
INDOOR ENVIRONMENTAL COMPLAINT PROCESS (MNO-P010)

WENATCHEE SCHOOL DISTRICT

1.0 SCOPE:

- 1.1 This procedure covers any complaint of indoor environmental discomfort.

The online version of this procedure is official; therefore, all printed versions are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Assistant Superintendent of Operations
- 2.2 Maintenance and Operations Supervisor
- 2.3 Custodial Supervisor
- 2.4 Head Custodian
- 2.5 Building Principal or Director

3.0 APPROVAL AUTHORITY:

- 3.1 Maintenance and Operations Supervisor
- 3.2 Assistant Superintendent of Operations

4.0 DEFINITIONS:

- 4.1 Indoor Environment – The combination of all influences of the facility systems on the occupant's comfort including temperature, lighting, odors, air movement, noise, and other sensory effects.
- 4.2 IAQ – Indoor Air Quality.
- 4.3 IAQ investigation – Investigation of air quality that will rise out of a complaint of respirator function, allergic reaction, or general feeling of illness which is demonstratively connected to occupancy of the facility.
- 4.4 HVAC system – the facility system that heats, cools, supplies, exhausts, and moves air.
- 4.5 Established temperature range – the range of acceptable temperature set as policy by the Wenatchee School District and programmed into HVAC control systems. As of date of this writing, the acceptable range is 70 to 74d F.
- 4.6 V.O.C. – Volatile Organic Compound – Any chemical compound based on carbon chains or rings with a vapor pressure greater than 2mm of mercury. This includes airborne chemicals that can cause allergic reaction or chemical sensitivity reaction. V.O.C.s are a common off-gas of any petroleum product such as plastic, vinyl rubber, adhesives, paints, etc.

5.0 PROCEDURE:

- 5.1 All complaints of indoor environment should be directed to the principal or head custodian of the building in question. Outside agencies should not be contacted, except by District Level administrators as detailed in 5.9.11.
- 5.2 If the complaint involves suspected asbestos or mold issues, go to step 5.6.

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- 5.3 Resolution of the environmental problem should first be addressed at the building level by the custodial staff; if resolution by custodial staff not possible, go to 5.6.
- 5.4 The custodian will make initial investigation of any environmental complaint.
- 5.5 The custodian can resolve the situation by taking actions that are within the custodial job description and may include:
 - 5.5.1 Replacement of burned out bulbs, causing low light.
 - 5.5.2 Removal of foreign material, chemicals, trash, etc., causing odors.
 - 5.5.3 Using the HVAC override controls to turn on HVAC system during non-operational hours.
- 5.6 If the custodian cannot resolve the solution at the building level, but can identify the cause of the problem as resolvable by M & O staff, then the custodian will enter a work order into the work order software. (See MNO-P001.) If not, go to 5.7.
- 5.7 If the environmental problem cannot be solved at the building level, the custodian will notify the principal and the custodial supervisor, who will both communicate the problem to and discuss with the Maintenance and Operations Supervisor. The M & O supervisor will make HR aware of the discussions.
 - 5.7.1 If the problem is not an IAQ problem and cannot be resolved at the building level or through the work order system, the M & O supervisor will investigate the problem and take appropriate action as the circumstances warrant.
 - 5.7.2 If the problem is identified as an IAQ problem, the M & O Supervisor will initiate an IAQ investigation. If not, go to 5.7.
 - 5.7.2.1 The M & O Supervisor will create a hard copy file for all documents, findings, and correspondence.
 - 5.7.2.2 The M & O Supervisor will provide the principal and the complainant with Form MNO-F003, Indoor Environmental Investigation Form.
 - 5.7.2.3 The complainant will fill out the first two pages of the form as completely as possible and return to the principal for review by the M & O Supervisor.
 - 5.7.2.4 If the symptoms are health related and of serious concern, the complainant will be advised to consult their personal physician to determine possible causes and solutions.
 - 5.7.2.5 The following adjustments to the environment will be made at the beginning of any IAQ investigation:
 - 5.7.2.5.1 Removal of any live animals from the immediate area and the associated wing or building section.
 - 5.7.2.5.2 Removal of any stuffed furniture, excessive number of pillows, stuffed animals, and other dust and pest harboring in the immediate area.
 - 5.7.2.5.3 Removal of chemical or V.O.C. emitting devices such as plug-in electrical or passive air fresheners.

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5.7.2.6 The M & O Supervisor will review the first two pages of MNO-F003 and make note of any information that may lead to discovery and resolution.

5.7.2.7 M & O staff will conduct an IAQ investigation using page 3 of the form MNO-F003. Additional resources and procedures will be used based on initial findings of the investigation per accepted IAQ investigatory practices.

5.7.2.8 Based on the findings of the investigation, adjustments will be made to the facility and its systems to eliminate identified or suspected contaminant sources.

