

# MODULE 8

## STEP 6: COMMUNICATE WITH THE RESIDENT



Healthy Housing Solutions<sup>INC.</sup>

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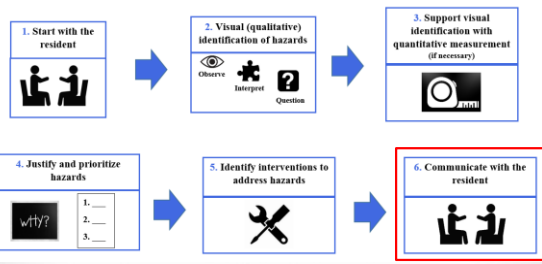
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### KEY STEPS



1. Start with the resident

2. Visual (qualitative) identification of hazards

3. Support visual identification with quantitative measurement (if necessary)

4. Justify and prioritize hazards

5. Identify interventions to address hazards

6. Communicate with the resident

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### KEY STEPS



- Components of the written report provided to the resident
- Effective verbal communication with the resident
- Creating a scope of work
- Educating the resident
- Referring the resident to other services
- Practicing resident communication

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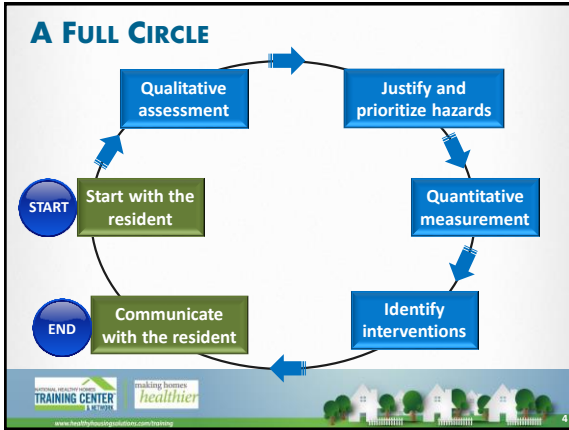
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### COMMUNICATE WITH THE RESIDENT

1. Results	Provide information on the results of your qualitative and quantitative evaluation.	<b>Included in written report.</b>
2. Quantitative Measurement	Pay special attention to any quantitative measurement results.	
3. Action Steps	Recommend action steps.	
4. Scope of Work	Provide draft scope of work (if necessary).	
5. Referrals	Provide referrals.	
6. Education	Educate the resident about hazards and interventions	

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- ### KEY HOME ASSESSMENT REPORT COMPONENTS
- PART 1: Background information**
    - Client Contact Information
    - Assessment Site Location
    - Assessor's Contact Information
  - PART 2: Introduction**
    - Reason for assessment
    - Assessment scope of services
  - PART 3: Assessment Results and Recommendations**
  - PART 4: Limitations**
  - PART 5: References**
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**KEY HOME ASSESSMENT REPORT COMPONENTS**

**PART 1: Background information**

- Client Contact Information
- Assessment Site Location
- Assessor's Contact Information

**PART 2: Introduction**

- Reason for assessment
- Assessment scope of services

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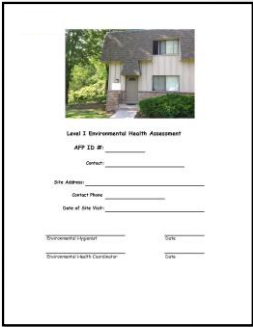


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**PART 2: Introduction**

- Scope of services
- Reason for assessment

See page 25 of the sample in your binder:  
**Scope of Work and Hypothesis** (Appendix A - Environmental Health Assessment Report)

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**KEY HOME ASSESSMENT REPORT COMPONENTS**

**PART 3: Assessment Results and Recommendations**

**PART 4: Limitations**

**PART 5: References**

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### PART 3: Assessment Results and Recommendations

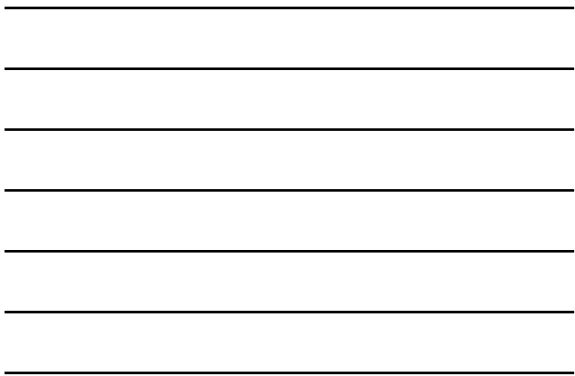
See pages 3 - 16 of the sample in your binder:  
**1.0 – Environmental Health Issues and Action Summary**



### PART 3: ASSESSMENT RESULTS AND RECOMMENDATIONS – QUANTITATIVE RESULTS

See examples in your binder from the Quantitative Measurements module.

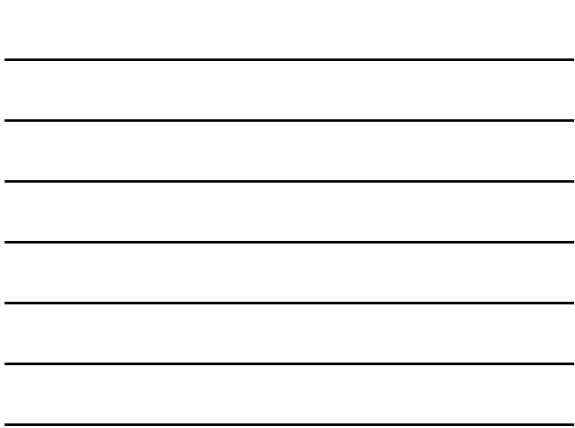
The image shows a sample page from the assessment report, titled "Environmental Allergen Laboratory Analysis for Environmental Allergens by Immunoassay Dust Sample Report". It includes a table with columns for "Allergen", "Sample Type", "Dust", "Concentration", and "Risk". The allergens listed are Cat, Dog, House, Dust mite, and Cockroach. The concentrations are given in units of CFU/m<sup>2</sup> and the risks are categorized as "High", "Medium", and "Low".



