

Haddonfield Public Schools

Water Intrusion Response Standard Operating Procedures

1. Purpose

The purpose of this document is to define responsibilities and a procedure for facility water intrusion and flood response, remediation, and insurance claim. Most flood and water intrusion events originate from freshwater supply line breaks, ground/rainwater infiltration, roof leaks, drain leaks, and sanitary line backups. Most are quickly identified and responded to by Facilities Department. A successful flood and water intrusion response and remediation requires swift action, communication, and coordination with many district stakeholders to mitigate hazards, prevent mold growth, and restore the facility to normal operations.

2. Scope

This standard procedure applies to all Haddonfield Public School facilities and employees.

3. Responsibilities

3.1 Director of Facilities

Provides service request support and notification to affected stakeholders for all facility-related emergencies, including floods and water intrusion events.

The designated responsible person who manages the facility flood response, remediation, and insurance claim process.

Provides notification to first and second-tier flood response and remediation personnel.

Perform hazard assessment to identify potential hazards (asbestos, biological, electric, overhead falling debris, water contamination, etc.) prior to work, and implement necessary health and safety controls to prevent incidents. Secure and barricade work area using signage, and barricade tape.

Maintains Water Intrusion Response SOP.

3.2 Facilities Department Staff

- Provides 24/7 emergency response and cleanup services after a flood or other water intrusion event, using applicable techniques.
- Provides, on-scene access control, evacuations if necessary and coordination with local emergency responders.
- Don the required Personal Protective Equipment Chart per the work tasks.
- Performs flood remediation activities to return the facility to normal operating conditions.

3.3 School Principal, or Department Head

- Ensure that affected building occupants have been notified of the event and provide temporary relocation of instructional space, office, or other space needs when necessary.
- Work collaboratively with DIRECTOR OF FACILITIES, School Business Administrator, Risk Management, and/or other stakeholders as needs arise.

3.4 SPELL Insurance Property Adjuster

- Subject matter expert on insurance policy, and insurance claims.
- Interfaces with SPELL JIF on emergency recovery efforts.
- Facilitates contact with SPELL Certified Industrial Hygienist and Remediation Contractor, if needed.

3.5 SPELL Certified Industrial Hygienist

- Performs hazard assessment support, assists in planning, and performs inspection services to ensure necessary health and safety controls are implemented to prevent incidents.
- Performs assessment of flood or water intrusion event alongside the Director of Facilities to understand remediation activities and provide guidance to mitigate future mold and indoor air quality issues.

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3.6 District School Safety Specialist

- Provides 24/7 emergency response, support, and notification services for campus emergencies. Services include, crowd control, documentation support, on-scene access control, evacuations, and coordination of local emergency responders when necessary.

4. Procedure

4.1 Flood Response

Upon identification of a facility flood or water intrusion event, the individual should immediately report the incident during work hours to the Facilities Department at 856-429-0183 x 126 for assistance, after-hours please call the Director of Facilities, 609-828-7852. If necessary, all affected personnel not involved in flood response shall be evacuated from the impacted area(s).

If the event poses an imminent risk to life or health to yourself or building occupants notify local Emergency Responders, by dialing 911 for emergency assistance.

Upon notification of a water intrusion, the Director of Facilities, shall determine the extent of the flood by asking the following questions, and issue response notifications accordingly:

- Contact info for employee calling in the flood?
- Where did the flood occur? (building(s), room(s), specific location, etc.)
- Impact to district operations? (instruction, administration, utilities, etc.)
- What caused the flooding? (sprinkler leak, plumbing leak, roof leak, condensate leak, etc.)
- Does the flooding involve hazardous materials or other hazards? (chemicals, sewage, electrical, etc.)
- Is there standing/flowing water, or is the water puddling to a localized area?
- Is the flood still active?
- How much water was released/being released? (slow drip, steady stream, gushing, etc.)
- How long has the flood been occurring/how long did it last?

