

**MINUTES OF THE
MANAGEMENT ADVISORY COUNCIL
May 21, 2008**

Visit the MAC website at ct.gov/MAC

Guest Presentation

Brian Toal and Joan Simpson from the Department of Public Health (DPH) addressed the Management Advisory Council at 9:00 a.m. Brian and Joan presented an overview of DPH's pilot of Tools for Offices, an indoor environmental quality program.

Mark Polzella, MAC Chair, called the regular meeting to order at 10:21 a.m.

Approval of Minutes

The minutes of the April 16, 2008 meeting were approved unanimously, as submitted.

Treasurer's Report

Peter Bucknall, Treasurer, reported that the balance in the treasury is \$3,104.11. The Treasurer's report was accepted unanimously.

Committee Reports

Credentials. Ellen Carter reported that the Department of Mental Health and Addiction Services will be holding an election for a new Alternate to replace Pamela Shea.

Old Business

Speakers and Logistics. Elise Kremer reported that she received confirmation that Commissioner Howard Pitkin will be our guest speaker for the September 17 meeting. Wanda Seldon will contact Deputy Commissioner of Transportation Albert Martin to invite him to be our guest speaker for the November 19 meeting.

Managers Day Committee. Mark reported that the committee has not met since last month's report. The committee will be scheduling a meeting in the next few weeks.

Web Site. There was no report.

Communications Committee. There were no activities to report.

Orientation Committee. Dave Lynn, Committee Chair, reported that the committee has received responses from five agency MAC representatives regarding progress made since completion of their respective agency's MAC survey. Although more responses were desired, the committee feels the MAC surveys served the real purpose intended, which was to bring more awareness of MAC at each participating agency. The committee's next step is to determine how best to address MAC awareness for those agencies that currently do not have a MAC representative.

Legislative Committee. Elise reported that none of the bills she had been tracking were enacted this session. David Guay from AMECSS provided an update on the bills that were sponsored by their organization. David also requested that MAC contact DAS to support the completion of a managerial salary compression study.

Managerial Sick Leave Bank (MSLB) Provisions. Mark reviewed the draft letter to DAS requesting similar provisions for the MSLB to those in the P-4 collective bargaining agreement. Based on feedback from the membership, Mark will work on revising the letter and sharing the revised letter with the Executive Committee before sending it to DAS.

Other Old Business. There was no other Old Business.

New Business

Report of the Nominating Committee. The proposed of officers for the June election was presented by the Nominating Committee, as follows:

Chair: Peter Bucknall
Vice-Chair: Mark Polzella
Secretary: Elise Kremer
Treasurer: Dave Lynn

A motion was made to accept the slate of nominees, as presented. A motion was made by Jadwiga Gocłowski to accept the slate of nominees. The motion was seconded by Ellen Carter and passed unanimously.

Other New Business. There was no other New Business.

Adjournment

The business meeting was adjourned at 10.54 a.m. The next MAC meeting will be held on Wednesday, June 18, 2008 at 9:00 a.m. in Conference Room B at the Department of Transportation.

Minutes of the Management Advisory Council
April 16, 2008
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The list of those in attendance at the May 21, 2008 MAC meeting is attached and is hereby made a part of these minutes.

Respectfully submitted,

Doris Vieira
MAC Secretary

MAC ATTENDANCE ROSTER

May 21, 2008

<u>Agency</u>	<u>Name</u>	<u>Rep/Alt/Guest</u>
Administrative Services	Dave Lynn	R
Banking	Percy Cave	R
Banking	Jessica Perez	G
Board of Accountancy	David Guay	G
Children and Families	Barbara Kleefeld	A
Comptroller	Brenda Halpin	R
Comptroller	Doris Vieira, Secretary	
Correction	Don Currey	R
Economic and Community Development	Sheila Hummel	R
Developmental Services	Jadwiga Gocłowski	R
Developmental Services	Nancy Harnick	G
Developmental Services	Tim Lavoy	G
Insurance	Allen Elstein	R
Labor	Mark Polzella, Chair	R
Mental Health and Addiction Services	Bobbi Buckner	R
Mental Health and Addiction Services	Angela Armstrong	G
Motor Vehicles	Joe Lembo	R
Policy and Management	Ellen Carter	R
Public Health	Elise Kremer, Vice Chair	R
Public Utility Control	Peter O'Neil	R
Public Works	Robert Cody	R
Revenue Services	Tom Crafa	R
Social Services	Peter Bucknall, Treasurer	R
Transportation	Wanda Seldon	R
Veterans' Affairs	Babatunde Green	R

