



OneWorld Relocation Services

Recommendations and Procedures

For Protection and Prevention of COVID-19

to our clients, customers, destination specialists, service providers and general public

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Be sure to consult public health information, all applicable executive orders, and federal, state, and local government and agency guidance.

What is Coronavirus Disease (COVID-19)?

According to CDC - On February 11, 2020 the World Health Organization announced an official name for the disease that is causing the 2019 novel coronavirus outbreak. The new name of this disease is coronavirus disease 2019, abbreviated as COVID-19. In COVID-19, 'CO' stands for 'corona,' 'VI' for 'virus,' and 'D' for disease. Formerly, this disease was referred to as "2019 novel coronavirus" or "2019-nCoV".

There are many types of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease, caused by a novel (or new) coronavirus that has not previously been seen in humans. The name of this disease was selected following the World Health Organization (WHO) for naming of new human infectious diseases.

Symptoms include fever, cough, and shortness of breath. Anyone experiencing emergency signs such as difficulty breathing, persistent pain or pressure in the chest, new confusion or bluish lips or face should immediately seek medical attention.

PREVENTIVE MEASURES WHILE WORKING WITH CLIENTS

OneWorld Relocation Services adopts the Center for Disease Control (CDC) recommendations to take these measures to protect our clients, customers, destination specialists, service providers and others:

Actions we are taking:

- Washing our hands frequently with soap and water for at least 20 seconds. If soap and water aren't available, we utilize an alcohol-based hand sanitizer.
- Avoiding touching our eyes, nose, and mouth with unwashed hands.
- Practicing social distancing by staying out of crowded places, avoiding group gatherings, and maintaining distance (approximately 6 feet/2 meters) from clients and others when all possible.
- Avoiding close contact with anyone who is sick.
- Staying home if anyone of our staff has a fever, cough, shortness of breath or any other cold or flu-like symptom.
- Cleaning and disinfecting frequently touched objects and surfaces.
- Cough or sneeze into our sleeve or bent elbow.
- Wearing masks at all times outside of our own homes.
- Keeping Hand Sanitizer in our pockets.

Before Conducting In-Person Showings of homes:

- Check state and local executive orders to confirm the permissibility, and any specific requirements, of conducting in-person showings.
- To reduce the number of in-person showings, encourage the use of photos, virtual tours, and leveraging other technology in order to narrow the search and reduce the number of in-person showings.
- Be familiar with state and local restrictions based on whether a property is vacant, owner-occupied, or tenant-occupied, and consider implementing different precautions for occupied properties versus vacant properties.
- Request all parties to self-disclose whether they have COVID-19 or exhibit any symptoms. However, note that COVID-19 is also spread by individuals who are asymptomatic.
- Be aware of any state or local restrictions on the number of people who may be present at the showing, and discourage non-essential parties from attending the showing.
- Be aware of and comply with fair housing obligations related to COVID-19.
- For owner or tenant-occupied properties, request that the landlord or tenant open all cabinets, closets, window coverings, and to turn on lights before leaving the property.
- For vacant properties, arrive early to open the front door, open all cabinets, closet, window coverings, and to turn on lights.

During In-Person Showings:

- Adhere to social distancing recommendations, and maintain a minimum of six feet of space between persons at all times.
- Avoid shaking hands.

- Limit the number of persons who may attend a showing, such as only four people total.
- Require all persons entering a property to immediately wash their hands or to use hand sanitizer, remove footwear or wear booties, and wear a face mask or covering, and gloves.
- Avoid touching any surfaces in the home, such as light switches, cabinet and door handles.
- Do not to use bathroom facilities at the property.
- Do not share phones, pens, or tablets or other personal property during the showing.
- Comply with any requirements of the landlord during the showing.

After Showing Property:

- Wipe down any surfaces touched during the showing with a sanitizing wipe or disinfecting cleaner, as requested by landlord, and suggest the landlord also disinfect the property.
- Wipe down the key and lockbox with a sanitizing wipe or disinfecting cleaner after use.
- Speak with clients outside of the property or in a ventilated area while maintaining a distance of 6 feet, or arrange to speak by phone or email.
- Do not provide any paper documents, and instead follow up with any information electronically after you leave the property.
- Use hand sanitizer upon returning to your vehicle.
- Maintain a detailed log of interactions to enable contact tracing, to include names, dates, and locations of interactions, as well as a party's contact information.

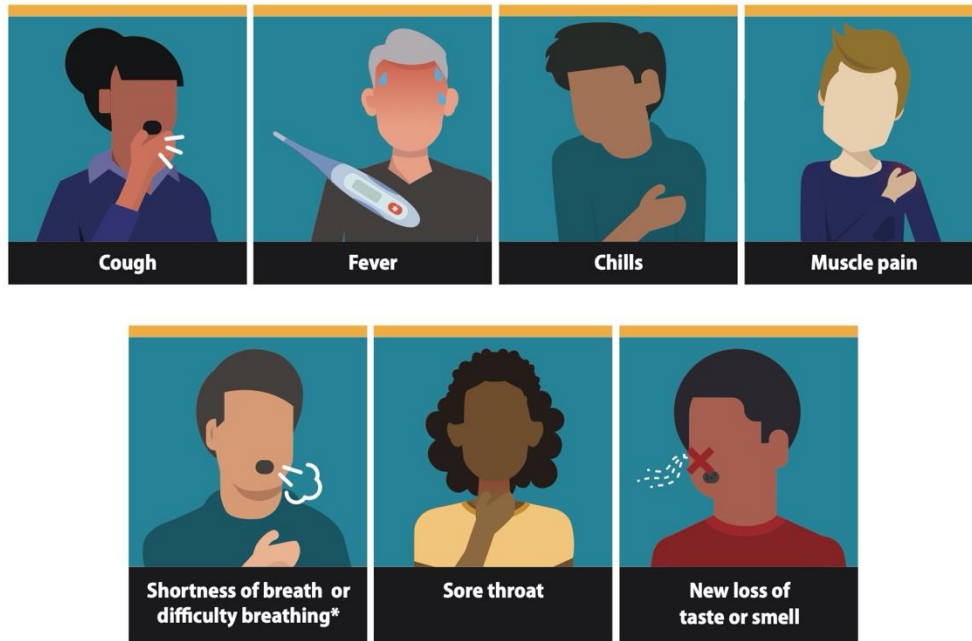
Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of after cleaning; wash hands immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available. Wash hands after handling laundry.

