

ILLINOIS MASTER PLUMBER

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PRESIDENT'S THOUGHTS

by Brian Rich
Illinois PHCC President

Can you believe it's been 12 years since I wrote to you as Illinois PHCC President!! So many things have transpired in that amount of time. My wife Angi graduated college and started her own business, our oldest son Jacob is now 23, works in our family business, got married to a beautiful young lady Amanda, and has given us our first adorable grandchild, Rachel. Our youngest son Garrett is 20. He will be a junior at the University of Illinois studying kinesiology and is on the wrestling team.

Much time has passed since my last President's Thoughts. While some things in business have changed, so many things have stayed the same. The need for a strong association has always been there, but that is true now more than ever. The pace of business gets faster and faster every year. It's impossible to stay on top of your marketing, financials and operations along with keeping pace with the ever-changing political climate, environmental regs and insurance pressures. Thanks to a strong association, I keep informed of important issues affecting our business.

I'm most thankful for my father, Gerald Rich for instilling in me the belief of being members, being actively involved and growing and developing a network of connections within our contractor associations. This network became invaluable this year with the COVID-19 crisis and the uncertain times it brought with it. The opportunity to be involved and interact in conference calls, sometimes daily, to address the challenges we as business owners were facing as well as gather ideas of what others in our industry were doing, including safety standards and protocols was invaluable. Thanks to the association for years of networking opportunities that brought us together so we could help each other move forward with confidence during this unprecedented time.

I'm excited and proud to be your president again and look forward to an exciting year ahead.

Brian 📞

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ILLINOIS PHCC ELECTS NEW OFFICERS

Brian Rich, G.A. Rich & Sons, Inc. in Deer Creek, Illinois was elected President of the Illinois PHCC at the association's annual meeting. The meeting was held via Zoom Conferencing on June 4th. Other officers elected for the coming year are Vice President, Brian Wilk, Bishop Plumbing & Heating, DesPlaines; Treasurer, John Baethke, John Baethke & Son Plumbing, Inc., Chicago; Secretary, Paul Brush, CK Brush Plumbing, Bloomington; and President Emeritus Mike Ehret, Ehret, Inc., Belleville.

Directors serving for the coming year are:

Tammy Rich Stimson, Bloomington/Normal PHCC; Bob Durbin, Great Southwestern Association; Terry McCarthy, John Baethke, Kevin Kuhn, PCA of Greater Chicago; Dan Heise, Midwest IL Mechanical Contractors; Del Embrich, Members at Large; Brian Rich, Past Presidents; and Brian Yelton, Associate Members. 

IL PHCC AUXILIARY UPDATE

The Illinois Auxiliary Board recently met via Zoom to conduct business that had been delayed due to the cancellation of their in person meetings.

The Expo Program Book project was successful and even though the books couldn't be physically handed out, it is available for viewing on the Illinois PHCC website, www.ilphcc.com/expo. The Expo is going to be held later this summer using a virtual format and the book will be available there also.

The Scholarship Committee reported and the Board confirmed awards to be given for 2020.

Olivia Stewart of Cary, Illinois was the recipient of a \$1,200 scholarship. She is a student at Marquette University with a major in Mechanical Engineering. Olivia was sponsored by June Stewart.

Parker Hicks of Elmhurst, Illinois received \$1,200 towards his education at the Concordia University Irvine, where he is majoring in Biology and Marine/Aquaculture Science. Parker was sponsored by Deatra Hicks.

Congratulations and best wishes to these outstanding young people on their future endeavors.



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GUIDANCE FOR MAINTAINING WATER SYSTEMS DURING REDUCED USE AND RETURNING WATER SYSTEMS TO REGULAR USE AFTER EXTENDED PERIODS OF REDUCED USE

from Brian W. Cox, P.E., IDPH Plumbing and Water Quality Manager

Background

The IDPH Plumbing and Water Quality Program is issuing this memorandum to building owners and operators, and public water supply operators to provide guidance for maintaining water quality and safety in building water systems and in potable water distribution systems during periods of reduced use and considerations for returning building water systems to regular use.

The Program recognizes that many buildings throughout the State of Illinois have experienced extended periods of reduced use due to measures implemented to help slow the spread of COVID-19. This lack of use will increase water age and stagnation in water distribution systems and other building water systems. Increased water age degrades water quality by corroding pipes and plumbing materials, accumulating sediment in water systems, and reducing disinfectant levels. This contributes to the growth and spread of opportunistic waterborne pathogens (e.g. *Legionella*, *Pseudomonas*, *Acinetobacter*, nontuberculous mycobacteria, fungi, etc.), increases concentrations of metals such as iron, lead, and copper, and can create unpleasant tastes, colors, and odors.

Many businesses and buildings are currently taking steps to reopen, following the release of Governor Pritzker's plan to "Restore Illinois". The Restore Illinois plan may be viewed along with relevant indicators at <http://www.dph.illinois.gov/restore>. We encourage building owners and operators and water system operators to consider the general guidance and recommend actions noted in the remainder of this document to reduce plumbing and water quality concerns.

I. General Guidance for Water Quality and Safety in Plumbing Systems

The best strategy for reducing potential plumbing and water quality issues is to take proactive, preventative measures to maintain water quality. IDPH and CDC recommend that building owners develop and implement water management programs. Water management programs identify hazardous conditions and take steps to minimize the growth and spread of *Legionella* and other waterborne pathogens. Developing a water management program is a multi-step process. For response to COVID-19, IDPH recommends prioritizing the following

actions:

- Identifying and describing the building water system(s) in and around the building or premises;
- Identifying areas where *Legionella* could grow and spread or where other water quality concerns like lead contamination could exist; and
- Decide what actions can be taken in the building water system(s) to prevent water quality issues.

If your building is a significant user on a public water supply system, you should notify your water provider whenever your building will experience a significant change in water demand for an extended period of time, immediately after becoming aware of the anticipated change in demand. This will allow the public water supply system to make any necessary adjustments to treatment and distribution to maintain water quality.

Following periods of lack of use, it is common for building water systems and drain waste and vent (DWV) systems to experience leaks, blockages, and other mechanical issues such as air-locking, water hammer, and malfunctioning valves and fixtures as a result of corrosion, sediment accumulation, and entrapped air. To reduce these concerns, valves should be opened and closed slowly and turned on systematically (see Attachment A). Additionally, the fluid maintaining trap seals on DWV systems may have evaporated over time. These traps are intended to prevent sewer gases and vapors within the DWV system from entering the building. Therefore, all traps should be filled by slowly pouring water into all fixtures (sinks, tubs, showers, floor drains, etc.), until all trap seals have been properly restored.

The Program recommends consulting with a licensed plumber prior to returning systems to use, as it may become necessary to repair leaks, clear blockages, and repair or replace malfunctioning plumbing fixtures, fittings, and appurtenances. Plumbing must be performed by plumbers, licensed and registered in accordance with the Illinois Plumbing License Law (225 ILCS 320/) and installed in accordance with the Illinois Plumbing Code, Title 77 Ill. Adm. Code Part 890.

After building owners and operators have followed recommended actions for start-up (see Attachment B), IDPH

recommends facilities maintain water quality by adhering to a comprehensive water management program which includes regular monitoring of water quality parameters such as temperatures, pH, and disinfectant levels.