In the event of a Minor flood, where the impact is minimal or localized to a small area, no standing/flowing water, water release is minimal or is under control, or does not involve hazardous materials or other facility hazards such as electrical, sewage, or limited access areas, the Director of Facilities shall notify, School Business Administrator, and Building Principal or Department Head.

In the event of a Major flood, where an excessive amount of water is released impacting a large area, water release is active, standing/flowing water is present, flooding involves hazardous materials or other facility hazards, impact to multiple rooms/buildings or key campus operations, the Director of Facilities shall notify District School Safety Specialist, School Business Administrator, Superintendent of Schools.

The School Business Administrator, based on the report from the Director of Facilities will file claim and report the incident to SPELL JIF. See Section 4.3 of this SOP.

Prior to response/entry into affected areas, responders shall gradually proceed room by room to assess the impacted area. If the flood occurred on the ground floor or a basement, take the stairs and do not take the elevator in case of standing water.

All responders shall perform a hazard assessment to identify potential hazards (asbestos, biological, chemical, electric, lab hazards, overhead falling debris, water contamination, etc.) and implement necessary health and safety controls to prevent incidents. It is important to determine the source of the water or type of liquid, and point of generation e.g., potable water, sewage or other drain-waste-vent line effluent, rainwater, or bulk chemical to enable hazard assessment.

Review the Right to Know Survey for the affected area.

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If hazards exist STOP wait for the Insurance Adjuster and CIH to develop a plan to control or eliminate real and potential hazards.

If necessary, <DIRECTOR OF FACILITIES> shall deenergize any electrical systems, or equipment in the affected areas at a location (mechanical room, electric vault) where it is safe to do so.

Evaluate water or liquid migration route to determine whether there was any potential for contamination along its path.

If water is believed to be contaminated with a chemical or is a chemical, stop work and contact 911.

Evacuate building occupants from the affected area.

If a flood or water intrusion event displaces a large number of occupants contact 911 for evacuation and crowd control support.

Evaluate affected area and infrastructure to determine the cause of flood, or water intrusion, and then perform required work to stop or mitigate the active flood or water intrusion.

If a flood or water intrusion event appears to be caused by criminal activity, such as intentional property damage, or vandalism contact 911 for criminal investigation.

Secure and barricade work area using signage, barricade tape, or equivalent.

Perform clean-up of free-standing water or liquid, and any debris caused by flood or water intrusion events. If flood water is contaminated with chemical or other hazardous materials CIH to provide a remediation plan, and support.

Following the initial clean-up of the affected area, the affected floors and on-porous finishes and fixtures shall be mopped or wiped using an approved disinfectant.

Install and set up dehumidifiers, and fans in the affected areas. If possible, coordinate with <DIRECTOR OF FACILITIES> to increase HVAC systems ventilation rates in affected areas or facility.

Always install dehumidifiers for multi-floor and/or multi-room flood events.

Remediation Contractor is available to provide equipment rentals (dehumidifiers, fans, etc.) and other services.

Dehumidifier, blower, and fan strategies for more effective dehumidification:

- Remove a portion of the drywall on one side of the wall to enable the wall to dehumidify from inside and outside (Check for asbestos first).
- Remove floor trim install and direct fans or blower towards the base of wall and floor. If no gap between wall and floor, consider cutting 4-6" of the bottom of the wall to allow a larger air gap (Check for asbestos first). Generally, the base of the wall is more saturated than the upper portion of the wall.

DIRECTOR OF FACILITIES should ensure that affected building or department representatives have been notified of the event.

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4.2 Flood Remediation

The Director of Facilities is responsible for the management of all remediation activity, including communication with stakeholders and the coordination of the insurance claim with the School Business Administrator.

As soon as possible, the Director of Facilities should validate the appropriate flood response activities that occurred; water cleaned up, leak stopped, dehumidification in place, fans in place, communication to relevant stakeholders.

As soon as possible, the Director of Facilities should determine the level of damage to the affected area, work with the SPELL CIH to develop a scope of work, determine the presence of hazardous building materials such as asbestos and lead in the affected area, and plan for remediation activities by district staff or outsider vendors.

