



2020 - It was the best of times, it was the worst of times.

A year end panel discussion between IAQ Radio hosts and the show sponsors.



- Mark Springer – Restoration Industry Association-RIA
- Larry Sloan – American Industrial Hygiene Association-AIHA
- Richard J. Shaughnessy – Healthy Buildings America 2021
- Phillip Rauscher – American Conference of Governmental Industrial Hygienists-ACGIH
- Kevin Pearson – Institute of Inspection Cleaning and Restoration Certification-IICRC
- Ron Morrison – Instascope
- John Lapotaire – Indoor Air Quality Association
- Bob Krell – Healthy Indoors Media
- John Downey – Cleaning Industry Research Institute-CIRI
- Kristy Brueggemann – AEML Laboratory

Adversity brings out either the best or worst in people. The 2020 pandemic was no exception. America witnessed the heroic action of first line responders and the despicable actions of rioters and looters. American examples of leadership. We at IAQ Radio are proud to have these industry leaders as sponsors.

Nuggets mined from today's episode:

CIRI

Best and Worst of 2020

Obviously, the COVID-19 pandemic was both. On the one hand, for CIRI as an organization, the effect of the pandemic was that CIRI's mission of science and research in the area of cleaning and disinfection became HUGELY relevant to the industry. CIRI is a nonprofit science and research organization and is the only organization of its type that serves the cleaning and disaster restoration industries. Consequently, when COVID-19 burst into public consciousness, many cleaning and restoration professionals who sought useful, unbiased information, turned to CIRI. CIRI's March 31 live stream symposium drew nearly 1,100 attendees, more than ten times the usual attendance of CIRI in-person symposiums. More recently, CIRI's monthly one-hour webinars have seen live attendance of between 70-80, with dozens more watching the taped recordings. These numbers indicate a continuing strong interest among industry professionals in the unbiased, science-based information CIRI provides.

Conversely, the physical, emotional and financial devastation visited upon society in general, including those in our industry, by COVID-19 has been almost incalculable. How this manifests moving forward is difficult to predict. As it relates to CIRI, we are concerned about the overuse and inappropriate application of disinfectants. Too often, broadcast spraying of disinfectants has substituted for proper disinfection processes. I'm concerned that those promoting and taking these shortcuts will leave the industry with a black eye at a time when there is an opportunity to redefine the industry as an important contributor to public health.

Crystal ball

It's been decades since Mike Berry's book, *Protecting the Built Environment: Cleaning for Health*, offered a new paradigm, or dream, of cleaning personnel as public health professionals. In the years since, the dream has gone largely unrealized. The pandemic offers a new opportunity for the cleaning industry to demonstrate the value of cleaning for health.

Live comments:

- It's interesting listening to everyone's stories. Dr. Steve Spivak referred to 2020 quoting Charles Dickens' Tale of Two Cities; 'It was the best of times and the worst of times...'
- CIRI provides cleaning science research information. In March 2020, CIRI was scheduled to co-host an event with The Experience in Cincinnati. The event needed to be cancelled due to meeting size restrictions. Typically, less than 100 attend CIRI in-person events. CIRI was able to pivot and provide COVID info people were looking for and desperate to receive. CIRI live streamed an event that had 1100 attendees.
- Nonprofits segments came together to create and disseminate info without egos and turf battles.
- While the list of misery grows...seeds are being planted for good things.
- In 1993. Dr. Michael Berry's, book 'Protecting the built Environment, Cleaning for Health' discussed the importance and value of cleaning for public health purposes.
- Dr. Berry's vision remains unrealized. Consumers don't think about the health value of cleaning and are more concerned about how things look and smell.
- The cleaning industry needs to redefine itself.

John Downey
CIRI Executive Director

RIA

Live Comments:

- While he personally felt the COVID situation would quickly turn around, the worst thing that happened was for the first time in 74 years, cancelling the annual convention. As the association's biggest moneymaker, cancelling the event had profound financial ramifications.
- RIA had to quickly pivot and create a new business model which wasn't dependent on the annual convention. RIA was able to bring to its constituents 2 virtual conventions which delivered some best ever content. The events reached a larger audience, as middle managers and technicians had the opportunity to learn firsthand from events usually attended by owners.

