

Coronavirus

**Use Your RRP Training to Help
Keep Business and Production Going**



Presented By Shawn McCadden CR, CLC
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*your
earlier
like*



*"Attending
seminar
today was
finding the*

*key to a door I've been trying to unlock for a long time...
and then having it swing open to reveal a room full of all the
tools I need to survive and succeed. I've paid to attend
classes at top business schools, but got more out of yours
than any of them. I can't thank you enough"*

Shawn McCadden, CR, CLC, CAPS

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Shawn McCadden is a nationally-known speaker, business trainer, columnist and award-winning remodeler. As a Certified Remodeler, Certified Lead Carpenter, and RRP Certified Renovator Instructor McCadden has more than 40 years of personal experience in the remodeling and new home construction industries. He was the owner of his own multi-million-dollar design/build remodeling business, Custom Contracting, Inc., in Arlington, Massachusetts until he sold that business in May 2004; was the co-founder of the Residential Design/Build Institute, which trained best business practices to remodelers and contractors across the nation; and served as Director of Business Innovations for a nationally known kitchen and bath franchise.

As a professional speaker, he offers an impressive array of motivational, instructional and keynote presentations. Shawn is also available to facilitate meetings and focus groups for businesses and other entities.

Shawn has received many industry awards including the National Association of the Remodeling Industry's (NARI) Harold Hammerman Sprit of Education Award, several NARI CotY Awards, Remodeling Magazine's BIG50, QR Magazine's Top 500, and several awards from the American Society of Business Publication Editors (ASBPE) for his magazine columns.

An active member of NARI for over 25 years, McCadden has served as a NARI National Regional Vice President, a Massachusetts local NARI Board Representative and has been a long-time member of the NARI Certification Board. He has his own blog, writes for many industry publications and speaks at association meetings, industry trade shows and conventions throughout the year. He writes a monthly column for Qualified Remodeler magazine.

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Learning Objectives

- Share possible ways to protect your business in these challenging times
- Thoughts on assessing the challenge
- Help you rethink what your business is selling
- How to use RRP protocols to help address production realities and consumer concerns
- How to use the sample checklist to help you sell the work, plan the work, guide the work, and confirm the protocols were followed

Attorney DS Berenson Qu From QR Interview



- *"The other issue we're running into is the installation. We're getting a lot of homeowners telling our clients, "I don't want your people here". Almost every*



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sophisticated contractor out there has the ability to run installs where the customer can be put completely at ease for risk of contamination because we've been doing it for years and it's called lead-safe work practices.



Protecting Your Business:

- Lots to be concerned about
- We are all learning - as this unfolds
- "Doing the best you can"
- Having a strategic plan, **in writing**
 - Don't risk complacency!
- Have the right legal counsel review and update your contracts

Disclaimer

- My content and this event are meant for informational purposes only...
- The ultimate responsibility of being a business and limiting liabilities is yours!
- Consider this info "a starting point"
- Let's help each other through this

What Will You be Selling?



- Prospects won't buy a kitchen if they are afraid to have your team working at/in their home...
- Before you get them interested in buying the kitchen you have to show them you have a way to make getting it done safe for them
- **Your staff needs to believe as well!**

New Business Considerations:



- Explaining things to prospects and customers – **Use your website**
- Finding and keeping the right employees – **Take this seriously**
- Rethink typical critical paths for projects - **Social distancing**
- Rethink Sub Contractor relationships
- Updates to contracts and agreements

Protecting Your Business:

- Seek to limit claims of negligence
- Create a "Preponderance of Evidence"

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- The greater weight of the evidence required to decide in favor of one side or the other
- “One clearly knowledgeable witness may provide a preponderance of evidence over a dozen witnesses with hazy testimony”

Production Considerations:



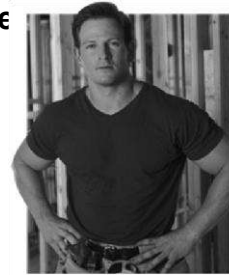
- Your RRP certified staff can train any employees working under them
 - On the individual skills required to perform the work and keep the site safe
 - Can document the training and maintain a job site checklist
 - **Build a Preponderance of Evidence...**

RRP Work Practice Requirements Already Include:

- Warning signs and work area containment
- The restriction or prohibition of certain practices
- Waste handling
- Cleaning
- Post-renovation cleaning verification.



