

# Washoe County



MATT SMITH, Chairman  
KITTY JUNG, Vice Chairman  
GEORGE FURMAN, MD  
DAN GUSTIN

GEORGE HESS, MD  
DENIS HUMPHREYS, OD  
JULIA RATTI  
JOSEPH P. ISER, MD, DrPH, MSc  
District Health Officer

## Health District

WASHOE COUNTY HEALTH DISTRICT  
1001 East Ninth Street / P.O. Box 11130  
Reno, Nevada 89520  
Telephone 775.328-2400 • Fax 775.328.2279  
www.washoecounty.us/health

### *MEETING NOTICE AND AGENDA*

#### **Washoe County District Board of Health**

Date and Time of Meeting: Thursday, July 26, 2012, 1:00 p.m.

Place of Meeting: Washoe County Health District  
1001 East Ninth Street, Building B  
South Auditorium  
Reno, Nevada 89520

#### *District Board of Health Meeting Agenda*

Time	Agenda Item No.	Agenda Item	Presenter
1:00 PM	1.	Call to Order, Pledge of Allegiance Led by Invitation	Mr. Smith
	2.	Roll Call	Ms. O'Neill
	3.	Public Comment (limited to three (3) minutes per person)	Mr. Smith
<b>For Possible Action</b>	4.	Approval/Deletions to Agenda for the July 26, 2012 Meeting	Mr. Smith
<b>For Possible Action</b>	5.	Approval/Additions/Deletions to the <b>Minutes</b> of the <b>June 28, 2012 Regular Meeting</b>	Mr. Smith
	6.	Recognitions and Proclamations  A. Introduction of new employee(s) – a. Daniel Timmons, Air Quality Specialist I b. Brendan Schnieder, Air Quality Specialist II	Mr. Smith and Dr. Iser

Time	Agenda Item No.	Agenda Item	Presenter
For Possible Action		<p>B. Promotions – None</p> <p>C. Years of Service –</p> <ul style="list-style-type: none"> <li>a. Stacey Akurosawa – EMS – 15 years</li> <li>b. Trudy Enfield – EHS – 5 years</li> <li>c. Lynn Shore – CCHS – 10 years</li> </ul> <p>D. Proclamations – (August 2012) Breast Feeding Awareness Month</p> <p>E. Recognitions – None</p>	
For Possible Action	7.	<p><b><u>Consent Agenda: Matters which the District Board of Health may consider in one motion. Any exceptions to the Consent Agenda must be stated prior to approval.</u></b></p> <p><b><u>A. Air Quality Management Cases:</u></b></p> <ul style="list-style-type: none"> <li>1. Recommendation to Uphold Unappealed Citations to the Air Pollution Control Hearing Board: <ul style="list-style-type: none"> <li>a. Stewart Title Company, Case No. 1082; NOV 5015;</li> <li>b. Serv-Pro Fire and Water, Case No. 1084; NOV 4614;</li> <li>c. Harmony Escrow, Case No. 1086; NOV 5016;</li> <li>d. MMC Trucking, Case No. 1087; NOV 5114;</li> <li>e. CalNeva Carpet Care, Case No. 1088; NOV 5116; and</li> <li>f. Top Hat Cleaners, Case No. 1089; NOV 5117.</li> </ul> </li> <li>2. Recommendation for Variance: None.</li> </ul> <p><b><u>B. Sewage, Wastewater &amp; Sanitation Cases:</u></b>  Recommendation to Approve Variance Case(s) Presented to the Sewage, Wastewater &amp; Sanitation Hearing Board. <b>There are no variance case requests this month.</b></p>	

Time	Agenda Item No.	Agenda Item	Presenter
For Possible Action		<p><b>C. <u>Budget Amendments / Interlocal Agreements:</u></b></p> <ol style="list-style-type: none"> <li>1. Approval of Notice of Grant Award dated June 22, 2012 from the Department of Health and Human Services Public Health Service for the period June 30, 2012 to June 29, 2013 in the amount of \$785,000 in support of the Family Planning Program.</li> <li>2. Approval of Notice of Subgrant Award from the Nevada State Health Division in the amount of \$116,000 (\$58,000-FY13, \$58,000-FY14) for the period July 1, 2012 to June 30, 2014, in support of the Maternal and Child Health (MCH) Program; and, if approved, authorize the Chairman to execute.</li> </ol>	
For Possible Action	8.	<b><u>Air Pollution Control Hearing Board Cases appealed to the District Board of Health. None.</u></b>	Ms. Albee
For Possible Action	9.	<p><b><u>Regional Emergency Medical Services Authority:</u></b></p> <ol style="list-style-type: none"> <li>A. Review and Acceptance of the Operations and Financial Reports for May and June, 2012</li> <li>B. Update of REMSA's Community Activities Since May, 2012</li> </ol>	Mr. Gubbels
For Possible Action	10.	Presentation and possible approval of a special meeting of the DBOH or move of the regular August meeting to the week of August 27, 2012, to facilitate the presentation of the Tri-Data report to the DBOH.	Dr. Iser
	11.	<p><b><u>Staff Reports and Program Updates</u></b></p> <ol style="list-style-type: none"> <li>A. <b>Director, Epidemiology and Public Health Preparedness</b> - Communicable Disease; Public Health Preparedness; Emergency Medical Services</li> </ol>	Dr. Todd
		<ol style="list-style-type: none"> <li>B. <b>Acting Director, Community and Clinical Health Services</b> – (1) Child Care Health Consulting / National Association of County and City Health Officials (NACCHO) Award; (2) Chronic Disease</li> </ol>	Ms. Hunter

Time	Agenda Item No.	Agenda Item	Presenter
		Program ACHIEVE Project; and (3) Immunization Program Collaborative with Immunize Nevada	
		C. <b>Director, Environmental Health Services</b> - Food Program; Land Development; Solid Waste/Special Events; and Vector-Borne Disease Program	Mr. Sack
		D. <b>Director, Air Quality Management</b> – Air Quality; Planning and Monitoring Activity; Permitting Activity; Compliance & Inspection Activity; and Permitting & Enforcement Activity	Mr. Dick
		E. <b>Administrative Health Services Officer</b> – No report this month.	
		F. <b>District Health Officer</b> – 2012 – 2013 Legislative Sessions; Budget; Human Resources; Communication; Accreditation; Washoe County and Community Activities; Health District Media Contacts and Outreach; Statewide (and Beyond) Organizational Efforts; NeedyMeds; and District Board of Health Information and Resources	Dr. Iser
<b>Board Comment</b>	12.	Limited to Announcements or Issues for Future Agendas	Mr. Smith
<b>Public Comment</b>	13.	Public Comment (limited to three (3) minutes per person). No action may be taken.	Mr. Smith
<b>For Possible Action</b>	14.	Adjournment	Mr. Smith

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The District Board of Health may take action on the items denoted as “For Possible Action.”

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**Business Impact Statement:** A Business Impact Statement is available at the Washoe County Health District for those items denoted with a “\$.”

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Items on the agenda may be taken out of order, combined with other items, withdrawn from the agenda, moved to the agenda of another later meeting; moved to or from the Consent section, or they may be voted on in a block. Items with a specific time designation will not be heard prior to the stated time, but may be heard later. Items listed in the Consent section of the agenda are voted on as a block and will not be read or considered separately unless withdrawn from the Consent.

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The District Board of Health Meetings are accessible to the disabled. Disabled members of the public who require special accommodations or assistance at the meeting are requested to notify Administrative Health Services in writing at the Washoe County Health District, PO Box 1130, Reno, NV 89520-0027, or by calling 775.328.2416, 24 hours prior to the meeting.

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**Time Limits:** Public comments are welcomed during the Public Comment periods for all matters whether listed on the agenda or not. All comments are limited to three (3) minutes per person. Additionally, public comment of three (3) minutes per person may be heard during individual action items on the agenda. Persons are invited to submit comments in writing on the agenda items and/or attend and make comment on that item at the Board meeting. Persons may not allocate unused time to other speakers.

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**Response to Public Comments:** The Board of Health can deliberate or take action only if a matter has been listed on an agenda properly posted prior to the meeting. During the public comment period, speakers may address matters listed or not listed on the published agenda. The *Open Meeting Law* does not expressly prohibit responses to public comments by the Board of Health. However, responses from the Board members to unlisted public comment topics could become deliberation on a matter without notice to the public. On the advice of legal counsel and to ensure the public has notice of all matters the Board of Health will consider, Board members may choose not to respond to public comments, except to correct factual inaccuracies, ask for Health District Staff action or to ask that a matter be listed on a future agenda. The Board of Health may do this either during the public comment item or during the following item: "Board Comments – Limited to Announcement or Issues for future Agendas."

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Pursuant to NRS 241.020, Notice of this meeting was posted at the following locations:

Washoe County Health District, 1001 E. 9th St., Reno, NV  
Reno City Hall, 1 E. 1st St., Reno, NV  
Sparks City Hall, 431 Prater Way, Sparks, NV  
Washoe County Administration Building, 1001 E. 9th St, Reno, NV  
Washoe County Health District Website [www.washoecounty.us/health](http://www.washoecounty.us/health)

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Washoe County



## Washoe County District Board of Health Meeting Minutes June 28, 2012

Health District

**PRESENT:** Mr. Matt Smith, Chairman, George Furman, MD; George Hess, MD; Dr. Denis Humphreys; Commissioner Kitty Jung; Councilwoman Ratti; and Councilman Gustin

**ABSENT:** None; Councilwoman Jung excused herself at approximately 3:15 pm.

**STAFF:**

Dr. Joseph Iser, District Health Officer Kevin Dick, Director, Air Quality Management Robert Sack, Director, Environmental Health Services Steve Kutz, Acting Director, Community and Clinical Health Services Lori Cooke, Fiscal Compliance Officer, AHS Curtis Splan, Department Computer Application Specialist Peg Caldwell, RN1, EMS Program, EPHHP Phil Ulibarri, Public Information Officer Bev Bayan, WIC Program Manager, CCHS Mary Kandarlis, Assistant District Attorney Peggy F. O'Neill, Recording Secretary	Eileen Stickney, Administrative Health Services Officer Randall Todd, DrPH, Director, Epidemiology and Public Health Preparedness Tony Macaluso, Environmental Health Specialist Supervisor, EHS Patsy Buxton, Fiscal Compliance Officer, AHS Stacey Akurosawa, EMS Coordinator, EMS Program, EPHHP Daniel Inouye, Air Quality Supervisor, AQM Charlene Albee, AQM Enforcement Branch Chief Laurie Griffey, Admin Assistant I, AHS Nicole Mertz, Public Health Nurse II, CCHS Janet Plette, Community Health Nutritionist, CCHS Michael Wolf, Environmental Engineer II, AQM
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TIME / ITEM	SUBJECT / AGENDA	DISCUSSION	ACTION
1:10 pm 1, 2	<b>Meeting Called to Order, Pledge of Allegiance and Roll Call</b>	Chairman Smith called the meeting to order, followed by the Pledge of Allegiance led by Councilwoman Ratti. Roll call was taken and a quorum noted.	
3.	<b>Public Comment</b>	No public comment was presented.	
4.	<b>Approval/Deletions – Agenda – June 28, 2012</b>	Chairman Smith called for any deletions to the Agenda of the June 28, 2012 DBOH Meeting.  Dr. Humphreys moved, seconded by Councilman Gustin, that the DBOH Agenda be approved as revised.	<b>MOTION CARRIED:</b> The agenda for the DBOH June 28, 2012 meeting is approved as revised.
5.	<b>Approval/Deletions – Minutes – Regular Meeting of May 24, 2012</b>	Chairman Smith called for any additions or corrections to the minutes of the May 24, 2012 Regular Meeting.	<b>MOTION CARRIED:</b> , May 24, 2012 Minutes approved as presented.

TIME / ITEM	SUBJECT / AGENDA	DISCUSSION	ACTION
6.	<p><b>Recognitions and Proclamations</b></p>	<p>Dr. Hess moved, seconded by Dr. Humphries, that the minutes of the May 24, 2012, meeting be approved as presented.</p> <p>Dr. Iser and Chairman Smith made the following introductions and recognitions:</p> <p>A. New employee, Michael Wolf, Environmental Engineer II, Air Quality Management</p> <p>B. Promotions - None</p> <p>C. Years of Service Recognition –</p> <ol style="list-style-type: none"> <li>1. Mary Olga Rodriguez – WIC – 5 Years</li> <li>2. Janet A. Piette – WIC – 15 Years</li> <li>3. Nicole J. Mertz – CCHS – 20 Years</li> </ol> <p>C. Proclamations – None.</p> <p>D. Recognitions –</p> <ol style="list-style-type: none"> <li>1. Jeanne Rucker, Retirement - 32+ Years, Environmental Health Services</li> <li>2. Mary-Ann Brown – Service as Division Director and Interim Health Officer</li> </ol>	
7.	<p><b>Consent Agenda</b></p> <p><b>Board Comment</b></p>	<p><b>A. <u>Air Quality Management Cases:</u></b></p> <p>Councilman Gustin questioned the difference in the settlement amounts and how those amounts were determined. Charlene Albee responded to Councilman Gustin that the difference in the fine amounts related to the timeliness of the response to the Notice of Violation. Those that take more time and follow up are generally negotiated at a higher amount. The Inspector General has issued guidelines for fine imposition which are determined by how quickly compliance is obtained and the gravity of the offense.</p> <ol style="list-style-type: none"> <li>1. Unappealed Citations to the Air Pollution Control Hearing Board: <ol style="list-style-type: none"> <li>a. <b>Northtowne Shell, Case No. 1080, Unappealed Citation No. 5014-</b> Staff reported <b>Citation No. 5014, Case No. 1080</b>, was issued to <b>Northtowne Shell</b> on April 27, 2012, for failure to maintain gasoline dispensing equipment in good working condition in compliance with Permit to Operate #L0305GS, Conditions (3) and (6). Operating contrary to permit conditions is a major violation of Section 030.2175 of the DBOH Regulations Governing Air Quality management. Staff recommends the citation be <b>upheld</b> and a negotiated fine in the amount of <b>\$2,500.00</b> be levied.</li> <li>b. <b>Reno Seven Seas, Inc., Case No. 1081, Unappealed Citation No. 5102</b> - Staff reported <b>Citation No. 5102, Case No. 1081</b>, was issued to Reno Seven Seas, Inc., on May 8, 2012, for failure to perform required static pressure decay testing on underground fuel storage tanks, in violation of Section 030.2175 of the Washoe</li> </ol> </li> </ol>	

County DBOH Regulations Governing Air Quality Management. Staff recommends the citation be **upheld** and a negotiated fine in the amount of **\$1,000.00** be levied.

c. **Choitu Inc. – Arco Station #83438, Case No. 1083, Unappealed Citation No. 5113** - Staff reported **Citation No. 5113, Case No. 1083**, was issued to Arco Station #83438 on May 17, 2012, for failure to perform required static pressure decay test on a gasoline dispensing facility. Failure to have the test performed is a Major Violation of Section 030.2175 of the Washoe County DBOH Regulations Governing Air Quality Management. Staff recommends the citation be **upheld** and a negotiated fine in the amount of **\$500.00** be levied.

