

## APPENDIX D – WATER RESPONSE PROCEDURES

### Purpose

To identify the proper response procedure for Facilities Services/Physical Plant (FS/PP) when a water leak or damage is reported.

### Response Procedures

1. Customer reports leak to Facilities Services/Physical Plant (FS/PP).
2. Building Services and Zone Maintenance will respond to the location and contact the appropriate supervision upon arrival to discuss possible hazards, and the ability to stop the source of water without entering hazardous space. Zone Maintenance, Building Services, and/or Contractors **shall not enter** a space that contains hazardous conditions (materials, asbestos, hazardous energy sources) until IUEHS has been notified and given approval for entry.
3. If it can be done without entering a hazardous area, Zone Maintenance will isolate and stop the leak if appropriate and notify the responsible department for leaks occurring from the outside.
4. The Zone Maintenance Manager or Building Services Manager in charge will determine what category of water is involved and whether FS/PP staff can effectively remediate the water and dry, clean or remove as necessary (see table below) the affected area in-house or if an outside contractor should be utilized. INLOCC will be notified if an outside contractor is required.
5. Building Services will remove water from the damaged surfaces via the use of wet vacuums and floor dryers. Furniture and other items such as file cabinets will be removed or elevated above the flooring surface as needed to gain access to floors and walls.
6. Zone Maintenance will utilize moisture metering equipment to determine moisture content of affected materials utilizing the drying standards in Appendix C.
7. If building materials other than carpet are considered to be wet, Zone Maintenance or Building Services will place air drying equipment to dry out these materials as well. Holes should be drilled in the base of the wall every 18 inches to ensure adequate drying of the wall cavity. If insulation is present within the wall cavity, the wall might have to be opened up to provide adequate drying. Any mold that is discovered upon opening the space must be cleaned up (on non-porous materials) or removed (on porous materials) prior to air drying. If this is not done, mold spores will be spread throughout the area, increasing the chance that negative health consequences will be observed in the area.
8. Reassess the water damage and determine whether IU personnel can effectively dry all materials or if a contractor is necessary.
9. Building Maintenance will perform any additional remediation/restoration that may be required.

	Category 1	Category 2	Category 3
Hardwood floors	Dried	Expert opinion	Remove/replace
Dry wall	Dried	Remove/replace/dry if determined by IUEHS	Remove/replace
Concrete block	Dried	Disinfected & dried	Disinfected & dried
Plaster	Dried	Disinfected & dried	Disinfected & dried
Concrete	Dried	Disinfected & dried	Disinfected & dried
Carpeting	Dried	Expert opinion	Remove/replace
Insulation	Dried	Remove/replace	Remove/replace