19 at our facility, everyone needs to play his or her part. We have instituted several best practices to minimize exposure to COVID-19 and prevent its spread in the workplace. This includes specific cleaning efforts and social distancing. While here at work, all employees must follow these best practices for them to be effective. Beyond these best practices, we require employees to report to their managers or supervisors immediately if they are experiencing signs or symptoms of COVID-19, as described below. If employees have specific questions about this Plan or COVID-19, they should contact Dave Veldkamp [daveveldkamp@remax.net](mailto:daveveldkamp@remax.net) 616-460-6123.

### OSHA and the CDC Prevention Guidelines

OSHA and the CDC have provided the following preventive guidance for all workers, regardless of exposure risk:

- Frequently wash your hands with soap and water for at least 20 seconds
  - When soap and running water are not available, use an alcohol-based hand rub with at least 60% alcohol
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Follow appropriate respiratory etiquette, which includes covering for coughs and sneezes
- Avoid close contact with anyone who is sick
- Maintain appropriate social distance of six feet to the greatest extent possible

Additionally, employees must familiarize themselves with the symptoms and exposure risks of COVID-19. The primary symptoms of COVID-19 include the following:

- Dry cough;
- Shortness of breath or difficulty breathing

Or at least two of these symptoms:

- Fever (either feeling feverish or a temperature of 100.4 degrees or higher);
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Individuals with COVID-19 may also have early symptoms such as, diarrhea, nausea/vomiting, and runny nose.

If you develop a fever and symptoms of respiratory illness, such as an atypical cough or shortness of breath, do not report to work. You must also notify your supervisor immediately, and consult a healthcare provider. Similarly, if employees come into close contact with someone showing these symptoms, they must notify their supervisor immediately and consult a healthcare provider. We have the responsibility to work to identify and notify all employees who have close contact with individuals with COVID-19 symptoms. "Close contact" is not brief or incidental contact with a person with COVID-19 symptoms.

The CDC defines “close contact” as either:

- Being within roughly six feet of a COVID-19 infected person or a person with any symptom(s) for a “prolonged period of time;” (the CDC estimates range from 10 to 30 minutes, or,
- Having direct contact with infectious secretions of a COVID-19 infected person or a person with any COVID-19 symptom(s) (i.e., being coughed on)

## **HEALTH & SAFETY PREVENTATIVE MEASURES FOR RE/MAX of Grand Rapids**

RE/MAX of Grand Rapids has put a number of best practices and measures in place to ensure the health and safety of identified groups of individuals. With each group of individuals, our plan is focused on three lines of defense – limiting the number of people together at a time, sanitizing all areas and requiring appropriate PPE.

### **Minimizing Exposure from Co-workers**

RE/MAX of Grand Rapids takes the following steps to minimize exposure from co-workers to COVID-19 by educating employees on protective behaviors that reduce the spread of COVID-19 and provide employees with the necessary tools for these protective behaviors, including:

#### **General Education:**

- Posting CDC information, including recommendations on risk factors
- Informing employees of the importance of good hand hygiene
  - Regularly washing hands with soap and water for at least 20 seconds is one of the most effective ways for employees to minimize exposure to COVID-19
  - If soap and water are not readily available, employees should use alcohol-based hand sanitizer that is at least 60% alcohol
  - If hands are visibly dirty, soap and water should be chosen over hand sanitizer
- Encourage good hand hygiene by ensuring that adequate supplies of soap and hand sanitizer are maintained and placing hand sanitizers in multiple locations
- Discourage handshaking and encourage the use of other non-contact methods of greeting
- When possible, avoid the use of other employees’ phones, desks, offices, other work tools and equipment, and other commonly touched surfaces
- If the above cannot be avoided, clean and disinfect them before and after use

#### **Social Distancing**

- Limit in-person meetings
- Encourage social distancing to the greatest extent possible in the workplace
- Encourage employees to minimize ride sharing
- Go “paperless” whenever possible
  - If you must use the printer / scanner use hand sanitizer before and after
- Do not share food utensils and food with other employees

- In areas where employees work within 6 feet of each other, computer stations should be moved or repositioned to increase distance
- Temporary plexiglass guard on the counters in reception
- Limited and space out seating in Meeting Rooms and/or Training Rooms
- Mask use in hallways and common spaces
  - Can remove masks when in closed office by themselves
- Personal review of health questionnaire before entry into the building for everyone: Agents, Staff, Delivery Personnel, Guests, and Clients
- Increased cleaning by staff of high touch surfaces a minimum of twice daily:
  - At open and at close of business day
  - Disinfecting Meeting / Training Rooms after each use