2. Recommendation for Variance: None.

B. **Sewage, Wastewater & Sanitation Cases:** Recommendation to Approve Variance Case(s) Presented to the Sewage, Wastewater & Sanitation Hearing Board. **There are no variance case requests this month.**

C. **Budget Amendments / Interlocal Agreements:**

1. Proposed retroactive approval of District Health Officer Acceptance of Grant Agreement Assistance Amendment #1 from the U.S. Environmental Protection Agency (EPA) for funding increase of \$109,450 (\$57,200 available for drawdown) for total funding of \$109,450 (\$57,200 available for drawdown) for the period 4/1/12 through 3/31/13 for the Air Quality Management, EPA Air Pollution Control Program, PM 2.5 Program, IO 10021.

2. Proposed retroactive approval of the District Health Officer's acceptance of Subgrant Amendment #1 from the Nevada Department of Health and Human Services, Health Division for the period January 1, 2012 through December 31, 2012 in the amount of \$193,208, bringing total CY 2012 funding for the Immunization Program Grant (IOs 10028 & 10029), to \$290,727.

3. Retroactive Approval of Acting District Health Officer Acceptance of Notice of Subgrant Award from the Nevada State Health Division to provide funding in the total amount of \$113,000 for the period 03/29/12 through 03/28/13 for the Tobacco Education and Prevention Program Grant, IO 10010.

**ACTION ITEMS:**

Letters to Northtowne Shell, Reno Seven Sea, Inc., and Arco Station regarding fines and due dates.

**SINGLE, CONSENT AGENDA MOTION -**

**CARRIED:** Citations upheld and fines levied as recommended; retroactive approval of District Health Officer Acceptance of Grant Agreement Assistance Amendment #1, retroactive approval of the District Health Officer's



TIME / ITEM	SUBJECT / AGENDA	DISCUSSION	ACTION
		<p>4. Authorize the permanent decrease in full-time hours for position control number 70002136 (1.0 FTE to .55 FTE); Authorize the permanent decrease in part-time hours for position control number 70002192 (.95 FTE to .75 FTE); Approval of amendments totaling a decrease of \$15,000 in both revenue and expense in the FY13 Family Planning Title X Grant Program, IO 10025.</p> <p>Councilman Gustin moved, seconded by Councilwoman Ratti, that the Consent Agenda Items be accepted as presented.</p>	<p>acceptance of Subgrant Amendment #1; Retroactive Approval of Acting District Health Officer Acceptance of Notice of Subgrant Award; and Authorize the permanent decrease in full-time hours for position control number 70002136.</p>
8.	<p><b>Air Pollution Control Hearing Board Cases</b></p>	<p>None.</p>	
9.	<p><b>Regional Emergency Medical Services Authority</b></p> <p>A. <u>Review and Acceptance of the Operations and Financial Report – April 2012</u></p> <p>B. <u>Update of REMSA's Community Activities Since April 2012</u></p>	<p>No report presented this month. Both May and June will be presented at next month's meeting.</p>	
10.	<p><b>Review – Acceptance – Monthly Public Health Fund Revenue and Expenditure Report – May 2012</b></p>	<p>Ms. Eileen Stickney, Administrative Health Services Officer, reported that staff recommends that the District Board of Health accept the Report of Revenues and Expenditures for the Health Fund for May FY12.</p> <p>Ms. Stickney reported that by close of year end, the entire Transfer will be received by the Health Fund. Staff further reported that there were no significant issues to bring to the Board at this time. At this time of year, Staff is diligently working on year end close out projects, including inventory, grant billing, external audits, etc.</p>	

TIME / ITEM	SUBJECT / AGENDA	DISCUSSION	ACTION
	<p><b>Board Comments</b></p>	<p>Dr. Hess asked Ms. Stickney if she could elaborate on the \$850,000 variance which was addressed previously, or address it at a future meeting, which she agreed to do at the September meeting since she is on leave in August.</p> <p>Dr. Humphries questioned the difference in Projected and Actual Revenue for Vital Records. Ms. Stickney reported that the actual numbers of records requests are higher, along with higher fees, which has generated more revenue.</p> <p>Dr. Iser reported that the Health District is about to implement Vital Check, which is an online portal that will allow clients to order records online and the revenue come to the Health District.</p> <p>Dr. Hess moved, seconded by Dr. Humphreys, that the Health Fund Revenue and Expenditure Report for May 2012 be accepted as presented.</p>	<p><b>ACTION ITEMS:</b> Ms. Stickney will address the \$850,000 variance in the September meeting.</p> <p><b>MOTION CARRIED:</b> Health Fund Revenue and Expenditure Report for May, 2012 accepted as presented.</p>
11.	<p><b>Presentation of FY 13 Budget Update</b></p> <p><b>Board Comments</b></p>	<p>Ms. Eileen Stickney, Administrative Health Services Officer, reported that included in the Board's packet are copies of the Project Accounting Sheets and the Reduction Templates. Placed at your seats today is a comparison between the Proposed and WC Recommend FY 13 Budget.</p> <p>Ms. Stickney reported that the Reduction Templates are presented to the Board today to answer Councilwoman Ratti's questions as to the story about how the budget cuts have impacted the programs and services of the Health District. We chose this format to tell the story from FY07 – FY 13.</p> <p>Councilwoman Ratti expressed her appreciation for the work presented in the Reduction Templates, but stated her real need is an Executive Summary which she can convey to her constituents which will tell the effects upon the Health District. She expressed her hope that this product is helpful to the staff in recalling the process of the reduction, but restated her need for a higher level review of the reductions.</p> <p>Ms. Stickney asked for additional clarification on exactly what issues Councilwoman Ratti would like Staff to be responsive to, and suggested that Councilwoman Ratti and Dr. Iser discuss in depth the product she desires. Councilwoman Ratti reiterated her request for a recapitulation of high level events that have impacted the Health District over the last five years and capped with FY13, and specifically, what have the citizens of Washoe County lost in terms of overall service in the last five years with the budget reductions.</p>	

TIME / ITEM	SUBJECT / AGENDA	DISCUSSION	ACTION
		<p>Dr. Iser suggested that with Councilwoman Ratti's and the Board's permission, they could work together to craft the Executive Summary that she desires. Councilwoman Ratti stated that she does not feel it is an urgent need, but that it is certainly an ongoing need that needs to be addressed.</p> <p>Dr. Hess presented a prospective budget document to the Board and asked that the Board speak to it. Chairman Smith stated that this matter needs to be addressed, but it should be tabled at this time so that it can be properly agendized for the August meeting if Dr. Hess so desires. Ms. Jung stated that Dr. Hess can place any item he wishes for the Board to consider on the agenda at any time. Items must be properly agendized. Dr. Iser suggested that Dr. Hess forward the information to him so that the matter may be addressed by the Board.</p> <p>Councilman Gustin stated his agreement with Councilwoman Ratti in the need for an Executive Summary. It is imperative to provide proper context and understanding for a prospective and retrospective analysis for our path forward.</p> <p>Councilwoman Ratti reiterated her concern that the Executive Summary focus more on services and less on lack of personnel, that that is where impact is to the public.</p> <p>Ms. Stickney presented the comparison between the FY13 Proposed Budget and FY13 Recommendation which was approved by the BCC. Ms. Stickney reported that a significant amount of the variance is in the realignment of the Retirement Calculation dollars.</p> <p>Councilman Gustin stated that to him it is obvious that that is the majority of the variance. Councilwoman Ratti stated that while she does not feel that a line item report is helpful to the process, a high level review and narrative of the process is imperative to the dialog. These decisions are made at a high level, and the strategy and methodology utilized needs to be reported to the Board in an Executive Summary rather than so much detail.</p> <p>Councilman Gustin moved, seconded by Dr. Humphreys, that the Budget Update for June 2012 be accepted as presented.</p>	<p><b>ACTION ITEMS:</b>  Dr. Iser will work with Councilwoman Ratti to formulate the Executive Summary requested by the Board.</p> <p>Dr. Hess will forward information to Dr. Iser to agendize if he wants the Board to address this issue prospectively.</p> <p><b>MOTION CARRIED:</b>  Budget Update for June 2012 accepted as presented.</p>
12	<p><b>PUBLIC HEARING:</b>  Proposed approval and adoption of the revisions to the "Washoe County Portion of the Nevada</p>	<p>Mr. Dan Inouye presented the proposed revisions to the "Washoe County Portion of the Nevada Infrastructure State Implementation Plan for the 2006 PM2.5 National Ambient Air Quality Standard."</p>	<p>Mr. Inouye</p>

TIME / ITEM	SUBJECT / AGENDA	DISCUSSION	ACTION
	<p><b>Infrastructure State Implementation Plan for the 2006 PM2.5 National Ambient Air Quality Standard"</b></p>	<p>Mr. Inouye reported that this is an administrative requirement by the EPA. There would be no change to the way business is conducted.</p> <p>Councilman Gustin moved, seconded by Councilwoman Ratti, that the revisions to the Washoe County Portion of the Nevada Infrastructure State Implementation Plan for the 2006 PM2.5 National Ambient Air Quality Standard be adopted as presented.</p>	<p><b>MOTION CARRIED:</b> Revisions to the Washoe County Portion of the Nevada Infrastructure State Implementation Plan for the 2006 PM2.5 National Ambient Air Quality Standard adopted as presented.</p>
13.	<p><b>Presentation regarding Change in Leading Mortality Rates Among Washoe County Residents, 1998 – 2010, by Heidi Lengdorger, MPH, University of Nevada, Reno</b></p>	<p>Ms. Lengdorger (recipient of the first DBOH scholarship) made the <i>Change in Leading Mortality Rates Among Washoe County Residents, 1998 – 2010</i> presentation to the District Board of Health.</p> <p>The Board thanked Ms. Lengdorger for her presentation, and stated that she was obviously deserving of the scholarship.</p>	<p><b>Action Item:</b> Send presentation to DBOH Members.</p>
14	<p><b>Presentation – "Autism and Ultrasound A Public Health Issue"</b></p>	<p>Dr. Furman made the "Autism and Ultrasound A Public Health Issue" presentation to the District Board of Health.</p> <p>The Board thanked Dr. Furman for his presentation.</p>	<p><b>Action Item:</b> Send presentation to DBOH Members.</p>
15.	<p><b>Presentation and possible approval of a special meeting of the DBOH in the afternoon on July 24, 2012, or the morning of July 25, 2012, to facilitate the presentation of the TriData report to the DBOH, and authorize payment of non-employee travel expenditures, if necessary.</b></p>	<p>Dr. Iser requested that the Board consider the approval of a special meeting of the DBOH to facilitate the presentation of the TriData report. Discussion ensued regarding the availability of the members. Several were not available on the suggested dates, but more were available on the date of the regular meeting, July 26. Dr. Iser suggested that the Board have the presentation at the regular meeting and pay approximately \$500 for Dr. Cohen's additional expenses to stay over.</p> <p>Councilwoman Ratti asked if the presentation to the DBOH would be the same as that to the Washoe County BCC, and if so, could the Board not just watch the presentation. Dr. Iser confirmed that the presentation would be identical, but the questions and concerns that the DBOH would have would be quite different than that of the BCC.</p>	