II. Shock Disinfection of Plumbing Systems

Prior to reoccupying buildings that have been vacant for an extended period of time, building owners and operators may consider performing a shock disinfection of the building water system(s). Shock disinfection refers to introducing high concentrations of disinfectant or high temperature for a relatively short period of time. Before disinfecting building water system(s), facilities considering disinfectants for shock disinfection should ensure appropriate measures to protect the public water supply are in place and communicate their proposed actions to the appropriate authorities. Operators of buildings connected to a public water supply should contact their water supplier prior to disinfecting. Operators of buildings connected to a private water supply or private sewage disposal system should contact their local health department prior to disinfecting. Appropriate measures to protect the connected water supply or water source include isolating the building's water system(s) and verifying backflow devices are installed where required and tested by a certified cross connection control device inspector (CCCDI), as required by [Title 77 Ill. Adm. Code Section 890.1130](#). Notification of the proposed disinfection should be given to all individuals who may be on the premises during disinfection activities. Additionally, protective measures should be put in place to ensure users are not harmed by disinfection, e.g. signage, disabling fixtures, providing alternative sources of water, etc.

Following disinfection events, facility owners and operators should determine that the water is safe for use and safe for discharge. When disinfectants are used, particularly where concentrations may exceed maximum [contaminant levels](#), facilities should ensure that water is flushed, and residual disinfectant has returned to its normal concentration. Where temperatures have been increased for disinfection, facilities should ensure that water temperatures at outlets are returned to a temperature safe for use.

When considering shock disinfection, facilities should be aware of possible adverse effects on the integrity of the building water systems, DWV systems, and sewage treatment systems, e.g. corrosion, pin-holing, temperatures exceeding pipe ratings, incompatible plumbing materials, and interference with sewage treatment systems. These negative effects are amplified when disinfection is performed improperly, e.g. too often, too high of temperatures or too high of concentration of disinfectants. Direct dischargers should notify the Illinois Environmental

Protection Agency's Division of Water Pollution Control to determine if any additional actions are necessary to prevent pollutants from entering waters of the State. The Program recommends disinfection only be conducted by professionals with expertise in these processes and with knowledge of applicable regulations.

III. Buildings Primarily Serving Children including Schools and Day Care Facilities

Lead and other heavy metals can enter drinking water when plumbing materials containing lead corrode or wear away. Some common plumbing materials that contain lead are lead service lines, brass fixtures and appurtenances, chrome-plated brass faucets, galvanized pipes, and pipes, fittings, and fixtures joined with lead solder. Lead-bearing plumbing is more likely to be found in older buildings but especially in those constructed before 1987. The concentration of lead in water increases with the duration of time the water sits (stagnant) in plumbing systems and may vary depending on system's age, materials present, and water chemistry. Young children and infants are particularly vulnerable to the harmful effects of lead. Therefore, operators of water systems at schools, day cares, parks, or other facilities serving children should prioritize lead in drinking water as a possible hazard and take necessary steps to flush their plumbing system following periods of absence or lack of use. The Program recommends that all facilities reopening take actions to flush their systems prior to reoccupying. It should be noted that levels of lead in water can increase relatively quickly after flushing, therefore routine system flushing, flushing fixtures immediately prior to use, and utilizing point-of-use filtration when water is used for drinking and food preparation may be necessary to further reduce exposure to lead in drinking water. More information about best practices to reduce lead and water can be found in the [IDPH Lead in Drinking Water Fact Sheet](#) and in the resources below.

Schools and licensed day cares that have conducted lead in water testing to comply with regulations should review testing information and remediation plans to inform decisions when reopening.

For additional questions or concerns about lead in drinking water, please contact the Program at DPH.LeadH2O@illinois.gov.

IV. Other Building Water Systems

Buildings can have many different types of water systems including decorative water features, swimming facilities, HVAC systems, and cooling towers that may contribute to the growth and spread of *Legionella*. When reopening buildings,

building owners and operators should identify and address all water systems in the building and on the premises. For these building water systems, the Program recommends reviewing national standards, manufacturer's recommendations, industry best practices, and applicable regulations. When determining appropriate measures, facilities may consider consulting with one or more consultant(s) with experience and expertise in managing such systems or devices.

CDC guidance offers general recommendations for decorative water features, hot tubs/spas, and cooling towers in their Guidance for Building Water Systems.

V. Public Water Supply Operators

With many buildings unoccupied or operating with reduced use, public water supplies may experience issues maintaining disinfectant levels throughout their distribution system. A few examples of areas where water demand may be significantly reduced include distribution zones primarily serving school campuses, commercial, retail, bar/restaurant districts, and certain industrial areas. Through this time of reduced demand, water suppliers should monitor water use and water quality on their distribution system to focus flushing efforts (install auto-flushers or increase frequency of hydrant flushing) on distribution zones impacted by reduced use and maintain disinfectant residuals. Special attention should be given to impacted distribution areas supplying at-risk populations and buildings served by dead end water mains.

Many preventative and responsive measures for building water quality rely on incoming water having appropriate levels of residual disinfectant and corrosion control. As buildings and businesses take steps to reopen, IDPH's Plumbing Water Quality Program is recommending they consider the effects of prolonged stagnation on their building water systems and take appropriate actions. These recommendations include communicating with water suppliers about topics like anticipated changes in water demand, water distribution system flushing, backflow prevention at service lines to buildings, proposed disinfection of building water systems, and general questions about water quality in their area. Water suppliers are a critical participant in recommissioning building water systems safely. Where feasible, the Program encourages water suppliers to support their users by:

- **Communicating:** Inform users of the type of disinfectant used, inform users of the residual disinfectant levels, and note any recent disruptions or proposed changes in the water treatment and supply;
- **Assisting:** Work with building owners and operators to ensure standard checkpoints near the building or at the meter to the building have recently been checked; and

disinfectant residuals entering buildings meet expected standards.

- **Flushing:** Install auto-flushing devices or increase hydrant flushing in areas experiencing reduced use.

VI. Additional Resources

Resources on Recommissioning Building Water Systems

- Purdue University, Center for Plumbing Safety - <https://engineering.purdue.edu/PlumbingSafety/covid19/index.html>
- U.S. Environmental Protection Agency, Information on Maintaining or Restoring Water Quality in Buildings with Low or No Use - <https://www.epa.gov/coronavirus/information-maintaining-or-restoring-water-quality-buildings-low-or-no-use>
- CDC, Guidance for Building Water Systems - <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>

Resources on Preventative Water Management for Legionella

- CDC, Legionella (Legionnaires' Disease and Pontiac Fever), Prevention with Water Management Programs - <https://www.cdc.gov/legionella/wmp/index.html>
- IDPH, Legionella Response Compendium - <http://dph.illinois.gov/sites/default/files/publications/legionella-prevention-response.pdf>

Resources on Lead in Drinking Water

- U.S. Environmental Protection Agency, Basic Information about Lead in Drinking Water - <https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>
- CDC, Lead in Drinking Water - <https://www.cdc.gov/nceh/lead/prevention/sources/water.htm>
- USEPA, 3Ts Flushing Best Practices - https://www.epa.gov/sites/production/files/2018-09/documents/flushing_best_practices_factsheet_508.pdf
- USEPA, Consumer Tool for Identifying POU Drinking Water Filters Certified to Reduce Lead - <https://www.epa.gov/water-research/consumer-tool-identifying-pou-drinking-water-filters-certified-reduce-lead>
- CDC, Lead in Drinking Water - <https://www.cdc.gov/nceh/lead/prevention/sources/water.htm>

Resources for Hotels and Resorts

- CDC, Considerations for Hotel Owners and Managers - <https://www.cdc.gov/legionella/wmp/hotel-owners-managers.html>

Attachment A

Recommendations and Checklist for Returning Building Water Systems to Regular Use after Extended Periods of Reduced Use

The following checklist contains recommended actions to be completed prior to occupying buildings after periods of reduced use. Additional documentation may be necessary to confirm completion of certain items. Please note, the actions in this checklist should be completed in addition to developing and implementing a comprehensive water management program.

