

WHAT COVID-19 SERVICES WE CAN... and CANNOT DO.

This information has been prepared to give you an update related specifically to the COVID-19 virus and our services. *More specifically, what we can and cannot do.*

We are getting numerous customer inquiries a day about our services during this COVID-19 outbreak. They usually start with “Can you...”

That's a question with a lot of “that depends...” So let's try to answer this for you.

First priority for all of us is to be safe and have the proper Personal Protective Equipment (PPE). We are all in this together... whether you are a residential customer, commercial landlord, a tenant or as a restoration contractor. NOTE: We can only perform our services as long as PPE equipment is available.

As restoration contractors we go to jobs every day that others do not know how to deal with nor have the equipment and training to do correctly and safely.

Here is what we cannot do or say that we do... and if others do, be aware:

- We do not ‘disinfect’ or ‘sterilize’.
- We make no guarantees to kill or prevent the COVID-19 virus. As of March 26, 2020 (the time we have written this article) it is not known what will kill the COVID-19 virus.
- We do NOT (nor should others) say we can diagnose, mitigate, prevent, treat or cure COVID-19. Only FDA, EPA, Health Canada and other governmental agencies that are approved, cleared and authorized to do so can.
- We cannot provide any type of a test to identify if the COVID-19 virus is present, either pre or post test our treatment. There is no such approved test at this time.
- We cannot provide a guarantee that all areas are COVID-19 virus free as any occupant that may have the virus can contaminate the area with one touch upon re-occupancy.

Here is what we CAN do. As contractors, going into your home or business to help you during this situation, we have several concerns and priorities, such as:

- Use approved protocols and solutions that are published by governmental agencies along with the IICRC and RIA . In the meantime we will use known Infection control principles
- To work safely to help protect the health and safety of our staff, sub-trades, customers, and others who may be in the space we are providing services on. We have our own, in-house Health and Safety Manager on staff.
- We will follow the manufacturers recommendations for dilution, application and dwell times.

- We will 'clean and apply' sanitizer, disinfectant or quat type solutions. This terminology is what our industry associations have recommended for years and we agree with it. Our processes should deal with the virus removal adequately. It's not correct to say that your space is totally disinfected or sterile.
- We will require your full disclosure to answer our questions regarding potential, presumptive or actual COVID-19 exposure in your premises.
- We will wear appropriate PPE while providing our services
- Follow local and national government rules and regulations while delivering our services.
- We will follow Industrial Hygienist guidelines, as applicable.
- We will follow Biohazard Best Practices until COVID-19 specific protocols are established.
- Get a clear understanding of your situation so pre-work preparations and PPE are correct.
- Advise customers on the importance of doing regular cleaning of touch-points
- Making sure you understand we are '*applying*' disinfectants, or sanitizers, or quaternary solutions. We make no claim on killing, sterilizing, sanitizing or disinfecting any surfaces of the COVID-19 virus
- Project documentation
- Due to the fact that the virus mutates the procedures followed today may require adjustments on a continuous basis.

Definitions:

- **Sanitize** - is to make clean and hygienic
- **Sterilize** - make something free from bacteria or other living microorganisms
- **Disinfect** - clean something, especially with a chemical in order to destroy bacteria.
- **Clean (Restoration):** To remove residues or contaminants caused by a specific incident or damage, as distinguished from pre-existing or normal conditions.
- **Clean For Clean:** Describes finished cleaning of walls and ceilings without the necessity of painting, in contrast to clean for paint.
- **Clean For Paint:** Removal of residues to a degree sufficient for the proper application of paint.
- **Quaternary Disinfectants** - a.k.a. Quat's (quaternary ammonium compounds) are potent disinfectant chemicals commonly found in disinfectant wipes, sprays and other household cleaners that are designed to kill germs. It is often the stuff that allows a product to claim to be antibacterial, as they are certified by the EPA as pesticides.
- **IICRC** - is the acronym for the Institute of Inspection, Cleaning and Restoration Certification, a non-profit certifying body for the cleaning and restoration industry.
- **RIA** - The Restoration Industry Association is the oldest and largest trade association representing the restoration and reconstruction industry with over 1,100 member firms.