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		<p>Commissioner Jung stated that she did not feel it prudent to spend \$500 to facilitate the presentation in this current fiscal climate. Dr. Iser stated that he had that concern also, and that the Chairman had decided that he would forego the NALBOA Annual Conference in order to pay the difference in his expenses for the presentation to the Board.</p> <p>Dr. Humphreys motioned, seconded by Dr. Furman, to authorize payment of non-employee travel expenditures, if necessary, to facilitate the presentation of the TriData report by Dr. Cohen.</p>	<p><b>MOTION CARRIED:</b> Payment of non-employee travel expenditures (Dr. Cohen) is authorized in the amount of \$500.</p>
16.	<p><b>Presentation and possible approval of date change for the August 23, 2012, regularly scheduled DBOH Meeting</b></p> <p><b>Board Comments</b></p>	<p>Dr. Iser informed the Board that he will need to travel to San Francisco on the Title X Family Planning grant on the date of the next DBOH meeting, August 23, and questioned whether the Board would like to change the date of the meeting so that he could attend or if he should simply have the Acting DHO attend the meeting.</p> <p>Discussion ensued about the necessity for Dr. Iser to travel and that it would be an opportunity for professional development for whomever will be Acting DHO on that date. The board stated that the Acting DHO should cover the meeting for Dr. Iser.</p>	
17.	<p><b>Presentation of the Washoe County Health Status Report</b></p>	<p>Dr. Iser presented the Washoe County Health Status Report to the Board. Dr. Iser stated that the calendar format allowed us to share a little bit of "Health Status" and a little bit of advice. Dr. Iser reported that the St. Mary's Health Status Report will be a much more comprehensive Health Status Report.</p> <p>Councilman Gustin questioned whether the District had received photo releases from anyone who took the photos included in the Report. Phil Ulibarri, PIO, confirmed that the Health District has received photo releases on everything used.</p>	
18.	<p><b>Annual Performance Evaluation of District Health Officer</b></p> <p><b>Board Comments</b></p>	<p>Chairman Smith introduced the agenda item and board discussion of the District Health Officer evaluation results ensued. The majority of the responses in each of the categories quarried in Survey Monkey indicated "Meets or Exceeds Expectations." Dr. Iser received very high marks in almost every category.</p> <p>Chairman Smith stated that comments regarding Dr. Iser's exploration of a standalone health district are understandable, but that direction has come from him and the Board. Dr. Furman stated that he had nothing in addition to add. Councilman Gustin stated that he is very pleased with Dr. Iser's performance and</p>	

TIME / ITEM	SUBJECT / AGENDA	DISCUSSION	ACTION
		<p>level of expertise. Dr. Hess stated that he has been very pleased with Dr. Iser's performance. Dr. Humphreys stated that he believes that Dr. Iser has done an exceptional job and is very pleased with Dr. Iser's performance. Councilwoman Ratti stated that she is pleased with Dr. Iser's performance also. Chairman Smith stated that Dr. Iser had done a great job from his perspective. Retention is desired.</p> <p>Areas for Professional Development – Desire more formal and long term strategic plan; the relationship with the county and choosing when to be fierce and when to be diplomatic.</p> <p>Discussion ensued regarding wage and benefit concession and adjustments in line with the BCC's approval of Department Head and management salary adjustments.</p> <p>Chairman Smith moved, seconded by Dr. Humphreys, to approve Item 18(c), wage and benefit concession adjustments from 5% to 4.5% continuing through June 30, 2013 and discontinue health cost benefit contributions for the District Health Officer as presented</p>	<p><b><u>MOTION CARRIED:</u></b>          Approve item 18(c), wage and benefit concession adjustments from 5% to 4.5% continuing through June 30, 2013 and discontinue health cost benefit contributions for the District Health Officer, as presented.</p>
19.	<p><b>Staff Reports and Program Updates</b></p> <p>A. <u>Director – Epidemiology and Public Health Preparedness</u></p> <p>B. <u>Director – Community and Clinical Health Preparedness</u></p>	<p>Dr. Randall Todd, Director, Epidemiology and Public Health Preparedness, presented his monthly Division Director's Report, a copy of which was placed on file for the record.</p> <p>Dr. Todd reported that an additional individual has contracted Pertussis which will require continued surveillance and contact notification.</p> <p>Councilman Gustin questioned the age of the persons referenced in Dr. Todd's reports who died due to influenza. Dr. Todd stated that he did not know for sure, but he would guess older age individuals.</p>	
		<p>Mr. Steve Kutz, Acting Director, Community and Clinical Health Services, presented her monthly Division Director's Report, a copy of which was placed on file for the record.</p>	

TIME / ITEM	SUBJECT / AGENDA	DISCUSSION	ACTION
	<p>C. <u>Director – Environmental Health Services</u></p>	<p>Mr. Robert Sack, Director, Environmental Health Services, presented his monthly Division Director's Report, a copy of which was placed on file for the record.</p> <p>Mr. Sack reported that we've received notice from California that a few birds in South Lake Tahoe have tested positive for West Nile, and the vast majority of them are Robins and Sparrows, which is unusual.</p> <p>Councilman Gustin stated he was so disappointed to read in the report that there are grant dollars out there that we are hesitant to pursue since we don't know if we will have the staff to implement any award.</p> <p>Dr. Furman expressed his frustration with the grants review process at the federal level.</p>	
	<p><b>Board Comments</b></p>		
	<p>D. <u>Director – Air Quality Management</u></p>	<p>Mr. Kevin Dick, Director, Air Quality Management, presented his monthly Division Director's Report, a copy of which was placed on file for the record.</p> <p>Mr. Dick reported that AQM issued a press release to announce the beginning of the summer ozone season, and on June 18, a Monday, we had our first exceedance of the eight hour ozone standard. We hit 76 parts per billion, and the standard is 75. The peak came closer to midnight so we think what we got was transport out of California.</p> <p>The Title X Major Source Permit that we have a meeting for on Monday is related to the Sparks Energy Plant which is designed to supply power to the data storage facilities there. Mr. Dick congratulated Ms. Albee on her work in this area.</p>	
	<p>E. <u>Administrative Health Services Officer</u></p>	<p>Ms. Stickney, Administrative Health Services Officer, presented her report, a copy of which was placed on file for the record.</p>	
	<p>F. <u>District Health Officer</u></p>	<p>Dr. Joseph Iser, District Health Officer, presented his monthly District Health Officer Report, a copy of which was placed on file for the record.</p>	

TIME / ITEM	SUBJECT / AGENDA	DISCUSSION	ACTION
		<p>Dr. Iser reported on his trip to Atlanta for the PPHS interview. We will be working with the UNR PH program so that we will increase our chance of being successful in the future in this program</p> <p>Dr. Iser reported that REMSA applied for and was awarded a CMS Innovations Grant. The award is approximately \$10 Million. The grant is designed to give REMSA the flexibility to triage a patient and decide if there are other care options available rather than just the emergency room. Maybe even transport to a doctor's appointment. It should have significant effect on the cost of health care and it will be a tremendous asset for REMSA and our community.</p>	
20	<b>Board Comment</b>	<p>Councilman Gustin thanked Dr. Furman for his presentation today.</p> <p>Councilman Gustin also applauded NV Energy on their quick trimming of trees in the downtown area during the heavy winds. Some of the branches were already burning due to arcing next to the electric lines. They are to be commended.</p> <p>Councilwoman Ratti thanked the team again for putting the program reports together.</p>	
21.	<b>Public Comment</b>	No public comment was presented.	
22.	<b>Motion to Adjourn</b>	<p>There being no further business to come before the Board, the meeting was adjourned.</p> <p>Councilwoman moved, seconded by Dr. Hess, that the meeting be adjourned.</p>	<p><b>MOTION CARRIED:</b> The meeting was adjourned at 3:45 p.m.</p>

*Joseph P. Iser*  
 JOSEPH P. ISER, MD, DrPH, MSc  
 DISTRICT HEALTH OFFICER

*Peggy F. O'Neill*  
 PEGGY F. O'NEILL,  
 RECORDING SECRETARY



**WASHOE COUNTY HEALTH DISTRICT BOARD OF HEALTH  
Breastfeeding Awareness Month Proclamation**

**WHEREAS**, A Health District priority is educating the community to encourage healthy lifestyle choices that minimize chronic disease and increase quality and years of healthy life; and

**WHEREAS**, Keeping breastfeeding high on the public health agenda is critical to improving the health and well-being of mothers and babies; and

**WHEREAS**, Breast milk is the preferred and most appropriate source of nutrition for infants, adapting over time to meet the changing needs of the growing infant; and

**WHEREAS**, Breastfeeding is a proven primary prevention strategy, protecting both infants and mothers from a host of chronic and acute diseases and conditions including diarrhea, asthma, diabetes, obesity, and certain childhood cancers; and

**WHEREAS**, Breastfeeding provides a safe, reliable, and renewable food source, especially critical during natural disaster and emergency situations; and

**WHEREAS**, Employers that provide workplace lactation support experience an impressive return on investment, including lower health care costs, absenteeism, and turnover rates, and improved morale, job satisfaction, and productivity; and

**WHEREAS**, All major medical authorities recommend that mothers breastfeed exclusively for six months and continue breastfeeding for at least the first year of a child's life; and

**WHEREAS**, The U.S. Surgeon General has issued *The Surgeon General's Call to Action to Support Breastfeeding*, calling on health care providers, employers, insurers, policymakers, researchers, and the community at large to support mothers in reaching their personal breastfeeding goals; and

**WHEREAS**, The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) has seen the most significant increases in breastfeeding initiation rates over the past 20 years; now, therefore, be it

**PROCLAIMED**, By the Washoe County District Board of Health, August 2012 is designated as Breastfeeding Awareness Month.

**ADOPTED**, This 26 day of July, 2012.

---

Matt Smith, Chairman  
Washoe County District Board of Health



# WASHOE COUNTY HEALTH DISTRICT

## AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

DATE: July 26, 2012

TO: District Board of Health

FROM: Kevin Dick, Director, Air Quality Management

SUBJECT: Stewart Title Company – Case No. 1082  
Unappealed Citation No. 5015  
Agenda Item: **7.A.1.a.**

### Recommendation

Air Quality Management Division Staff recommends that Citation No. 5015 be upheld and a fine of \$250 be levied against Stewart Title Company for failure to re-inspect and verify a woodstove had been removed before closing escrow on a property located at 14595 Geronimo Trail in Reno, Nevada. This constitutes a minor violation of Section 040.051 D (3(a)(1)(i) of the District Board of Health Regulations Governing Air Quality Management. This is a negotiated settlement.

Recommended Fine: \$500

Negotiated Fine: \$250

### Background

On October 4, 2011, woodstove inspection was completed at 14595 Geronimo Train in Reno, Nevada, by Keith Pollman, Certified Woodstove Inspector #296. Mr. Pollman verified the woodstove was not a certified device and was not qualified to remain in the home. The residential woodstove inspection form was properly completed indicating a failed device. The inspection form clearly states if "FAIL" is checked, a second inspection is necessary.

On October 7, 2011, the Air Quality Management office received the inspection form marked FAIL. Upon receipt of the failed inspection, Air Quality Management staff mailed a Notice of Denial of Certification to all involved parties. Parties receiving the Notice of Denial included: 1) Michael and Jennifer L Dooley, Sellers; 2) Janet Melendrez, Keller Williams Realty – Vista Office; 3) Suzanne Haskins/Chris Moore, Stewart Title Company – Kietzke Branch; and 4) Keith Pollman, Woodstove Inspector #296.

**P.O. BOX 11130 Reno, NV 89520-0027 • (775) 784-7200 • FAX (775) 784-7225**

**[www.washoecounty.us/health](http://www.washoecounty.us/health)**

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July 26, 2012

DBOH/ Stewart Title Company/Case No. 1082

Page 2

On March 26, 2012, a change of ownership for the property located at 14595 Geronimo Trail, Reno, Nevada, was filed with the Washoe County Assessor's office without verification of a second inspection having been completed or proof of the removal of the failed wood burning device.

On May 8, 2012, Air Quality Specialist II Wallace Prichard issued Citation #5015 to Ms. Suzanne Haskins, representative for Stewart Title Company, for the violation of the District Board of Health Regulations Governing Air Quality, specifically Section 040.051 D(3)(a)(1)(i), Woodstove/Fireplace Insert Emissions, Administrative Requirements.

### **Settlement**

On June 26, 2012, Senior AQ Specialist Dennis Cerfoglio conducted a negotiated settlement meeting attended by Air Quality Specialist II Wallace Prichard, Plans/Permits/Applications Aide Christina Burton and representatives of Stewart Title Company. After consideration of all the facts presented in the case, Ms. Haskins agreed to a fine of \$250. A Memorandum of Understanding was signed by all parties.

### **Alternatives**

1. The District Board of Health may determine that no violation of the Regulations has taken place and dismiss Citation No. 5015.
2. The Board may determine to uphold Citation No. 5015 but levy any fine in the range of \$0 to \$500 per day.

In the event the Board determines to uphold the violation and increase the penalty, the matter should be continued so that Stewart Title Company may be properly noticed.



Kevin Dick, Division Director

KD/DC: ma



WASHOE COUNTY DISTRICT HEALTH DEPARTMENT  
AIR QUALITY MANAGEMENT DIVISION  
401 RYLAND STREET, SUITE 331 • P.O. BOX 11130 • RENO, NV 89520  
(775) 784-7200



NOTICE OF VIOLATION

CMP12-0079

NOV 5015

DATE ISSUED: 05/08/2012

ISSUED TO: Stewart Title PHONE #: 746-1100

MAILING ADDRESS: 5335 Kietzke Ln #10 CITY/ST: Reno, NV ZIP: 89511

NAME/OPERATOR: Suzanne Haskins PHONE #: \_\_\_\_\_

DRIVER LICENSE #/SSN \_\_\_\_\_

YOU ARE HEREBY OFFICIALLY NOTIFIED THAT ON 05/08/2012 (DATE) AT 1500 hrs (TIME), YOU ARE IN VIOLATION OF THE FOLLOWING SECTION(S) OF THE WASHOE COUNTY DISTRICT BOARD OF HEALTH REGULATIONS GOVERNING AIR QUALITY MANAGEMENT:

MINOR VIOLATION OF SECTION:

MAJOR VIOLATION OF SECTION:

040.030 DUST CONTROL

030.000 OPERATING W/O PERMIT

040.055 ODOR/NUISANCE

030.2175 VIOLATION OF PERMIT CONDITION

040.200 DIESEL IDLING

030.105 ASBESTOS/NESHAP

OTHER 040.051 (D)(3)(a)(1)(i)

OTHER \_\_\_\_\_

VIOLATION DESCRIPTION: Failure to re-inspect for verification of woodstove removal. Original woodstove inspection marked as failed inspection.