Building Water System Checklist Returning Buildings to Regular Use		
Recommended Action		Date of Completion
<input type="checkbox"/>	Contact your water supplier: Identify incoming water quality data, recent water system disruptions or water quality changes, determine if water mains should be flushed, and notify of planned disinfection activities and occupancy.	
<input type="checkbox"/>	Consider having a licensed plumber available: Building operators may anticipate malfunctioning valves, leaks, and blockages and should ensure a licensed plumber is available to correct plumbing deficiencies as water systems are restarted.	
<input type="checkbox"/>	Verify backflow devices have been tested within the last 12 months by a certified cross-connection control device inspector (CCCDI).	
<input type="checkbox"/>	Identify all treatment equipment, i.e. water softening, filtration, etc. Follow manufacturer's recommendations for startup after periods of disuse. Assess whether to bypass treatment when flushing.	
<input type="checkbox"/>	Remove faucet aerators (screens) and filters throughout building water system, i.e. filters on ice machines, refrigerators, or beverage dispensers, etc.). Aerators should be disinfected or discarded, and replaced after flushing is complete.	
<input type="checkbox"/>	Flush cold and hot water systems starting with the service line(s) (pipes that connect the potable water source to the building plumbing system). For general flushing strategies see Attachment B. To ensure complete flushing, it is recommended that facilities develop flushing procedures specific to their building's plumbing system.	
<input type="checkbox"/>	Ensure water heater(s) is set to at least 120 degrees Fahrenheit and verify mixing valves and safety devices are installed, functional, and adjusted to prevent scalding.	
<input type="checkbox"/>	If possible, measure residual disinfectant at point(s) of entry and at representative points of use in the building water system, i.e. points closest to and furthest from where the water enters the building. Contact your water supplier to determine the disinfectant being used and whether to measure free or total chlorine.	
<input type="checkbox"/>	Ensure safety equipment including fire sprinkler systems, eye wash stations, and emergency showers are properly functioning and have been flushed, cleaned, and disinfected in accordance with manufacturer's recommendations.	
<input type="checkbox"/>	Facilities should consider risk to building occupants and assess whether to collect water samples to test for heavy metals or harmful organisms (see Attachment B).	
<input type="checkbox"/>	Ensure all traps on drain, waste, and vent systems are properly sealed	
<input type="checkbox"/>	Follow other building water systems startup procedures (Cooling tower, spas, etc.)	
<input type="checkbox"/>	Ensure all plumbing fixtures have been properly cleaned and disinfected prior to use	

Attachment B

General Flushing Strategies for Returning Buildings to Regular Use after Extended Periods of Reduced Use

The purpose of flushing is to replace all water inside building piping with fresh water. The following outlines a general strategy for moving water through a supply system. Flushing plans should generally be developed specific to a building water systems' characteristics including flow rate, configuration, and operation. Flushing is most effective when a target contaminant is identified and considered. Where possible, facilities should develop flushing procedures in consideration of such factors. This strategy highlights a one-time flushing event and not a routine flushing procedure.

I. Prepare for Flushing Fixtures

These steps should be completed prior to starting flushing activities.

1. To ensure safety while flushing, appropriate training and PPE should be considered. You can find guidance on worker safety for Legionella control and prevention on the OSHA website.
2. Follow water treatment equipment manufacturer's recommendations prior to restarting treatment equipment (e.g. filters, softeners, etc.) and assess if treatment should be bypassed when flushing.
3. Remove faucet aerators, disinfect or discard, and replace after flushing is completed. Aerator removal increases flowrate and limits the amount of sediment to become trapped during flushing.
4. Override automatic (hands-free) and metered faucets to ensure flushing is not disrupted by timed shut-offs.
5. Remove shower hoses, wands, and heads, disinfect or discard and replace them after flushing.
6. Note: The number of outlets that can be flushed simultaneously will depend on the capacity of the water heater and the flow capability of the system; flushing many fixtures at once may reduce in pressure loss.

II. Step-by-Step Procedure

1. Find the fixture closest to the point of entry into the building. Make sure the aerator has been removed. Turn the cold water on and let run for as much time as necessary to clear out the building's service line. This time will vary depending on several factors: pipe

size and length of service line, water pressure, and flow rate for the fixture used. This fixture should be flushed for approximately 20-60 minutes or until temperature stabilizes.

2. Drain water heaters and other water storage tanks.
 - a. It may be necessary to shutoff isolation valves to prevent draining the entire hot water system. Isolation valves must be reopened prior to operating water heater.
 - b. Make sure that your water heater is set to at least 120°F. Higher temperatures can further reduce the risk of Legionella growth. Prior to increasing temperatures, ensure your DWV materials can handle the selected water temperature.
3. Ensure all actions in Part I have been completed, and begin flushing at the fixtures or points of use nearest to the point of entry (where the water enters the building from the water supply) and continue outward to the distal fixtures until all fixtures have been flushed.
4. Showers, sink faucets, and bathing tubs. These fixtures are frequently used during normal operations and are most likely to expose people to potentially contaminated water and should be prioritized in flushing efforts.
 - a. Run cold water until temperature stabilizes at full flow. If possible, confirm that that fresh water is being delivered by measuring residual disinfectant at representative points of use. Generally, this takes between 1-5 min. at each fixture but may take longer based on design.
 - b. Run hot water until temperature stabilizes at reduced flow. The goal is to sustain hot water temperature through the outlet and avoid exceeding the capacity of the hot water system to maintain water temperature. Generally this takes between 1-5 min. at each fixture but may take longer based on design.
5. Drinking Fountains and beverage dispensers. Run cold water for at least 5 minutes.
6. Ice machines: Prior to use, discard ice from all ice machines. Clean and sanitize ice machines in accordance with manufacturer's recommendations. Ice machines should be run through at least 3 cycles with ice discarded after each cycle.
7. Dishwashers and Washing Machines: Run an empty cycle of all dishwashers and washing machines to ensure fresh water is present and prevent any potential staining of items.

8. Other appliances: Drain, flush, and disinfect all other plumbing appliances as appropriate.
9. Toilets. Flush each toilet twice after faucets, bathing tubs, and showers have been flushed.

III. Establish Routine Flushing Procedures

A one-time flushing event is unlikely to bring building water quality back to normal operations. IDPH and CDC recommend establishing and implementing a routine flushing program to maintain water quality after water systems have been returned to operation. Routine flushing programs should consider incoming water quality, flow rates, plumbing system design, and feasibility of implementation. Appropriate flushing duration and frequency will be depending on these factors.