5.7.2.9 The principal and the complainant will observe the situation to determine if the problem has been mitigated or eliminated.

5.7.2.10 If complainant is still experiencing the same problems, go to 5.7.7, except as detailed in 5.7.11.

5.7.2.11 If environment and systems have been repeatedly investigated with no improvement and no further progress can be made with internal staff and tools, the Assistant Superintendent of Operations will review the file with the M & O Supervisor to decide if an outside agency or consultant will be hired to continue the investigation.

5.7.2.11.1 If an outside entity is hired, the findings and recommendations are taken by the M & O staff to step 5.7.8.

5.7.2.11.2 If an outside entity is not hired, the file is referred to HR to make reasonable accommodations for the complainant.

5.7.3 M & O staff will meet to review the file, discuss the findings and what can be learned.

5.7.4 File is closed with a debrief statement.

6.0 ASSOCIATED DOCUMENTS:

6.1 OSPI Health and Safety Guide:

<http://www.k12.wa.us/facilities/healthsafetyguidenew.asp>

6.2 The Washington State Ventilation and Indoor Air Quality Code (WAC 51-13)

<http://www.leg.wa.gov/wac/>

6.3 MNO-F003

6.4 ASHRAE Standard 62-89

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7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
IAQ file	M & O/District Vault	1 yr	Send to District for vault storage as deemed necessary by Risk Management.	Stored in fireproof vault at District Office

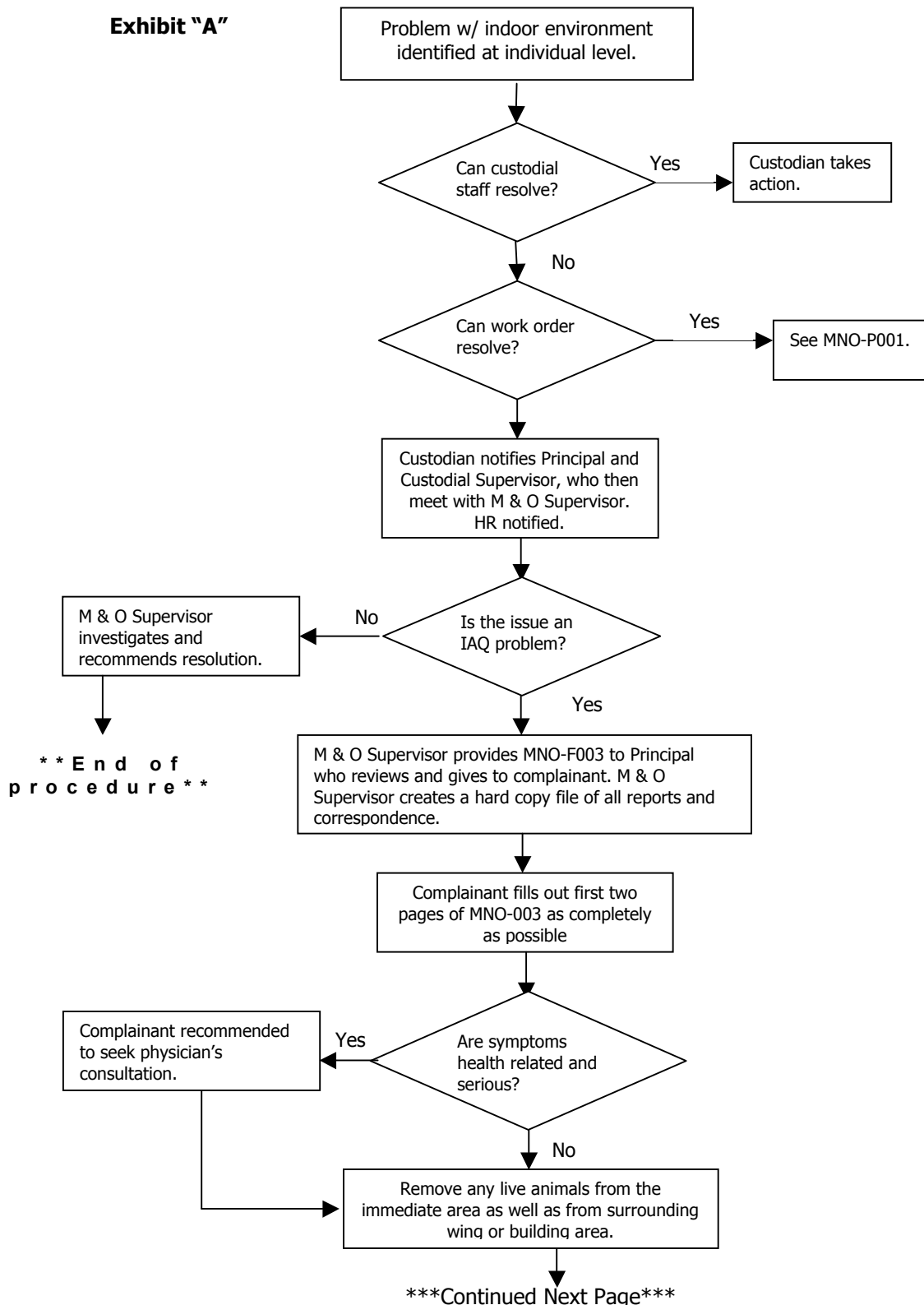
8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev:</u>	<u>Description of Revision:</u>
04-Sept-03	A	Original Release
17-Nov-03	B	Edited 5.7 to clarify procedure, rephrased 5.1