LOCATION OF VIOLATION: 14595 Geronimo Trail, Reno, NV 89521

POINT OF OBSERVATION: Same

Weather: N/A Wind Direction From: N-E-S-W

Emissions Observed: N/A  
(If Visual Emissions Performed - See attached Plume Evaluation Record)

WARNING ONLY: Effective \_\_\_\_\_ a.m./p.m. \_\_\_\_\_ (date) you are hereby ordered to abate the above violation within \_\_\_\_\_ hours/days. I hereby acknowledge receipt of this warning on the date indicated.

Signature \_\_\_\_\_

CITATION: You are hereby notified that effective on 05/08/2012 (date) you are in violation of the section(s) cited above. You are hereby ordered to abate the above violation within \_\_\_\_\_ hours/days. You are further advised that within ten days of the date of this violation you may submit a written notice of appeal to the Chairman, Hearing Board, P.O. Box 11130, Reno, Nevada 89520. Failure to submit a notice of appeal in the time specified will result in submission of this violation to the District Board of Health, together with a request that an administrative fine be levied against you. If you do not wish to file an appeal the appropriate fine may be paid at the District Health Department.

SIGNING THIS FORM IS NOT AN ADMISSION OF GUILT

Signature: Suzanne Haskins Date: 5-24-11

Issued by: Wallace Prichard Title: Air Quality Specialist

COMPLAINT INVESTIGATION REPORT  
Washoe County Air Quality Management Division

Complaint Number: **CMP12-0079**

Complaint Status: NOV

Source of Complaint: INVESTIGATOR

Complaint Type: WOODSTV

Date Received: 05/08/2012

Time: 4:22 P.M.

Inspector: DCERFOGLIO

Inspector Area: 1

Complaint Description: NOV CITATION 5015 - CASE 1082 - VIOLATION OF AIR QUALITY  
REGULATION 040.051(D)(3)(A)(1)(I)

Address: 5335 KIETZKE LN RENO

Location: SUITE #110

Parcel Number: 04096101

Related Permit Number:

Complainant:

AIR QUALITY STAFF  
CHRISTINA L BURTON  
1001 E 9TH ST STE A115  
RENO NV 89512  
775-784-7230

Responsible Party:

STEWART TITLE COMPANY  
SUZANNE HASKINS  
5335 KIETZKE LANE #110  
RENO NV 89511  
775-746-1100

Investigation:

VIOLATION OF AIR QUALITY REGULATION 040.051(D)(3)(a)(1)(i), FAILURE TO OBTAIN SECOND  
INSPECTION ON  
A FAILED WOOD STOVE BEFORE CLOSING ESCROW.

Sequence of Events regarding 14595 Geronimo Trail, Reno:

October 4, 2011

Wood stove inspection completed at residence by Wood Stove Inspector Keith Pollman, Inspector #296  
. Device failed for noncompliance marked accordingly on inspection form. Inspection form states "If  
Fail is checked, a second inspection is necessary.

October 7, 2011

Residential Wood Stove Inspection form received in the Air Quality office marked as a failed  
inspection.

October 7, 2011

Notice of Denial of Certification mailed to all involved parties;

Michael C. & Jennifer L. Dooley - Seller

Janet Melendrez - Keller Williams Realty, Vista Office  
Suzanne Haskins / Chris Moore - Stewart Title, Kietzke Office  
Keith Pollman - Wood Stove Inspector #296

NOTICE OF DENIAL CERTIFICATION clearly states and is highlighted in yellow "In the case of certification denial, a second inspection is necessary to determine compliance with Health Department regulations. The Certificate of Compliance will be issued upon verification of removal! Notice of Exemption cannot be filed!

Cross referencing Failed Inspection with Washoe County Assessors and the Washoe County Recorder records, the property at 14595 Geronimo Trail, Reno NV changed ownership on March, 26, 2012. This is a violation of the District Board of Health Regulations Governing Air Quality Management Woodstove/Fireplace Insert Emissions - Administrative Requirements, specifically Section 040.051 (D)(3)(a)(1)(i).

Enforcement Activities

Warning Citation...: 05/08/2012	Citation Number: 5015
NOV.....:	NOV Number....: 0
	Case Number.....: 1082
Settlement.....:	Amount.....: \$0.00
Appealed.....:	
Upheld.....:	Amount.....: \$0.00

Status Information

Initialized By.....: TBURTON	Completed Date...:
Date Assigned.....: 05/08/2012	Completed By.....:

Re: 14595 Geronimo Trail,Reno NV 89436  
Escrow # 1041449

**VIOLATION:** Minor Violation of Section 040.051 Section D.(3)(a)(1)(i)  
Wood Stove/Existing Wood Stoves and Change of Ownership  
Section D- Administrative Requirements  
Citation Notice of Violation #5015  
Case # 1082

**ISSUED TO:** Stewart Title  
5335 Kietzke Lane, Suite #110  
Reno, Nevada 89511  
Ph: (775) 746-1100

**OPERATOR:** Suzanne Haskins  
Escrow Officer  
5335 Kietzke Lane, Suite #110  
Reno, Nevada 89511  
Ph: (775) 746-1100

On May 08,2012 Inspector Wallace Prichard was notified by Christina Burton, Plans/Permits/Application Aid for Air Quality that she had noticed a wood stove violation of the Air Quality Regulations during the routine records check in the office. She requested that Air Quality Specialist Prichard write and serve a Citation Notice of Violation to Stewart Title Company for failing to re-inspect for verification of woodstove removal.

The property was owned by Mike and Jenifer Dooley, 14595 Geronimo Trail, Reno Nevada 89521.

The original woodstove inspection conducted on October 4, 2011 by Keith Pollman (Woodstove inspector #296) failed the current residential woodstove requirements of Washoe County Air Quality. A failed inspection automatically requires a second inspection to determine compliance with Health Department regulations.

Records show that a second inspection as required by District Board of Health Regulations Governing Air Quality Management was never conducted. This is a violation of Administrative Requirements, Section 040.051, Subpart Section D,(3)(a)(1)(i) of the Regulations.



Sequence of Events regarding 14595 Geronimo Trail, Reno:

- October 4, 2011 Wood stove inspection completed at residence by Wood Stove Inspector Keith Pollman, Inspector #296. Device failed for noncompliance marked accordingly on inspection form. Inspection form states **"If Fail is checked, a second inspection is necessary.**
- October 7, 2011 Residential Wood Stove Inspection form received in the Air Quality office marked as a failed inspection.
- October 7, 2011 Notice of Denial of Certification mailed to all involved parties;  
Michael C. & Jennifer L. Dooley - Seller  
Janet Melendrez - Keller Williams Realty, Vista Office  
Suzanne Haskins / Chris Moore - Stewart Title, Kietzke Office  
Keith Pollman - Wood Stove Inspector #296

**NOTICE OF DENIAL CERTIFICATION** clearly states **"In the case of certification denial, a second inspection is necessary to determine compliance with Health Department regulations."** **The Certificate of Compliance will be issued upon verification of removal! Notice of Exemption cannot be filed!**

Cross referencing Failed Inspection with Washoe County Assessors and the Washoe County Recorder records, the property at 14595 Geronimo Trail, Reno NV changed ownership on March, 26, 2012. This is a violation of the District Board of Health Regulations Governing Air Quality Management Woodstove/Fireplace Insert Emissions - Administrative Requirements, specifically Section 040.051 (D)(3)(a)(1)(i).

Supervisor Dennis Cerfoglio was notified that **Notice of Violation #5015** was going to be issued for the above mentioned

Wallace Prichard  
Air Quality Specialist II  
Air Quality Management Division  
Washoe County Health District



# DISTRICT HEALTH DEPARTMENT AIR QUALITY MANAGEMENT DIVISION

## MEMORANDUM OF UNDERSTANDING

WASHOE COUNTY HEALTH DISTRICT  
AIR QUALITY MANAGEMENT DIVISION

Date: 6 / 26 / 2012  
Company Name: Stewart Title  
Address: 5335 Kietzke Lane, Reno, NV. 89521  
Notice of Violation No.: 5015 Case No.: 1082

The staff of the Air Quality Management Division of the Washoe County District Health Department issued the above referenced citation for the violation of Regulation: 040.051 Section (D), (3), (a), (1), (i)  
Administrative Requirements

A settlement of this matter has been negotiated between the undersigned parties resulting in a penalty amount of \$ 250<sup>00</sup>. This settlement will be submitted to the District Board of Health for review at the regularly scheduled meeting on July 26, 2012.

Suzanne Haskins  
Signature of Company Representative

Suzanne HASKINS  
Print Name

Escrow Officer  
Title

Walker Richard  
Witness

\_\_\_\_\_  
Witness

Dennis A. Cerfoglio  
Signature of District Representative

DENNIS A. CERFOGLIO  
Print Name

Sr. Air Quality Spec.  
Title

Christina J. [unclear]  
Witness

\_\_\_\_\_  
Witness

# RECOMMENDED FINE WORKSHEET

DATE: 5-8-2012 CASE NO.: 1082 NOV NO.: 5015

COMPANY NAME: STEWART TITLE COMPANY

CONTACT NAME: SUZANNE HASKINS, ESCROW OFFICER

(MAJOR / MINOR)

VIOLATION OF SECTION(S): 040.051 (D) (3) (a) (1) (i)

X 1<sup>ST</sup> VIOLATION      \_\_\_\_\_ 2<sup>ND</sup> VIOLATION      \_\_\_\_\_ 3<sup>RD</sup> VIOLATION

<u>NO</u>	HAZARDOUS AIR POLLUTANT	YES / NO	_____	TYPE OF AIR CONTAMINANT (CO, NOX, SOX, PM, VOC'S)	
<u>YES</u>	LEGALLY PERMITTED SOURCE	YES / NO	_____	PUBLIC HEALTH EXPOSURE	YES / NO
_____	NUMBER OF DAYS IN VIOLATION	_____	<u>NO</u>	PUBLIC COMPLAINTS	YES / NO

1. **DEGREE OF VIOLATION:** MINOR      MODERATE      MAJOR  
(The degree to which the person/company has deviated from the regulatory requirements)

Failure to conduct a second wood stove inspection as required by the Washoe County Health District regulations, prior to closing escrow.

2. **ECONOMIC BENEFIT COMPONENT:** (OPTIONAL): MINOR      MODERATE      MAJOR  
ESTIMATED COST \$ 55.00  
(Economic effect to the person/company for NOT complying with the Regulations including avoided costs and delayed costs)

Wood stove re-inspection fee.

3. **DEGREE OF COOPERATION:** MINOR      MODERATE      MAJOR  
(The person/company's efforts to immediately cease the violation and come into compliance)

4. **ADDITIONAL COMMENTS:**

RECOMMENDED FINE: \$500.00

  
AQ SPECIALIST'S SIGNATURE

NOTE: "Minor Violations", per District Regulations, cannot exceed \$1000 for the first and second violations. Third minor violations, plus "major violations" cannot exceed \$10,000 per day.

**WASHOE COUNTY AIR QUALITY MANAGEMENT DIVISION  
"NOTICE OF DENIAL OF CERTIFICATION"  
RECEIVED AND MAILED OCTOBER 7, 2011**

**"RESIDENTIAL WOOD STOVE INSPECTION FORM"  
DATED OCTOBER 4, 2011 (RECEIVED IN AQ ON OCTOBER 7, 2011**



# WASHOE COUNTY HEALTH DISTRICT AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

## NOTICE OF DENIAL OF CERTIFICATION

2/16/12 - Dooley still owners  
3/26/12 - Peissner, Michael + Marcia

To Whom It May Concern:

This letter serves as notice that, pursuant to Section 040.0512 of the Washoe County District Board of Health Regulations Governing Air Quality, the residential property at the address listed below is denied Residential Wood Stove Certification based on information determined during a recent inspection.

The owner of said property has the option to remove or replace the uncertified appliance(s) the inspector noted in the residence. If the appliance is unverifiable, then the owner (or his agent) must produce acceptable proof that the appliance is certified.

In the case of certification denial, a second inspection is necessary to determine compliance with Health Department regulations. The Certificate of Compliance will be issued upon verification of removal! Notice of Exemption cannot be filed!

### PROPERTY INFORMATION

Inspection #: 10108 Inspector: KEITH POLLMAN ESCROW #: 1041449

Owner: MICHAEL C. & JENNIFER L. DOOLEY

Address: 14595 GERONIMO TRAIL RENO NV 89521

Title Company: STEWART TITLE - KIETZKE BRANCH - SUZANNE HASKINS

Real Estate Agent: JANET MELENDREZ - KELLER WILLIAMS - VISTA BLVD

### CAUSE FOR DENIAL:

XXX Appliance Uncertified  
       Unable to Verify Appliance  
       Insufficient Information on Inspection Form

10/04/11 Inspection Date  
10/07/11 Received by Washoe County Air Quality Management Division  
10/07/11 Denial Notification Mailed

CB/00 P.O. BOX 11130 Reno, NV 89520-0027 • (775) 784-7200 • FAX (775) 784-7225

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OCT 07 2011

WASHOE COUNTY HEALTH DIST. NO. 10108

WASHOE COUNTY

RESIDENTIAL WOOD STOVE INSPECTION



Note: It is unlawful to complete any escrow transaction unless all wood stove appliances in the residential property have been certified as being in compliance with wood stove emission standards.