To assess damage and scope of demolition moisture metering should be performed after the flood response has occurred:

- For clean water floods, demolition, and replacement of damaged surfaces and building materials can be minimized by drying down the affected area within 24 - 48 hours. Failure to effectively dry areas down within these timeframes can lead to mold growth and material damages that require a full replacement. It is especially important to remove water thoroughly from carpeting within this timeframe because mold will begin to form. If this is not possible or if the carpeting or backing is damaged from mold, then it may need to be removed and replaced. Before removing carpeting or mastic or floor tiles below or any other type of demolition walls to contact the DIRECTOR OF FACILITIES to determine whether there is any asbestos-containing material present.
- Prior to moisture metering affected areas always establish a baseline of percent moisture on porous materials unaffected by the flood. If the baseline is greater than 15% use that percent moisture to determine saturated material. Humidity levels outside may affect moisture levels of porous materials inside depending on the facility.
- Use meter to assess porous materials in the area affected by the flood. Mark saturated areas with a marker for demolition.
- If sheetrock, drywall, carpet backing remains saturated (20%-100% moisture) after 24-48 hours of flood response work with CIH and determining the removal of all saturated material to expose framing and/or subfloor. Continue to inspect for mold on interior portions of the wall and monitor for mildew-related odors.

The Director of Facilities should determine if the remediation activity will require a building permit and should facilitate the permitting activity.

The Director of Facilities will issue service requests to the appropriate account for tracking costs and reimbursement(s).

The Director of Facilities and Insurance Property Adjuster should meet at the affected area for all multi-room, and multi-floor facility flood and water intrusion events.

The Director of Facilities and Insurance Property Adjuster should meet at the affected area for all equipment claims greater than \$10,000.

Relocate valuable equipment and supplies to an unaffected area or cover and protect with plastic sheeting.

Coordinate with CIH for wall and ceiling demolition as soon as possible to prevent mold, mildew, odors, and future issues.

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Dehumidifiers and fans should be repositioned after demolition to improve their effectiveness.

Coordinate the remainder of demolition activities in the scope of work.

Allow adequate time for structural building materials in the affected areas to dry. Do not reinstall building material until framing and subfloor is visibly dry and moisture content is at or below baseline or below 15%.

Once structural building materials in the affected areas are dry, reclean all affected areas using an approved disinfectant and allow the area to fully dry.

Install new building materials, finishes, fixtures, and equipment to return the facility to normal operations.

The Director of Facilities, and any other determined participants will conduct an after-action review of the flood event, to determine any lessons learned and opportunities to improve SOP, health and safety practices, and notification strategies.

4.3 Insurance Claim

4.3.1 Property Claim Procedures:

Complete the [Incident Reporting Form](#)

Complete the [Claims Transmittal Form](#)

Fax these two forms to 609-926-9270

Complete & Submit the [Property Loss Claim Reporting Form](#)

4.3.2 Environmental Liability (Mold) Claim Procedures:

Complete & Submit the [Claim Form](#)

Call Chris Roselli from Qual-Lynx at 609-833-2176 to confirm receipt.

Call Beazley at 800-347-4384 to confirm receipt.

4.3.3. SPELL JIF Program Administrators

Risk Program Administrators (RPA)

6000 Sagemore Drive, Suite 6203

Marlton, New Jersey 08053

T: (856) 446-9100

F: (856)446-9149

Brad Hoffman, Executive Director

T: (856)446-9132

E: brad_hoffman@rpadmin.com

Scott Tennant, Deputy Executive Director

T: (856)446-9181

E: scott_tennant@rpadmin.com

Craig Wilkie, Deputy Executive Director

T: (856)446-9128

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4.3.4. Property Loss Claim

Brian Foster, Property Unit Supervisor

T: 609-402-5218

E: Brian.Foster@qual-lynx.com

Board approved on July 23rd 2026