

# IAQ Complaint Response Protocol

## Complaint Reception/Routing

1. MCPS Environmental Services/Indoor Air Quality receives a complaint.
2. The complaint is provided to an Environmental Safety Coordinator.
3. The Environmental Safety Coordinator assigns priority status (emergency, non-emergency).

## Indoor Environmental Quality Evaluation

4. The Environmental Safety Coordinator visits the facility associated with the complaint (immediately for emergencies; within 5 business days for non-emergencies).
5. The Environmental Safety Coordinator interviews the complainant and other personnel with relevant information, such as the Building Service Manager, Plant Equipment Operator, Division of Maintenance personnel, the complainant's supervisor, and other building occupants.
6. The Environmental Safety Coordinator evaluates indoor environmental conditions for affected locations. This can involve:
  - Visual inspection for indoor environmental problems (water leaks, possible fungal growth, poor room cleanliness, ventilation-related problems, other potential contaminant sources and pathways, building construction/modification-related problems).
  - Inspection of ventilation equipment for proper operation and cleanliness.
  - Quantitative measurement of indoor environmental conditions (air temperature, carbon dioxide concentrations, carbon monoxide concentrations, relative humidity levels).
  - Quantitative measurement of potential air contaminants.
  - Qualitative evaluation of moisture content of building materials and room surfaces.
  - Review of relevant Division of Maintenance work order records for the facility.
7. The Environmental Safety Coordinator identifies potential causes for the complaint.
8. The Environmental Safety Coordinator determines corrective action, if needed.
9. The Environmental Safety Coordinator notifies the complainant, the complainant's supervisor, the Principal (or facility administrator), the Building Service Manager, and other interested individuals of identified problems and planned corrective action.

## Corrective Action

10. The Environmental Safety Coordinator assigns corrective tasks to MCPS personnel (Building Service Manager, Division of Maintenance depot personnel, Division of Construction personnel, facility administrative staff) as appropriate.
11. If necessary, the Environmental Safety Coordinator hires contractors to complete corrective work.

12. If necessary, the Environmental Safety Coordinator initiates a special project for completion by the MCPS Indoor Environmental Quality (IEQ) Team. Special projects can involve fungal (mold) remediation and ventilation equipment cleaning.

13. The Environmental Safety Coordinator verifies completion of corrective work.

14. The Environmental Safety Coordinator notifies the complainant, the complainant's supervisor, the Principal (or facility administrator), the Building Service Manager, and other interested individuals of corrective action completion.

### **IEQ Team Special Project**

15. If a special project is required, the Environmental Safety Coordinator conducts a job hazard analysis and creates a written work plan for the project. The work plan includes:

- A description of the problems requiring correction.
- Required processes for correcting the problems.
- Necessary hazard control methods (work location enclosure, local exhaust ventilation, personal protective equipment, etc.).
- Occupational safety and health information for IEQ Team personnel.
- Any other relevant information needed for timely, proper project completion.

16. The Environmental Safety Coordinator provides the work plan to the Environmental Safety Specialist.

17. The Environmental Safety Specialist reviews the work plan and determines needed equipment and material, personnel assignments, and necessary project modifications.

18. The IEQ Team Field Supervisors acquire necessary equipment and schedule the special project.

19. IEQ Team personnel complete the special project.

20. The Environmental Safety Coordinator, Environmental Safety Specialist, or IEQ Team Field Supervisors verify proper project completion.

21. The Environmental Safety Coordinator notifies the complainant, the complainant's supervisor, the Principal (or facility administrator), the Building Service Manager, and other interested individuals of special project completion.

### **Follow-Up Action**

22. Necessary follow-up action (re-evaluation, additional corrective work, etc.) can be initiated by the Environmental Safety Coordinator, IEQ Team personnel, the complainant, or other affected individuals