HEALTH DISTRICT

(PLEASE PRINT CLEARLY)

Date Oct 4 2011 Michael + Jennifer L. PASS [ ] FAIL [X]

In order for escrow to close "PASS" must be checked. If "FAIL" is checked, a second inspection is necessary.

Seller Mike + Jennifer Dooly Dooley Phone 746-1100

INSPECTION LOCATION 14595 Geronimo Trail Reno NV 89521

APN # 016-58-205 Escrow # 1041449

Mailing Address 5335 Kietzke Ln #110 Reno NV 89511

Real Estate Agent Janet McEndrey Phone 336-3800

Agency Name Keller-William

Address 5050 Vista #105 Sparks NV 89436

Title Company Stewart Title Phone 746-1100

Address 5335 Kietzke #110 Reno NV 89511

Forward To: Escrow Agent: Suzanne Haskins or Present owner:

Chris Moore

DO NOT ABBREVIATE THIS SECTION

Table with 5 columns: Manufacturer/Model-Design, HD Ref. #, Location, Certified, Uncertified, Exempt. Row 1: old Firelite Insert, Family Room. Row 2: Does Not Pass.

Comments:

Signature of Inspector [Signature] Inspector # 296

The above signed hereby swear (or affirm) under penalties prescribed for perjury in NRS 199.120 that the above information is true and correct of my own knowledge.

HEALTH DISTRICT USE ONLY. Verification Date, Exemption Approved, Denied, Comments, Verified by.

P.O. BOX 11130 RENO, NV 89520-0027 (775) 784-7200

WASHOE COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF SEX, RACE, COLOR, AGE, RELIGION, DISABILITY OR NATIONAL ORIGIN IN THE ACTIVITIES AND/OR SERVICES WHICH IT PROVIDES.

**WASHOE COUNTY ASSESSOR'S INFORMATION FOR:**

**14595 GERONIMO TRAIL - OWNER, MICHAEL & MARCIA PEISSNER  
DATED APRIL 13, 2012**

**AND**

**14595 GERONIMO TRAIL - OWNER, MICHAEL & JENNIFER DOOLEY  
DATED FEBRUARY 16, 2012**

**All data on this form is for use by the Washoe County Assessor for assessment purposes only.**

Owner Information & Legal Description			Building Information			
APN	016-582-05	Card 1 of 1	Property Name:			
Situs	14595 GERONIMO TRL		Quality	R030 AVERAGE	Building Type	Sgl Fam Res
Owner 1	DOOLEY, MICHAEL C & JENNIFER L		Stories	ONE	Square Feet	1,904
Owner 2 or Trustee			Year Built	1976	Square Feet does not include Basement or Garage Conversion Area.	
Owner 3 or Trustee			Weighted Average Year	1977	Click here for Improvement Details (building sq ft, Yard Items, etc).	
Mail Address Copy to Clipboard	13475 S 184TH AVE		Bedrooms	3	Full Baths	2
NCOA 03/17/2011	GOODYEAR AZ 85338		Half Baths	0	Unfin Bsmt	0
Keyline Desc	VIRGINIA FOOTHILLS 6 LT 3 BLK Q		Fixtures	9	Bsmt Type	
Subdivision	VIRGINIA FOOTHILLS 6		Fireplaces	1	Gar Conv Sq Feet	0
Lot 3 Block Q	Section Township 18 Range 20		Heat Type	FA/AC	Total Garage Area	552
Record of Survey Map : Parcel Map# : Sub Map#	Special Property Code		2nd Heat Type		Garage Type	GARA
2012 Tax Dist	4705	Prior APN	Exterior Walls	HARDBOARD	Detached Garage	0
2011 Tax Dist	4705	Additional Tax Info	2nd Ext Walls	STONE VENEER	Basement Gar Door	0
Tax Cap Status	Residential High Cap Applied		Roof Cover	COMP SHINGLE	Sub Floor	WOOD
Last Activity : CWA	08/24/2011	Last Permit : LRA	%Incomplete	0	Frame	STUD FRAMED
			Obso/Bldg Adj	0	Units/Bldg	1
			Construction Modifier	0	Units/Parcel	1

**Up to 7 Sales/Transfer Records/Recorded Document (additional information/records)**

Grantor	Doc #	Doc Date	LUC	Value	Code	Notes
SPEIR, PHILLIP H & HOLLY A	3413991	07/17/2006	020	458,000	2D	
SPEIR, PHILLIP H & HOLLY M	2941921	10/20/2003	020	0	3NTT	NAME CORRECTION
	2143918	10/10/1997		0		
	N/A	03/01/1987	020	123,500	2D	

To view sale/transfer/or other recorded documents use EagleRecorder on the Recorder's web site.

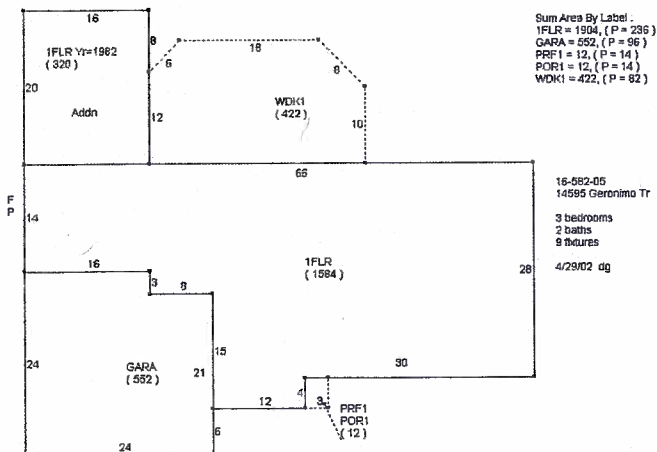
Land Information (additional land information)						Create Code	ED Neighborhoods Map				
Land Use	020	Sewer	SEPTIC	Street	PAVED	Value Year	2012	Zoning	MDS Zoning Info	2012 Neighborhood	EDGE
Size	23566 SF	Water	MUNI			Reason	Reappraisal	Zoning Maps	Page 016-58   Book 016	2011 Neighborhood	EDGE

Zoning information should be verified with the appropriate planning agency.

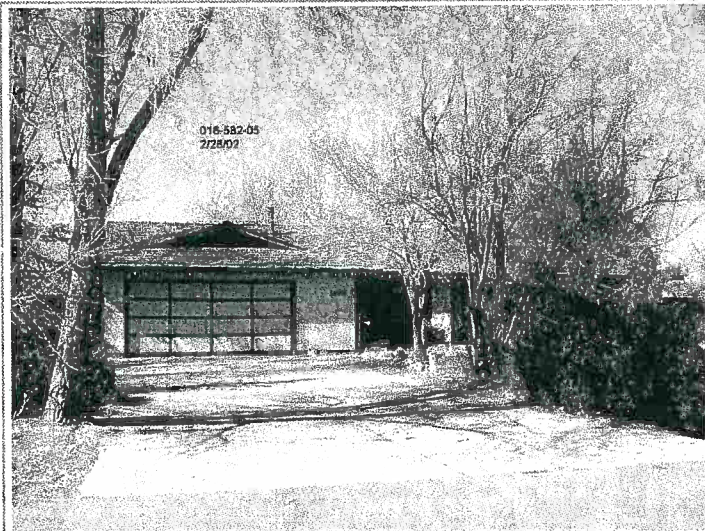
**Valuation Information (additional valuation information)**

2012 VN	Taxable Land	Taxable Improvement	Secured PP (rounded)	Taxable Total	Assessed Land	Assessed Improvement	Assessed Pers. Prop	Total Assessed	Supplemental New Const
2012/2013 NR	30,000	93,661	0	123,661	10,500	32,781	0	43,281	0
2011/2012 FV	51,100	89,394	0	140,494	17,885	31,288	0	49,173	0

The 2012/2013 Values are preliminary values and subject to change.



sketch code descriptions



30859



**All data on this form is for use by the Washoe County Assessor for assessment purposes only.**

Owner Information & Legal Description		Building Information	
APN	016-582-05 Card 1 of 1	Property Name:	
Situs	14595 GERONIMO TRL	Quality	R030 AVERAGE
Owner 1	PEISSNER, MICHAEL S & MARCIA A	Stories	ONE
Owner 2 or Trustee		Year Built	1976
Owner 3 or Trustee		Weighted Average Year	1977
Mail Address	14595 SAINT GERMAIN RD	Bedrooms	3
Copy to Clipboard		Full Baths	2
	CHULA VISTA CA 91913	Half Baths	0
Keyline Desc	VIRGINIA FOOTHILLS 6 LT 3 BLK Q	Fixtures	9
Subdivision	VIRGINIA FOOTHILLS 6	Fireplaces	1
Lot 3 Block Q	Section Township 18 Range 20	Heat Type	FA/AC
Record of Survey Map : Parcel Map# : Sub Map#	Special Property Code	2nd Heat Type	
2012 Tax Dist	4705	Exterior Walls	HARDBOARD
2011 Tax Dist	4705	2nd Ext Walls	STONE VENEER
Tax Cap Status	Residential High Cap Applied	Roof Cover	COMP SHINGLE
Last Activity : CWA	08/24/2011	%Incomplete	0
Last Permit : LRA	12/17/2004	Obso/Bldg Adj	0
		Construction Modifier	0
		Detached Garage	0
		Basement Gar Door	0
		Sub Floor	WOOD
		Frame	STUD FRAMED
		Units/Bldg	1
		Units/Parcel	1
		Total Garage Area	552
		Garage Type	GARA
		Gar Conv Sq Feet	0
		Finished Bsmt	0
		Unfn Bsmt	0
		Bsmt Type	

**Up to 7 Sales/Transfer Records/Recorded Document (additional information/records)**

Grantor	Doc #	Doc Date	LUC	Value	Code	Notes
DOOLEY, MICHAEL C & JENNIFER L	4096580	03/26/2012	020	202,000	2D	
SPEIR, PHILLIP H & HOLLY A	3413991	07/17/2006	020	458,000	2D	
SPEIR, PHILLIP H & HOLLY M	2941921	10/20/2003	020	0	3NTT	NAME CORRECTION
	2143918	10/10/1997		0		
	N/A	03/01/1987	020	123,500	2D	

To view sale/transfer/or other recorded documents use EagleRecorder on the Recorder's web site.

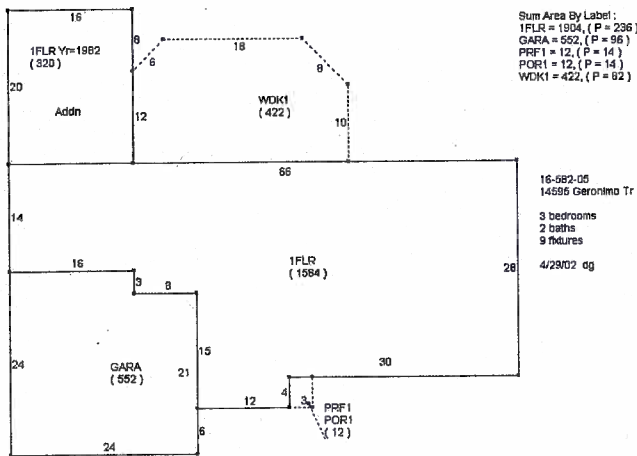
Land Information (additional land information)						Create Code	ED Neighborhoods Map		
Land Use	020	Sewer	SEPTIC	Street	PAVED	Zoning	MDS	Zoning Info	2012 Neighborhood
Size	23566 SF	Water	MUNI	Reason	Reappraisal	Zoning Maps	Page 016-58   Book 016		2011 Neighborhood
									EDGE
									EDGE

Zoning information should be verified with the appropriate planning agency.

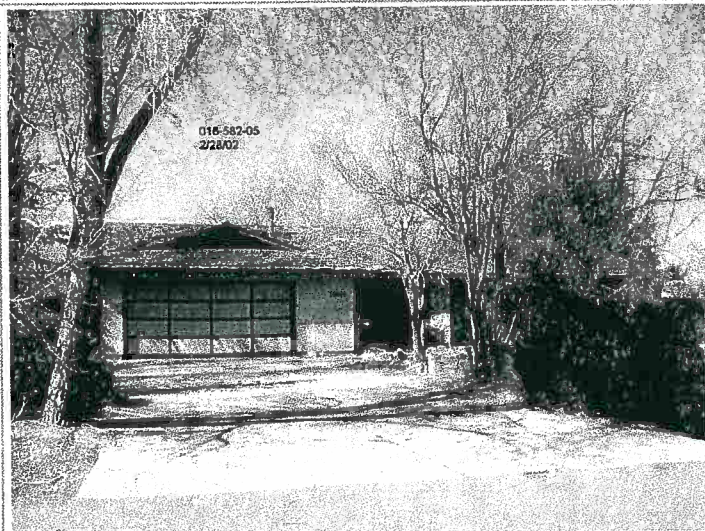
**Valuation Information (additional valuation information)**

2012 VN	Taxable Land	Taxable Improvement	Secured PP (rounded)	Taxable Total	Assessed Land	Assessed Improvement	Assessed Pers. Prop	Total Assessed	Supplemental New Const
2012/2013 NR	30,000	93,661	0	123,661	10,500	32,781	0	43,281	0
2011/2012 FV	51,100	89,394	0	140,494	17,885	31,288	0	49,173	0

The 2012/2013 Values are preliminary values and subject to change.



sketch code descriptions



30859

**DISTRICT BOARD OF HEALTH REGULATIONS  
SECTION 040.051**

**SECTION D - ADMINISTRATIVE REQUIREMENTS  
SECTION D (3)(a)(1)(i) - EXISTING WOOD STOVES AND CHANGE OF OWNERSHIP**

5. PROHIBITED FUELS: A person shall not cause or allow any of the following materials to be burned in a solid fuel burning device:
  - a. asphaltic products;
  - b. books and magazines;
  - c. garbage;
  - d. paints;
  - e. colored/wrapping paper;
  - f. plastic;
  - g. rubber products;
  - h. treated wood;
  - i. waste petroleum products;
  - j. fuel wood that is not seasoned;
  - k. coal; or
  - l. any other material not intended by a manufacturer for use as a fuel in a solid fuel burning device
  
6. CONDITIONS FOR SELLING WOOD: A person selling wood for use in a solid fuel burning device shall comply with the following:
  - a. Seasoned wood (wood with a moisture content of 20 percent or less) may be sold for immediate use in a wood burning device.
  - b. Wood with a moisture content of greater than 20 percent may be sold with a disclosure of the excessive moisture content and a recommended seasoning period to obtain a moisture content of 20 percent or less.
  