When water quality concerns include lead, facilities should consider applicable guidance including the U.S. Environmental Protection Agency's guidance for schools and day care facilities, 3Ts Flushing Best Practices.

IV. Document Flushing Activities

Documentation is necessary to verify that flushing activities are occurring according to your flushing plan and procedures. Those completing flushing activities, either start-up or routine, should document that flushing has occurred and any observations/concerns from flushing and corrective actions taken. Documentation should include the date of the activity, name or initials of the individual completing the activity, any observations or concerns that may require corrective actions, and corrective actions if taken.

V. Validating Actions with Water Quality Testing

Where possible, facilities should measure water quality parameters including disinfectant and temperature to validate that flushing activities are effective at maintaining water quality. Facilities can determine this by understanding the water quality coming into the supply system and determining if there is significant loss of residual disinfectant or temperature at outlets.

Recommissioning actions can also be validated by collecting water samples from appropriate points and testing for heavy metals (e.g. lead and copper) and harmful organisms (e.g. Legionella). The decision to perform environmental sampling should be based on a variety of factors including a risk assessment of the water system (building occupancy, function, and source of exposure) and water quality data.

Attachment C

Additional Considerations by Building Use and Plumbing Fixtures and Appliances

The following information is intended to identify fixtures and appliances that building owners and operators should consider and address in addition to recommended actions in Attachment B. Plumbing appliances may have small amounts of water storage. Building owners and operators should review manufacturers' recommendations for draining and cleaning before reopening.

Food Establishments and Bars

- **Beverage dispensers:** Food establishment may have specialized beverage dispensers that are plumbed to cold water supply systems. Building owners and operators should review manufacturers' recommendations or contact the contractor to determine appropriate actions in addition to flushing.
- **Ice Machines:** Prior to use, discard ice from all ice machines. Clean, maintenance, and sanitize ice machines in accordance with manufacturer's recommendations. After cleaning, servicing and sanitizing ice machines, machines should be run through at least 3 cycles with ice discarded after each cycle.
- **Glass rinsers:** Bars may have equipment to rinse glasses. These fixtures should be cleaned in accordance with manufacturers' recommendations and in addition to flushing.
- **Misting devices or systems:** Food establishments may have equipment designed to produce mists or aerosols. These devices or systems should be evaluated, flushed, and cleaned in accordance with manufacturers' specifications and applicable regulations.

Beauty Salons

- **Salon sinks:** Salon sinks generally have a hose and sprayer that are used to wash hair before cuts or after treatments. These hoses may have small amounts of water stored in their lines after periods without use. In addition to flushing, building owners and operators should remove, disinfect or discard, and replace hoses and sprayers.

Dental Offices

- **Dental units using water:** Dental offices may use appliances that are connected to the cold water supply. After periods of reduced use, dental unit water lines may have biofilm accumulation. Building owners and operators should clean, disinfect, and replace units and lines as appropriate in addition to flushing.

Hotels

- **Beverage dispensers:** Food establishment may have specialized beverage dispensers that are plumbed to cold water supply systems. Building owners and operators should review manufacturers' recommendations or contact the contractor to determine appropriate actions in addition to flushing.
- **Ice Machines:** Prior to use, discard ice from all ice machines. Clean, maintenance, and sanitize ice machines in accordance with manufacturer's recommendations. After cleaning, servicing and sanitizing ice machines, machines should be run through at least 3 cycles with ice discarded after each cycle.



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OSHA ISSUES GUIDANCE TO HELP CONSTRUCTION WORKERS DURING THE CORONAVIRUS PANDEMIC

The U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) has launched a website at www.osha.gov/SLTC/covid-19/construction.html with coronavirus-related guidance for construction employers and workers. The guidance includes recommended actions to reduce the risk of exposure to the coronavirus.

Employers of workers engaged in construction (such as carpentry, ironworking, plumbing, electrical, heating/air conditioning/ventilation, utility construction work, and earth-moving activities) should remain alert to changing outbreak conditions, including as they relate to community spread of the virus and testing availability. In response to changing conditions, employers should implement coronavirus infection prevention measures accordingly.

The webpage includes information regarding:


- Using physical barriers, such as walls, closed doors, or plastic sheeting, to separate workers from individuals experiencing signs or symptoms consistent with the coronavirus;
- Keeping in-person meetings (including toolbox talks and safety meetings) as short as possible, limiting the number of workers in attendance, and using social distancing practices;
- Screening calls when scheduling indoor construction work to assess potential exposures and circumstances in the

work environment before worker entry;

- Requesting that shared spaces in home environments where construction activities are being performed, or other construction areas in occupied buildings, have good air flow; and
- Staggering work schedules, such as alternating workdays or extra shifts, to reduce the total number of employees on a job site at any given time and to ensure physical distancing.

Visit OSHA's coronavirus webpage (www.osha.gov/SLTC/covid-19/) frequently for updates. For further information about the coronavirus, please visit the Centers for Disease Control and Prevention.

Under the Occupational Safety and Health Act of 1970, employers are responsible for providing safe and healthful workplaces for their employees. OSHA's role is to help ensure these conditions for America's working men and women by setting and enforcing standards, and providing training, education and assistance. For more information, visit www.osha.gov.

The mission of the Department of Labor is to foster, promote and develop the welfare of the wage earners, job seekers and retirees of the United States; improve working conditions; advance opportunities for profitable employment; and assure work-related benefits and rights. 

PHCC NATIONAL ASSOCIATION COVID-19 RECOVERY CENTER

On the Road to Recovery

COVID-19 has impacted our industry, our businesses, and our lives in a variety of ways. And through it all, PHCC has been committed to providing resources and tools to help during these challenging times.

As the nation now enters into its Recovery phase and individual states roll out their plans to re-open commerce, PHCC continues to keep its members informed of the latest developments that could affect their businesses. This resource page will be updated as information is made available. While we make every attempt to keep content relevant and timely, we still encourage you to consult federal, state, and local guidance and regulations.

Go to <https://www.phccweb.org/preparedness/> to access the Recovery Center information including:

CONTRACTORS TALK:

Post a Question. Share a Solution.

RESOURCES FOR CONTRACTORS

Recovery Webinar Series
Return to Work Guidelines
PPP/Financial
Legislative & Regulatory
COVID-19 Readiness Training

**Visit the COVID-19
Resource Archive Center
for older but still valuable content!**



COVID-19

Capital Development Board Jobsite Safety Procedures

In order to protect our construction and design teams, as well as those who work or live at the facility housing at our jobsites, CDB adopted the following *minimum* safety procedures effective immediately at all active project locations. We understand that some firms may have stronger safety measures in place, and encourage you to continue using or adopt more rigorous protocols.

Please share the information contained in this notice with any subcontractors or consultants under your contractual authority for CDB projects.

★ WEAR A MASK OR FACE COVERING

Appropriate masks include N95 masks already fitted for an individual's use, surgical masks, and procedure masks. Although masks are preferred, cloth face coverings are acceptable if masks are not available.

★ PRACTICE SOCIAL DISTANCING

Individuals at the jobsite should maintain at least 6 feet of physical separation. Discuss with your CDB Project Manager if certain work at the jobsite will not allow for social distancing before performing the work.

