



COVID-19 Preparedness Plan

Here at TitleSmart, we are always concerned for our staff and clients' safety and well-being. Following the Minnesota state guidelines, the Operations Team has put a preparedness plan together to do our best to ensure the safety and health of our staff upon returning to the workplace, as well as the community we serve. As always, we are here to answer any questions or concerns.

Staff Protections and Protocol for the Workplace:

1. We require that staff who experience COVID-19 or flu-like symptoms to remain home until symptoms subside. If you are experiencing these symptoms while in the office, you will be sent home for the remainder of the day.
2. If a staff member comes in contact with an individual who has tested positive for COVID-19, notify Human Resources or Cindy Koebele before returning to the office. We will contact and follow the Minnesota Department of Health's guidelines on when to return to work.
3. We will continue to make efforts to follow social distancing guidelines. It is recommended for staff to keep a safe 6-foot distance whenever possible. Please limit gatherings in shared areas (breakrooms and copy rooms) to 10 people or less whenever possible. Our work stations and private offices are currently ideal.
4. We provide face masks, gloves, plexiglass signing shield/barriers, face shields, disposable thermometers, and customized closing solutions to keep our staff and clients safe and healthy. All shared areas and closing rooms will continue to be sanitized after each closing and throughout the day.

5. We have our workplaces cleaned after operating hours (and throughout each day as needed) to ensure workplace cleanliness and sanitation.
6. Staff hygiene is crucial to ensure the safety and health for everyone at TitleSmart. Please continue to regularly wash your hands thoroughly, cover your cough, and sanitize your work station.

Client and Customer Protections:

1. We ask that clients who do not feel well, have any symptoms compatible with COVID-19, or have been in contact with an individual who was positive for COVID-19 to please notify the closing team so we can arrange a customized and safe signing solution.
2. We will continue to serve packaged snacks and refreshments, individually wrapped pens, and trinket goodie bags to clients.
3. We are recommending that only those required to sign documents attend the closing and offer the ability to sign individually upon request.
4. Where available, we are working with lenders/clients to provide electronic signing appointments (certain rules apply).