7. LIMITATION ON NUMBER OF SOLID FUEL BURNING DEVICES:
  - a. New Installations: The number of certified wood stoves or fireplaces installed on any property for which a building or set-up permit is issued shall not exceed one per acre.
  - b. Existing Property: In dwelling units or commercial/public facilities existing on the effective date of this regulation, installation of additional solid fuel burning devices is prohibited.
  - c. The above limitations do not apply to devices that are defined as low emitting (**Section B.8.** of this regulation).

*Section 040.051*

**SECTION D – ADMINISTRATIVE REQUIREMENTS**

1. No local government authority within the Health District may issue a building permit to any person to install an uncertified, or U.S. EPA exempt wood stove.
2. WOOD STOVE INSPECTORS: A person may be approved by the Control Officer to inspect and certify that wood stoves are currently, or have been in the past, certified per **Section 040.051**.

- a. To obtain approval, an application must be submitted to the Control Officer. Approval will be issued upon satisfactory completion of all requirements set forth by the Control Officer and payment of the fee established by the Board of Health. Annual approval may be renewed upon meeting all the requirements of the Control Officer and payment of the renewal fee.
  - b. An approved inspector shall report the result of each inspection on a form provided by the Control Officer after the fee established by the Board of Health is paid. The approved inspector must indicate:
    - (1) Whether the residential property contains any solid fuel burning device;
    - (2) The number of wood stoves which are certified;
    - (3) The number of wood stoves which are not certified.
3. EXISTING WOOD STOVES AND CHANGE OF OWNERSHIP: In order to complete any escrow transaction, and/or title change on any residential property, the current property owner must obtain either a Certificate of Compliance or a Notice of Exemption:
- a. The Control Officer shall issue a Certificate of Compliance if:
    - (1) An inspection report from an approved Wood Stove Inspector is submitted that demonstrates the residential property contains allowable wood burning devices.
      - i. If the report indicates that a wood stove is uncertified, the wood stove must be removed from the residential property and re-inspection by an approved inspector is required.
    - (2) The Control Officer shall issue a Certificate of Compliance not later than seven (7) working days after receipt of a completed inspection report from an approved Wood Stove Inspector.
      - i. If the Control Officer fails to act within the seven (7) working day period, any escrow transaction and/or title change that requires a Certificate of Compliance may be completed in lieu of issuance of said Certificate.
  - b. A Notice of Exemption shall be submitted to the Control Office within ten (10) working days of the close of escrow and/or title change, if:
    - (1) The residential property does not contain a wood stove.



# WASHOE COUNTY HEALTH DISTRICT

## AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

DATE: July 26, 2012

TO: District Board of Health

FROM: Kevin Dick, Director, Air Quality Management

SUBJECT: Serv-Pro Fire and Water – Case No. 1084  
Unappealed Citation No. 4614  
Agenda Item: 7.A.1.b.

### **Recommendation**

Air Quality Management Division Staff recommends that Citation #4614 be upheld and a fine of \$2,500.00 dollars be levied against Serv-Pro Fire and Water for failure to conduct proper testing for possible asbestos containing materials (ACM) and for failure to notify Air Quality Management prior to the removal of water damaged wallboard materials. The activities associated with the issuance of the citation occurred in an apartment complex located at 9050 Double R Boulevard, Unit #525 in Reno, Nevada. This constitutes a major violation of the District Board of Health Regulations Governing Air Quality Management, specifically Section 030.107 (A), Hazardous Air Pollutants, Asbestos Sampling and Notification.

Recommended Fine: \$5,000.00

Negotiated Fine: \$2,500.00

### **Background**

On May 25, 2012, Senior AQ Specialist Dennis Cerfoglio was dispatched to 9050 Double R Boulevard, Unit #525 to investigate the removal of possible asbestos containing material (ACM) from an apartment complex without proper testing being conducted and notifications being filed with the Air Quality Management office. When he arrived, AQ Specialist Cerfoglio found Serv-Pro Fire and Water personnel in the process of removing wallboard materials, including tape and texture, from a bedroom and closet area upstairs in the unit that had suffered water damage. When asked if there had been an asbestos survey performed on the removed materials, AQ Specialist Cerfoglio was told that there were no surveys or testing performed and that no notifications were filed with Air Quality Management office. AQ Specialist Cerfoglio immediately directed the Serv-Pro personnel to stop work until a licensed consultant could be hired to conduct a proper asbestos survey and the required notification filed with the Air Quality Management office. At that time the Senior AQ Specialist Cerfoglio contacted Ms. Carolee Enwald, owner of Serv-Pro.

**P.O. BOX 11130 Reno, NV 89520-0027 • (775) 784-7200 • FAX (775) 784-7225**

**[www.washoecounty.us/health](http://www.washoecounty.us/health)**

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July 26, 2012

DBOH/ Stewart Title Company/Case No. 1082

Page 2

AQ Specialist Cerfoglio spoke with Ms. Enwald extensively about her responsibility to have a proper survey conducted to determine the presence of asbestos in an apartment complex with greater than four living units and also of the requirement to file an Acknowledgement of Asbestos Assessment with the Air Quality Management office. After conversing with Ms. Enwald and documenting the improper disturbance of possible ACM, Citation No. 4614 was issued for the violation of District Board of Health Regulations Governing Air Quality Management, Section 030.107 (A), Hazardous Air Pollutants, Asbestos Sampling and Notification.

### **Settlement**

On June 20, 2012, Senior AQ Specialist Dennis Cerfoglio and AQ Specialist Laurie Mendoza met with Ms. Carolee Enwald of Serv-Pro for a negotiated meeting. After consideration of all the facts of this case, Ms. Enwald agreed to a fine of \$2,500. A Memorandum of Understanding was signed by all parties.

### **Alternatives**

1. The District Board of Health may determine that no violation of the Regulations has taken place and dismiss Citation No. 4614.
2. The Board may determine to uphold Citation No. 4614 but levy any fine in the range of \$0 to \$10,000 per day.

In the event the Board determines to change the violation and increase the penalty, the matter should be continued so that Serv-Pro Fire and Water may be properly noticed.



Kevin Dick, Division Director

KD/DC:ma



WASHOE COUNTY DISTRICT HEALTH DEPARTMENT  
 AIR QUALITY MANAGEMENT DIVISION  
 401 RYLAND STREET, SUITE 331 • P.O. BOX 11130 • RENO, NV 89520  
 (775) 784-7200



CMP 12-0092

**NOTICE OF VIOLATION**

NOV 4614

DATE ISSUED: 5-25-2012

ISSUED TO: Serv-Pro Fire's Water PHONE #: 852-6480  
 MAILING ADDRESS: 120 Woodland Ave. #E CITY/ST: Reno ZIP: 89523  
 NAME/OPERATOR: Carolee Enewald PHONE #: 722-0999

DRIVER LICENSE #/SSN \_\_\_\_\_

YOU ARE HEREBY OFFICIALLY NOTIFIED THAT ON 5-25-2012 (DATE) AT 1:10 P.M. (TIME), YOU ARE IN VIOLATION OF THE FOLLOWING SECTION(S) OF THE WASHOE COUNTY DISTRICT BOARD OF HEALTH REGULATIONS GOVERNING AIR QUALITY MANAGEMENT:

- |  |   |
|--|---|
| <input type="checkbox"/> MINOR VIOLATION OF SECTION: | <input checked="" type="checkbox"/> MAJOR VIOLATION OF SECTION: |
| <input type="checkbox"/> 040.030 __ DUST CONTROL     | <input type="checkbox"/> 030.000 OPERATING W/O PERMIT           |
| <input type="checkbox"/> 040.055 __ ODOR/NUISANCE    | <input type="checkbox"/> 030.2175 VIOLATION OF PERMIT CONDITION |
| <input type="checkbox"/> 040.200 __ DIESEL IDLING    | <input checked="" type="checkbox"/> 030.105 ASBESTOS/NESHAP     |
| <input type="checkbox"/> OTHER _____                 | <input type="checkbox"/> OTHER <u>030.107 A</u>                 |

VIOLATION DESCRIPTION: Removal of possible ACM without proper survey, and testing for asbestos. No proper notification to Air Quality Management or proper permits.

LOCATION OF VIOLATION: 9050 Double "R" Blvd. Apt. #525

POINT OF OBSERVATION: On site where removal took place.

Weather: Rain-Snow 55°F Cloudy Wind Direction From: N E S W

Emissions Observed: None  
 (If Visual Emissions Performed - See attached Plume Evaluation Record)

**WARNING ONLY:** Effective \_\_\_\_\_ a.m./p.m. \_\_\_\_\_ (date) you are hereby ordered to abate the above violation within \_\_\_\_\_ hours/days. I hereby acknowledge receipt of this warning on the date indicated.

Signature \_\_\_\_\_

**CITATION:** You are hereby notified that effective on 5-25-2012 (date) you are in violation of the section(s) cited above. You are hereby ordered to abate the above violation within Immediately hours/days. You are further advised that within ten days of the date of this violation you may submit a written notice of appeal to the Chairman, Hearing Board, P.O. Box 11130, Reno, Nevada 89520. Failure to submit a notice of appeal in the time specified will result in submission of this violation to the District Board of Health, together with a request that an administrative fine be levied against you. If you do not wish to file an appeal the appropriate fine may be paid at the District Health Department.

**SIGNING THIS FORM IS NOT AN ADMISSION OF GUILT**

Signature: [Signature] Date: 5-25-12  
 Issued by: Pennie A. Cerfoglio Title: Sr. Air Quality Spec

WASHOE DOES NOT DISCRIMINATE ON THE BASIS OF SEX, RACE, COLOR, AGE, RELIGION, DISABILITY OR NATIONAL ORIGIN IN THE ACTIVITIES AND OR SERVICES WHICH IT PROVIDES. IF YOU HAVE ANY QUESTIONS, PLEASE CALL WASHOE COUNTY HUMAN RESOURCES - 328-2080; TDD NUMBER 328-3685.

COMPLAINT INVESTIGATION REPORT  
Washoe County Air Quality Management Division

Complaint Number: **CMP12-0092**

Complaint Status: NOV

Source of Complaint: CITIZEN

Complaint Type: ASBESTOS

Date Received: 05/25/2012

Time: 12:47 P.M.

Inspector: DCERFOGLIO

Inspector Area: 3

Complaint Description: NOV CITATION 4614, CASE 1084 - WATER DAMAGE/MOLD REMEDIATION BY SERVICE PRO WITHOUT PROPER PERMITS - 2ND FLOOR

Address: 9050 DOUBLE R BLVD RENO

Location: UNIT #525

Parcel Number: 16436101

Related Permit Number:

Complainant:  
ANONYMOUS

Responsible Party:  
SERVICE PRO  
CAROLOEE ENWALD  
4750 LONGLEY LANE #203  
RENO NV 89502  
775-827-9944

Investigation:

I arrived at 9050 Double "R" Blvd. unit #525 and found Servo Pro Fire and Water employees had removed damaged wallboard in the closet and bedroom area without the proper sampling and notifications to the Air Quality Management office. I contacted the owner of Serv Pro Carolee Enwald to make her aware of the problem and the fact of the need to take samples before removing any wallboard to confirm that the materials being removed were negative for asbestos. N.O.V. Citation No. 4614 was issued under 030.107 A&B.

Enforcement Activities

Warning Citation...:  
NOV.....: 05/25/2012

Citation Number: 0  
NOV Number.....: 4614  
Case Number.....: 1084  
Amount.....: \$0.00

Settlement.....:  
Appealed.....:  
Upheld.....:

Amount.....: \$0.00



Status Information

Initialized By.....: TBURTON  
Date Assigned.....: 05/25/2012

Completed Date...:  
Completed By.....:



DISTRICT HEALTH DEPARTMENT
AIR QUALITY MANAGEMENT DIVISION

MEMORANDUM OF UNDERSTANDING

WASHOE COUNTY HEALTH DISTRICT
AIR QUALITY MANAGEMENT DIVISION

Date: June 20, 2013
Company Name: Sew Pro Fire & Water
Address: 120 Woodland Avenue
Notice of Violation No.: 4614 Case No.: 1084

The staff of the Air Quality Management Division of the Washoe County District Health Department issued the above referenced citation for the violation of Regulation: 030.107A No asbestos surveys or notification on water damaged possible ACM

A settlement of this matter has been negotiated between the undersigned parties resulting in a penalty amount of \$ 2,500. This settlement will be submitted to the District Board of Health for review at the regularly scheduled meeting on July 26, 2012.

