



Tahoe Truckee Homes COVID-19 Office Prevention Plan
(updated 5.29.20)

Tahoe Truckee Homes, INC (TTH), referred to as the “company”, has established this COVID-19 Prevention Plan based upon the information contained in “**COVID-19 Industry Guidance: Real Estate Transactions**” released by the State of California on May 12, 2020. While this Plan addresses our company’s COVID-19 prevention processes, we understand there are additional requirements to be considered for persons who are more vulnerable to COVID-19 infection. For example, certain groups including persons 65 years and older and persons with underlying medical conditions such as heart or lung disease or diabetes have a higher risk of hospitalization and serious complications due to COVID-19. Accordingly, our company’s processes may be modified in some cases, as appropriate, in order to maintain the overall goals of preventing illness in the workplace and halting spread of COVID-19 in the community.

Our company continues to keep apprised of changes to the State of California’s Industry Guidance in addition to standards for compliance under our county’s health orders, Cal/OSHA, the Centers for Disease Control and Prevention (CDC), and the California Department of Public Health (CDPH).

1. The contact information for our local health department to communicate about any COVID-19 outbreaks among agents/independent contractors is listed here:

Nevada County Public Health Department
Phone number 530-265-1450,
500 Crown Point Circle, Suite 110
Grass Valley, CA 95945

2. Addresses for each of our office locations are listed here, with contact information for the person(s) in our company who will implement our company’s COVID-19 Prevention Plan:

Tahoe Truckee Homes, INC
10098 Jibboom St, Ste 104
Truckee, CA 96161
Stephanie Hanson, TTH Board Secretary
530-412-2844

Tahoe Truckee Homes, INC Satellite office
17400 Northwoods, Ste 103
Truckee, CA 96161
Nicole Folks, Realtor
530 386-7538



3. For each of our company's office locations, we have identified the following work areas:

Tahoe Truckee Homes, INC
10098 Jibboom St Ste 104
Truckee, CA 96161

Office has two entrances one from the street and one from the interior of the building. Office has an open area floor plan with 4 desks, one stand-up desk (not in use) low credenza supply cabinet, bookshelf unit with drawers and a conference table with 4 elevated chairs. Each desk has a chair associated with it. Office has printer/scanner, 2 screens and phone system.

Tahoe Truckee Homes, INC satellite office
17400 Northwoods, Ste 103
Truckee, CA 96161

Office has one entrance from the parking lot. Office has an open area floor plan with 2 desks. Each desk has a chair associated with it. Office has a printer/scanner.

4. The company performed a comprehensive COVID-19 risk assessment of each of the above-described work areas to identify any items to be corrected to help prevent the spread of COVID-19. The items we identified are documented on **Exhibit A** with a description and date. The risk assessment for each of our offices was performed on the below date:

Tahoe Truckee Homes, INC
10098 Jibboom St, Ste 104
Truckee, CA 96161
5/16/2020

Tahoe Truckee Homes, INC Satellite office
17400 Northwoods, Ste 103
Truckee, CA 96161
5/16/2020

The company will continue to evaluate the office work areas on a regular basis for compliance with this Plan and current guidelines, and will correct deficiencies when identified.

5. Training for TTH broker, real estate licensees and independent contractors (property manager and transaction coordinators) real estate licensees on COVID-19 prevention was provided as 5/18/2020, 5/29/2020 through email. Training included the topics and information described in **Exhibit B**. All those who will be using the workplace premises and all new hires and new real estate licensees will receive COVID-19 prevention training before using and entering the workplace premises. Whether or not the listed workplaces are used by real estate licensees/independent contractor, all must comply with the protocol for showing properties as determined by local and state authorities.



6. The company has established a written COVID-19 prevention plan for real estate licensees who show properties, which can be accessed here: <https://www.car.org/en/riskmanagement/covidlegaldocs> Real estate licensees have been provided with the C.A.R. “Real Estate Best Practices Guidelines and Prevention Plan for Showings During COVID-19—Stage 2 Expansion” and the State’s Industry Guidelines for showing properties: <https://covid19.ca.gov/pdf/guidance-real-estate.pdf>

7. The company is implementing California’s guidelines for “**Individual Control Measures and Screening.**” Therefore, the company’s COVID-19 Prevention Plan includes the following:

A. TTH may require agent and/or independent contractors who comes to the office to take their temperature and screen for symptoms prior to entering the office

- Both the screener and the agent/independent contractor, or real estate licensee, should wear face coverings for the screening. Alternatively, the company may require self-screening at home, which is an appropriate alternative to providing it at the office; and will take steps to ensure that screening was performed prior to the agent/independent contractor, or real estate licensee leaving home for their shift and follows CDC guidelines.

B. The company encourages workers who are sick or exhibiting symptoms of COVID-19 to stay home.

C. The company will provide and ensure agent/independent contractor, or real estate licensee use all required protective equipment, including face coverings and gloves where necessary

D. The Company will consider when disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; for example, for workers who are screening others for symptoms or handling commonly touched items.

E. Face coverings are strongly recommended when agent/independent contractor, or real estate licensee are in the vicinity of others in the office workplace. Face coverings must not be shared. As described in the C.A.R. “Real Estate Best Practices Guidelines and Prevention Plan for Showings During COVID-19 stage 2 Expansion,” real estate licensees must follow face covering requirements during property showings.

F. The company and agent/independent contractor, or real estate licensee must take reasonable measures to remind clients that they must use face coverings when viewing a property in person. As described in the C.A.R. “Real Estate Best Practices Guidelines and Prevention Plan for Showings During COVID-19 Stage 2 Expansion,” real estate licensees must follow face covering requirements during property showings.

8. The company has planned and made suitable arrangements to follow **Cleaning and Disinfecting Protocols**, listed in **Exhibit C**.



