



The Oakville, Milton and District Real Estate Board

Celebrating 65 years of REALTOR® service

Message from Richard Weima, 2020 OMDREB President

Hello OMDREB Members,

I trust that each and every one of you is doing their best to stay safe and healthy during this unprecedented time. Please continue to be diligent in your efforts to keep yourself, your families, friends and the communities in which we live, work, and serve, as safe as possible.

Understandably we all have questions about the impacts this crisis will have on our industry, both short and long-term. While no one has definitive answers, we can provide an update on the actions our Board is taking.

As our industry involves a significant amount of personal contact, particularly during showings, open houses, and in-person client communication, we all need to keep in mind the recommendations of our Health Authorities who are strongly encouraging social distancing in the current environment.

In order to ensure that we are doing as much as we possibly can to keep you safe and assist in flattening the curve of this disease, **OMDREB is taking the unprecedented position of suspending all open houses until the Government shutdown on gatherings of 10 or more people has been lifted and things return to normal.** We have reached out to our colleagues at ORTIS/NewCo to formally request that the Open House feature on Matrix be temporarily disabled while we all do our part to stay safe. **For the time being, we encourage you to conduct showings virtually via mobile apps like FaceTime and Skype to ensure that your clients can still see a home in the safest way possible under current circumstances. Virtual open houses can also be done via methods like Facebook Live or Facebook Watch Party.**

We anticipate the Government will take even more stringent measures in the days ahead and encourage our Members to fully support the recommended changes to how business and life is conducted. Please see the list at the end of this notice for additional measures that we are requesting Members adopt temporarily while we work through this unique situation together.

With regard to dues relief, your Directors are cognizant of the pressures that are being brought to bear as we all strive to keep the economy going and to do our jobs. We have reached out to our suppliers to ask about relief measures they may be

considering, and our Finance Committee will hold a virtual meeting next week to assess the Board's financial position, following which the Board of Directors will convene a conference call to review all options. **Please be assured that this issue is on our radar, we will be doing our best to come up with a strategy that will offer relief to our Members and preserve the stability of the Board.** We will be providing an update to the Members as the situation evolves and changes are made.

While you continue to do business under these difficult circumstances, REALTOR® supplies are still available for purchase and pick-up if you so require. Best practices are put in place during these transactions, and you will not come into direct physical contact with anyone during the pick-up process. Please call OMDREB's MyStore at 905-844-6491 if you wish to order or have any questions regarding the new pick-up process.

Even though the Board offices are currently closed, our dedicated Board Staff remain available to assist our Members. All staff are reachable by email and phone during normal office hours, Monday to Friday 8:30 am - 4:30 pm. If you are unsure where to send your query or question, please email helpdesk@omdreb.ca and our Help Desk staff will make sure it is forwarded to the appropriate department.

Thank you for your continued patience and support while we work through this together.

Richard Weima
2020 OMDREB President

To summarize current best practices that Members should have in place immediately:

- Refrain from all physical contact, including open houses and in-person showings (where possible) at this time.
- Before doing any deals, even online, confirm whether any occupants of the property (owners or tenants) are ill, under self-isolation, have recently travelled out of the country or may have been exposed to COVID-19.
- Keep a list of everyone that attended the property recently, including the date and time and their contact information. In the event of an infection, you may be asked to provide the information to local public health authorities so they may investigate further. Note that, under the [Personal Information Protection and Electronic Documents Act](#) (PIPEDA), this information can only be used for the purposes for which it was collected.
- If you close a deal, even online, ask homeowners to thoroughly disinfect their homes before buyers take ownership.
- Check with your Brokerage regarding any special requirements it may have put in place.
- To be confident that you are taking appropriate steps to protect your clients, the public and yourself, consult online resources maintained by public health authorities (such as the [Ontario Ministry of Health](#)), and use solid judgment in applying that information.

If your Brokerage is still allowing showings, please follow the guidelines below:

- If occupants of the home are ill or have been travelling, reschedule or cancel the appointments outright.
- Even if occupants are in good health, limit the amount of showings you conduct to avoid the potential risk of unknowingly spreading the illness.
- If an appointment must proceed, ask potential attendees not to come if they are sick or have been travelling.
- Have hand sanitizer and wipes readily available at all times.
- Ask homeowners to thoroughly disinfect their homes after every showing.
- Consider gathering attendee information via email to avoid the sharing of pens and stationery.
- Refrain from all physical contact.