[Signature]
Signature of Company Representative

[Signature]
Signature of District Representative

Carolee Enwald
Print Name

DENNIS A. CERFOGLIO
Print Name

Co-owner
Title

SR. AIR QUALITY SPEC.
Title

[Signature]
Witness

[Signature]
Witness

Witness

Witness

# RECOMMENDED FINE WORKSHEET

DATE: 5-25-2012 CASE NO.: 1084 NOV NO.: 4614

COMPANY NAME: SERV-PRO FIRE & WATER

CONTACT NAME: CAROLEE ENWALD, CO-OWNER

(MAJOR / MINOR)

VIOLATION OF SECTION(S): 030.107 (A)

X 1<sup>ST</sup> VIOLATION      \_\_\_\_\_ 2<sup>ND</sup> VIOLATION      \_\_\_\_\_ 3<sup>RD</sup> VIOLATION

<u>NO</u>	HAZARDOUS AIR POLLUTANT	YES / NO	_____	TYPE OF AIR CONTAMINANT (CO, NOX, SOX, PM, VOC'S)	
<u>NO</u>	LEGALLY PERMITTED SOURCE	YES / NO	<u>NO</u>	PUBLIC HEALTH EXPOSURE	YES / NO
_____	NUMBER OF DAYS IN VIOLATION		<u>YES</u>	PUBLIC COMPLAINTS	YES / NO

1. **DEGREE OF VIOLATION:** MINOR      MODERATE      MAJOR  
(The degree to which the person/company has deviated from the regulatory requirements)

Major Violation of 030.017(A): no asbestos sampling or removal notification to the Air Quality Management Division.

2. **ECONOMIC BENEFIT COMPONENT:** (OPTIONAL): MINOR      MODERATE      MAJOR  
ESTIMATED COST \$ 1,000.00  
(Economic effect to the person/company for NOT complying with the Regulations including avoided costs and delayed costs)

Asbestos sampling fess, plus proper removal and disposal of removed asbestos containing materials. Required Air Quality permits and notifications

3. **DEGREE OF COOPERATION:** MINOR      MODERATE      MAJOR  
(The person/company's efforts to immediately cease the violation and come into compliance)

Serv-Pro owner, Carolee Enwald responded immediately to my request to have sampling done, and scheduled herself to come to the Air Quality Management office for a settlement meeting.

4. **ADDITIONAL COMMENTS:**

RECOMMENDED FINE: \$5,000.00

  
AQ SPECIALIST'S SIGNATURE

NOTE: "Minor Violations", per District Regulations, cannot exceed \$1000 for the first and second violations. Third minor violations, plus "major violations" cannot exceed \$10,000 per day.



# WASHOE COUNTY HEALTH DISTRICT

## AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

Date: July 26, 2012

TO: District Board of Health

FROM: Kevin Dick, Director, Air Quality Management

SUBJECT: Harmony Escrow – Case No. 1086  
Unappealed Citation No. 5016  
Agenda Item: **7.A.1.c.**

### **Recommendation**

Air Quality Management Division Staff recommends that Citation No. 5016 be upheld and a fine of \$250 be levied against Harmony Escrow for failure to re-inspect and verify that a failed woodstove had been removed before closing escrow on a property located at 3675 Erin Drive in Sparks, Nevada. This Citation was issued for a minor violation of Section 040.051 D (3)(a)(1)(i) of the District Board of Health Regulations Governing Air Quality Management. This is a negotiated settlement.

Recommended Fine: \$500.00

Negotiated Fine: \$250.00

### **Background**

On December 29, 2012, a woodstove inspection was completed at 3675 Erin Drive in Sparks, Nevada, by Philip Behan, Certified Woodstove Inspector #260. Mr. Behan verified that the woodstove was not a certified device and was not qualified to remain in the home. The residential woodstove inspection form was properly completed indicating a failed device. The inspection form clearly states if "FAIL" is checked, a second inspection is necessary.

On December 30, 2011, the Air Quality Management office received the inspection form from Mr. Behan marked FAIL. Upon receipt of the failed inspection, Air Quality Management staff mailed a Notice of Denial of Certification to all involved parties. Parties receiving the Notice of Denial included: 1) Federal Home Loan Mortgage Corporation, Seller; 2) Pam Gillam-Tans, Trans Action Realty, Reno; 3) Joanna Manczyk, Harmony Escrow, Irvine California; and 4) Philip Behan, Woodstove Inspector #260. As a follow up to the mailed Notice of Denial Certification, Air Quality Plans/Permits/Applications Aide Christina Burton contacted Mr. Fernando Domingues, Assistant to Ms. Joanne Manczyk, by phone to make them aware of the Regulations regarding a failed inspection.

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July 26, 2012

DBOH/ Harmony Escrow/Case No. 1086

Page 2

On January 31, 2012, a change of ownership for the property located at 3675 Erin Drive in Sparks, Nevada was filed at the Washoe County Assessor's office without verification of a second inspection having been conducted or proof of the removal of the failed wood burning device.

On May 8, 2012, AQ Specialist Wallace Prichard issued Notice of Violation Citation No. 5016 to Harmony Escrow, Joanne Manczyk, Escrow Officer, for the violation of the District Board of Health Regulations Governing Air Quality Management, specifically Section 040.051 D(3)(a)(1)(i), Woodstove/Fireplace Insert Emissions, Administrative Requirements. The Citation was delivered via certified mail to Harmony Escrow at 17100 Gillette Avenue, Irvine, California.

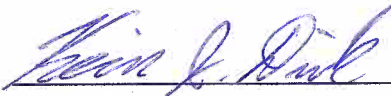
### **Settlement**

On July 3, 2012, AQ Specialist Wallace Prichard conducted a negotiated settlement meeting via phone with representatives of Harmony Escrow. After consideration of all the facts presented in this case, Harmony Escrow agreed to a fine of \$250. A Memorandum of Understanding was signed by all parties.

### **Alternatives**

1. The District Board of Health may determine that no violation of the Regulations has taken place and dismiss Citation No. 5016.
2. The Board may determine to uphold Citation No. 5016 but levy any fine in the range of \$0 to \$500 per day.

In the event the Board determines to uphold the violation and increase the penalty, the matter should be continued so Harmony Escrow may be properly noticed.



Kevin Dick, Division Director

KD/DC:ma



WASHOE COUNTY DISTRICT HEALTH DEPARTMENT  
AIR QUALITY MANAGEMENT DIVISION  
401 RYLAND STREET, SUITE 331 • P.O. BOX 11130 • RENO, NV 89520  
(775) 784-7200



cmp 12-0080

NOTICE OF VIOLATION

NOV 5016

DATE ISSUED: 05/08/2012

ISSUED TO: HARMONY ESCROW PHONE #: 949-474-1134

MAILING ADDRESS: 17100 Gillette Ave CITY/ST: IRVINE, CA ZIP: 92614

NAME/OPERATOR: JOANNA MANCZYK PHONE #: \_\_\_\_\_  
Escrow Officer

DRIVER LICENSE #/SSN \_\_\_\_\_

YOU ARE HEREBY OFFICIALLY NOTIFIED THAT ON 05/08/2012 (DATE) AT 1500hrs (TIME), YOU ARE IN VIOLATION OF THE FOLLOWING SECTION(S) OF THE WASHOE COUNTY DISTRICT BOARD OF HEALTH REGULATIONS GOVERNING AIR QUALITY MANAGEMENT:

MINOR VIOLATION OF SECTION:

MAJOR VIOLATION OF SECTION:

040.030 DUST CONTROL

030.000 OPERATING W/O PERMIT

040.055 ODOR/NUISANCE

030.2175 VIOLATION OF PERMIT CONDITION

040.200 DIESEL IDLING

030.105 ASBESTOS/NESHAP

OTHER 040.051 (D)(3)(a)(1)(i)

OTHER \_\_\_\_\_

VIOLATION DESCRIPTION: Failure to reinspect for verification of woodstove removal. Original woodstove inspection marked as failed inspection.

LOCATION OF VIOLATION: 3675 Erin Drive, Sparks, NV 89436

POINT OF OBSERVATION: Same

Weather: N/A Wind Direction From: N-E-S-W

Emissions Observed: N/A  
(If Visual Emissions Performed - See attached Plume Evaluation Record)

**WARNING ONLY:** Effective \_\_\_\_\_ a.m./p.m. \_\_\_\_\_ (date) you are hereby ordered to abate the above violation within \_\_\_\_\_ hours/days. I hereby acknowledge receipt of this warning on the date indicated.

Signature \_\_\_\_\_

**CITATION:** You are hereby notified that effective on 05/08/2012 (date) you are in violation of the section(s) cited above. You are hereby ordered to abate the above violation within immediately hours/days. You are further advised that within ten days of the date of this violation you may submit a written notice of appeal to the Chairman, Hearing Board, P.O. Box 11130, Reno, Nevada 89520. Failure to submit a notice of appeal in the time specified will result in submission of this violation to the District Board of Health, together with a request that an administrative fine be levied against you. If you do not wish to file an appeal the appropriate fine may be paid at the District Health Department.

**SIGNING THIS FORM IS NOT AN ADMISSION OF GUILT**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Issued by: Wallace Prichard Title: Air Quality Specialist

COMPLAINT INVESTIGATION REPORT  
Washoe County Air Quality Management Division

Complaint Number: **CMP12-0080**

Complaint Status: NOV

Source of Complaint: INVESTIGATOR

Complaint Type: WOODSTV

Date Received: 05/08/2012

Time: 4:54 P.M.

Inspector: WPRICHARD

Inspector Area: 1

Complaint Description: NOV CITATION 2016, CASE 1086 - VIOLATION OF AIR QUALITY REGULATION 040.051(D)(3)(A)(1)(I)

Address:

Location: 17100 GILLETTE AVE IRVINE CA 92614 / J

Parcel Number:

Related Permit Number:

Complainant:

AIR QUALITY STAFF  
CHRISTINA L BURTON  
1001 E 9TH ST STE A115  
RENO NV 89512  
775-784-7230

Responsible Party:

HARMONY ESCROW  
JOANNA MANCZYK  
17100 GILLETTE AVENUE  
IRVINE CA 92614  
949-474-1134

Investigation:

VIOLATION OF AIR QUALITY REGULATION 040.051(D)(3)(a)(1)(i), FAILURE TO OBTAIN SECOND INSPECTION ON A FAILED WOOD STOVE BEFORE CLOSING ESCROW.

Sequence of Events regarding 3675 Erin Drive, Sparks:

December 29, 2011

Wood stove inspection completed at residence by Wood Stove Inspector Philip Behan, Inspector #260. Device failed for noncompliance and marked accordingly on inspection form. Inspection form states "If Fail is checked, a second inspection is necessary."

December 30, 2011

Residential Wood Stove Inspection form received in the Air Quality office marked as a failed inspection.

December 30, 2011

Notice of Denial of Certification mailed to all involved parties;  
Federal Home Loan Mortgage Corporation - Seller  
Pam Gillam - Tans-Action Realty, 6121 Lakeside Drive

Joanne Manczyk - Harmony Escrow, 17100 Gillette Irvine CA  
Philip Behan - Wood Stove Inspector #260

December 30, 2011

Phone conversation with Fernando Domingues of Harmony Escrow and assistant to Joanne Manczyk - Harmony Escrow, to verify spelling of Joanne's last name and to inform Ms. Manczyk of the regulations regarding a failed inspection.

NOTICE OF DENIAL CERTIFICATION clearly states and is highlighted in yellow "In the case of certification denial, a second inspection is necessary to determine compliance with Health Department regulations. The Certificate of Compliance will be issued upon verification of removal! Notice of Exemption cannot be filed!

Cross referencing Failed Inspection with Washoe County Assessors and the Washoe County Recorder records, the property at 3675 Erin Drive, Sparks NV changed ownership on January 31, 2012. This is a violation of the District Board of Health Regulations Governing Air Quality Management Woodstove/Fireplace Insert Emissions - Administrative Requirements, specifically Section 040.051(D)(3)(a)(1)(i).

Enforcement Activities

Warning Citation..:	Citation Number: 0
NOV.....: 05/08/2012	NOV Number.....: 5016
	Case Number.....: 1086
Settlement.....: 05/29/2012	Amount.....: \$500.00
Appealed.....:	
Upheld.....:	Amount.....: \$0.00

Status Information

Initialized By.....: TBURTON	Completed Date...:
Date Assigned.....: 05/08/2012	Completed By.....:



Re: 3675 Erin Drive, Sparks NV 89436  
Escrow # 20343-FD

VIOLATION: Minor Violation of Section 040.051 Section D.(3)(a)(1)(i)  
Wood Stove/Existing Wood Stoves and Change of Ownership  
Section D- Administrative Requirements  
Citation Notice of Violation #5016  
Case # 1081

ISSUED TO: Harmony Escrow  
17100 Gillette Avenue  
Irvine, CA 92614  
PH: (949) 474-1134

OPERATOR: Joanna Manczyk  
Escrow Officer  
17100 Gillette Avenue  
Irvine, CA 92614

On May 08, 2012 Inspector Wallace Prichard was notified by Christina Burton, Plans/Permits/Application Aid for Air Quality that she had noticed a wood stove violation of the Air Quality Regulations during the routine records check in the office. She requested that Air Quality Specialist Prichard write and serve a Citation Notice of Violation to Harmony Escrow Company for failing to re-inspect for verification of woodstove removal.

The property was owned by Federal Home Loan Mortgage Corporation, c/o Wells Fargo Bank. Address 3675 Erin Drive, Sparks, Nevada 89436.

The original woodstove inspection conducted on December 30, 2011 by Philip Behan (Woodstove inspector #260) failed the current residential woodstove requirements of Washoe County Air Quality. A failed inspection automatically

requires a second inspection to determine compliance with Health Department regulations.