★ MONITOR FOR SYMPTOMS & EXPOSURE

Several state facilities are monitoring for symptoms before allowing entry to the facility. If your jobsite is at a facility monitoring for symptoms, abide by the monitoring protocols in place at the facility. If your jobsite is not at a facility monitoring for symptoms, workers on site must self-check for symptoms both before arriving to the jobsite and halfway through each shift.

A sample screening form is attached for your use. Keep screening forms with your records and *do not* submit to CDB.

The Centers for Disease Control and Prevention (CDC) recently expanded the list of symptoms that may indicate COVID-19 illness. These symptoms include:

- + Cough
- + Shortness of Breath
- + Fever
- + Chills
- + Muscle Pain
- + Sore Throat
- + New Loss of Taste or Smell

If symptoms are present, do not come to the jobsite. Follow the guidance provided by the CDC on when you can safely return to work. Please note that the CDC has been updating the symptoms associated with COVID-19. Consult the CDC website on a regular basis for updated COVID-19 symptoms.

DO NOT COME TO THE JOBSITE IF:

- + You have been in close contact within the past 14 days with someone with a positive COVID-19 test result or with a pending COVID-19 test with unknown results; or
- + You have had close contact within the past 14 days with someone who is sick with a cold or the flu and is undiagnosed by a doctor.
- + *Close contact* means, for example, being in the same household, being within 6 feet for more than 10 consecutive minutes, or having physical contact.

★ PRACTICE GOOD HAND HYGIENE

Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. Wash your hands after using shared tools, equipment, or materials and after touching your face. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Disinfect shared tools, equipment, or materials when these items are passed from one individual to another and at the beginning and end of each shift. Disinfect high-touch surfaces at the beginning and end of each shift at a minimum. Wear work gloves, and do not touch your face while wearing gloves.

MORE INFORMATION

- + Contact your CDB Project Manager if you have any questions regarding these minimum safety procedures.
- + Centers for Disease Control and Prevention www.cdc.gov/coronavirus
- + Illinois Department of Public Health dph.illinois.gov



Symptom Monitoring Form

This form is provided as a template. You may use it or create your own. **DO NOT SEND THIS FORM TO CDB.**

Date: _____ Time: _____

Employee Name: _____ Trade: _____

Employee's Work Location at Jobsite (Area, Room, Floor, etc.): _____

Screener Name: _____

- + Select a place close to the entrance of the jobsite for screening.
- + Employees should be screened before entering the jobsite and halfway through each shift for temperature and symptoms of COVID-19 and respiratory illness (per CDC guidance).

Do you have	YES	NO	Comments
Fever >100.4° F			
New or worsening cough			
Shortness of breath			
Sore throat			
Chills or shaking with chills			
Muscle pain			
NEW loss of taste or smell			

Not all individuals present with the same symptoms. The symptoms listed above are from the CDC guidelines. Judgment should be used to determine whether additional symptoms would warrant the employee to be excluded from work.

If employee answers NO to ALL screening questions, the employee may work. All employees must adhere to the most up-to-date CDB, employer, and jobsite PPE and social distancing procedures while at the jobsite.

If employee answers YES to any of the screening questions the employee **MUST** not work. The employee should self-isolate at home for the amount of time recommended by the CDC.

If the employee is **NOT** exhibiting the symptoms listed above but is experiencing mild respiratory illness the employee may work if they have been fever-free for 72 hours and their symptoms are improving.

MORE INFORMATION

- + Centers for Disease Control and Prevention www.cdc.gov/coronavirus
- + Illinois Department of Public Health dph.illinois.gov

HR Question OF THE MONTH

EMPLOYEE TEMPERATURE-TAKING POLICY: WHEN AND HOW?

Question

What is the best way to implement an employee temperature-taking policy? Should it be required of everyone or should it be used only for employees who are returning to work after being sick, or other times? What type of thermometer is best? When, where and how should the temperature be taken? What are the actions an employer should take based on the resultant number?

ANSWER


The EEOC released **COVID 19-related guidance**, which directly addresses the topic of taking employee temperatures at Questions A.3, B.1., and B.2. Specifically it provides that “employers may measure employees’ body temperature. However, employers should be aware that some people with COVID-19 do not have a fever.” It also addresses employer obligations to maintain confidentiality if it does so. We recommend reviewing this guidance as a part of any effort to take employee temperatures. We also note that the CDC has issued guidance that references integration of temperature monitoring under certain circumstances, which can be viewed at **Implementation of Mitigation Strategies for Communities with Local COVID-19 Transmission** and is also a helpful resource.

From an employment law standpoint, it does appear that employers do have limited flexibility to take the temperature of employees (although as noted above, the EEOC authorizes such medical examination at the present time), but please note that the federal Americans with Disabilities Act (ADA) imposes a duty of confidentiality upon employers and this is unchanged in view of the current pandemic. If an employer proceeds with taking the temperature of its personnel, it must do so in a confidential way and ensure that any documentation (including as to the results, which are similarly confidential) is specific to each employee and maintained properly in a separate medical file in accordance with ADA guidelines.

While we are not aware of specific guidance as to “where and when” employee temperatures should be taken, if the employer proceeds with this undertaking, presumably the employer would seek to take employee temperatures at the outset of any shift and in an isolated area so that no employees are permitted to enter common areas and/or perform work until such time as there is confirmation that they do not have a fever. The employer would do well to avoid making assumptions that an employee with a fever has COVID-19 (although certainly any such employee should be sent home. See the CDC’s guidance for

employer instructions as to sick employees at **Plan, Prepare and Respond to Coronavirus Disease 2019**. The employer must also ensure that if it proceeds with taking employee temperatures, it does so in a manner that is not unlawfully discriminatory or retaliatory. The employer cannot and should not seek only to test employees who are older, or have known or perceived disabilities or are otherwise in a protected class. This can expose the employer to additional claims.

Given the recent outbreak of COVID-19 and the concern of contraction through close human-to-human contact, employers should carefully consider the propriety of proceeding with having one or more employees take the temperature of co-workers, particularly if using an oral or ear-based thermometer. If, however, the employer seeks to utilize an infrared or similar touchless thermometer, which presumably minimizes human-to-human contact, this may lessen the risk associated with virus transmission or other contamination. If the employer proceeds it should ensure a uniform and consistent application of this policy, communicated in advance to personnel. Those employees charged with taking temperatures should receive appropriate and adequate training, including the use and care of the requisite equipment (thermometer) as well as their obligation to maintain appropriate confidentiality of test results. They should also be provided with the requisite personal protective equipment (PPE) – along with instruction as to their proper donning, doffing and disposal -- to ensure they are not unnecessarily exposed to a heightened risk of virus transmission while undertaking such examinations. The employer may wish to consider having employees take their own temperatures, or have a trained healthcare worker do so, as an alternative. We also recommend contacting your insurance carrier(s) for further information before undertaking any permissible medical examination, i.e., taking employee temperatures, in your workplace.

While employment law issues are relevant here and are referenced above, to be sure, what constitutes the correct method through which to take another person’s temperature, or how to do it in the safest manner, are not matters controlled by federal or state employment laws. We recommend that employers contact their local public health department and/or the **local office of the federal Occupational Safety and Health Administration** for specific guidance on how the employer may implement a safe and accurate method of doing so. 

