

**Caretaking Equipment
Guideline****GU.FAC.094—Version 1.0****For all Principals/Site
Managers, Caretakers,
Trades, and Team Leaders****Approved by FS Leadership
Team: October 27, 2016**

Investigating Indoor Air Quality Concerns

To ensure the health and safety of all occupants of TDSB facilities, the TDSB follows the Ontario Occupational Health and Safety Act and regulations, ASHRAE, or Health Canada, where applicable.

All indoor air quality (IAQ) complaints must be investigated as follows:

1. When a student, staff member, or other building occupant has a concern about IAQ, he or she shall inform Principal/Site Manager (P/SM). Caretaking staff should report their own IAQ complaints directly to the Head Caretaker.
2. The P/SM will consult with the Head Caretaker to determine if the concern is related to an existing problem under repair, e.g., broken ventilation. Should the Head Caretaker identify an issue, he or she shall put in a Notification for repair.
3. Should the concern remain unresolved, the P/SM shall inform the Facility Team Leader (FTL) by email and copy the Head Caretaker.
4. The FTL will explore the issue based on any specialized knowledge he or she may have about the site. He or she will inform the Occupational Health & Safety (OH&S) Officer.
5. If the FTL is unable to resolve the issue, he or she may advise the P/SM to obtain a copy of Indoor [Air Quality Questionnaire](#) and the [Facilities Indoor Air Quality Assessment](#).
6. The P/SM shall complete the [Indoor Air Quality Questionnaire](#) in consultation with the complainants, and forward it, along with the Facilities Indoor Air Quality Assessment, to the Head Caretaker.
7. The Head Caretaker shall review the [Indoor Air Quality Questionnaire](#) completed by the P/SM, and complete the [Facilities Indoor Air Quality Assessment](#).

Thermal comfort is typically defined as an environment in which at least 80% of occupants wearing appropriate clothing and engaged in sedentary or near-sedentary activities feel comfortable. Environmental factors contributing to thermal comfort include air temperature, radiant heat load, relative humidity, and air velocity.

8. Should the Head Caretaker be either unable to identify or correct an issue, he or she should create a Notification stating "IAQ Complaint" and the location by room number, and outlining the problem in detail in the Long Text in SAP.

9. TDSB maintenance staff shall conduct initial IAQ readings, record them on the [IAQ Standard Parameters form—Initial Readings](#), and correct any related defects in the ventilation system that they can repair.

10. Once repairs and adjustments to the ventilation system have been made and the ventilation system is found to be operating properly, the TDSB maintenance staff shall conduct follow-up IAQ readings, record them on the [IAQ Standard Parameters form—Follow-up Readings](#), and report the findings to their Maintenance Team Leader (MTL). The MTL will report the findings to the FTL. The FTL will report the status to the OH&S Officer, Head Caretaker, and P/SM.

11. If the Head Caretaker and TDSB Maintenance staff were unable to resolve the issue or the complaint persists, the FTL and OH&S officer will consult with the Environmental Coordinator to determine if further investigation is needed.

12. The completed [Indoor Air Quality Questionnaire](#) and the [Facilities Indoor Air Quality Assessment](#) shall be retained in the school file in the Head Caretaker's Office and copies should be distributed to the Principal, Environmental Co-ordinator, Health & Safety Officer, FTL(s) and MTL(s).

Related Documents

[TDSB Temperature Guidelines](#)

[Indoor Air Quality Questionnaire](#)

[Facilities Indoor Air Quality Assessment](#)

[IAQ Standard Parameters Form—Initial Readings](#)

[IAQ Standard Parameters Form—Follow-up Readings](#)