- 2020 was a year of partnerships. Setting aside egos and turf wars, RIA, IICRC and AIHA collaborated to an unprecedented achievement: to curate and publish 5 editions of a COVID guidance document.
- COVID disinfection provided an opportunity for cleaning and restoration contractors to over pursue profits.
- The cleaning and restoration industry should have done better to provide stewardship.
- He predicts that COVID cleaning, sanitizing and disinfecting services will be commoditized in 2021.
- The industry is facing consolidation, as larger firms are acquiring smaller firms.
- He observes a thinning of the herd. Firms with inadequately sound business practices and adequate lead sources will fail.
- Private equity has discovered the cleaning and restoration industry, he predicts more acquisition acceleration.

Mark Springer
DaySpring Restoration

IAQA

2020 has been a tough year for any association. Everything was conducted from a distance including our annual planning meeting. Not having the opportunity to see our friends and colleagues is always disappointing. To name a few of the industry delays we had to unfortunately miss out on were the Healthy Building Summit, Summer Camp, and the Andrew Ask Building Science Symposium.

Our members were met with the challenges of supporting clients that were faced with all matter of Covid sanitization processes. We worked with other associations to help guide our members and their clients through the continued challenges of a Covid governed 2020.

On the brighter side, IAQA has experienced a significant increase in distance learning. Our members and the public are taking full advantage of our online educational offerings including webinars, IAQ University and our new S.M.A.R.T. Badge program, <https://iaqauniversity.org/>. As IAQA Board Member Eric Shapiro

said, “It’s incredible, we’d all like Covid to go away, but it has forced us to be resourceful with alternative methods of learning. And so far, it looks like it has been very successful. We may never have explored this were we not under the conditions we are in.”

We’ve had an outstanding year with Association Headquarters as they continue to impress our membership and Board with their excellent leadership and management. As we look forward to the next year we’re excited to get back to normal and hope to have face-to-face events very soon. In the meantime, we will be offering the [IAQA Global Virtual Annual Meeting & Expo, February 15-18, 2021](#). This will be an innovative and interactive educational experience with an opportunity to connect with thought leaders from across the globe.

Live Comments

- IAQA gives kudos to its management firm Association Headquarters for providing technical methodologies to deliver info to IAQA’s members.
- IAQA was fortunate to have had a face-to-face conference early in 2020
- The public is afraid of COVID and inundated with ads for products and services some of which making outlandish claims. IAQA members are being asked to help customers sort the truth from the BS.
- Through its SMART programs and other online training resources, IAQA has greatly increased its distance learning.
- The 2021 Virtual Annual meeting will be a global meeting.
- While it’s been a tough year for many businesses, 2020 was a boom year for some IEPS.
- People stuck at home are recognizing and dealing with more IEQ issues and problems. People going back to office work are concerned about: housekeeping, air filtration, air conditioning, etc.
- The restoration industry has slowed down because people are at home and quickly notice water leaks and other problems before they get out of hand.
- IAQA is expanding its Building Science and Infectious Disease program offerings.

John Lapotaire, CIEC
IAQA Immediate Past President

ACGIH

2020 has indeed been a year of many changes- and when properly executed change is a great thing! ACGIH has not been exempt from this narrative. This year, the switch to online education and meetings was at the forefront of the organization's list of accomplishments. Through the "Summer Series" of more than 30 webinars over ten weeks, a series of webinars on COVID-19 in the fall, and normally scheduled webinars, ACGIH effectively launched more online education in a year than we had for the 10 years leading up to 2020. ACGIH Technical Committees have effectively moved to meeting on an online platform that has allowed for the annual work on the 2021 TLVs BEIs and accompanying documentation to be extremely productive. So much so that the 2021 TLV book is now for sale on our online store in a record amount of time.

Looking forward to 2021 we are hoping to build on the success that we started this year on education, specifically webinars, to continue to support our stakeholders with the best technical info in our webinars presented by the top experts in this field. ACGIH is currently rebuilding our online presence with the state-of-the-art software. Early in 2021 we expect to have a new learning management system (LMS) that works closely with our website to allow for a streamlined user experience. In addition, the new LMS to will have a more user-friendly format, including the ability to save and download accumulated continuing education for recertification. The new LMS will host a new series of webinars called the ACGIH 2021 Learning Pass. Coming off a year like 2020, ACGIH recognizes the continued need for high level education for dedicated professionals without price gouging. The learning pass will consist of 24 webinars (over 30 hours of education) for about \$16 dollars an hour. Topics include but are not limited to ethics, ventilation, respiratory protection, SARS-CoV-2, and noise control. In addition to these courses, we plan on expanding the traditional Fundamental of Industrial Ventilation in-person course. The course will now include an online abbreviated version (without the hands-on lab). In addition, ACGIH will offer an in-person Advanced Industrial Ventilation class that expands on the FIV course. This advanced ventilation course will be ideal for those professionals who want more technical info on ventilation, industrial hygiene, or engineering. Finally, ACGIH also looks to expand the roles and offerings of our Technical Committees to further define the science of occupational and environmental health in both the workplace and in the community.

