

Practical Mold and IAQ Complaint Management Process

Craig Wilkie and John Geitz

July 20, 2016



Practical Mold and IAQ Complaint Management Process

- Golden Rule – Take all complaints seriously
- Identify the Complaint Team at each step
 - School Nurse
 - Building Principal
 - School Custodian
 - Facilities Manager
- Custodial Staff – On the Front Lines
- First Responders – Facility Supervisors
- Know when and how to engage Professionals



Follow the Process

- What do you smell/see?
- Who else smells it?
- Who is affected by it?
- How are they affected by it?
- When did you notice it?
- What may have been done around that time to cause it?
- What is nearby that may be contributing to problem?



Document Everything

- Initial complaints
- Follow-up complaints
- Initial investigation efforts
- Remediation efforts (if any)
- Communication with initial complainant on steps taken to rectify the issue, etc.



Concern about smell in room smelling “chalky”



Exhaust below an intake does not work!



Fresh air intake brings what is outside into the school



Fresh air intake brings what is outside into the school



Fresh air intake brings what is outside into the school



“My room smells and we do not feel well”



The wood was not treated on the underside



Cabinet not easy to move



Something was growing



Spigot splashed water onto walls



When is there too much Air Condition



When floors get wet and ceilings begin to fall



Cool air blowing on heating pipes



Resources Available to Assist

- Previous giveaways such as moisture meters and temperature/humidity gauges
- Mold inspection/investigation checklists
- Previous seminar presentations
- Seasonal reminder calendar
- Assistance from Safety Director, Executive Director, Environmental/Mold Hotline by Hillmann



Pending Bill A381

Pending Bill A381 that would require anyone performing mold inspection and abatement work in schools to pass a test and be licensed by the Department of Community Affairs



QUESTIONS??

