

## Q&A: Future Planning for the Service Industry Virtual Roundtable

**Will a link be provided for both ASHRAE and MCAA documents of filter handling and service?**

<https://www.ashrae.org/technical-resources/resources>

<https://www.ashrae.org/news/ashraejournal/guidance-for-building-operations-during-the-covid-19-pandemic>

**How many people are going to have office professionals continue to work from home once the stay at home order is lifted?**

It's hard to say at this point who and how often people will be authorized to work from home. However, I am certain that this will happen to one degree or another. We are actively looking into and evaluating productivity when working from home in order to help us make those decisions. We're working to set up some triggers, internally, that would initiate a 'call back to the office', where we invite those that are remotely working now back to the office.

**Are you having an issue with fume/smell migration into the building when using the spray -- even with the fans off there may be some overspray?**

I'm assuming you are referring to the Lysol Laundry Sanitizer spray. The Laundry Sanitizer has a fresh linen type smell; however, we shut the fans down, spray just enough on the filters to control the dust and remove them from the unit. Because this process is so new to us, I have not yet received complaints of any odor entering the building. It is something to watch out for...

**Where did Rich Happel get the hand wash stations for the vans?**

They're not hand wash stations, but rather hand washing components including:  
(1) one 2.5 gallon freshwater container with spigot.  
(2) two 16 oz pump type (plastic) dispensers for soap & sanitizer & paper towels.

Most items are readily available online but here is the link for the water container:

<https://www.webstaurantstore.com/2-5-gallon-e-z-fill-plastic-dispensing-container-imp-7572/4447572.html>

## **Will all those documents that Pete Chaney mentioned be sent out or a location to pick them up?**

All the documents mentioned by Pete, which include a COVID-19 Return to Work Exposure Control Plan, Return to Work Exposure Control Plan Checklist, Critical Industries Requirements List for All 50 States, Pre-start Jobsite Screening Questionnaire, COVID-19 Screening Questionnaire, Return to Work Employee Training PowerPoint with Instructor Notes for each slide, and a 20-Questions Multiple Choice Test with Answer Key will be available for free as a benefit of membership on the MSCA website. MSCA will let you know immediately when each document becomes available.

## **What is your trick for keeping glasses from steaming up when wearing masks?**

I've read that shaving cream applied to most optical plastics helps keep them from fogging. Also, making sure the mask is far enough up on your face will help mitigate this. Unfortunately, there is no silver bullet, especially when it gets extremely hot over the summer. However, there are products available that provide some relief and are much better than nothing at all. TEAM MCAA is made up of approximately 300 safety professionals and others from MCAA and MSCA member firms. Their recommendations for anti-fog products, which are based on responses from their service techs and other tradespeople are:

- **Bouton Recon Glasses**
- **Cat C**
- **IQuity**
- **UVEX Hydroschild**

## **Have you heard from vendors regarding availability of systems/accessories/raw materials in weeks to come? Any general feeling about supply chain response?**

Merv13 filters initially had an increased lead-time (~4 weeks) but has recently been improved to 2-3 weeks in Seattle.

We have heard from several manufactures that their production has been cut in order to meet the social distancing requirements in some cases as much as 50%. So for some of the major equipment we could see longer lead times. At this point the lead times do not seem much longer than we normally see during the busy season.

However, there are products that are in hot demand right now that are being installed for a matter of safety / IAQ and those lead times seem to have ballooned somewhat.

## **Wouldn't hygienic systems at the entry and throughout places such as amusement parks help keep them in business? We can't let these institutions fail.**

Good idea & agree but it requires more than that, including social distancing, reduced group sizes and much more. I think that COVID is going to develop its own seasonality until a vaccine is developed and, much like flu season, people are going to have to take extra precautions. Masks may be an expression of that.

## **Do you feel face mask is the new norm even after COVID?**

We think it's very likely in certain situations.

## **What are some specific examples of what can be done to sell maintenance agreements to new customers?**

You can find these in the [MSCA Webinar #9: COVID-19 Selling in Turbulent Times](#)

## **What should we include in a return to work plan?**

1) Exposure Prevention 2) Preparedness & 3) Response

At a minimum your return to work plan should address jobsite screening prior to initial return to work, employee confidentiality, employee screening, infected and potentially infected employee protocol, visitors, materials delivery, shipping, receiving, jobsite communication, training for supervisors and workers, employee personal health and hygiene, social distancing, cloth face coverings, personal protective equipment, daily jobsite surfaces disinfection, daily vehicle and equipment disinfection, tool cleaning and disinfection, contaminated work area cleaning and disinfection, decontamination of personal protective equipment, and subcontractor requirements.

## **Do you believe Construction will lag behind in the rebound?**

That is definitely a good question and will be interesting to see what happens. My thought is that there will be a quick surge of construction from pent up demand of current projects restarting that were sitting idle. I could see there being a lull of projects after that while the activity and confidence restarts. If we restart quickly, which would be fantastic, I think construction will continue on but definitely at some reduced rate. I think some of the new and publications are calling it the 90% economy going covered....and I think that would be a best-case scenario.

## **How many have all employees in the office vs. working from home?**

You can find these statistics from a [previous webinar polling questions had addressed this](#).

## **How do we get our industry more well known in schools?**

You can find lot of great ideas relative to sales from [Webinar 9: Selling in Turbulent Times](#).

### **Should we be installing filters with a MERV13 rating or higher?**

This is a great recommendation (ASHRAE) that requires additional HVAC system / application considerations before doing so to ensure the system your upgrading filters on can tolerate it, such as: 1) Increased pressure drop, 2) Reduced cfm, 3) Increased BHP requirements, 4) Increased change frequency, to name a few.

### **I am concerned about the supply chain for repair/replacement parts. Are there any strategies on alleviating some of these risks?**

It is a concern. We have heard vendors reply in both directions, both on time/normal and extended. I would say if there are parts/material you know you will use anyway, then purchase stock items early. The concern and converse argument would be making sure inventory does not grow too high

### **What do you see as the outlook for larger cap ex retrofit projects?**

This will likely be state, market & client specific. Non-essential may either push out or be cancelled as opposed to critical. Essential business may actually move up or at least continue.

### **How are they verifying employee health on our mobile environment?**

We've heard several companies with mobile surveys, questionnaires, forms, emails to answer specific questions. All on honor system of their results, but documented

### **How are you handling masks when they are not available. "Face coverings" are required but not available.**

If you're having difficulty finding cloth face coverings for your technicians, please contact Pete Chaney at [pchaney@mcaa.org](mailto:pchaney@mcaa.org).