The updated TLV booklet has as one of its many changes an updated introduction to what was the Biologically Derived Airborne Contaminants (BDAC). Going forward this section will be known as the biological agent's section. It is noted that the agents under study that were listed there have been relocated to the TLV Chemical Substances committee 'under study' list. This change will enable the ACGIH Bioaerosols committee to begin looking at markers of active biological agents and at the measurement methods of these agents. The Bioaerosols committee has been extremely active this year working to update the ACGIH signature publication, Bioaerosols Assessment and Control, known as the Purple Book. The first chapter finished of this revised publication is being published shortly as a monograph on Air Sampling Instrumentation for Bioaerosols.

Live comments:

- Need to shift convention programs to online education. The pandemic restrictions have resulted in diminished togetherness and personal relationships and Zoom fatigue.
- In 10 weeks delivered more info than done in last 10 years.
- ACGIH have risen to the occasion and gotten people the science they needed.
- ACGIH was responsive, working on the front end providing COVID info before CDC
- Improved committee productivity, 2021 TLV book completed early.
- Pulled through COVID stronger than before, more member and volunteer activity and an increase in membership.
- Addition of new and improved software.
- Improved meeting accessibility. Due to on-line meetings, more members nationally and internationally are participating on ACGIH committees.
- Industry wonders if the CDC is really a trusted resource?
- Atlas of Fungal Spores coming soon.
- Advanced Industrial Ventilation class offering.

Phillip Rauscher MPH, CIH, CSP

Healthy Indoors

Live Comments:

- Both Bob Krell and his editor Sue Valenti have spent the last 20 years trying to drive the importance of IAQ; COVID knocked us back to square 1.
- Bob is well known to be an early technology adopter. Bob's firm is a digital media company that provides written publications, online educational products and streaming events. He did 5 live streaming events in 2020, with more scheduled for 2021.
- Healthy Indoors Global is a new publication, which will be circulated free worldwide. He hopes to help connect, learn and engage in a digital format.
- He is upset about how marginalized communities have been affected by COVID; and how more affluent nations will receive COVID vaccines first.
- In 2020 business as we know it was upended.
- Things that formerly worked, no longer work.
- Weatherization market has suffered. The Building Performance event in New Orleans was cancelled due to COVID. They rolled into a digital event which had 1600-1800 participants.
- In 2021 it will be incumbent for us to think outside the box.
- 2021 will be the year for education globally to come together.
- We'll need to communicate in new formats and ways to reach wider audiences.
- The COVID raised awareness of our industry among consumers.
- Our industry has been largely unsuccessful in dealing with consumers.

Robert Krell

AIHA

Best thing – AIHA's leadership role in developing practical public-facing guidance via Back to Work Safely campaign as well as a suite of other COVID related guidance documents; this has helped us garner mass media attention and earned press

Worst thing – Having to host AIHce 2020 all virtually and missing in-person connections

Look into your "unique proverbial crystal ball"; address the biggest issue you see from your stakeholder viewpoint as we roll into 2021

On a macro level – the impact of the tiered approach of the COVID vaccine roll-outs to the American public and getting the workforce back to some state of “normalcy”, and what the role of the industrial hygienist/occupational health professional will be?

Live Comments:

- Even though they knew about the need to cancel the in-person event, AIHA needed to delay notification of event cancellation to avoid paying cancellation penalties. The venue for the AIHA’s event, AIHce 2020 was converted into a makeshift hospital.
- AIHA relied upon existing technology to deliver the event virtually. With only 2,200 enrolled for the virtual event, the technology crashed on the first day. AIHA staff regrouped and got things up and running the 2nd day.
- Entrepreneur Mark Cuban challenged AIHA to do something about COVID, AIHA responded by creating and disseminating 26 new documents. These documents are now being translated into Spanish.
- AIHA’s leadership role in developing practical public-facing guidance via Back to Work Safely campaign as well as a suite of other COVID related guidance documents; this has helped us garner mass media attention and earned press
- With the roll out of vaccines, what will be the role of IHS?
- Employers will be able to mandate employees be vaccinated.
- OSHA has been marginalized over the past Presidential administration so we remain hopeful we can play a critical role with Pres-Elect Biden, starting with the appointment of a new OSHA head.
- With President-Elect Biden’s agenda, how can the profession play a key role in advancing the development of a new federal Emergency Temporary Standard for COVID. And how might we leverage this to work towards the creation of a longer-term national infectious disease standard.
- A permanent emergency disease standard is long overdue.
- The WHO listened and included AIHA guidance within WHO recommendations.
- AIHA members will have an increasing role in maintaining worker health and safety.
- Finally, post-COVID – how can the occupational health profession remain relevant in the minds of the public, with business leaders. COVID has brought us into the spotlight but we need to build upon our success and

