



NEMRC COVID-19 Health and Safety Plan

As the COVID-19 outbreak continues to impact people in the United States and our region. We want to protect our staff members, and the public, the best we can and below are some recommendations that we are putting forth for our staff.

Social Distancing:

Governor Philip B. Scott amended his Executive Order 01-20 on July 24th which included the following:

“Section 7(f) of the Amended and Restated Executive Order regarding Mask Use is hereby amended in its entirety to read as follows:

(f) Masks or Cloth Facial Coverings Required in Public Wherever Close Contact is Unavoidable. As of Saturday, August 1, 2020, Vermonters shall wear masks or cloth facial coverings over their nose and mouth any time they are in public spaces, indoors or outdoors, where they come in contact with others from outside their households, especially in congregate settings, and where it is not possible to maintain a physical distance of at least six feet. “

NEMRC recommends that our staff follow the above order. The NEMRC recommendations remain a minimum of 6 feet between people, wearing a mask while out of your home, and hand washing often. NEMRC will provide staff disposable face masks to be used when out representing NEMRC. These can also be shared with others whom you are working with in the event they need one. If you wish to obtain a box of masks please contact Ernie.

As we navigate through these times we need to make sure we change with them. As offices close or change their policies on access to town offices, or what they are comfortable with us doing, we need to be vigilant in changing as well. We need to keep everyone informed of these changes so we can develop alternative ways to keep our processes moving forward. Our goal is to not have a huge backlog of work to do on the other side of this unfortunate situation. Our company can provide services for our clients, as well our staff, in a safe and practical manner.

All Staff:

Working on computers at a town office:

- * Wipe down keyboard and mouse
- * Wash hands often etc
- * If possible work from your home office when site is on the NEMRC cloud or remotely accessible
- * Schedule Site Visits accordingly and use remote access whenever possible
- * Penny has been receiving updates on a master sheet that keeps track of what the current town status' are and the type of work that can be done there
- * Remote Work - it is imperative that you do the following so all know what is going on with your day to day work. This prevents all of us from utilizing our time making phone calls, texting, and emailing to determine where someone is on a given day.
 1. Calendar - Keep it up to date - Change it when there are changes If you can't change it then call support and have them change it.
 2. Phones - Keep your voice mails cleaned out so we don't get the "The mailbox is full" goodbye message.
 3. Working at home remotely - State that clearly on the calendar put your initials followed by (HM). example - CPM (HM)
 4. Log into GMAIL: google hangout Penny, Cynthia, or Chip and let us know you are at your desk. This is how we communicate when at the office.
 - a. Keep an eye on the google hangout to see if people are asking you questions.
 - b. If you leave your desk enter BRB - for 'Be Right Back' to one of us on support.
 - c. Let support know when you are back - Enter 'Back'
 - d. If something happens call support and let them know.

Assessors:

For appraisals towns:

- * Access 2 ways - to get data without going to the town office.
- * YOU DO NOT NEED TO GO TO AN OFFICE TO Check out or receive Tablet files or CU files etc
- * If town is on the NEMRC Cloud you can simply access the data from there
- * Not on the cloud you can use the 'Fixme IT' program our support staff uses everyday. We just need to install it on your computer.

Field Review

- * There should not be more than 2 staff members riding same car

- * There should not be more than 1 staff member meeting with 1 client or occupying any space in which they can not meet the recommended safe distance requirement.
- * Inspect vacant land
- * Do exterior inspection of houses and schedule interior for future dates.
- * Do exterior inspection and follow up with a phone interview with the owner to discuss the interior. (Document in the 'Reason' field 'Interview PH')
- * Do exterior inspection and discuss the interior with owner outside the residence (Keep safe distance) (Document in the 'Reason' field 'Interview site')
- * If interior inspection is requested NEMRC will work with the Property Owner to come up with a safe plan that will work for all parties. For example, having a Property Owner submit photos of the interior, Video meeting touring the interior, phone interview etc.

Pre Grievance and Grievance Hearings: How can we set these up remotely:

- * Assessors need to be able to show a Property Record Card
- * We can use Google Hangouts and do video / phone meetings and the Assessor can show their screen.
- * Set up these meetings 2 ways. Just have all calls come to our phone system and one of our staff members will transfer the call to the correct google hangout meeting. (Cassandra / Robin)

For Maintenance towns:

- * Follow the same protocol as above.

Concerns:

If you are concerned about any health safety issues let Chip, the Health Safety Officer know. Everything is changing every day we need to be proactive in addressing changes as they happen.