

Operational Procedures

Indoor Air Quality (IAQ) concerns in a school can be subtle and do not always produce easily recognized impacts on health, well-being, or the physical plant. Previous assessments conducted in our schools have shown that many of the IAQ concerns raised by occupants can be easily resolved by the location without Risk Management, Physical Plant Operations or Facilities & Construction Management involvement. In an effort to efficiently allocate resources, locations should ensure the issues identified below have been addressed prior to notifying Risk Management.

Site-based Checklist

- 1. Any excess build-up of dust within the complaint area has been removed and the environmental surfaces have been cleaned utilizing the district's approved germicidal cleaner (e.g. Wexcide). *When utilizing any district approved chemical it is important to ensure the product is utilized in accordance to manufacturer's labeled directions and appropriate personal protection is worn.*
- 2. All chemicals and room deodorizers/air fresheners have been removed from the complaint area.
- 3. The HVAC filters servicing the complaint area are clean and installed properly.
- 4. In the event the complaint area has carpet as a flooring medium, the carpet has been thoroughly cleaned and shampooed.
- 5. Any live plants or animals have been removed from the complaint area.
- 6. The HVAC supply and return registers within the complaint area have been cleaned and sanitized utilizing the district's approved germicidal cleaner (e.g. Wexcide). *When utilizing any district approved chemical it is important to ensure the product is utilized in accordance to manufacturer's labeled directions and appropriate personal protection is worn.*
- 7. Any stained ceiling tiles within the complaint area have been

- changed and the location has initiated a work order to correct the source of the staining if identifiable.
8. Any visible mold found on hard, non-porous surfaces has been cleaned and sanitized utilizing the district's approved germicidal cleaner (e.g. Wexcide), **providing the affected surface area is less than 10 sq. feet.** *When utilizing any district approved chemical it is important to ensure the product is utilized in accordance to manufacturer's labeled directions and appropriate personal protection is worn.*

In the event, the visible mold returns after cleaning, the affected surface area is greater than 10 sq. feet, or the visible mold is located on porous materials (e.g. drywall, paper, fabric furnishings), immediately contact the Risk Management Department by completing the online IAQ Assessment Request at <http://169.139.254.126/riskmgmt/AdHocAssessment.aspx> using Internet Explorer 6.0 or above.

Response Procedure

1. In the event the corrective measures identified above have not satisfactorily resolved the occupant complaint, the location principal shall refer the complaint to the Risk Management Department by completing the online IAQ Assessment Request, using Internet Explorer 6.0 or above, at <http://169.139.254.126/riskmgmt/AdHocAssessment.aspx>
2. The IAQ Assessment Team will conduct an assessment at the location in a timely manner. Assessments should be conducted within a 48-hour period. The IAQ Assessment Team will be comprised of representatives from the Risk Management Department, Physical Plant Operations and the Facilities and Construction Management Department. The Deputy Superintendent/ Chief of Staff shall oversee the IAQ Assessment Team. This reporting structure will provide representation of the IAQ Assessment Team at Senior Management and an opportunity for the Area Superintendents to raise specific concerns at this level.

3. It will be the responsibility of the IAQ Assessment Team to review the nature of the complaint, identify the source problem(s) triggering the complaint, and develop a recommended course of action to remedy all issues. All actions to be taken will be categorized as requiring an immediate response (within 3 days), a timely response (within 3 weeks), or a deferred response. The IAQ Assessment Team will identify all issues posing an immediate health hazard and ensure appropriate measures are taken to protect the health and safety of all building occupants.
4. The IAQ Assessment Team shall develop a written course of action for all such assessments. If a complaint is made by a location where a previous IAQ issue has already been identified, and there is an existing project within the capital budget to rectify source issues, the IAQ Assessment Team will make a determination whether current conditions require the project to be expedited or if the existing schedule for completion is appropriate.
5. The written course of action will identify specific measures to be taken, the individuals responsible for action, and the estimated timeframe for completion. The parties responsible for action will be identified as site-based custodial, Physical Plant Operations, or Facilities department, based on the nature and scope of action to be taken. *It shall be the responsibility of the Project Manager to be aware of all IAQ issues at their respective locations, the written course of action to rectify these issues, and to make a determination of the most expedient manner to complete the scope of work requiring the services of the Facilities and Construction Management Department.*
6. All microbial damaged materials will be remediated utilizing the Environmental Protection Agency's "Mold Remediation in Schools and Commercial Buildings" guidelines. These remediation specifications outline various levels of contamination and the appropriate procedures to remediate such contaminated materials.
7. The IAQ Assessment Team will meet with the Deputy Superintendent/Chief of Staff on an as needed basis to review all location action plans. Once approved, the final action plans will be distributed to the location

- principal, the appropriate Area Superintendent, the Project Manager, and the various parties responsible for action.
8. The IAQ Assessment Team will maintain a database of all complaints pertaining to IAQ. Information will be recorded identifying the nature of the complaint, the course of action to be taken to resolve any issues, and the timeframes for completion/resolution. It shall be the responsibility of the IAQ Assessment Team to monitor the timeframes for completion and ensure all responsible parties have completed their assigned actions.
 9. Once all recommended actions have been completed, it shall be the IAQ Assessment Team's responsibility to ensure the action was completed in an appropriate manner.
 10. In the event a principal does not receive a prompt response to their initial complaint from the IAQ Assessment Team, they shall report this to the Area Superintendent's Office. The Area Superintendent will then notify the Deputy Superintendent of Facilities and Construction Management or the Deputy Superintendent/ Chief of Staff for intervention.
 11. In the event a principal is not satisfied with the recommended course of action to rectify the IAQ issues or the corresponding timeframes for action completion, it shall be the responsibility of the applicable Area Superintendent to bring these issues to Senior Management for discussion.