

March 17, 2020



Dear Members,

In light of the ongoing developments regarding the COVID-19 locally and worldwide, your Association Staff held a COVID-19 strategy meeting this morning to determine our course of action in regard to the welfare and safety of our members and staff. The health of our staff, members and the consumers they serve is paramount, therefore in an effort to follow the guidelines of the provincial government, federal government and World Health Organization, the following decisions have been made with regard to the operations and meetings of the New Brunswick Real Estate Association:

1. **Operation at the NBREA Office-** we respectfully request that Members and members of the public refrain from visiting the NBREA office unless absolutely essential and not without a prior appointment. The Association is happy to support your needs virtually or by phone. The staff is working remotely from the office; this again, is subject to change based on directives from the provincial government, the federal government and the World Health Organization. Staff will be available during normal business hours via phone (voicemail that will be checked remotely) or email.
2. **Annual General Meeting and Education Days** – this event, originally scheduled for March 30- April 1, 2020, will, as previously announced, be postponed and a new date is being examined. We will reschedule as soon as the provincial/federal government[s] and World Health Organization provide directive regarding social distancing and group gatherings. In the meantime, we will continue to work on the items that would have been presented to the members on March 31, 2020. Members will receive audited financial statements and annual reports electronically, in a timely fashion. Please keep in mind that this situation changes hourly and there may be delays that we normally would not experience.
3. **NBREA and Real Estate Boards-** any planned elective courses involving on-site gatherings will be cancelled through the month of April. This will be assessed further based on government directives.
4. **Committee and Task Force Meetings-**these will continue via conference call meetings where possible. Those meetings that cannot be held via conference call will be postponed and rescheduled as soon as the provincial government, federal government and World Health Organization provide directive regarding social distancing and group gatherings.
5. **Practicum for Licensing Course** - the English and French practicum course has been cancelled for the month of April. Practicum classes for May will be assessed based on government directives.

We will continue to update the membership on the above items and others as they change. As always, please do not hesitate to reach out to members of the staff or board of directors with your questions, comments and/or concerns.

On a separate page you will find a summary of best practices that you should review and consider.

Thank you for your patience and understanding.





General precautionary measures:

We understand our industry and your day-to-day business is built upon creating relationships with your clients. Not being able to interact with them directly or in a way you're familiar with might be challenging. That being said, we recommend all members use precautions to help limit the spread of the virus. Health Canada suggests practicing "social distancing"—in other words, stay in isolation if you're showing symptoms of being sick and keep a two-metre radius from others when out in public.

For a full list of prevention tips, please visit the [Health Canada website](#).

Finally, and perhaps most importantly, please don't panic. Stay informed, prepare yourself and your family and pay attention to advice from health officials.

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References:

[CREA- What REALTORS® Should know about COVID-19](#)

[GNB- What you need to know about COVID-19](#)

[GC- What you should know about COVID-19](#)

New information is being presented daily by health officials. NBREA will continue to keep members updated.

Interacting with clients:

(These are current suggested best practices but please respect any directions provided by your local board, FCNB and Public Health Authorities regarding showings, open houses and other real estate activity.)

- request visitors wash their hands with soap and water or disinfect with an alcohol-based sanitizer containing at least 60% alcohol;
- use disinfecting wipes to clean commonly-shared surfaces like door handles;
- NBREA and local boards are recommending that all open house activity stop until further direction;
- ask visitors to limit physically touching items in the home;
- refrain from greeting others with handshakes or hugs;
- encourage clients to thoroughly clean and disinfect house after viewings;
- request clients notify you if they become ill within two weeks of a showing. If a client does become sick or is diagnosed with COVID-19, communicate this with the homeowner and other clients if necessary;
- avoid sharing items such as phones, tablets or laptops;
- meet clients in private spaces instead of public areas such as coffee shops, coworking spaces or restaurants; and
- encourage fellow REALTORS® to provide information via email or other digital means.