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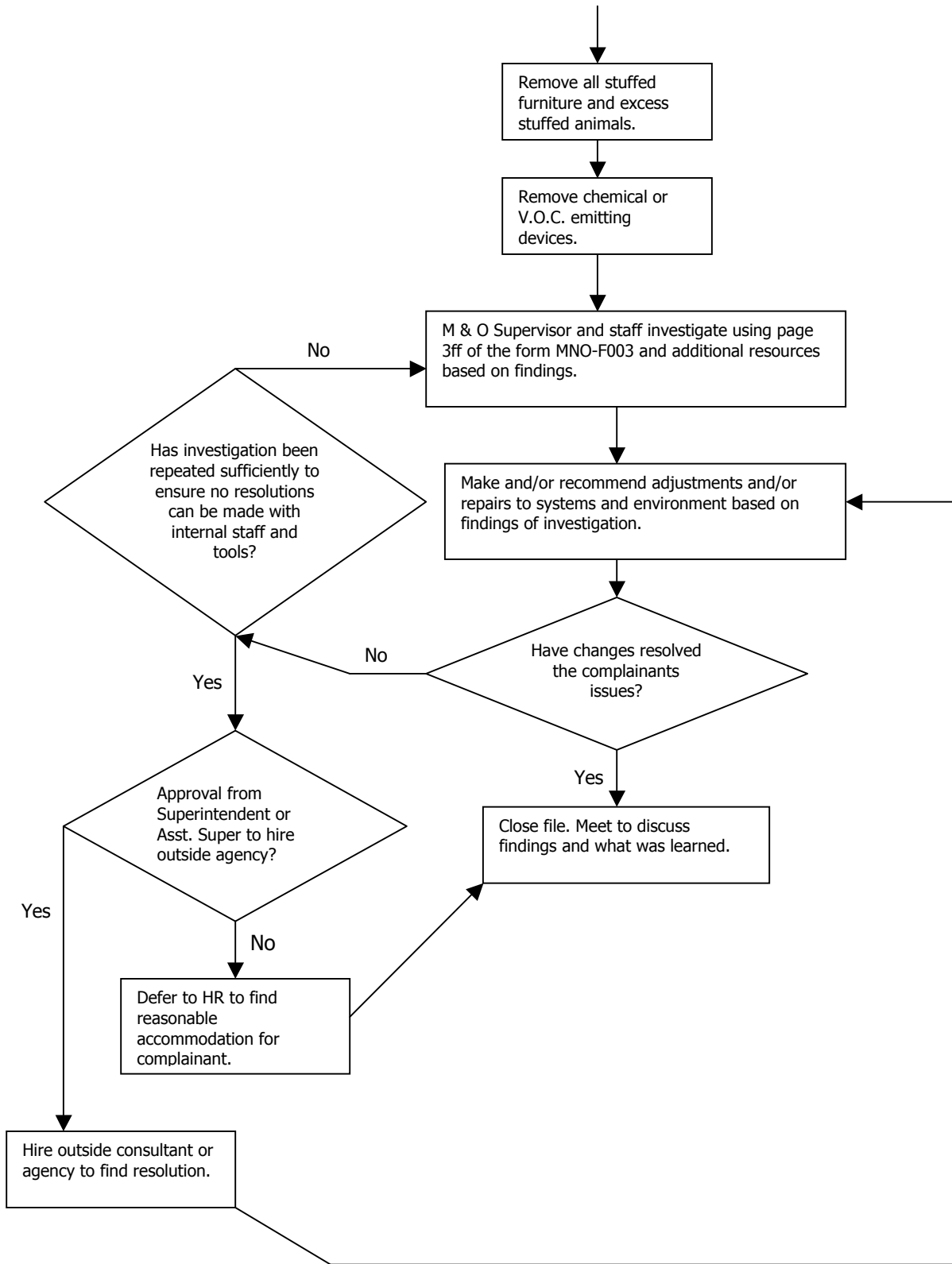
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Exhibit "A"



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**** End of Procedure ****