### PART 4: LIMITATIONS

The most important disclaimer is what you could not see or access.

See sample in your binder (page 25) Report Disclaimer and Conditions



## PART 4: REFERENCES

References Used  
for This Report  
(page 27)



Sample

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## GENERAL GOALS FOR A HOME ASSESSMENT REPORT

- Avoid information overload.
- Communicate in a way that makes sense to the resident.
- Communicate the bad AND the good.
- Use photos from the home to reinforce issues.
- Address the resident's concerns.
- Provide specific actions the resident can take.
- Connect the assessment with interventions.

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## Creating a Scope of Work

- What is going to be done?**
1. Repair the . . .
  2. Install a . . .
  3. Remove . . .
- How will it be done?**
1. . . . labeled in accordance with . . .
  2. Installed in accordance with . . .
  3. . . rating of no more than . . .

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## Creating a Scope of Work


**What is going to be done?**

Issues and Owner/Landlord Recommended Actions to take


**Issue:** Exhaust fan/light fixture was loose and missing a cover in the bathroom located on the first floor.

**Action(s):**

- 1) Re-attach and install a cover on the exhaust fan in the bathroom
- 2) Operate fan during, and for 15 - 20 minutes after taking shower/bath to help decrease the humidity level during and to prevent mold and bacteria growth.



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## Creating a Scope of Work

**How will it be done?**

Example from the NREL Standard Work Specifications

**6.6003.1 Surface-Mounted Ducted**


**Topic:** Exhaust  
**Subtopic:** Fans

**Desired Outcome:** Surface-mounted ducted fans installed to specification


**Note:** The authority having jurisdiction may require that a licensed professional perform certain tasks outlined in this detail.

For supporting material, see [Tools/equipment Standards](#) and [Calculation of the Infiltration Coefficient](#)

SPECIFIC TITLE	SPECIFICATIONS	OBJECTIVE(S)
6.6003.1.4	A hole no greater than a 1/2" gap will exist in the assembly, will be airtight and secure.	Minimize repair work Ensure a secure installation
6.6003.1.5	Wiring will be installed in accordance with original equipment manufacturer specifications, and local and national electrical and mechanical codes.	Prevent an electrical hazard
6.6003.1.6	Fan will be oriented toward the fire/evacuation location.	Ensure short duct run to exhaust outdoors as flow
6.6003.1.7	Fan will be oriented so the main short length of the duct run is as short as possible. Fan will be required securely in accordance with manufacturer specifications.	Ensure a secure installation Ensure the housing does not shake, rattle, or rattle when operating
6.6003.1.8	A weathered screen will be installed between the outside side of the fan and the exterior.	Prevent insects or flow when the fan is off



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## STAY CALM AND EDUCATE





**OR**





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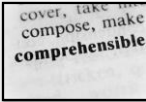
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## In-Home Education





**Grab the Moment**  
*A teachable moment might be part of a sit-down conversation, or NOT. It might be as you're doing the visual assessment.*




**You're Not Making Sense**  
*We get it. You like being an expert. Everyone does. But rein that in and focus on keeping information relevant and understandable.*



**It's Always About Health**  
*With healthy homes, the absolute bottom line is health. Always connect back to that.*



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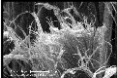
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## Referrals



Lead risk assessment




Asbestos assessment



Community services



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Other?

Mold

Radon



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## RESOURCES TO HELP CLIENTS IMPROVE THEIR HOME

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**Look for programs in your community-**

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Community Development Organizations

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Neighborhood Improvement Organizations

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Home Weatherization Programs


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Utility sponsored energy efficiency grants

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HUD Healthy Homes Grant Programs



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### OTHER LOCAL RESOURCES

- Minor Home Repair Programs
- Asthma Coalitions
- Chronic Disease Coalitions
- School Nurse and Social Worker
- Faith-Based Organizations

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### ENVIRONMENTAL INTERVENTION- LEVERAGING RESOURCES

Donated Healthy Homes Supplies	Discounted Healthy Homes Supplies
<ul style="list-style-type: none"> <li>• Smoke Detectors- Red Cross, Fire Dept.</li> <li>• CO Detectors- Some Fire Depts</li> <li>• Radon Test Kits - State Radon Offices</li> <li>• Child Safety Kits - Child Advocacy Organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Home supply manufacturers (filters, paint, caulk, etc)</li> <li>• Hardware stores- local or national</li> <li>• Home Improvement - some more receptive than others</li> <li>• National retailers - have local donation committees</li> <li>• Buy local so families can find replacement supplies and buy local too.</li> </ul>

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### WHAT WOULD YOU DO?

1. Get together with your partner.
2. Your trainer will give you one card for each of two scenarios. For one scenario, you'll get a resident card and for the other, you'll get the HHE card. Don't share your cards with your partner.
3. Spend 10 minutes reading the scenarios and preparing what you would do as the HHE.
4. Practice role playing your approach to working with a resident in the scenario in which you are an HHE. Your partner will play the resident.

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