ensure worker health is a top-line priority across all businesses – large and small.

Larry Sloan

InstaScope

A Look Back at 2020 ... One Man's Reflections

This is the time of year when we all look in the rear-view mirror and reflect on events, memories, and changes that occurred over the past 12 months. Last year, this exercise had me amazed and proud of personal and professional accomplishments and hopeful for a 2020 filled with even more progress and opportunities to grow.

Now, here we are at the end of the year, and I am reflecting on the “best of times and worst of times” and how they measure up to the expectations I set last year. If you ask anyone to say the first thing that comes to mind when they hear 2020, you will almost always hear, “COVID.” Either that or the election, but this is not a political piece. This reflection is a learning exercise.

Never in my wildest dreams could I have imagined I would be reflecting on the impact of a global pandemic that affected everyone and everything. The impact of COVID-19, within a few short months, changed how businesses operate and how students attend school and learn. It changed how people interact with each other in business and social settings. It changed how sporting events are conducted and how athletes are trained. It created an enormous weight on our healthcare professionals. It impacted the food & beverage, hospitality, and travel industries. It slammed everything and everyone, and my thoughts and prayers are with everyone as we continue to maneuver this change.

All that said and with all end of year reviews, I try to highlight the positive and focus on what I learned from the challenges experienced in 2020.

As a husband, I have learned to work in the same office space as my wife. While we have done this for years already, we no longer get the space we sometimes need with business travel and meetings. This year, I have enjoyed learning more about

her profession as has she about mine, and we have found ways to support, encourage, and grow our abilities together.

As a father, I have never been prouder of my three amazing daughters and how they have adapted to meet the changes of 2020. My oldest daughter works for a well-known non-profit organization and amazes me with her ability to find ways to bring virtual solutions to fund-raising and outreach events. My middle daughter is an ER Nurse, and I am awestruck by how she works with fierce passion and compassion while faced with overwhelming on-the-job situations and obstacles. My youngest daughter is a D1 college athlete, who trained and performed well during the fall season, through constant COVID-19 testing and online classes, bringing home a 4.0 this past semester. As a father, I am humbled and blessed.

As a business professional, I have learned to leverage technology and tools to get the face-to-face interaction needed to build strong relationships and trust. Being in the Indoor Air Quality industry, I have also learned that awareness for indoor air quality has increased far beyond those industry-specific professionals and consumers. I suppose we have COVID-19 to thank for this much needed attention to air quality. Because of COVID-19, we have seen incredible innovations to not only respond to the current pandemic, but to also reduce the risk and impact of future threats and/or viruses. Our future will see improved air quality technology in transportation, public buildings, hotels, offices, and even our homes. The role of the InstaScope and its capabilities to measure air quality in real time is more important than ever as the need to identify and mitigate risks continues to grow.

For 2021, I remain hopeful for more progress and more opportunities to grow, and I look forward to the next look in the rear-view mirror with an eye on a bright horizon.

Live comments:

- The pandemic has affected everyone, people are affected differently.
- The ripple effects from the pandemic will be felt for decades. Pressure on healthcare, nonprofit and educational sectors. Educational challenges as students experience loss of in-person education.
- InstaScope is working with states, govt. facilities and schools to provide tools to measure safe re-openings.
- Mankind solves problems.

- The restoration industry is reactive to crisis. IAQ field deals in identifying and managing current and the future health threats.
- Every day we are one day closer to getting back to normal.
- 2021 will be a renewed interest in IEQ as unmaintained COVID shuttered buildings are reoccupied.