9. If the company becomes aware of a COVID-19 illness at the workplace, it will take the following steps:
 - A. **Report** the information to our local health department.
 - B. **Investigate** the COVID-19 illness and determine if any work-related factors could have contributed to the risk of COVID-19 infection.
 - C. **Identify** close contacts (within six feet for 15 minutes or more) of an infected person and take steps to isolate COVID-19 positive person(s) and close contacts.
 - D. **Update** the company's COVID-19 Prevention Plan as needed to prevent further cases of COVID-19 infection.

10. The company has reviewed current "**Physical Distancing Guidelines**" that are listed in **Exhibit D** and taken actions necessary and/or appropriate based on the company and its worksite(s).

11. This COVID-19 Prevention Plan will be reviewed regularly to check for any necessary updates.



Exhibit A: Items Identified to Help Prevent COVID-19 Infections
and Actions Taken by Company

Tahoe Truckee Homes, INC 10098 Jibboom Street, Truckee CA

- If more than one person is in the office face mask will be worn.
- Social Distancing will be required at all times when two people are in the office- Physical distancing of at least six feet.
- Office will be sanitized and cleaned upon entering and exiting. All high touch surfaces including phones, and printer scanner to be cleaned prior to use and after use.

Tahoe Truckee Homes, INC satellite office 17400 Northwoods, Ste 103

- If more than one person is in the office face mask will be worn.
- Social Distancing will be required at all times when two people are in the office- Physical distancing of at least six feet.
- Office will be sanitized and cleaned upon entering and exiting. All high touch surfaces including phones, and printer scanner to be cleaned prior to use and after use.



Exhibit B: Training on COVID-19 Prevention

(Per 5/12/20 California Industry Guidance—continue checking for updates)

Training on COVID-19 prevention includes the following:

1. *** **Real estate licensees** should be provided with: 1) C.A.R.'s "Real Estate Best Practices Guidelines and Prevention Plan for Showings During COVID-19—Stage 2 Expansion;" and 2) California's "COVID-19 Industry Guidance: Real Estate Transactions" at: <https://covid19.ca.gov/pdf/guidance-real-estate.pdf> which contain information on showing properties, physical distancing, and other important topics.
2. Provide information on COVID-19, how to prevent the disease from spreading, and which underlying health conditions may make certain individuals more susceptible to contracting the virus.
3. Provide information on how to conduct self-screening at home, including temperature and/or symptom checks using CDC guidelines.
4. Advise on the importance of not coming to work if the real estate licensee/independent contractor has 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.
5. Advise to seek medical attention if 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).
6. Remind about 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 real estate licensees/independent contractor cannot get to a sink or handwashing station, per CDC guidelines).
7. Discuss the importance of physical distancing, both at work and off work time to reduce the risk of COVID-19 infections.
8. Provide information about the 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.
- To help prevent infection, real estate licensees/independent contractors should wash or sanitize hands before and after using or adjusting face coverings.
- To help prevent infection, real estate licensees/independent contractors should avoid touching their eyes, nose, and mouth.
- To help prevent infection, face coverings should be washed after each shift (or other regular, frequent interval).

9. Discuss information on employer or government-sponsored leave benefits workers may be entitled to receive that would make it financially easier to stay at home, including, real estate licensees/independent contractors sick leave rights under the Families First Coronavirus Response Act and rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20.



Exhibit C: Cleaning and Disinfecting Protocols

The company has reviewed the following Cleaning and Disinfecting Protocols and made arrangements to comply as applicable to the company and its workspace(s):

1. 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.
2. Avoid sharing phones, other work supplies, or office equipment wherever possible. Never share PPE.
3. 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.
4. Instruct agents and independent contractors to wipe down and disinfect equipment that passes between them and clients, including clipboards and keys after each use.
5. Equip workplace terminals and desks with proper sanitation products, including hand sanitizer and sanitizing wipes and provide personal hand sanitizers to all agents and independent contractors.
6. Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
7. Install and encourage the use of hands-free devices, if possible, including motion sensor lights and automatic soap and paper towel dispensers.
8. When choosing cleaning chemicals, Broker 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 real estate licensees/independent contractors 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.
9. Require agent and independent contractors who use office to clean and disinfect personal work areas often and supply the necessary cleaning products.
10. 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.



Exhibit D: Physical Distancing Guidelines

The company has reviewed the following Physical Distancing Guidelines and made arrangements to comply as applicable to the company and its workspace(s):

1. Implement measures to ensure physical distancing of at least six feet between real estate licensees/independent contractors, and customers. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate where they should stand).
2. Utilize work practices, when feasible and necessary, to limit the number of persons at the office at one time.
3. Redesign office spaces, cubicles, etc. and decrease the capacity for conference meetings to ensure workspaces allow for six feet between real estate licensees, and others.
4. 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 persons from passing by one another.
5. Close or restrict, using barriers, or ensure physical distancing by separating tables/chairs in common areas where people are likely to congregate and interact, such as kitchenettes and break rooms. Discourage real estate licensees/independent contractors and others from congregating in high traffic areas such as bathrooms and hallways.
6. Display signage at entrances and waiting areas to remind people of physical distancing and face covering usage at every opportunity.
7. Discontinue nonessential travel and encourage distance meetings via phone and internet.
8. Discontinue shared vehicle trips between agent/independent contractors, clients, etc. Each party should travel in their own vehicle to offices, properties, or other locations that require in-person activities.
9. Require, real estate licensees/independent contractors to avoid handshakes and similar greetings that break physical distance.
10. Avoid passing transaction materials such as pens, paperwork, and keys back and forth between agents/independent contractors and customers.
11. 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.
12. Eliminate person-to-person contact for delivery of goods to physical offices. Avoid touching others' pens and clipboards.