



COVID-19 FAQs

March 2020



Frequently Asked Questions

Q: Is an AFD (e.g., HEPA filter, Negative Air Machine, Air Filtration Device) required during decontamination of COVID-19?

A: Consult the current recommendations from RIA and the IICRC regarding what equipment should be used for COVID-19 Disinfection Services. The link to the document can be found in our Help & Training tab.

Q: Are insurance companies screening their clients to determine if someone in the home or building has tested positive for COVID-19?

A: Some insurance companies are sharing information if they are aware of an individual at the project site that has or is suspected of having COVID-19. The policies of each insurance carrier vary and are changing as new information becomes available.

Q: Can we use Hydroxyl Generators against COVID-19?

A: Consult the Environmental Protection Agency (EPA) Emerging Pathogens list, also referred to as List N. It can be found here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Q: How will the guidelines affect us when TPA programs / carriers do not pay for AFD or even for PPE?

A: The recommendations from the IICRC and RIA should be shared with any organization that is not allowing the use of personal protection equipment. Find the link to the recommendations in our Help & Training tab.

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Q: Is there specific liability insurance / pollution insurance coverage for companies offering cleaning / disinfectant application services for COVID-19? Our carrier is now requiring a special endorsement they magically created at the beginning of the week, stating our policy was a “silent” policy on viruses.

A: It is highly recommended you discuss your insurance with your broker or insurance provider. They will understand best what coverage you currently have and any limitations you need to be aware of.

Q: We have had clients mislead, misinform and even fail to disclose to our attending crews that someone in their premises is under quarantine; self-isolated(just back from international travel) even though we have done our best to ask these questions in advance. Suggestions or recommendations on handling this challenge?

A: These questions are being considered by the group of individuals that prepared the RIA and IICRC suggested practices to determine what can be recommended. At this time, at a minimum, use the personal protection that is suggested in that document. You can find the recommendations on our Help & Training tab.

Q: I notice that the term you are using is “disinfecting” and we also always hear the term “sanitizing” from others as well. Which is the appropriate term to utilize in our communication, both verbal and written?

A: As it relates to COVID-19, the appropriate terminology would be ‘disinfect,’ disinfectant,’ and ‘disinfecting.’

Q: Do Hydroxyls kill virus?

A: Consult the emerging pathogens list from the Environmental Protection Agency, also commonly referred to as List N, for any information on products that should be used for COVID-19. The list can be found here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



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Q: Can drying equipment truly be decontaminated between jobs? Is it a concern? Such as an AFD, it seems it would have to be totally disassembled.

A: An option for increasing the likelihood of disinfecting equipment, in addition to the standard steps that you would take for cleaning equipment after use in a Category 2 or 3 project, is quarantine of equipment for the amount of time recommended by the CDC or WHO relative to the amount of time the SARS-CoV-2 virus can survive on the surfaces the equipment is comprised of.

Q: What is the recommended dwell time when cleaning COVID-19?

A: Follow the product label for appropriate dwell time based on the surface and organism type. Also ensure the product is listed by the Environmental Protection Agency on List N, or the Emerging Pathogens List, found here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Q: Would P100 filters protect you from COVID-19?

A: The following guidance is available from OSHA regarding respiratory protection: “When disposable N95 filtering face-piece respirators are not available, consider using other respirators that provide greater protection and improve worker comfort. Other types of acceptable respirators include: a R/P95, N/R/P99, or N/R/P100 filtering face-piece respirator; an air-purifying elastomeric (e.g., half-face or full-face) respirator with appropriate filters or cartridges; powered air purifying respirator (PAPR) with high-efficiency particulate arrestance (HEPA) filter; or supplied air respirator (SAR). See CDC/ NIOSH guidance for optimizing respirator supplies at: www.cdc.gov/coronavirus/2019-ncov/hcp/respirators-strateg.”

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- Q:** What is your opinion on using Hydroxyl Generators against COVID-19?
- A:** It is critical that any disinfection conducted be done using products that are listed by the Environmental Protection Agency on the Emerging Pathogens List, or List N. You can find the list here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Q:** Will the insurance industry allow proper funding (paying us a bit more) when we encourage to protect the spread of air flow by using better duct air flow protection? Sometimes closing off the access of their (ducting) and changing their air filters.
- A:** We cannot comment on what specific processes an insurer, property owner or other third party will consider necessary. However, it is important to review and follow the available suggestions from the IICRC and RIA in the documents we link to in the Help and Training tab. At present, the services to an HVAC system are not specifically addressed for general emergency service work. It is however addressed in the document that discusses how to assist clients with COVID-19 related concerns.
- Q:** Can you speak to verbiage that we can discuss when asked how long the disinfection process will last?
- A:** The duration of a disinfection process is limited to the time the disinfection was completed. Unless otherwise stated on the product label, disinfection will be limited to the pathogens that were present at the time of disinfection. Re-introduction of a contaminant source will likely reintroduce the pathogen to the space (i.e., contaminate the space).

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Q: What protocol are people currently using for COVID-19 disinfection based on what the CDC is saying?

A: The only industry specific recommendations we are aware of at this time are available in the Preliminary Report for Restoration Contractors Assisting Clients With COVID-19 Concerns, published jointly by the RIA and IICRC. You can find a link to the document in our Help & Training tab.

Q: Do you have to clean the HVAC system or does the foggers and mist cover that?

A: Review the suggestions in the Preliminary Report for Restoration Contractors Assisting Clients With COVID-19 Concerns, published jointly by the RIA and IICRC. You can find a link to the document in our help and training tab. Also review any product that you intend to use to ensure it is listed on the Environmental Protection Agency Emerging Pathogens List, or List N. You can find the list here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Q: Does anyone know if ozone will aid in killing the COVID-19 virus?

A: Review any product that you intend to use to ensure it is listed on the Environmental Protection Agency Emerging Pathogens List, or List N. You can find the list here: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

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