

When meeting with Sellers, use the following dialogue to demonstrate that CENTURY 21 New Millennium has embraced the social responsibility inherent in the present circumstances by creating a set of protocols designed to minimize the risk and spread of the CV, and to garner client buy-in as a participant in the effort.

- **Company buy-in:** "Our Company has established a protocol to help minimize the risk of exposure to the virus and the risk of spreading the virus."
- **Agent buy-in:** "I'd like to do my small part by being sure I follow the protocol because it's so important right now."
- **Client buy-in:** "So, if you don't mind, we'll just do the things they've asked me to do. Is that alright with you?"

At the Listing Appointment

1. Advise the clients that our Company has established an Open House and Brokers Open protocol that you will follow should the client decide that they do want you to hold Open Houses or a Brokers Open.
 - a. Discuss the Open House/Brokers Open protocol.
2. Ask the Sellers to keep you advised during the listing of any change in their circumstances that may lead them to believe that a household member has been exposed to, or may have contracted, the coronavirus.

Listing in Bright MLS

1. In the Remarks section of the Bright MLS listing, request that Buyer Agent and his/her clients follow the protocol they'll see upon entering the home.
 - a. Also, request that the Agent refrains from showing the home if the Agent/Clients are sick with a cough or sneezing.

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Showings, Open Houses or Brokers Open

1. The Protocol Station (detailed below) will be a permanent fixture at the entrance to the home during the listing.
 - a. Always enlist the Seller's participation by having them agree to keep the Protocol Station adequately stocked with the supplies referenced below.
2. Set up the "Protocol Station" at the entrance to the home with:
 - a. Hand sanitizer
 - i. Alternative: hand soap, paper towels and a wastebasket readily available at the kitchen sink.
 - b. Gloves
 - c. Tissues
 - d. Guest Log requesting/containing:
 - i. Agent Name
 - ii. Agent Brokerage
 - iii. Question: "Guest protocol followed? Y/N"
 - e. Shoe covers
 - f. Instruction for Agent/Guests to, upon entering the home, make use of the items set out at the Protocol Station and complete the Guest Log.
3. For Open Houses and Brokers Open, limit the number of guests in the home at any one time.
 - a. The number of guests allowed in at one time will be at your discretion, keeping in mind that the idea is to practice Social Distancing and avoid individuals congregating in any one location.
4. Do not leave listing feature sheets at the listing for visiting Buyers and their Agent.
5. At Open Houses and Brokers Opens hand out listing feature sheets to visitors rather than leaving them in a stack at one or more locations.