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Questions become answers™

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U.S. SMALL BUSINESS ADMINISTRATION: BEWARE OF SCAMS AND FRAUD SCHEMES

The Office of Inspector General recognizes that we are facing unprecedented times and is alerting the public about potential fraud schemes related to economic stimulus programs offered by the U.S. Small Business Administration in response to the Novel Coronavirus Pandemic (COVID-19). The Coronavirus Aid, Relief, and Economic Security Act (CARES Act), the largest financial assistance bill to date, includes provisions to help small businesses. Fraudsters have already begun targeting small business owners during these economically difficult times. Be on the lookout for grant fraud, loan fraud, and phishing.

Scams and Fraud Schemes

Grants

- SBA **does not** initiate contact on either 7a or Disaster loans or grants. If you are proactively contacted by someone claiming to be from the SBA, suspect fraud.

Loans

- If you are contacted by someone promising to get approval of an SBA loan, but requires any payment up front or offers a high interest bridge loan in the interim, suspect fraud.
- SBA limits the fees a broker can charge a borrower to 3% for loans \$50,000 or less and 2% for loans \$50,000 to \$1,000,000 with an additional ¼% on amounts over \$1,000,000. Any attempt to charge more than these fees is inappropriate.

- If you have a question about getting a SBA disaster loan, call 800-659-2955 or send an email to disastercustomerservice@sba.gov.
- If you have questions about other SBA lending products, call SBA's Answer Desk at 800-827-5722 or send an email to answerdesk@sba.gov.

Phishing

- If you are in the process of applying for an SBA loan and receive email correspondence asking for PII, ensure that the referenced application number is consistent with the actual application number.
- Look out for phishing attacks/scams utilizing the SBA logo. These may be attempts to obtain your personally identifiable information (PII), to obtain personal banking access, or to install ransomware/malware on your computer.
- Any email communication from SBA will come from accounts ending with **sba.gov**.
- The presence of an SBA logo on a webpage **does not** guaranty the information is accurate or endorsed by SBA. Please cross-reference any information you receive with information available at www.sba.gov.

Report Fraud

Report any suspected fraud to OIG's Hotline at 800-767-0385 or online at, <https://www.sba.gov/about-sba/oversight-advocacy/office-inspector-general/office-inspector-general-hotline>.



ALL THE DRAMA MOVIES AREN'T ON NETFLIX

From Mark Breslin

How many of you when you are flipping through the channels will re-watch a movie you have seen 5 or 10 times? All of us. The Godfather. Shawshank Redemption. Rocky. The Departed. Jurassic Park. Titanic. My weakness is Gladiator. I've watched that probably 10 times. You know what is going to happen. You know the lines. You enjoy it from its familiarity, not the surprise or shock of something new.

Well, that is exactly the situation our industry finds ourselves in again. One of two movies is going to play for you, beginning later in 2020 and probably goes through 2021. And it won't be on Netflix.

These movies represent the economics of our construction marketplace.

And if you have been at this for any length of time, you have seen them both at least 2-3 times and maybe four if you have some gray hairs.

The first movie, most recently re-released in 2008 is rated five stars. Let's call it "Desperately Shoveling Cash". The plot is massive infusions of federal infrastructure dollars to put America to work. Infrastructure is the dependable, proven and fastest way to put people to work. From the Great Depression to the Financial Crisis, government turns to us to generate economic firepower. If we watch this movie, there is some cheering, fist bumping, the good guys win and in the end it bridges the gap to the other side of the recessionary period. If this is happening for us, this will be decided in 2020, and more likely in the next 60-90 days.

The other movie is a one star low budget horror flick. Let's call it "Slashers at the Jobsite". In this

one the feds cannot or will not agree on solutions prior to the election and the states are on their own. So that starts with a slashing of sources of funding for the entire market.

Except for the bi-polar stock market the economic indicators says the sky is kinda falling. And if not now, pretty damn soon. Public entities are already getting nervous with tax revenues in steep decline and their capital budgets looking ripe for reassignment. Private construction owners looking ahead probably need Xanax. Industrial expenditures more or less on hold. Building offices in the Zoom world? Maybe later. And finally, uncertainty on the V recovery, U recovery, or the Nike Swoosh recovery. Ok. So, what to do? Watch that crappy movie. Again. Let's check out your viewing history:

- U.S. Recessions Impacting our Industry
- 1980-82
- 1990-91
- 2001
- 2008-09

Unless you are among the many new apprentices** or college graduate PMs who have never seen a hard down market cycle before (welcome to the real world, sons and daughters), the downturn movie is mostly the same. And that familiarity should be an asset-you know the plot.

So, before we grind through it again, 2020 is a time to sit down with your management team and ask the key questions that everyone needs to prior to a market cycle change:

- What did we learn from watching and living the last versions of the movie? Let us remind ourselves this is not new and market cycles are normal in our business.
- What is our operational edge that we need to focus on right now?
- What market pivots would be smart to make now that will pay off later?
- What are the discretionary vs essential investments we need to make in people, programs, technology, training or equipment to get to the other side?
- What sacred cows, processes, legacy BS, B-C Players or other barriers need to be eliminated because a good shock to the system is a fine time to enact change?
- What sacrifices, economies or leaning out can and should we do to roll through market instability? Where is the maximum ROI?

I have seen both of these market trends and as an organizational leader it doesn't freak me out or leave me wondering what to do. I always have tried to think and act in "what is most important NOW" mode as much as possible so when the situation hits the fan, my organization is not facing conflicting resource priorities. Disciplined ROI is the name of the game: to improve operational or economic outcomes for your companies.

So, the show is about to start. The coming attractions look mixed. Settle back with your popcorn and take a breath. 2020 will likely be a

decent year based on back logs and current market momentum. But the path ahead is quite clearly one requiring additional forethought and vision. I can tell you that the theatre is packed (social distance doesn't apply here) as we ride it out together. And for the questions of ROI, though we cannot guarantee a happy-ever-after ending to the movie ahead, you are going to want your team aligned in the seats behind you watching your back.

Best,
Mark

*** Note: every apprentice, PM or other employee who started work for you in the last 10 years has never seen a downturn. In fact they have been employed in a period of unprecedented opportunity. The ability to manage expectations, emotions and compensation will be another management challenge in 2020 and beyond.*



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\$50 PER TICKET
Multiple tickets can be purchased!

Choose the prize you want a chance to win!

7 WINNERS
will be drawn



DRAWING
September 11, 2020
You do not need to be present to win.

THIS RAFFLE IS FOR SPORTS, TECH, LIVE MUSIC AND OUTDOOR ENTHUSIASTS!