EPA Certified Renovator Training



- Certified renovators were taught and are responsible for:
 - Setting up and maintaining containment
 - Providing on-the-job training to non-certified workers
 - Overseeing that renovation activities are performed in accordance with work practice standards
 - Monitoring the cleaning
 - Conducting the cleaning verification test
 - Keeping required records of the work

Definitions: Work Area



- Area that a certified renovator establishes to contain the dust and debris generated by a renovation (**Social distancing**)
- May exceed 6' (int) and 10' (ext) minimum containment requirements
- "Or a sufficient distance to contain the dust, whichever is greater" (**Performance**



Definitions: Containment

- "EPA has established minimum containment requirements for both interior and exterior renovation requirements. While the certified renovator has discretion regarding the specific components and extent of containment, the renovator and



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firm will be in violation of this final rule if dust or debris leaves the work area”

- “EPA has concluded that the most appropriate approach is to impose a minimum size for containment coupled with a performance standard”

Personal Protective Equipment

- Eye wear
- Painters’ hats
- Cloth gloves
- Coveralls
- Disposable respirators???
- Disposable shoe covers or “booties”
- Latex gloves or an alternative like nitrile if allergies



Considerations For Occupants:

- The work areas will not be accessible while the work occurs and they should plan accordingly.
- The rooms or areas where work is being done may be blocked off or sealed with plastic sheeting to contain any dust that is generated. **(Maintain social distancing)**
- The contained area will not be available to them until the work in that room or area is complete, cleaned thoroughly, and the containment has been removed.



Considerations for Occupants:



- All furniture and belongings may have to be moved from the work area (**Establish who**)
- Items that can't be moved, such as cabinets, should be wrapped in heavy duty plastic
- They will need to turn off forced-air heating and air conditioning systems while work is done to prevent dust (**And other things...**) from spreading through vents from the work area to the rest of the home



Social Distancing

Considerations For Occupants:



- Controlling their children and pets to keep them safe.
- Identify a separate pathway for the workers from the work area to the outside, in order to move materials and workers in and out of the home.
 - Ideally, whenever possible, the pathway should not be through the same entrance that their family uses.

Let's Review The Sample Work Practice Protocol Checklist

- Use of form provided is at your own risk
- Think of it as a way, my way, of helping to get development of these protocols started and developed and perfected!



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Note: All documents used should be reviewed by legal counsel prior to use

Example:



TO OUR CURRENT AND FUTURE CLIENTS:

Just like everyone else, Golden-Eye Construction is trying to navigate through this new world we are now living in. We believe that using our skills and craftsmanship is one of the best ways we can do our part to help with solving our nation's common challenges. In that spirit, we are looking forward to being part of the solution and help put COVID-19 behind us.

We want you to know, to safely continue serving you and your family, we have put in place strategic protocols for the setup, breakdown, and cleaning of all interior and exterior remodeling projects.

Because of the certifications, Golden Eye employees have achieved, our team already has the proper training and mindset needed to ensure that we do the absolute best to keep our customers and employees safe during and after this COVID-19 challenge.

If you are thinking about but concerned about getting remodeling work done at your home, please take a moment to look at our **RENOVATION SETUP, ONGOING WORK PRACTICES, JOB BREAKDOWN, AND CLEANING PROTOCOL CHECKLIST**. If you choose us as your remodeler, we will use this checklist to control how we do our work and protect everyone's health and safety.

[CLICK HERE](#)

<https://goldeneyeconstruction.com/>

Workshop Summary From A First Born!



- Be serious about protecting your business in these challenging times ■ Don't pretend to be a lawyer!
- Rethink what your business is really selling
- Learn about and adapt RRP protocols to help address production realities and consumer concerns
- Use the example checklist as a model to help you sell the work, plan the work, guide the work, and confirm the protocols were followed

Thanks for the Opportunity!



