

Indoor Air Quality Protocol Package

Important Factors for the success of managing IAQ issues:

- **Work as a team**
 - **Consistently maintain communication until completion**
 - **Be aware of the process**

To support these factors this package includes:

1. The HRSB Indoor Air Quality Protocol
2. A checklist: IAQ - Managing Protocol
3. An IAQ Protocol Diary (to be used in conjunction with the checklist)
4. A flow chart: IAQ Protocol Flow Chart

3.7 Indoor Air Quality Protocol

MANAGING THE IAQ PROTOCOL

(To be used when an IAQ concern/complaint is registered)

School _____

Concern/complaint received by Principal on (Date) _____

Complainant(s) (optional) _____

NOTE: An IAQ Protocol Team is not used for items # 1 through # 6 on the checklist below. However, if you reach # 7 and the complaint is not resolved, then the next section, IAQ Protocol Team, needs to be completed in order to proceed with the rest of the checklist.

IAQ PROTOCOL TEAM (step 7)

Principal _____

JOHSC Member _____

Operations Services Regional Manager _____

Others (Internal or External to the Board)

_____ Position _____

_____ Position _____

Team member responsible for recording _____

Date IAQ Protocol Team was initiated _____

Date for completion of this concern/complaint _____

DATE	PROTOCOL ACTION	PERSON(S) RESPONSIBLE	COMPLETED? Y or N	DIARY (D) NOTATION OR ATTACHMENT (A)
	1. Confer with complainant(s) to clarify concerns	Principal		A
	2. Is a medical referral required from the complainant(s)? (Check with Manager OHS)	Principal		A (if applicable)
	3. Consult with the workplace JOHSC	Principal		D
	4. Investigate complaint with school-based custodial staff : <ul style="list-style-type: none">Record observations/conclusions (from sight, sound, smell, etc.)Note who else is similarly affectedLook for all possible causes.Correct situation, if possible.	Principal		D

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DATE	PROTOCOL ACTION	PERSON(S) RESPONSIBLE	COMPLETED? Y or N	DIARY (D) NOTATION OR ATTACHMENT (A)
	<p>5. Submit appropriate maintenance Work Order requests through school-based custodial staff to correct concern, if applicable. (Print and Attach copies of the requests)</p> <p>6. If investigation and correction of the concern/complaint is complete at this point, then skip to # 12.</p> <p>7. If the complaint has not been successfully corrected using school-based resources then the appropriate Operations Services Regional Manager should be requested to assist. Note below, if applicable.</p> <p>Record school facilitator contacted:</p> <p>_____</p> <p>_____</p> <p>Record others contacted</p> <p>_____</p> <p>_____</p> <p>(Note: Record their comments in the Protocol Diary)</p>	<p>Principal</p> <p>Principal</p> <p>Principal</p>		A
	<p>8. Once the request in # 7 is confirmed, an IAQ Protocol Team is developed. Record names of IAQ Team in appropriate spaces at the beginning of this checklist.</p>	Principal		
	<p>9. Assign responsibility for recording activities of the IAQ Protocol Team on this checklist and for maintaining records in the Protocol Diary.</p>	Principal		
	<p>10. Set date for first IAQ Protocol Team meeting. (By fax or email, ensure that the Manager OHS is informed that an IAQ Protocol Team has been formed)</p>	Principal		

