



## **Corona Virus Office Policies for Client and Staff Safety**

- Please call ahead. We are limiting the number of people who attend at the office at this time. Only one client meeting will be booked each morning and only one each afternoon in the case of in person meetings.
- If you are sick, we will not permit you to enter the office. We will make other arrangements to assist you.
- You will need to wear a mask in the reception area following the imposition of this requirement in public spaces that was imposed by the City of Ottawa.
- We are implementing daily cleaning and disinfecting of high-touch surfaces and equipment including:
  - Disinfecting the reception desk after each visitor leaves the office
  - After each client, courier or other visitor leaves, we are disinfecting door handles and the area around the door
  - The Credit/Debit machine is disinfected after each use.
- Each client who enters the office will be required to use hand sanitizer.
- No one is permitted to pet Bruno, our office dog, without having first used hand sanitizer or having washed their hands.
- We will provide a pen that has not been used to each client needing to sign documents. The pen will be given to the client or discarded after use if the client does not wish to keep it.
- If it is possible and reasonable to conduct a meeting by phone or video conference, we will be arranging to do so.
- Documents will be sent by mail rather than being left for pick-up wherever possible. If you are picking up documents, provided it is secure to do so, they will be left in the vestibule for pick up.

- In line with public health guidelines, we are implementing the following added precautions to mitigate the risk of infection:
  - Practice social distancing and proper hygiene when interacting with clients, including:
    - maintaining onsite communication through phone or intercom communication, and/or appropriate social distance for in-person interaction (2m physical distancing between worker and client)
    - Advise employees to follow public health guidelines to minimize non-essential travel outside of the home, to self-isolate and not report into work for 14 days if returning from foreign travel, and to stay home and self-monitor if they are feeling ill
  - Practicing proper hygiene at all times including:
    - Washing hands with soap and water for a minimum of 20 seconds
    - Avoiding touching face with unwashed hands
- Keys received from Sellers on Real Estate Transactions will be sanitized and then placed in sealed envelope for delivery to the Purchaser's lawyer.
- We have disposable face masks available if close contact is needed to assist a client.
- We have installed plexiglass screens at our reception and in our meeting room as shown below.

