



## 5/18/20 OPEN HOUSE CONSIDERATIONS

Please consider adopting a plan that incorporates site-specific best practices surrounding health and wellness, social distancing, cleaning, sanitation and protection, and operations and communications with your sales associates, clients, and visitors in mind. Following are more specific items for your consideration. For additional context around these considerations please refer to the [MNR EO 20-56 Response Memo](#).

### Health

- Consider adopting company protocols for sales associates or office staff who are ill or have come in contact with someone who has tested positive for COVID-19 before they commence an open house or showing. Per the [MDH](#), all persons who are sick should stay home.
- Consider [OSHA](#) safety protocols for workers when they will be meeting with the public.
- Consult with your seller clients about whether and how consumers will enter their property during the listing and marketing of the property.
- Outline steps to minimize spread of the virus and comply with health and safety requirements before offering showings or open houses and during and after an open house or showing including:
  - **Protecting Vulnerable Populations:** The CDC recommends that people who are in this category for a higher risk of severe illness should stay home and away from other people as much as possible.
    - Older Adults (65+)
    - People living in long-term care facilities
    - People with Asthma
    - People with HIV
    - People at High Risk of Severe Illness
  - **Hand Hygiene:** Consider the following:
    - Requiring workers and customers to wash or sanitize hands prior to entry and after exiting the property.
    - Providing hand washing stations or 60% alcohol-based hand sanitizer for use prior to entering and after exiting the property.
    - Posting [hand hygiene posters](#)
  - **Respiratory Etiquette:** Consider the following:
    - Requiring cloth face mask coverings for persons entering the property. The CDC now recommends wearing simple cloth face coverings in public settings where other social distancing measures are difficult to maintain.
    - Providing tissues and receptacles for immediate disposal.
    - Posting [respiratory etiquette posters](#)
    - Limiting the amount of time allowed in the property

Consider measures to prohibit ill persons from entering the property such as:

- adopting the [MDH health screening checklist](#); or
- posting a version of the MDH [Stop! Help Protect our Residents](#) posters asking ill people not to visit; or
- utilizing the [MN Symptom Screener](#) or [Self-Screen Tool](#)

### **Social Distancing**

- Evaluate the property space for access and regulate visitor movement within the property maintaining at least six (6) feet of separation.
  - You will need to ensure that workers and customers engage in social distancing.
  - Do not allow workers and customers to congregate in rooms that don't allow social distancing.
  - Do not allow gatherings of 10 or more persons.
- Create and follow a business plan for social distancing within the home.
  - Consider adjusting the flow through the property such as limited or one-way movement through hallways, bedrooms or other tight spaces where appropriate distancing may be difficult.
  - Change configurations in the home if needed to adjust the flow to accommodate social distancing
  - Consider the use of signs or other customer communication measures to control building access and regulate customer movement.
- Consider ways to make interactions between customers and associates as contactless as reasonably possible.
  - Consider requesting the seller open insider doors and turn on lights so visitors will not need to.

### **Cleaning and Disinfecting**

- Consult with your client before using any cleaning products and recommend that your client disinfect their home before and after the open house, especially commonly touched areas like doorknobs and faucet handles.
- There may be cleaning and disinfecting requirements in MN if holding an open house to the general public. Work with your seller client to follow [CDC](#) and [MDH](#) guidance on maintaining regular cleaning and frequent high touch disinfecting .
- Consider prohibiting visitors' use of the homes bathroom or other facilities and adopt cleaning and disinfecting protocols if they are utilized.