Interim/Short Term Housing:

- We are monitoring the situation daily and making sure the business is fully prepared to respond to situations as they arise.
- Hand sanitizer dispensers at lobby reception and employee entrances.
- All units are thoroughly sanitized between guests.
- We have implemented additional cleaning protocols to sanitize high-touch areas in units prior to guest move-in.
- 24-hour cleaning of elevators, front desk stations, and public bathrooms.
- No contact key pickup when possible.
- Flexible lease terms.
- COVID Information Guide placed in each unit.
- Local delivery companies for food, pharmacy and shopping guides places in each unit.
- Housekeepers will not enter a room during a stay unless asked to, or on a scheduled basis.

Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.



cdc.gov/coronavirus

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Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



**Stay at least 6 feet
(about 2 arms' length)
from other people.**



**Cover your cough or sneeze with a
tissue, then throw the tissue in the
trash and wash your hands.**



**When in public, wear a
cloth face covering over
your nose and mouth.**



**Do not touch your
eyes, nose, and mouth.**



**Clean and disinfect
frequently touched
objects and surfaces.**



**Stay home when you are sick,
except to get medical care.**



**Wash your hands often with soap
and water for at least 20 seconds.**



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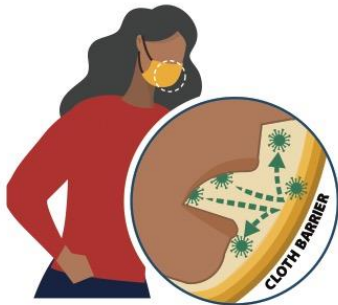
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How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE THE FACE COVERING TO PROTECT OTHERS

- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



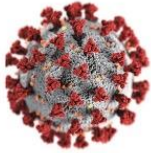
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Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

What you should know about COVID-19 to protect yourself and others



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



CS 314937A 04/15/2020

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Prevent the spread of COVID-19 if you are sick

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to help protect other people in your home and community.

Stay home except to get medical care.

- **Stay home.** Most people with COVID-19 have mild illness and are able to recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated.
- **Get medical care when needed.** Call your doctor before you go to their office for care. But, if you have trouble breathing or other concerning symptoms, call 911 for immediate help.
- **Avoid public transportation, ride-sharing, or taxis.**



Separate yourself from other people and pets in your home.

- **As much as possible, stay in a specific room** and away from other people and pets in your home. Also, you should use a separate bathroom, if available. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.
- See COVID-19 and Animals if you have questions about pets: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#COVID19animals>



Monitor your symptoms.

- **Common symptoms of COVID-19 include fever and cough.** Trouble breathing is a more serious symptom that means you should get medical attention.
- **Follow care instructions from your healthcare provider and local health department.** Your local health authorities will give instructions on checking your symptoms and reporting information.



If you develop **emergency warning signs** for COVID-19 get **medical attention immediately.**

Emergency warning signs include*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

Call 911 if you have a medical emergency. If you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives.

Call ahead before visiting your doctor.

- **Call ahead.** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- **If you have a medical appointment that cannot be postponed, call your doctor's office.** This will help the office protect themselves and other patients.



If you are sick, wear a cloth covering over your nose and mouth.

- **You should wear a cloth face covering over your nose and mouth** if you must be around other people or animals, including pets (even at home).
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.



Note: During the COVID-19 pandemic, medical grade facemasks are reserved for healthcare workers and some first responders. You may need to make a cloth face covering using a scarf or bandana.



CS 316120-A 05/03/2020

cdc.gov/coronavirus

Cover your coughs and sneezes.

- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Throw used tissues** in a lined trash can.
- **Immediately wash your hands** with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



Clean your hands often.

- **Wash your hands often** with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Use hand sanitizer** if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water are the best option**, especially if your hands are visibly dirty.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.



Avoid sharing personal household items.

- **Do not share** dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash these items thoroughly after using them** with soap and water or put them in the dishwasher.



Clean all "high-touch" surfaces everyday.

- **Clean and disinfect** high-touch surfaces in your "sick room" and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
- **If a caregiver or other person needs to clean and disinfect** a sick person's bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.



High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.

- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**

- **Use household cleaners and disinfectants.** Clean the area or item with soap and water or another detergent if it is dirty. Then use a household disinfectant.

- Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- Most EPA-registered household disinfectants should be effective.

How to discontinue home isolation

- People **with COVID-19 who have stayed home (home isolated)** can stop home isolation under the following conditions:



- **If you will not have a test** to determine if you are still contagious, you can leave home after these three things have happened:
 - You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)

AND

- other symptoms have improved (for example, when your cough or shortness of breath has improved)

AND

- at least 10 days have passed since your symptoms first appeared.

- **If you will be tested** to determine if you are still contagious, you can leave home after these three things have happened:

- You no longer have a fever (without the use of medicine that reduces fevers)

AND

- other symptoms have improved (for example, when your cough or shortness of breath has improved)

AND

- you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.

In all cases, follow the guidance of your healthcare provider and local health department. The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Local decisions depend on local circumstances.