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RENOVATION PROTOCOL CHECKLIST (BETA)

Note: Not for RRP Work

Project Information:

Name of Firm: _____

Assigned Project Lead Carpenter: _____

Customer Name(s): _____

Location of Renovation: _____ Start Date of work: _____

_____ End Date of work: _____

Brief Description of Renovation: _____

Worker Information:

Name(s) of other workers on job site: N/A _____

Documentation of training on company's renovation protocol for all assigned employees was kept on site during renovations? Yes _____ No _____

Confirmation of Work Practices as Follows:

- All workers performing renovation activities on site were trained by company on the renovation work practices/protocols to be performed
- Warning/keep-out signs posted at entrance to work area. (Interior and/or Exterior)
- The work area was contained to limit and define the work area separate of the rest of the unit/space, keep non-workers out, and to prevent spread of dust and debris (Interior and/or Exterior)
- Vertical containment was used:
 - Interiors -- Exteriors
- All objects in the work area were removed or covered (interiors)
- All objects in the work area were removed or covered (exteriors)
- HVAC ducts in the work area were closed and covered (interiors)
- Windows in the work area were closed (interiors)
- Windows in and within 20 feet of the work area were closed (exteriors)
- Doors in the established work area were closed and sealed (interiors)
- Doors in and within 20 feet of the work area were closed or sealed (exterior)
- Doors that were used in the work area were covered to allow worker passage but prevent spread of dust (interior and/or exterior)

- Floors in the work area were covered with taped down plastic (interiors)
- If necessary or required, vertical containment was installed to prevent migration of dust and debris to adjacent property(s) (exteriors)
- Waste was contained on-site each day and while Being Transported off-site

Cleaning and Cleaning Confirmation for Interior Renovations:

Did this project include interior renovations? Yes _____ No _____

If you answered yes to the previous question, answer the following questions:

After the renovations were completed, the assigned Lead Carpenter performed a visual inspection to verify that all debris were collected and placed in sealed container(s). Yes _____ No _____

Under supervision of the assigned Lead Carpenter, working from the top down, all protective sheeting was misted with water, removed, properly contained and dispose of as waste? Yes _____ No _____

Under supervision of the assigned Lead Carpenter, all objects and surfaces in the established work area and within two feet of the work area were cleaned in the following manner:

Walls were cleaned starting at the ceiling and working down to the floor, including vacuuming with a HEPA vacuum and wiping with a disinfecting wipe/cloth. Yes _____ No _____

All remaining surfaces and objects in the work area were thoroughly vacuumed, including furniture and fixtures, with a HEPA vacuum. Yes _____ No _____

All remaining surfaces and objects in the work area were wiped, except for carpeted or upholstered surfaces, with a disinfecting wipe/cloth. Yes _____ No _____

Uncarpeted floors were mopped thoroughly using a wet disinfecting mopping system. Yes _____ No _____

Carpeted floors and, or rugs were cleaned by vacuuming with a HEPA vacuum using an attached and functioning beater bar. Yes _____ No _____ N/A _____

Did the Assigned Lead Carpenter perform company's post renovation cleaning verification protocol?
Yes _____ No _____

Only if you answered yes to the previous question, answer the following questions in this section:

The assigned Lead Carpenter performed a visual inspection to verify that no dust, debris or residue was present before beginning company's post renovation cleaning verification protocol? Yes _____ No _____

The assigned Lead Carpenter wiped all uncarpeted floors (maximum of 40 square feet per cloth), countertops, and windowsills within the work area with a wet disposable disinfecting cleaning cloth. Yes _____ No _____ N/A _____ (If yes, answering next question is required)

Number of wet cloths used for post renovation cleaning verification protocol: _____

Cleaning and Cleaning Verification for Exterior Renovations:

Did this project include exterior renovations? Yes _____ No _____

Only if you answered yes to the previous question, answer the following questions in this section: Under supervision of the assigned Lead Carpenter, after the renovations were completed, working from the top down, all protective sheeting was misted with water, removed, properly sealed and dispose of as waste? Yes _____ No _____ N/A _____

The assigned Lead Carpenter performed a visual inspection to verify that all dust and debris were collected, and sealed in a heavy-duty bag(s). Yes _____ No _____

All customer accessible surfaces and objects in the work area were wiped, except for carpeted or upholstered surfaces, with a disinfecting wipe/cloth. (***)Accessible based on normal/typical use of area where work was performed) Yes _____ No _____ N/A _____

I certify that all the above information is true and complete.

Assigned Lead Carpenter: _____ Date of verification: _____

Title: _____