FACT SHEET



Connecticut Department of Public Health
Environmental Health Section
Environmental & Occupational Health Assessment Program
410 Capitol Avenue MS # 11EOH, PO Box 340308
Hartford, CT 06134-0308
Telephone: (860) 509-7742 Fax: (860) 509-7785
<http://www.ct.gov/dph>



Tools for Office Buildings

An Indoor Environmental Quality Program

What is *Tools for Office Buildings* (TfOB)?

Tools for Office Buildings is a program coordinated by the Connecticut Department of Public Health (CTDPH) aimed at improving the quality of the indoor environment in office buildings. This is accomplished by training a team from the office who then conduct a comprehensive building assessment. It is modeled after the successful Environmental Protection Agency's (EPA) *Tools for Schools* Program. This is a practical, easy to do program.

Why Initiate the *Tools for Office Buildings* Program?

Poor indoor air can contribute to multiple health problems that can result in lower productivity. Many of the contributing factors to poor indoor air in the office can be prevented before they begin by having a good maintenance program that identifies physical plant problems early, addresses them appropriately in an expeditious manner and engages the employees of the building as partners in maintaining space that is conducive to good housekeeping.



How is *Tools for Office Buildings* Implemented?

Tools for Office Buildings is a proactive, preventive, team-based program that looks for low cost/no cost solutions to indoor environment problems. Implementation steps include:

1. Form a team of people representative of the occupants of the building and select a team coordinator. (Management)
2. Train the team on indoor environment quality issues and program implementation. (CTDPH)
3. Complete checklists for each work area. (Staff)
4. Complete checklists for common areas such as conference rooms and lobby areas, and building and grounds checklists that incorporate maintenance and ventilation. (Team)
5. Conduct a walkthrough investigation of the building. (Team)
6. Summarize data collected and identify problems. (Team)
7. Establish priorities based on health effects, cost and ease of implementation. (Team)
8. Produce a written report for management to review. (Team)
9. Take action to address the identified problems. (Management)

A successful program has the strong support of the office and building management.

What is the Time Commitment?

The time commitment will vary depending on the size of the building, the number of people on the TfOB team, and the time frame set for completion. Initially, the time commitment by staff on the team will include 2 two-hour trainings and a minimum of ten additional hours over a period of 4-5 months. Some of the responsibilities can be divided among team members. The team coordinator will need to spend an additional 2-4 hours. After implementation is completed, the program should be reviewed at least once a year.

What are the Outcomes?

Tools for Office Buildings will put procedures in place to maintain a healthy working environment that complement the existing maintenance procedures. The program emphasizes that maintaining a good indoor environment in the office is a shared responsibility between the occupants and the building management. It stresses the importance of communication and educates the building occupants on factors that can affect the office environment and how they can play a role in improving the workplace. This raises awareness of indoor environmental issues and leads to a positive partnership among the occupants of the office building.

How Do I Get a Program Started in My Office Building?

Call the Connecticut Department of Public Health Environmental and Occupational Health Assessment Program at 860-5099-7742 to arrange for a presentation to the building management/administration. Once the program is outlined and support is received, a date for the first training can be scheduled.

Where Can I Get More Information?

For additional information, contact Joan Simpson at the Connecticut Department of Public Health Environmental and Occupational Health Assessment Program: joan.simpson@ct.gov ; 860-509-7742.