Ron Morrison

Healthy Buildings 2021

Best and Worst

For Healthy Buildings 2021 - America (HB21), 2020 has been a roller-coaster ride. For those who don't know, Healthy Buildings is a bi-annual conference of the International Society of Indoor Air Quality and Climate (ISIAQ). Generally focused on academic research, the 2021 conference, hosted by CIRI — a contractor- and practitioner-oriented organization — is to be different. The theme tells the story: "Bridging the Gap Between Research & Practice in the Age of COVID-19 and Beyond." Put another way, with CIRI's participation, HB21 promised to change the paradigm to "research to practice and practice to research" by bringing on board those involved in the business of cleaning, restoration and remediation.

And then COVID-19 hit and the world was turned upside down. Slated to be held in Honolulu in June 2021, many challenges needed to be overcome, including dates, venue, social distancing requirements, even the ability to travel to Hawaii. But the HB21 leadership committee, comprised of members of both organizations, was determined. The roller-coaster ride is over and "the show will go on!" The dates have been moved back a couple months to August 10-12, and the conference has been moved to the Honolulu Convention Center to accommodate whatever social distancing requirements are still in place.

Crystal Ball

Is 2021 the year that researchers and practitioners finally make meaningful connection? Is Healthy Buildings 2021 - America the event that sets the process in motion? That's the plan. We are determined to make it so.

Live Comments:

- 310,000 people dead and counting. COVID has touched all of us.
- His research priority has always been to disseminate applied science to practitioners.
- As a scientist he is frustrated by both the politicization of COVID and the disregarding of science.
- It will take many years to reestablish education in schools.
- Teaching online is like talking into a void.
- Nonstop webinars
- Accelerated COVID research, publication and dissemination.
- 230 scientists wrote a letter to WHO about the importance of aerosolization in COVID spread. WHO is now recommending more ventilation and air filtration.
- Importance of IAQ magnified and brought to the forefront.
- People are beginning to accept and be educated.
- COVID will come and go but won't fade away. Lessons learned from COVID will be used to help us battle what comes next.
- Will there be more government funding?

Dr. Richard Shaughnessy, PhD.

AEML

Best And Worst Of 2020

I remember we all started 2020 with such high hopes, the fun “roaring 20s” New Year’s Eve parties ushering in a new decade. We were all going to have a great fresh start! This year has proven itself to be a rollercoaster ride, to say the least!

I will start with the worst parts of 2020 so that we can end on a positive note. From my perspective, the absolute worst part of this year was the uncertainty. Whether it was dealing with our health, job security, or making future plans of any kind we were all working with limited information and resources. We missed our “normal” lives and no one had a crystal ball to tell us when it was all going to be over or

when we would find more toilet paper in stores. This certainly created a lot of stress and we learned a lot of lessons, sometimes the hard way.

The silver lining of all of this uncertainty was the return to some more wholesome values. Having home cooked dinners with our family, appreciating the jobs we maybe tend to complain about, and being grateful for what we do have rather than thinking about what we lack were things that I noticed becoming more prevalent.

2021 seems to be looking up for all of us despite a rough start to a new decade. With the amazing speed of the development of a Covid-19 vaccine I really do feel that things will begin to calm down. I think many of us will begin to travel again and return to our previous traditions for family gatherings. Hopefully parents and children will feel safe enough to resume traditional classroom learning. I would love to see all of the small businesses that have been affected around the country be able to open up again without too harsh of restrictions. More than anything, I hope to see us all lighten up a bit and go back to doing the things that bring joy to our lives!

Live Comments:

- AEML was fortunate to hold its Winter Break event before COVID took hold.
- AEML uses gloves, swabs and other lab supplies also used in the healthcare field. It was a challenge to obtain the lab supplies that were needed.
- Whoever would have thought we would be ordered not to work and to stay home?
- AEML was known for its monthly in-person training events through which local contractors could obtain the needed credits to maintain their mold licenses. AEML converted its in-person training to an online platform. This greatly increased AEML's educational reach.
- The Florida real estate market remains strong.
- Consumers don't know or understand what we do.
- The vaccines are bringing more calm and comfort.
- Kristy is looking forward to attending in-person events in 2021.

Kristy Brueggeman

When I look back on 2020 I see a lot of different things but some the worst parts of 2020 have also been the best. Here's what I mean. First at the beginning of the year we hired a new CEO, Mike Dakduk. This is one of the best parts but then 6 days after he started work in Las Vegas he had to shut down the GRC (Global Resource Center) due to Covid. For a brief moment this looked to be one of the worst parts but it turned out to be a huge bonus for the Registrants and Certified Firms of the Institute.

