

# Checklist for effective coronavirus preparedness and response

This checklist is to help you get from the 30,000 ft view down to a 5,000 ft view.



## Your Insurance

- Ensure your insurance covers you for this work
- Determine if the project exceeds your insurance coverage and potentially purchase specific insurance for the job (job cost/charge-out)
- Talk to your agent and make sure to get it in writing
- Absolutely disclose the work you intend to do
- Know the exclusions of your policy and protect your business by not working in those exclusions
- Check your coverage at renewal to ensure you are protected and coverage has not changed
- Be aware of sub-limits

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## Clients Insurance

- Make sure you know who is paying and what they will pay for
  - Collect money up-front for payment or
  - Collect money in increments and do not work ahead of the money
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## Contracts/Forms

- Don't use a simple work authorization
  - A Contract/Work Authorization should include:
    - Information about the customer
    - Scope of work
    - Use vague terms - Washing walls
    - Pricing information
    - Other relevant parties involved
    - Exclusions
    - Releases/Waivers
    - Disclaimers
    - Insurance coverage
    - Payment terms
    - Late charges/fees
    - Other pertinent information
    - Signatures of customer and contractor
  - Completion Certificates with an explanation of why the customer is happy
  - Payment/partial payment received
  - Change orders
  - Customer Health Questionnaire
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## Things to be aware of in your contract

- Just as you did in your scope of work, use vague terms - washing walls vs cleaning walls
  - Use proper language - We are washing and applying disinfectant or cleaning and applying disinfectant
    - DO NOT SAY: We are disinfecting/sanitizing (Totally different dictionary definition)
  - Be aware of sting operations - over promising could get you in trouble
  - Be careful of “Pre-loss condition wording”
  - No warranty/guarantee
  - Don't make statements your product can't support
  - 1 Second rule - no warranty after the 1st second that someone steps into the building
  - Be aware if the building is a LEED Building or Green Building. The product and processes must follow the specific processes
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## Ways to overcome conflict

- Set expectations early
    - Building will smell, taste and feel exactly as it did before the cleaning
  - Be aware of unrealistic client expectations and stop them early
  - Walk away if your gut tells you this is an issue - sometimes the decision to walk away is the profitable decision
    - Let your competitor have the difficult clients
  - The process of cleaning and applying disinfectant is what you are selling - not the end result of a guarantee or way to test for cleaning
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## Be prepared for court

- ATP testing
  - Hygienist consultant testing
    - Both methods do not provide 100% scientific proof, but provide evidence that you have a process that builds to a result. In civil court you do not have to prove to 100% but to a preponderance of the evidence.
  - Document, document.... document!
  - Don't expect that your partner is the hygienist when things go wrong.
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## Be prepared for payment

- Credit check for amount of clean up
  - Finance company
  - Up front money
  - Be careful of residential contract laws
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## Digital contracts

- The legal standard is whether or not the mark is intended to be the person's signature. This can include email approval. (may be accepted in some jurisdictions)
- Encircle can digitize your paperwork so your teams can send the information out electronically.

Think about the Force Majeure clause - e.g. contractor is not responsible for delays or damages caused by acts of god, pandemics, coronavirus or other viruses.

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## Pricing your job

- You need to know your production rates and costs if you are bidding on a job
  - Rate and material (time and material) where you can find agreement on those prices
  - Unit pricing, square foot pricing or square meter pricing
  - Make sure the scope of work for the price is explicitly stated and agreed to
    - If things change - use a change order and have estimating pricing available to the customer before you start the job.
    - Scope changes that result in price changes are not a shock, they were aware of the price before the start of the job
    - Factor in insurance costs on the job
  - Factor in liability/risk costs
  - Price to what the market will bear
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## Change orders

- Use often and make part of your decision making tools
  - Change in schedule
  - Change in price
  - Change in scope
  - Change in quality
  - Change in terms
  - Upgrades or downgrades in materials
- Document changes. Instead of being the HERO, be the restorer. “We can do that, it will cost this much”. “We can do that, it will take this much longer and cost this much.”
- Failing to use change orders results in costs down the road

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- Change orders are not a sign of weakness. They are used to document the job and the changes to it. It is actually a sign of attentiveness and due diligence that you are willing to talk about increases before they happen. It allows customers to feel in control and know the plan before it happens.
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## ATP testing

- Will not prove that covid cleaning was successful
  - Measures biological residue which means food residue or natural residues.
  - Must determine what a clean standard looks like - what is clean
  - Focus on the process of cleaning not the ATP result. ATP is a great indicator of the process of cleaning.
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## HEPA equipment

- When using HEPA equipment, test it with a particle counter that can account for .5 microns, .3 microns and smaller. .3 microns is the harder size to capture.
  - Remember that every time you change the filter you must ensure it is seated properly and not allowing particulate to pass around the filter.
  - You are looking for a 99% reduction.
  - A particle count of 5,500 would result in a particle count of 55, anything higher and you have an improper seal.
  - Loaded filters or filters that have some particulate build up actually work better than a new filter.
  - Be careful - a full filter will reduce your effectiveness of the unit
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## Government agencies

- Be aware that government agencies like the CDC, EPA are not always using the best practices of the specialized equipment that restorers have access to.
  - If your process is better and has a more thought out approach, use that specialized training and equipment
    - Less chance of making mistakes a homeowner would make
    - You will be held to a professional standard not a homeowner standard
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## Operational preparedness