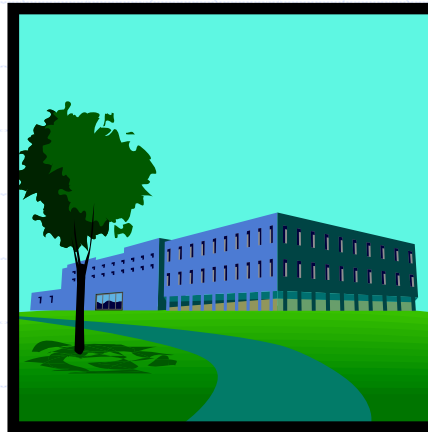
Indoor Environmental Quality *Tools for Office Buildings*



Overview

What is Indoor Environmental Quality (IEQ)?

- ◆ The physical, chemical, and biological characteristics of the indoor environment



Why is IEQ important?

◆ Can impact health & comfort →

- Can affect:

- ◆ Productivity

- ◆ Relationships

- Can pose liability problems



◆ Pollutant levels indoors can be higher than outdoor levels.

◆ Most people spend 90% of their time indoors.

IEQ – Why Now?

- ◆ Tighter building construction for energy conservation
- ◆ Reduced levels of outdoor air provided to building interiors (energy conservation)
- ◆ New building materials – particle boards, glues, synthetic materials
- ◆ New construction techniques
- ◆ Increased worker awareness & concern
- ◆ Increased # stressors on workers



What affects the quality of air inside a building?

◆ Ventilation

- Air distribution
- Air temperature
- Amount of fresh air

◆ Chemical, physical and/or biological pollutants

◆ Moisture & humidity



What is Tools for Office Buildings (TfOB)?



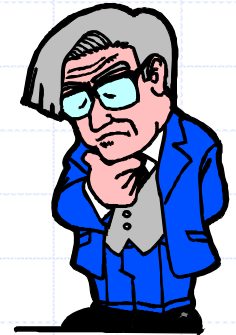
- ◆ A CT DPH Sponsored Program based on EPA's Tools for Schools Program.
- ◆ Program Goals:
 - Raise awareness of factors that can affect the indoor environment.
 - Educate occupants, building owners, property management & maintenance staff.
 - Raise Awareness of ongoing PM.
 - Assist with procedures that will help maintain a healthful working environment.



Why do TfOB?

- ◆ Proactive
- ◆ Preventative
- ◆ Interactive
- ◆ Team building
- ◆ Easy to implement
- ◆ Looks for no cost/
low cost solutions
- ◆ Improves communication
- ◆ Staff recognize & appreciate concern/effort of management
- ◆ Non-regulatory
- ◆ Ongoing assessment

When Would TfOB be Useful?



- ◆ When occupants express an interest in a healthy work environment and are willing to devote time to implementation.
- ◆ When occupants have questions about the building environment and their health.
- ◆ When changes in procedures/practices may be needed to improve the indoor environment.

NOT useful for building with existing major issues.

Components of TfOB

- ◆ Building Team
- ◆ IEQ Coordinator
- ◆ Checklists
- ◆ Education
- ◆ IEQ Management Plan



Building Team Members

◆ Representatives from:

- Management/Administration
- Facilities/Property management*
- Building owner, as applicable
- Health & safety committee
- Building Occupants (staff/administration)
 - ◆ Different areas/floor
 - ◆ Different classifications (clerical, professional)



* Critical member

IEQ Coordinator

- ◆ Disseminates IEQ Information
- ◆ Creates and Coordinates IEQ Team Activities
- ◆ Implements IEQ Management Plan
- ◆ Coordinates IEQ Activities
- ◆ Communicates to all Constituents
- ◆ Facilitates Resolution of IEQ Problems



Checklists

◆ Workstations



◆ Common Areas: lobby, break rooms, bathrooms, hallways, conference rooms

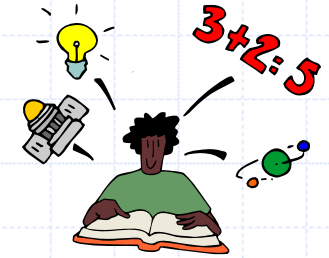


◆ Maintenance

- Building & grounds (maintenance supplies, housekeeping, pest control, waste management, HVAC system)



Education



- ◆ Background Information for Completing Checklists
- ◆ IEQ Fact sheet for all employees
 - Importance of IEQ
 - Individual role in TfO program/partnership
- ◆ Educated staff contribute to success of program
 - Alert maintenance about problems early
 - Reduce number of “nuisance” complaints