## **Procedures for if an employee or agent is exposed to someone with COVID-19 and/or tests positive for COVID-19**

### If you are exposed to someone with COVID:

- You cannot return to the office before 10 days from the date of exposure to someone with symptoms or someone with a confirmed case
  - If you have a negative PCR test within 48 hours of day 7 of your exposure AND you do not have any symptoms you may return to the office at that point in time
    - ▶ We will not require proof of this test for Agents, however, at a minimum, we ask that you verbally notify your Office Admin of a negative PCR test taken within 48 hours of day 7 of your exposure, as well as you not having any symptoms, to be able to come into the office before the 10 day requirement
    - ▶ Rapid Tests do not count per CDC Guidelines
- If you wait the 10 days you may return without taking a test, so long as you do not have any symptoms
- If you return to the office before 15 days from the date of exposure to someone with symptoms or someone with a confirmed case you agree to strictly monitor yourself from day 10-14 and if symptoms develop you agree to isolate immediately

### If you HAVE COVID:

- You cannot return to the office before 10 days from the date of symptoms onset OR 10 days from the positive test, whichever was first AND must have no symptoms and no fever for at least 24 hours
- As soon as you are aware of your positive COVID case you must call either your office Admin to let them know, Megan Sikkenga, or Rachael Veldkamp
  - We are required to notify the Health Department and send an anonymous Email out to the brokerage
  - We are not allowed to disclose your identity, however, if you have had close contact with anyone at work in the 3 days prior to your positive test, it would be best for you to notify those individuals

## **Restrict employees from the workplace if they display symptoms of COVID-19**

- For employees who are completing in-person work, health assessments and/or questionnaires prior to entry into the facility
- Any employee with COVID-19 symptoms will be immediately separated from other individuals and sent home

## **Actively encourage sick employees to stay home:**

- RE/MAX of Grand Rapids will follow state & federal guidance for return to work
- Guidance from the employee will also be considered

## **If an employee or agent has a confirmed case of COVID-19, RE/MAX of Grand Rapids ensures the following:**

- We will communicate with the company without exposing the identity of the individual
- We will work with our local health department to provide them with the name of any identified employees that may have been exposed
- RE/MAX of Grand Rapids will follow CDC and State guideline protocols for return to work, including workplace contact tracing and CDC-recommended cleaning and disinfecting in all affected areas
- We will perform increased environmental cleaning and disinfection
  - Employees should sanitize their work areas upon arrival, throughout the workday, and immediately before leaving for the day
  - We will all routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs
  - RE/MAX of Grand Rapids provides disinfectant supplies so that commonly used surfaces (for example, doorknobs, keyboards, copiers, desks, other work tools and equipment) can be wiped down regularly
- Employees at a higher risk for serious illness due to COVID-19 will be encouraged to work remotely
  - If working remotely is not possible, additional precautions will be put in place to ensure their safety, including working in separate workspaces
- Monitor and respond to absenteeism
- We have a flexible work environment where individual departments have the ability to work remotely and at different times by appointment and on a case-by-case basis when needed
- Plans are developed based by department to continue essential business functions in the event higher than usual absenteeism occurs

## **Minimizing exposure from those outside of our workforce including customers/general public, vendors and temporary or contract labor**

- RE/MAX of Grand Rapids business practices are evaluated to ensure safety and health of all individuals
  - This is done on a phased approach:
    - ▶ Beginning with appointment only onsite meetings, virtual meetings and finally transitioning to onsite meetings with appropriate precautions when that time comes
- Any individual entering one of RE/MAX of Grand Rapids facilities is asked to review a posted health questionnaire prior to entry
- Physical barriers between RE/MAX of Grand Rapids employees and customers will be considered in high volume areas (i.e. shielding at the front desk areas)
- RE/MAX of Grand Rapids will provide masks to customers as well as appropriate disinfectants so that individuals can clean work areas before and after use
- All business partners that work within RE/MAX of Grand Rapids have been provided this plan

*This Plan is based on information and guidance from the CDC and OSHA at the time of its development. The safety of our employees and visitors remain the top priority at RE/MAX of Grand Rapids. We recognize that all individuals are responsible for preventing the spread of COVID-19 and reduce the potential risk of exposure to our workforce and visitors. As the COVID-19 outbreak continues to evolve and spread, RE/MAX of Grand Rapids is monitoring the situation closely and will update our guidance based on the most current recommendations from the CDC, World Health Organization (WHO), OSHA and any other public entities.*