>> **FOUR tickets to cheer on the Chicago Bears vs. Tampa Bay Buccaneers at Soldier Field**, Oct. 8, 2020 at 7:20 p.m. This prize also includes parking passes. (Value: \$1,100.00) Donated by Tom Morton, LLD Electric Company

>> **PENTHOUSE SUITE at the United Center** to watch the Chicago Bulls (Date TBA). Includes 12 tickets and 4 parking passes. Food and drink available for purchase. (Value: \$1,600.00) Donated by Underground Contractors Association of Illinois

>> **FOUR tickets to cheer on the Chicago Blackhawks vs. St. Louis Blues!** (Date TBA) These are 200 Club Level seats at the United Center with parking passes. (Value: \$750.00) Donated by Jim McGlynn, McWilliams Electric Company

>> **\$500 Amazon gift card** Donated by Illinois Plumbing Heating Cooling Contractors Association

>> **\$500 Cabela's gift card** Donated by Electrical Contractors Association of Chicago

>> **\$500 Best Buy gift card** Donated by PCA Midwest/Plumbing Council

>> **\$500 StubHub gift card** Donated by SMACNA Greater Chicago

YES! I would like to support IMSCA-PAC! I want to purchase _____ tickets at \$50 each. Choose your prize package:

Bears _____ Bulls _____ Blackhawks _____ Amazon _____ Cabela's _____ BestBuy _____ StubHub _____

The winning tickets will be drawn on Sept. 11, 2020. You do not need to be present to win. Please make check payable to IMSCA-PAC and return, along with this form to: IMSCA, 519 S Grand Ave., Springfield, IL 62704. Under State Law, IMSCA-PAC can accept both corporate and personal checks. **Your support is appreciated.**

Name: _____

Address: _____

Company: _____ Phone: _____

If you have additional questions regarding IMSCA-PAC, please contact Jessica Newbold at 217.523.4361 or JNewbold@boldnewstrat.com. A copy of our report filed with the State Board of Elections is available on the Board's official website www.elections.il.gov or for purchase from the State Board of Elections, Springfield, IL. Contributions are not tax deductible.

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IN MEMORY



Louie Giordano

We are sad to report the passing of former IMSCA Executive Director Louie Giordano. Formerly of Springfield, he passed away at his Anthem, AZ residence on Sunday May 3, 2020. He was born on December 22, 1946 in Springfield, IL.

Louie was a graduate of Griffin High School. He received a Bachelor's degree from Illinois College and a Master's degree in Political Studies from the University of Illinois at Springfield. Louie was active in local and state government for much of his life. He founded Giordano Consulting Services, Inc. which became a successful government relations firm that provided legislative services to several statewide trade associations in Illinois. Louie also co-founded Systems Evaluation and Analysis Group, Incorporated (S.E.A. Group, Inc.). S.E.A. Group, Inc. teamed with notable companies including IBM, Novell and others to introduce computer networking systems to several state agencies and private businesses. The company maintained offices in Springfield, IL, Schaumburg, IL and Phoenix, AZ. While establishing his own business, Louie also served as Executive Director of the Illinois Republican Party for 2 years.

Louie also served in Illinois Governor James Thompson's Cabinet for 5 years as Director of the State Department of Personnel and as the first Director of the Illinois Department of Central Management Services. Immediately preceding his cabinet positions, Louie was responsible for the re-design of the social services delivery system in the Illinois Department of Children and

Family Services and was the Chief Administrative Officer for the Illinois Department of Public Aid where in addition to his administrative role, he designed and managed the implementation of the most innovative and first photo I.D. system in the nation.

In addition to his government and private sector activities, Louie taught Public Administration and Political Science at Loyola University of Chicago and the College of DuPage County, Illinois.

He enjoyed playing golf and basketball, attending sporting events and travel. Louie's favorite travel destination was Italy where he visited many times. His love of golf led him to design a unique putter and market it under the Sweetroll trade name. He also holds several U.S. patents for golf club designs. Louie coached and mentored young golfers of the Springfield College of Illinois golf team.

He is survived by his wife, Aimee, three children; two brothers; two sisters; four grandchildren; and several nieces and nephews. A celebration of life will be planned in Springfield at a later date. In lieu of flowers, memorials can be made to the Animal Protective League in Springfield.

Louie was an exceptional person who always went above and beyond, and was a friend to many. The construction industry has benefited greatly from his work with IMSCA over the years. He will be missed by all who had the privilege to know and work with him.

The Illinois PHCC expresses its sincere sympathy to Louie's family and friends. 🕯️



THANK YOU

The role you play as a Bradford White contractor has always been essential when it comes to protecting public health by installing and maintaining hot water systems. As we face the COVID-19 pandemic together and work to return to normal, the importance of what you do every day has never been greater.

Without your commitment to the communities in which you live and the customers you serve, homes and numerous commercial facilities such as hospitals, doctors' offices, nursing homes, schools, military installations, food processing plants and more would fail to have adequate hot water vital for sanitization and hygienic purposes. Without a reliable hot water supply, these facilities could not continue to operate.

While the Administration and several agencies have recognized the essential nature of what you do to keep America in hot water, we've known it all along. That's why we insist that our products should be installed and maintained by professionals.

We are extremely proud and appreciative of your dedication. Be safe and thank you on behalf of the entire Bradford White family!

Bradford White Corporation

FOR THE PRO





PLUMBING CODE BOOK ORDER FORM

**PLEASE FILL OUT FORM COMPLETELY.
WE WILL USE THIS INFORMATION TO PROVIDE YOU WITH UPDATES ELECTRONICALLY.**

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Company: _____

Street Address: _____

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Cost \$60.95/Code Book

(includes tabs, Plumbing License Law, Plumbers Licensing Code,
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Lawn Irrigation Contractor & Lawn Sprinkler Code)

_____ of code book(s) X \$60.95

Total amount enclosed \$ _____

Mail form with payment to:

**Illinois PHCC
821 South Grand Avenue, West
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Make checks payable to the Illinois PHCC.

There will be a \$40.00 service charge for any checks returned due to insufficient funds.

Questions? Contact the Illinois PHCC at bev@ilphcc.com or shelly@ilphcc.com

(217) 522-7219

ZOOM ETIQUETTE

ARE YOU A ZOOM ZOMBIE?

BY NANCY FRIEDMAN

Ok, here we go. I've had, as you might imagine, dozens of complaints on how people act on Zoom calls. And certainly not on purpose, we all know that. However, the need has come to go over the top ten ZOOM ZOMBIES as I'm calling them. And not in any special order, they all seem to be irritants.

Zoom Zombie #1

Use a REAL BACKGROUND from your location. FAKE IS FAKE. No one really believes you're on the beach and doing a Zoom meeting. And while it's "FUN," it can be very distracting. And those that change the background several times during the meeting is simply childlike. Your office, your family room, dining room, even the kitchen. We all know we're at home. Messy office? It's ok. Honest. Having the San Francisco bridge behind you isn't that important and certainly Las Vegas in the background can be 'loser-ish.' (Pun intended)

Zoom Zombie #2

Keep good lighting in FRONT of you. Not behind you. Test it out first. Get a Zoom partner, if even someone in your own home, to test the lighting out. It's like taking your picture outside. If the SUN is behind you, normally your face is in the dark. Get the 'sun' in front of you and you look great. Same issue on Zoom.

Zoom Zombie #3

Dogs, kids, and other members yelling in

the background. Never fun – on any phone call, let alone Zoom. Be prepared. In most cases you know you have a Zoom call coming up. Get the dog in another area of the house. If you can, have someone occupy them while you're on the Zoom meeting. Alone? Then try and put the Zoom meeting at a time kids are napping or already in bed. Or before they get up. Schedule it. Most of the barking, crying, and extraneous noises are NOT appreciated.

Zoom Zombie #4

We don't eat during a business meeting. This one is frightening that I even need to say it. Not even a snack. Yes, ok for some water. But munching on a sandwich or opening a bag of popcorn or chips magnifies the sound 10-fold. A real OMG. Who is doing that? It's a business meeting. Even the movement of a water bottle on a desk makes a big sound. That's where you need to learn to use your MUTE.