IEQ Management Plan

- ◆ Establish an IEQ profile of building
- ◆ Address existing & potential IEQ problems
- ◆ Educate building personnel
- ◆ Manage processes with potential contaminant sources
- ◆ Communicate with occupants about their role
- ◆ Establish/Review procedure for responding to IEQ complaints



Program Implementation

CT DPH will Provide:

- ◆ Assistance with initial presentation
- ◆ Technical assistance to coordinator
- ◆ Training
- ◆ Materials
 - Implementation Guide
 - ◆ Staff educational information
 - ◆ Training power point presentations
 - ◆ Checklists & Backgrounders
 - ◆ Sample letters, forms, report
 - ◆ Data collection/analysis tools
 - ◆ List of additional resources

TfOB Implementation Steps

- ◆ Obtain management support
- ◆ Designate the IEQ Coordinator
- ◆ Recruit team members
- ◆ Train team
 - 1st training
 - ◆ IEQ education – ventilation, pollutants
 - ◆ Implementation steps – checklists, action plan
 - 2nd training
 - ◆ Walkthrough

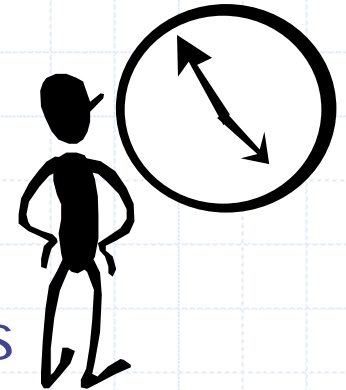


Implementation, cont'd

- ◆ Distribute checklists
- ◆ Complete Checklists
- ◆ Summarize checklists
- ◆ Conduct the Walkthrough
- ◆ Prioritize results
- ◆ Write report
- ◆ Submit to administration for review
- ◆ Take action



Commitment



◆ Start up

- Two, 2 hour trainings for team members
- Individual staff checklist completion
- Common Areas checklist completion (team)
- Tabulating results (team)
- Walkthrough (team)
- Setting priorities (team)
- Writing Report (IEQ coordinator)
- Review/response (administration)

◆ Annual review

Example of Possible Time Commitment

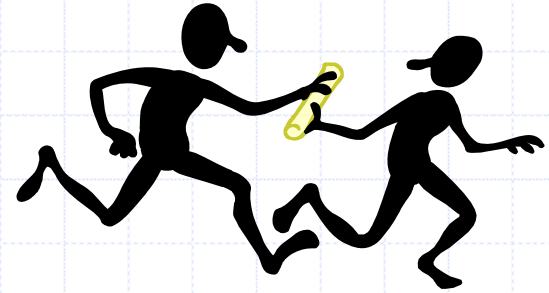
◆ Building: 3 floors, 700 employees, cubicles.

- Individual staff: 5-10 minutes
- Team members: (1 team, 8 members)
 - Meetings – 2 hours
 - Checklists – 2 hours (30 min per floor)
(maintenance – 1 hour)
 - Tabulating – 2 hours
 - Walkthrough – 4 hours (1 hr per floor)
 - Priorities – 2 hours

Note: team may be divided up to split responsibilities

- IEQ Coordinator: coordination/meetings (4 hr) & report (2 hr) – total 6 hours
- Administration: Review report/Prepare Response – 1 hour
- Annual Review: 3 hours

Getting Started



- ◆ Contact CT DPH
- ◆ Present/inform: executive staff/board/administration
- ◆ Designate an IEQ coordinator
- ◆ Recruit team members
- ◆ Schedule 1st training



