



Building Operator Certification – Level I



*A Partnership of the
NYC Department of Education
Division of School Facilities,
International Union of Operating
Engineers, and the
City University of New York*



Class 18

Objectives

- Know the appropriate response protocols
- Define common IAQ prevention strategies and how they are used
- Identify the steps in dealing with a complaint

Agenda

- Response Protocols
- CD Review – Chapters 1, 4
- Response & Document Procedures
- CD Review – Chapters 5, 15
- Group Exercise: Response Case Studies
- Close & Class Reading Assignments

Response Protocols

- *Chapter 1, Pages 6 - 11*
- How should you deal with issues brought to your attention?
- What guidelines should we consider for good communication within our facilities?
- What are some of the core legal liabilities arising from IAQ problems, p11
- *Page 15 – Review these Definitions*

Response Protocols

Chapter 5, pages 56-57

- What are the steps in a complaints procedure?
- See Figure 5.1 on Page 57

- *Page 75* – Review these Definitions

CD Review: Chapters 1, 4

- **Test Review CD**
- Resources within the Quick Quiz
 - Text Book – Quick Topic Excerpts
 - Illustrated Glossary
- **Key Terms Sheet – Page 1 Only**

Using these resources will prepare you for the IOUE Union “IAQ Certification Exam” and help to raise your score on the Exam.



Section 2

- How far does Custodian's role extend?
- Response & Documentation Procedures

How far does the Custodian's role extend?

Investigate and document but per DSF EH&S:
Call for any testing believed to be necessary

Contact: Bernard Orlan at 718-361-3808

Email: [Borlan@schools.nyc.gov](mailto:borlan@schools.nyc.gov)

- *Chapter 4, Page 45*

Personal Protective Equipment

What types of hazardous materials are you exposed to at your schools?

Personal Protective Equipment, *Chapter 4, pages 46-50*

- What equipment do you have on site?
- What would you use them for?
- ***Chapter 4, pages 46-52***

Response & Documentation Procedures

Chapter 15, pages 318 - 321

- Do you remember the step-by-step Complaint Investigation Procedures? Figure on Page 319
- The steps are shown on the Figure, the same numbers.
Page 318
- While a complaint is still being worked on, how should you communicate with the person who raised the complaint?
Page 321
- How do you know when complaint has been resolved?
Page 321
- What other problems can produce IAQ symptoms?
Page 322

IAQ Control Strategies

- *Chapter 15, Pages 324 – 330*
- **Contaminant Source control, what is it? Page 324**
- **Name three contaminant control strategies. (actions to take) Page 324**
- **How is ventilation used to control or prevent indoor air problems? Page 325-328**
- **What are the 4 types of Air Cleaners Page 328-330**

Mitigation Strategies

The correction strategy is to suit the problem!

- How do you judge a mitigation strategy?
- See Page 331
- *Chapter 15, pages 332-334*
- What steps can you take to control indoor-air contaminants where they are stored?
Page 326, see the bullet points



CD Review: Chapters 5, 15

Test Review CD

Review these parts of the CD:

- Quick Quiz – Chapters 5 & 15
- Resources within the Quick Quiz
 - Text Book – Quick Topic Excerpts
 - Illustrated Glossary
- Flash Cards – Chapter 5 & 15

Using these resources will prepare you for the IUOE Union IAQ Certification Exam, and help to raise your score on the Exam.

- These are not the exact questions that will be on the test



Section 3

- Response Case Studies, Group Exercise
- Class Reading Assignments

Group Exercise - Response Case Studies

- Gather into 4 groups - 6 people in each group
- 20 minutes to review the case study, and make notes in answer to the case study questions
- Present your answers to the rest of the class
- Each group to present for a MAX of 5 minutes each

Important Announcement

- It is extremely important that you take every exam of the course. If you miss an exam, the grade for that exam will be zero.
- If you can not take the exam on your regularly scheduled class day, you must make arrangements to take the exam on another day.
- If you can not take an exam at all, there may be a “Make Up Project” that you can complete to earn the credit for the exam.

Class Reading Assignments

- Bring first draft of Practical Project next week for peer review
- Reading Assignment: IUOE Chapter 10
- Readings in IUOE Indoor Air Quality Solutions are extremely important for taking the union certification exam.
- Use the “Test Review CD” that is at back of the book for study and practice purposes

