What have you learned responding to COVID?

1) What has been the most challenging thing about COVID for your maintenance program and personnel?
   - Lack of materials
   - Keeping employees at work
   - Different routines for cleaning
   - Getting into a village with own village protocols

2) Give an example of a process or procedure you had to change because of COVID. Was it an improvement or is it making operations more difficult?
   - The way we interact with others, not really an improvement
   - Extended air handler hours, people felt better
   - Must order way in advance – more planning required – supply chain issues
   - Accidental improvements to disinfecting procedures – better products & procedures

3) What would you do different knowing what you do now?
   - More standardization between buildings
   - Carry more inventory of materials
   - Retire!
   - Better information, over reactions – example is air purifiers

4) List an innovation your district came up with to solve a problem related to COVID?
   - Uniform procedures amongst sites
   - Use of electrostatic sprayers
   - Use of private company to spray rooms with h202
   - Set up own COVID testing lab for mtnc staff

5) What is one piece of advice you would have for your fellow
maintenance professionals?

- Don’t give up!
- Show them where the money is going!
- Know what is being ordered!
- Two way communication!