You see over the last 15-20 years the Institute has talked about getting courses online but it never happened. Within a few days of the nationwide shut down the Institute had live streaming classes up and running. This is one of the worst parts turned into a huge positive. By offering live streaming of classes the Institute was able to still get its Registrants and Certified Firms the education they needed. The Institute started out with 14 courses available via live stream and has since added several more. Not only have the live streaming of classes been a huge hit but we also added a chat function to the homepage of the IICRC website. Now you don't have to call the IICRC, you can chat with a staff member during business hours and get all your problems solved quickly.

The pandemic also forced us to cancel many in person events but we turned that into a positive as well. Our annual instructor awards show usually only happened in front of a room full of IICRC approved Instructors in years past. This year we were able to hold a virtual awards show and invite everyone that wanted to attend. Since it went over so well we will still have virtual attendees this year even if we are able to meet back in person for the awards show in 2021.

Another thing we have done in 2020 is to start up the IICRC Hall of Fame and the first inductee to the Hall of Fame was Jeff Bishop. The grand opening of the Hall of Fame will actually take place on January 30, 2021 at the GRC. All the nearly 50 years of history of IICRC will be on display in the Ed York Hall. The Hall is named after the founder of the IICRC Ed York. Previous winners of the Ed York (Founders award), Cy Gantt award, and the Keith Williams award will also be housed in the Hall of Fame wing of the GRC.

As 2021 approaches some of the things the Institute is looking forward to are the upgrades in technology. The Institute has outgrown its current database and so

we are investing in new technology to run the day to day business of the Institute. The Institute has also put a priority on growing internationally and as starters we have submitted our S500 Standard for Professional Water Damage Restoration and the S520 Standard for Professional Mold Remediation to Standards Australia. Standards Australia is similar to ANSI (American National Standards Institute) here in the United States. If these are accepted then this will help all our Registrants, Certified Firms, and approved schools and approved instructors in Australia and New Zealand. We are also concentrating on customer service over this next year. We know we have lacked in this area in the past but it is a priority this year.

So while 2020 may not have been what we all thought it would be, it has turned out to be a good year for the Institute and we are looking forward to building on that in 2021.

Live comments:

- IN 2020 the IICRC was thrown a curveball, as the Chairman was unable to travel and meet registrants.
- IICRC has 184 instructors who were used to in-person training. IN 2020 IICRC approved live streaming training and had one of the groups best years ever.
- E-learning platform will be ready in January.
- IICRC held virtual events Instructor Awards and Hall of Fame inductions which were open to all registrants.
- 2020 was a year of collaboration with RIA and AIHA to curate and publish COVID information.
- 2021 will focus on the strategic plan.
- CEO Michael Dakduk made a successful 2020 possible.
- 7,000 Certified Firms
- IICRC is improving it's technology.
- IICRC has submitted their ANSI Water Damage Standard and Mold Remediation Standard for adoption by the Australian Standards. 150 letters from Aussies and Kiwis accompanied the submission.
- Registrant service has been improved through a chat feature on the IICRC website.
- Chats with Chairman, a periodic informational podcast.

Kevin Pearson

IICRC immediate past Chairman

PARTICLES PLUS

Best thing of 2020 – Increased awareness for performance based filtration and ventilation for commercial facilities; growing research in aerosol based transmission models related to COVID and airborne infectious disease waking up the historical biases of WHO and the CDC.

Worst – Not being able to be at Healthy Building Summit this year! The lack of in-person conferences and events, and a reduced sense of community and isolation.

Crystal ball for 2021 – More of the same until vaccines are proven and rolled out to the population.

Tom Grillo

Radio Joe-

My wish for 2021 is to have more young people, women and minorities interested and involved in IEQ.

Z-Man-

Response to John Downey: Cleaning and restoration firms provide the labor, the large cleaning product manufacturers have failed to educate the public about the need and value of cleaning.

Safety Third, is Mike Rowe's (Dirty Jobs TV fame) recommendation for improving worker safety

<https://www.ishn.com/articles/93505--dirty-jobs--guy-says-safety-third-is--a-conversation-worth-having->

Wow, what a great show and way to end the year. Best wishes to the IAQ Radio audience for a 2021 blessed with health, happiness and prosperity.

[Link to full guest bios](#)

Z-Man signing off

3 part trivia question. November 18, this day in history: name the Soviet Union Leader, Rolling Stone and Goodfella who share today as their birthday?

Answer: Joseph Stalin, Keith Richard and Ray Liotta

Answered by: Frank Mortl, III , Executive Director ACGIH