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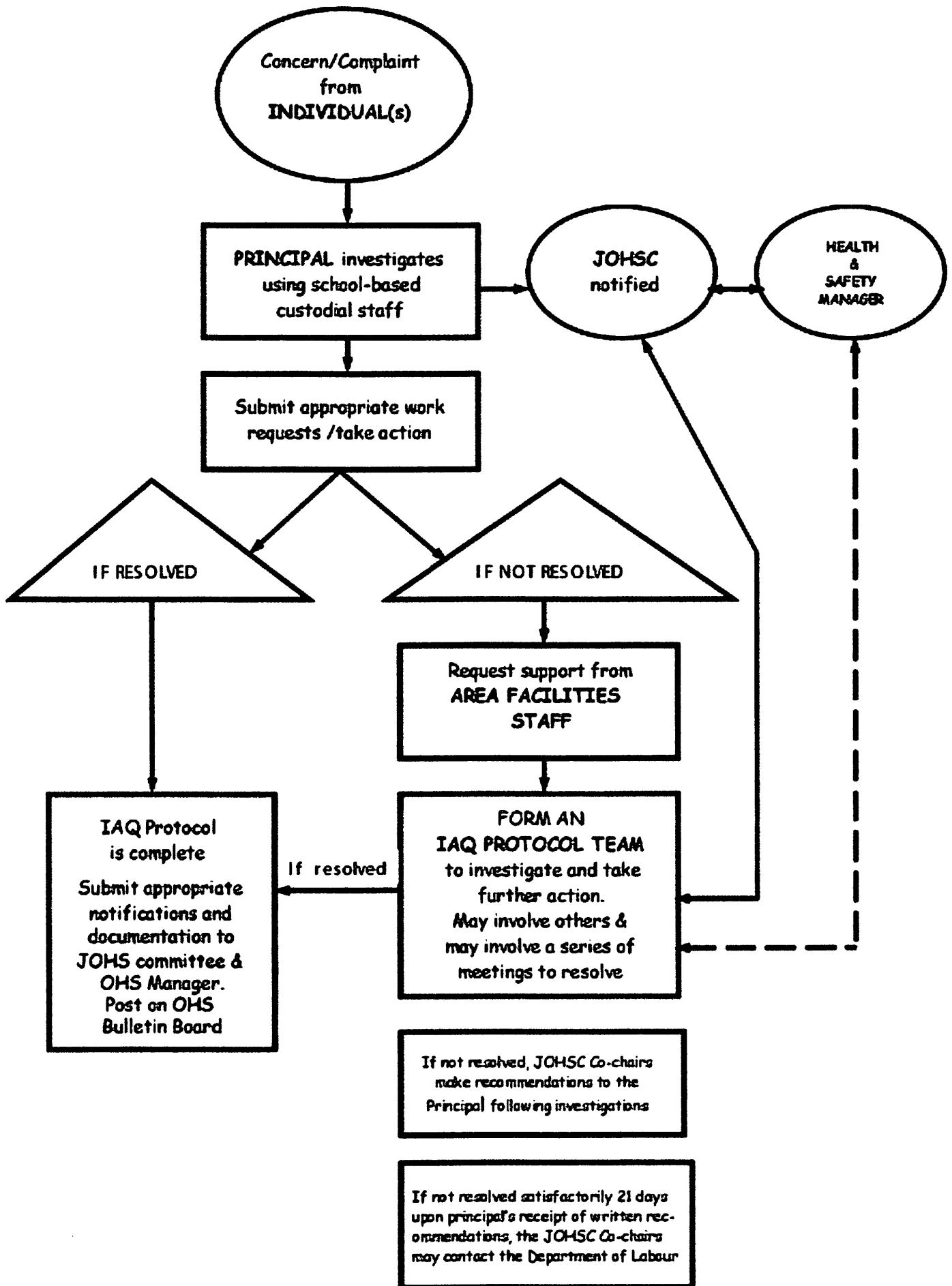
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DATE	PROTOCOL ACTION	PERSON(S) RESPONSIBLE	COMPLETED? Y or N	DIARY (D) NOTATION OR ATTACHMENT (A)
	<p>11. <u>IAQ Protocol Team Meeting(s)</u></p> <p>Typically, the following should be addressed at each team meeting:</p> <ul style="list-style-type: none"> • Review what action has been taken around this/these concern(s) and the results (record) • Record current observations • Interview persons who may have additional information regarding symptoms, timing, etc. • Verify custodial procedures, if applicable • Brainstorm what should happen next • Discuss impact of potential actions • Consider others that may need to be contacted to assist in the investigation and/or assessment • Discuss the possible need for communication with: <ul style="list-style-type: none"> - Complainant - Staff - Students - JOHSC - Parents/Community - Area and/or Board Office - Other • Ensure documentation is provided to JOHSC and is properly posted on the OHS bulletin board • Record next plan of action and responsibilities • Attach copies of any work orders or requests <p>12. Is investigation of the concern completed?</p> <p><u>IF YES</u>, then remedial action has been taken to correct the complaint. All documentation should be forwarded to the JOHSC and the Manager OHS. The IAQ Protocol Team, if applicable, is no longer required to meet. Record date of completion below.</p> <p><u>IF NO</u>, then further activities to remediate the complaint will continue. The IAQ Protocol Team will continue to meet and record activities in the Protocol Diary. <u>During each IAQ Team meeting, the questions and considerations outlined in # 11 above should be used.</u></p> <p>Date Completed: _____</p>	Principal		

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DATE	PROTOCOL ACTION	PERSON(S) RESPONSIBLE	COMPLETED? Y or N	DIARY (D) NOTATION OR ATTACHMENT (A)
	Make additional copies of this page as needed.			

IAQ PROTOCOL FLOW CHART



IAQ PROTOCOL DIARY

School _____

Concern/complaint received by Principal on (date) _____

Complainant(s) (optional) _____

- The diary is used to keep a record of meetings, activities, information, comments and paperwork associated with the investigation of a complaint.
- The information recorded should correspond with the appropriate Protocol Action # on the *Managing the IAQ Protocol* checklist.
- Other documents pertaining to the investigation should be recorded below and attached.

Date	Protocol Action #	Comments (noting Responsibility, Decisions, Attachments)

Copy this page as needed

Date	Protocol Action #	Comments (noting Responsibility, Decisions, Attachments)