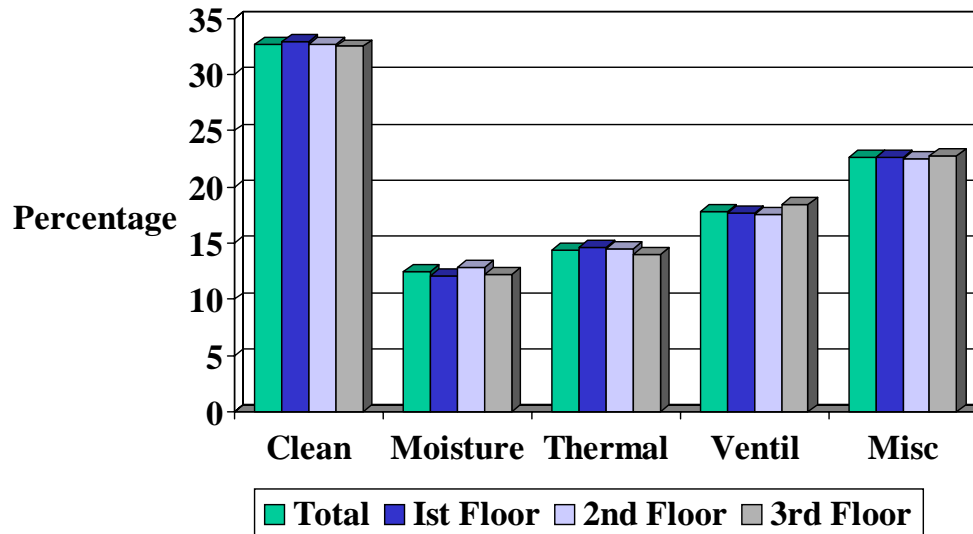
DPH Pilot TfOB Program

DPH Pilot Program

- ◆ Conducted 11/06 - 12/07
- ◆ Support from DPW & ELT
- ◆ 66% response rate
- ◆ 11 Member team
 - Represented each floor, clerical, professional, management, H&S, Healthy CT/DPH
- ◆ Report Developed

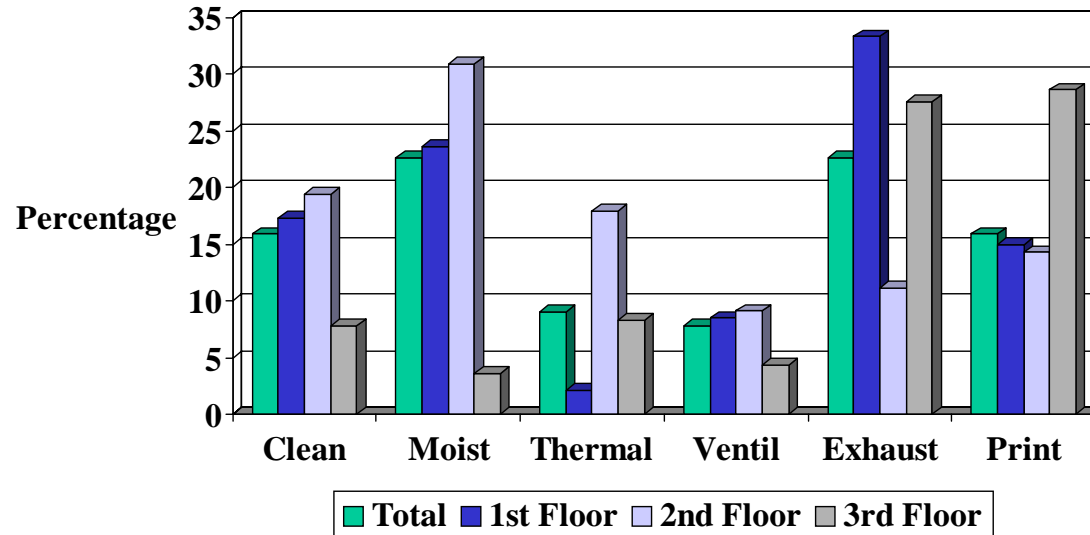
Results

Summary Findings by Floor Workstations

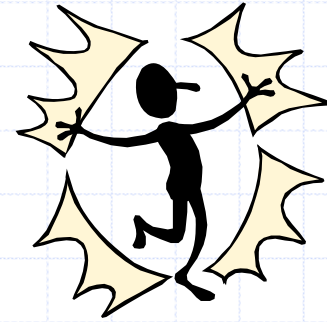


Results

Summary Findings by Floor Common Areas



Major Findings



◆ General Cleanliness:

- Dust, Clutter, Carpets

◆ Thermal Comfort:

- “pockets” of discomfort

◆ Education and Communication:

- Lack of communication between key groups
- Staff needs understanding of IEQ and their role

Recommendations



General Cleanliness:

- Institute agency-wide quarterly cleanup days
- Identify Storage Space
- Provide list of acceptable cleaning products for use by staff

Recommendations, con't

Thermal Comfort:

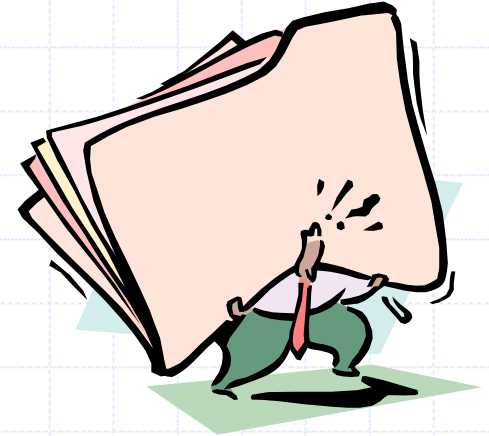
- Investigate areas identified with ventilation issues
- Increase frequency of cleaning air returns and stairwells

More Recommendations

Education & Communication:

- Establish a communication network between facilities, administration, and Healthy CT/DPH and Health & Safety cmttees
- Educate staff re: their responsibilities
- Increase communication by facilities re: IEQ items completed or planned

Final Report



◆ Executive Summary

- Major Findings & Recommendations
- Next Steps

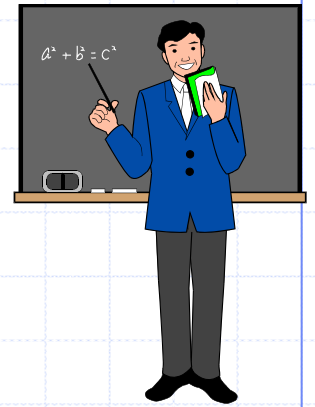
◆ Findings & Recommendations Outlined

- Assigned responsibility for each recommendation

◆ Appendices

- Detailed findings by floor with short & long term recommendations

Lessons Learned



- An effective IEQ coordinator is vital to the success of the program.
- The makeup of the team is critical.
- Important to keep communication channels open.
- The process takes longer than you think.
- Organization of activities and data is key.

Lessons Learned, con't

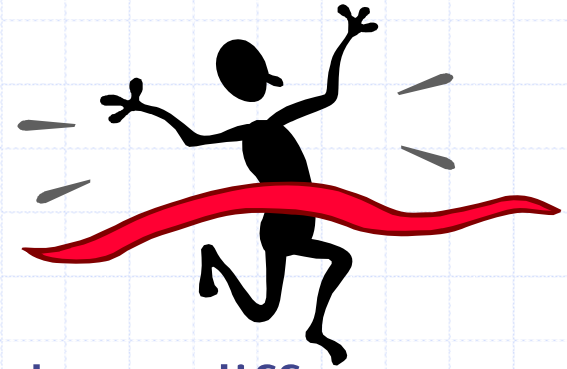
- Positive response by staff.
- Some steps in the process were confusing and need to be reworked.
- The common areas checklist was awkward to use and needs to be revised.

Actions Taken to Date



- Stairwells & Vents Cleaned
- Ventilation turned on one hour earlier
- Established a TfOB column in agency newsletter; agency-wide meeting to address report & answer questions is planned
- Identified Management liaison for oversight
- Discussing date for first clean-up day

Conclusions



- Even small changes can make a difference.
- Opening up channels of communication between administration, staff and building facilities management eases implementation.
- Increased awareness of potential IEQ issues and how each occupant can contribute to improving the workplace environment can result in fewer complaints and better working conditions.
- Can make a difference right from the beginning.



Next Steps

- Make revisions to program based on results from pilot
- Develop a Tools for Office Buildings (TfOB) Implementation Guide
- Pilot test Guide at 2 more state office buildings
- Promote program to other state agencies & municipalities

OUTCOME