Zoom Zombie #5

Be a little bit creative. I have noticed so many people use the same word in starting each sentence. "SO" is the big one. So this and so that. We don't need the word "SO" in front of every sentence. And while you're at it. Be mindful of how often you're saying UMMMM. Most folks use it as a crutch.

Zoom Zombie #6

Your name will appear on your picture. Notice

if you put the curser over the name you will be able to change what it says. Some folks put their email there. Or the company name. You can customize that part. There are two ways. One, put the curser right over your name. And two, the 3 little dots in the upper right on the screen has a “change name” option. Again, only if you want to.

Zoom Zombie #7

Learn – Learn – Learn. Practice – Practice – Practice. Ahead of time. Practice with a friend or a home companion – or even by yourself. Check out the screen options. This way when you’re on the Zoom meeting, you won’t be the one yelling out “where is this or how do I do this?” Don’t let a business Zoom meeting be your very first. You can have rehearsals. Be familiar with the screen... and its options.

Zoom Zombie #8

You’re on the air. It’s TV. Sit up straight. Don’t slump. No one looks good when they’re slumping. Very unflattering. Keep your hands AWAY from your face. Don’t lean into your palm with your palm on your face. Very unflattering. And watch your nervous habits. We all have them; we’re just not aware. Some folks play with their hair constantly. Some folks bite their nails. Some do other odd things. Be aware.

Zoom Zombie #9

On a personal note: Having a “happy hour” with friends? You can probably forget most of these guidelines. Although I’m betting they’ll appreciate your sticking with them...as you will them.

Zoom Zombie #10

Smile. You think I’d forget? You knew that was coming, didn’t you? Think it doesn’t matter? Show me a picture of you that you don’t like and I’ll show you it’s a picture where you’re not smiling. At least keep a hint of a grin on your face. No one looks good frowning. And you can use the Telephone Doctor mindset. “A phony smile is better than a real frown.” Even when you’re discussing something difficult or sad. I’m not saying to laugh out loud, but I am saying having a slight smile will help the tone of voice.

Nancy Friedman

Nancy Friedman, customer service keynote speaker, is founder and chairman of Telephone Doctor Customer Service Training and a featured speaker at franchise, association, and corporate meetings around the world. A popular TV guest, she appeared on Oprah, The Today Show, CNN, FOX News, Good Morning America and CBS This Morning, as well as hundreds of other radio, television and print outlets around the world, including the Wall Street Journal, and USA Today. The author of 9 books on her chosen topics, Nancy helps corporate America improve their communications with their customers & co-workers. www.nancyfriedman.com





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Connor Co. has been family owned business since 1936, servicing and building relationships with companies in the Plumbing, HVAC, and Industrial PVF industries. Connor Co. has twenty-three locations that work together with vendors to provide the best products to our loyal customers. Our customers are the most valued asset to Connor Co. By staying committed to our motto **“Best Products...Best Prices...Best Service”** Connor Co. will continue to provide quality products and build customer relationships.



- | | | |
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PH: 309-828-000 | - Quincy, IL 62301
1328 Seminary Rd.
PH: 217-228-7898 |
| - Macomb, IL 61455
433 N. Campbell
PH: 309-833-2148 | - Galesburg, IL 61401
2315 Grand Ave.
PH: 309-342-7000 | - Collinsville, IL 62234
#3 Business Center Court
PH: 618-344-9200 |
| - Kankakee, IL 60901
1600 Grinnell Road
PH: 815-933-6688 | - McHenry, IL 60051
3918 N. Richmond Road
PH: 815-385-4404 | - Decatur, IL 62526
3130 N. Grand Prix Dr.
PH: 217-875-5626 |
| - Urbana, IL 61801
1900 N. Lincoln Ave.
PH: 217-367-7601 | - Danville, IL 61832
520 E. Fairchild
PH: 217-446-1818 | - Marion, IL 62959
801 Skyline Dr.
PH: 618-993-1031 |
| - Peru, IL 61354
3 Terminal Road
PH: 815-224-1205 | - Rockford, IL 61109
3537 Merchandise Dr.
PH: 815-874-1515 | - Jacksonville, IL 62650
630 Brooklyn Ave.
PH: 217-243-3411 |
| - Sugar Grove, IL 60554
694 Heartland Dr.
PH: 630-466-3284 | - Terre Haute, IN 47802
2800 S. State Road 63
PH: 812-232-3333 | - Freeport, IL 61032
1201 W. Galena Ave
PH: 815-235-7789 |
| - Moline, IL 61265
4200 46th Ave.
PH: 309-797-3715 | - Lafayette, IN 47905
851 Farabee Court
PH: 765-448-4553 | - St. Louis, MO 63146
2374 Grissom Dr
PH: 314-994-9799 |
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1400 South 9th St.
PH: 217-544-9612 | - Frankfort, IN 46041
1599 McKinley Ave
PH: 765-659-5780 | - Comfort Supply
Peoria, IL 61603
2800 NE Adams St.
PH: 309-688-4407 |
| - Mattoon, IL 61938
1421 Old State Road
PH: 217-235-4328 | - Crawfordsville, IN 47933
2300 Indianapolis Road
PH: 765-362-0481 | |





RK 34-975XLC

Repair Kit for ¾"-1" 975XL

Kit Includes: (2) Check Poppet, 1st Check Spring, 2nd Check Spring, Relief Valve Spring, (2) Check Seat, (2) Check Seat O-Ring, Relieve Valve Seat, Relief Valve Seat O-Ring, Lube

Ames 7010046 – 2 ½"-10" Total Relief Valve Kit for a C/M 400/C500

Kit Includes: Complete RV with 36" Hose, RV O-Ring and Lube



Ames 7010097 – First Check Assembly 2 ½"-4" for Ames 2000/3000SS

Kit Includes: 1st Check Assembly, O-Ring and Lube

Ames 7010114 –Relief Valve Kit 2 ½" -10" for 4000SS RP and 5000SS RPDA

Kit Includes: Complete Relief Valve Assembly, Relief Valve O-Ring, Lube

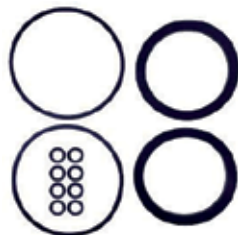


Watts 0794090 – Complete Total Rubber Kit 4" for 909 RP; *Lead Free* (**Previously 0887751**)

Kit Includes: Check Disc, Cover O-Ring, Sleeve O-Ring, Piston O-Ring, RV Disc Assembly, Diaphragm, Piston

RK 4-350
4" 350AST, 4" 375AST

Kit Includes: (2) Check Disc Rubber, (2) Cover O-Ring, (8) Bolt O-Ring, Lube



Apollo-Conbraco: 40-004-A1 – ¾"-1" Major Repair Kit for 40-200 RP

Kit Includes: RV Bushing, RV Stem, Diaphragm Plate, (2) Poppet, RV Diaphragm, RV Seat Disc, (2) Check Seat Disc, Stem O-Ring, Bushing O-Ring, (2) Check Cap O-Ring, RV Spring, (2) Screw, (2) Retaining washer, (2) Check Seat, (2) O-Rings, RV Seat, RV O-Ring



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