- Use your skill sets for dealing with mold remediation, asbestos abatement, Cat 3 water losses, trauma scene, forensic cleaning, infection control risk assessment, health and safety training, etc.
- Efficiency will substantially drop - expecting the same production rates is a big mistake
  - Unit pricing softwares must be adjusted for these inefficiencies
- Prepare for your teams to be higher equipped than the CDC minimum. Restorer's have better protection systems and when you are cleaning up COVID-19 jobs, or any jobs, there is no harm in being suited in better protection level gear.
  - Mold and asbestos has risk
  - COVID-19 has a major risk due to the contagiousness of it
- Donning and Doffing your PPE is your biggest challenge
  - Is it Donned on a 2-person team? Make sure the zippers and gaps are sealed
  - Doffing your PPE has a big concern for cross contamination of the worker. It is critical to keep the touch points clean and not cross contaminate the under layers.
- Use the Buddy Process - It should be a MUST.
- Test your team by putting chocolate pudding on their gloves, zippers and around the hood. "You can't get pudding on you!" This seems easy but is harder than you would expect. If you can't keep pudding off you, how do you keep COVID-19 off you?
  - Make sure pudding is on the mask, cartridges, hood and hands

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- Practice like you work
    - PPE will be scarce and in high demand. Know your team can effectively remove and use the gear.
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## Social Media posts/marketing

- When you wear your gear wrong and post it to social media you need to be aware it is a permanent record
  - What is your social media policy?
    - Are you really applying disinfectant in tennis shoes?
    - Are you applying disinfectant without a hood on?
    - Are your respirators on crooked or not fitted?
    - Is your mask improperly installed over your tyvek?
    - How you present yourself does have consequences
  - Be careful of your language
    - You are deactivating the virus - not killing it
    - You are cleaning or washing and applying disinfectant - not sanitizing and not disinfecting
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## Respirators

- If there are 2 straps - you need a fit test on all masks.
    - N95, N100/P100 Masks = 2 straps = Fit Test Required
  - Make sure your respirator cartridge or mask is adequate for your product being applied
    - Chlorine products require the proper filter
    - Follow the label and read the instructions to ensure PPE is adequate. You may only require a N95 for COVID-19, but you may require a full face/half face with proper filters for chemicals
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## Processes & Procedures

- Write processes and procedures for the disinfectants, cleaners and PPE you have.
  - Use EPA N-List products or Health Canada DIN registered products in Canada
  - The process for your equipment should match the PPE required for the equipment.
  - You may want to just have 1 PPE protocol for all work IE. PAPR respirator is our standard gear and all work processes are written to include it.
    - If supplies run low or you can't access your favorite products, make sure your new products meet your PPE protocols or re-write them. Be aware of sting operations - over promising could get you in trouble
  - Be careful this is not the time to learn how to wear PPE.
  - DON'T BELIEVE THE SALESPERSON - Always read the label and know the product you are using
  - Test the products in your own shop, own home and in your vehicles before you risk using those products on your customers property.
  - Take your skill sets and apply your processes to them. Discriminate against jobs that do not fit your processes and skill sets. This is no time for guess work
  - Better to refer it to a company that can handle the work.
  - Seek the proper knowledge from the IICRC and RIA to name a few. We have included the resource page of departments and contacts that have relevant information for you.
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## How to navigate decision making

Think of the industry guidelines as guard rails. You get training, standards, and industry knowledge and this massive information dump allows you to know all the things you could do and keeps you on the road. Essentially you don't go too far right or too far left and hit the ditch.

The IICRC Standards, the RIA guidance documents and reference materials from the CDC, EPA or other organizations provide you with a framework to operate in.



When you focus on your policies and procedures, think of them as the lane you are traveling in. You have decided to head a certain direction and have decided to go that way when you get the call. You have established the processes, procedures, products and equipment you are going to use to do the work. You have established your lane and your direction.

Finally, you have to consider your job as the route to get from start to finish successfully. It is the specifics of how you are going to start this journey and how it is going to finish. If I can build on this analogy a little more, it is the expectations of what will happen along that journey that you should consider. You create the processes, procedures, and plan the products and equipment that you have and build a plan for executing the job. If the job fits your capabilities, training and experience then do it well and do it right.

If your job requires you to do things you do not have the processes, procedures, products and equipment for you need to STOP! Consider the fact that you do not have the right plan or the right map to get you where you need to be. If you get lost you may lose money, your team may get sick and you may fail to meet your goals and the goals of your customer. Pass the job to someone who can take the risk or who does have the skills to accomplish the job. These are smart decisions when dealing with high risk work.

Understanding the lane you are in is important. If you do 90% residential work and normally do 10% light commercial work and a hospital calls you and asks you to do a big job for them, you have to consider if you and your team have the skills for that technical work. Do you have the training, the knowledge, and the understanding of the hospital system and what it takes to properly execute the job? If you do not have those skills and are not suited for the job, think about giving that one up as a referral.

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## Marketing your services

- Be careful of the equipment you are using
- Be careful of stating a result-based clean
  - You are applying a method of cleaning that the customer will rely on
- Test for cleaning levels if you are using an ATP test.
  - Pre-test the surfaces to show the pre-existing condition
  - Post-test the surfaces to show the post-cleaning condition
    - What is the client expecting to see? A reduction in load from pre to post?

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## Reporting the facts

- Gather good information from the pre-existing conditions
- Collect the proper paperwork during the event including:
  - Conversations with the client
  - Contracts with the client
  - Hygienist reports
  - SDS chemical reports
  - Customer right to know - what products you are using
    - Did they sniff test them? Any allergies or complications?
  - Particle counter numbers
- Document the job conditions, temperature, humidity, ventilation system operation and the steps you took during the job
- Customer satisfaction form signed acknowledging the job is completed
- No warranty - generally no warranty is given for this type of work, make sure your standard contracts do not have a warranty section in them.