Records show that a second inspection as required by District Board of Health Regulations Governing Air Quality Management was never conducted. This is a violation of Administrative Requirements, Section 040.051, Subpart Section D,(3)(a)(1)(i) of the Regulations.

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Supervisor Dennis Cerfoglio was notified that **Notice of Violation #5016** was going to be issued for the above mentioned

Wallace Prichard  
Air Quality Specialist II  
Air Quality Management Division  
Washoe County Health District



# DISTRICT HEALTH DEPARTMENT AIR QUALITY MANAGEMENT DIVISION

## MEMORANDUM OF UNDERSTANDING

WASHOE COUNTY HEALTH DISTRICT  
AIR QUALITY MANAGEMENT DIVISION

Date: 07 / 02 / 2012

Company Name: Harmony Escrow

Address: 17100 Gillette Avenue, Irvine, CA. 92614

Notice of Violation No.: 5016 Case No.: 1086

The staff of the Air Quality Management Division of the Washoe County District Health Department issued the above referenced citation for the violation of Regulation: 040.051 Section (1), (3), (a), (1), (i)  
Administrative Requirements,

A settlement of this matter has been negotiated between the undersigned parties resulting in a penalty amount of \$ 250.00. This settlement will be submitted to the District Board of Health for review at the regularly scheduled meeting on July, 26, 2012.

[Signature]  
Signature of Company Representative

Wallace Prichard  
Signature of District Representative

Audrey J. Bryan  
Print Name

Wallace Prichard  
Print Name

Office Manager  
Title

Air Quality Specialist  
Title

[Signature]  
Witness

\_\_\_\_\_  
Witness

[Signature]  
Witness

\_\_\_\_\_  
Witness

# RECOMMENDED FINE WORKSHEET

DATE: 5-8-2012 CASE NO.: 1086 NOV NO.: 5016

COMPANY NAME: HARMONY ESCROW

CONTACT NAME: JOANNA MANCZYK

VIOLATION OF SECTION(S): 040.051 (D)(3)(a)(1)(i) (MAJOR / MINOR)

X 1<sup>ST</sup> VIOLATION      \_\_\_\_\_ 2<sup>ND</sup> VIOLATION      \_\_\_\_\_ 3<sup>RD</sup> VIOLATION

_____ HAZARDOUS AIR POLLUTANT	YES / NO	_____ TYPE OF AIR CONTAMINANT (CO, NOX, SOX, PM, VOC'S)	
<u>YES</u> LEGALLY PERMITTED SOURCE	YES / NO	_____ PUBLIC HEALTH EXPOSURE	YES / NO
_____ NUMBER OF DAYS IN VIOLATION	YES / NO	_____ PUBLIC COMPLAINTS	YES / NO

1. **DEGREE OF VIOLATION:** MINOR      MODERATE      MAJOR  
(The degree to which the person/company has deviated from the regulatory requirements)

Failure to conduct a second inspection as required by the Washoe County Health District Regulations.

2. **ECONOMIC BENEFIT COMPONENT:** (OPTIONAL): MINOR      MODERATE      MAJOR  
ESTIMATED COST \$ 55.00

(Economic effect to the person/company for NOT complying with the Regulations including avoided costs and delayed costs)

Wood Stove re-inspection charge.

3. **DEGREE OF COOPERATION:** MINOR      MODERATE      MAJOR  
(The person/company's efforts to immediately cease the violation and come into compliance)

Unknown at this time!

4. **ADDITIONAL COMMENTS:**

Certified letter mailed on 5/18/2012

RECOMMENDED FINE: \$500

  
AQ SPECIALIST'S SIGNATURE

NOTE: "Minor Violations", per District Regulations, cannot exceed \$1000 for the first and second violations. Third minor violations, plus "major violations" cannot exceed \$10,000 per day.

**NOV CITATION NO. 5016 MAILED VIA CERTIFIED MAIL  
ON 5-18-2012**



# WASHOE COUNTY HEALTH DISTRICT

## AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

May 18, 2012

Ms. Joanna Manczyk  
Harmony Escrow  
17100 Gillette Avenue  
Irvine, CA 92614

Re: 3675 Erin Drive, Sparks NV 89436  
Escrow # 20343-FD

**VIOLATION:** Minor Violation of Section 040.051 Section D.(3)(a)(1)(i)  
Wood Stove/Existing Wood Stoves and Change of Ownership  
Section D- Administrative Requirements  
Citation Notice of Violation #5016  
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**ISSUED TO:** Harmony Escrow  
17100 Gillette Avenue  
Irvine, CA 92614  
PH: (949) 474-1134

**OPERATOR:** Joanna Manczyk  
Escrow Officer  
17100 Gillette Avenue  
Irvine, CA 92614

**COPY**

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Page 1

P.O. BOX 11130 Reno, NV 89520-0027 • (775) 784-7200 • FAX (775) 784-7225

[www.washoecounty.us/health](http://www.washoecounty.us/health)

WASHOE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER HIRING EMPLOYMENT ELIGIBLE APPLICANTS  
Printed on Recycled Paper

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COPY

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Page 2

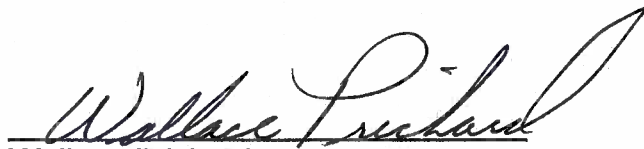
changed ownership on January 31, 2012. This is a violation of the District Board of Health Regulations Governing Air Quality Management Woodstove/Fireplace Insert Emissions - Administrative Requirements, specifically Section 040.051(D)(3)(a)(1)(i).



This letter is intended to provide written notification of the issuance of **Citation Notice of Violation #5016 (copy attached)**.

Following the issuance of a Notice of Violation (NOV), there are three (3) options for addressing the issues. These options include: 1) The NOV may go un-appealed to the District Board of Health; 2) an appeal may be heard by the Air Pollution Control Hearing Board; or 3) a Memorandum of Understanding may be executed between the parties if a negotiated settlement can be arrived upon. An appeal form has been included for your convenience. Please contact either, Charlene Albee, Branch Chief, or myself at 775-784-7200 to discuss your preference for the resolution of this matter.

Sincerely,



Wallace Prichard  
Air Quality Specialist II  
Air Quality Management Division  
Washoe County Health District

Enclosures

Certified Mail #7008 0150 0003 7313 0736

**COPY**

5. PROHIBITED FUELS: A person shall not cause or allow any of the following materials to be burned in a solid fuel burning device:
  - a. asphaltic products;
  - b. books and magazines;
  - c. garbage;
  - d. paints;
  - e. colored/wrapping paper;
  - f. plastic;
  - g. rubber products;
  - h. treated wood;
  - i. waste petroleum products;
  - j. fuel wood that is not seasoned;
  - k. coal; or
  - l. any other material not intended by a manufacturer for use as a fuel in a solid fuel burning device
  
6. CONDITIONS FOR SELLING WOOD: A person selling wood for use in a solid fuel burning device shall comply with the following:
  - a. Seasoned wood (wood with a moisture content of 20 percent or less) may be sold for immediate use in a wood burning device.
  - b. Wood with a moisture content of greater than 20 percent may be sold with a disclosure of the excessive moisture content and a recommended seasoning period to obtain a moisture content of 20 percent or less.
  
7. LIMITATION ON NUMBER OF SOLID FUEL BURNING DEVICES:
  - a. New Installations: The number of certified wood stoves or fireplaces installed on any property for which a building or set-up permit is issued shall not exceed one per acre.
  - b. Existing Property: In dwelling units or commercial/public facilities existing on the effective date of this regulation, installation of additional solid fuel burning devices is prohibited.
  - c. The above limitations do not apply to devices that are defined as low emitting (**Section B.8.** of this regulation).

*Section 040.051*

**SECTION D – ADMINISTRATIVE REQUIREMENTS**

1. No local government authority within the Health District may issue a building permit to any person to install an uncertified, or U.S. EPA exempt wood stove.
  
2. WOOD STOVE INSPECTORS: A person may be approved by the Control Officer to inspect and certify that wood stoves are currently, or have been in the past, certified per **Section 040.051**.

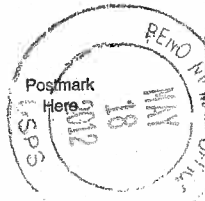
7920 ETEL 8000 0510 8000

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(Domestic Mail Only; No Insurance Coverage Provided)

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**OFF A6 072300 USE**

Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$



5118/12 MA/WP

Sent To  
**JOANNA MANCZYK/HARMONY ESCROW**  
 Street, Apt. No.,  
 or PO Box No. **17100 GILLETTE AVE**  
 City, State, ZIP+4 **IRVINE CA 92614**

PS Form 3800, August 2006 See Reverse for Instructions

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:  
**JOANNA MANCZYK**  
**HARMONY ESCROW**  
**17100 GILLETTE AVE**  
**IRVINE CA 92614**

**COMPLETE THIS SECTION ON DELIVERY**

A. Signature  Agent  
 Addressee

B. Received by (Printed Name) C. Date of Delivery

D. Is delivery address different from item 1?  Yes  
 If YES, enter delivery address below:  No

3. Service Type  
 Certified Mail  Express Mail  
 Registered  Return Receipt for Merchandise  
 Insured Mail  C.O.D.

4. Restricted Delivery? (Extra Fee)  Yes

2. Article Number (Transfer from service label) **7008 0150 0003 7313 0736** **MA/WP**

WASHOE COUNTY AIR QUALITY MANAGEMENT DIVISION  
"NOTICE OF DENIAL OF CERTIFICATION"  
RECEIVED AND MAILED DECEMBER 30, 2011

"RESIDENTIAL WOOD STOVE INSPECTION FORM"  
DATED DECEMBER 29, 2011(RECEIVED IN AQ ON DECEMBER 30, 2011)



# WASHOE COUNTY HEALTH DISTRICT

## AIR QUALITY MANAGEMENT DIVISION



Public Health  
Prevent. Promote. Protect.

Bank Owned 1/31/2012  
Transfer to  
Tiphonie D. May

### NOTICE OF DENIAL OF CERTIFICATION

To Whom It May Concern:

This letter serves as notice that, pursuant to Section 040.0512 of the Washoe County District Board of Health Regulations Governing Air Quality, the residential property at the address listed below is denied Residential Wood Stove Certification based on information determined during a recent inspection.

The owner of said property has the option to remove or replace the uncertified appliance(s) the inspector noted in the residence. If the appliance is unverifiable, then the owner (or his agent) must produce acceptable proof that the appliance is certified.

In the case of certification denial, a second inspection is necessary to determine compliance with Health Department regulations. The Certificate of Compliance will be issued upon verification of removal! Notice of Exemption cannot be filed!

#### PROPERTY INFORMATION

Inspection #: 09814 Inspector: PHILIP BEHAN ESCROW #: 20343 - FD

Owner: FEDERAL HOME LOAN MORTGAGE CORPORATION

Address: 3675 ERIN DRIVE SPARKS NV 89436

Title Company: JOANNA MANCZYK - HARMONY ESCROW - IRVINE CA

Real Estate Agent: PAMA GILLAM - TRANS ACTION REALTY - RENO NV

#### CAUSE FOR DENIAL:

Western Title only  
1/31/2012  
Kuetzke

- XXX Appliance Uncertified
- Unable to Verify Appliance
- Insufficient Information on Inspection Form

- 12/29/11 Inspection Date
- 12/30/11 Received by Washoe County Air Quality Management Division
- 12/30/11 Denial Notification Mailed

CB/00 P.O. BOX 11130 Reno, NV 89520-0027 • (775) 784-7200 • FAX (775) 784-7225

**All data on this form is for use by the Washoe County Assessor for assessment purposes only.**

Owner Information & Legal Description			Building Information			
<b>APN</b>	089-192-50	Card 1 of 1	<b>Property Name:</b>			
<b>Situs</b>	3675 ERIN DR		<b>Quality</b>	R020 FAIR	<b>Building Type</b>	Sgl Fam Res
<b>Owner 1</b>	MAY, TIPHANIE D		<b>Stories</b>	ONE		
<b>Owner 2 or Trustee</b>			<b>Year Built</b>	1981	<b>Square Feet</b>	960
<b>Owner 3 or Trustee</b>			<b>Weighted Average Year</b>	1981	Square Feet does not include Basement or Garage Conversion Area.	
<b>Mail Address</b> Copy to Clipboard	3675 ERIN DR		<b>Bedrooms</b>	2	Click here for Improvement Details (building sq ft, Yard Items, etc).	
	SPARKS NV 89436		<b>Full Baths</b>	1	<b>Finished Bsmt</b>	0
<b>Keyline Desc</b>	DESERT SPRINGS 1 LT 50 BLK C		<b>Half Baths</b>	0	<b>Unfin Bsmt</b>	0
<b>Subdivision</b>	DESERT SPRINGS 1		<b>Fixtures</b>	6	<b>Bsmt Type</b>	
<b>Lot 50 Block C</b>	<b>Section</b>	Township 20	<b>Fireplaces</b>	0	<b>Gar Conv Sq Feet</b>	0
	<b>Range</b>	20	<b>Heat Type</b>	FA	<b>Total Garage Area</b>	440
<b>Record of Survey Map</b>	<b>Parcel Map# 0 : Sub Map# 1801</b>		<b>2nd Heat Type</b>		<b>Garage Type</b>	GARA
	Special Property Code		<b>Exterior Walls</b>	HARDBOARD	<b>Detached Garage</b>	0
<b>2012 Tax Dist</b>	4000	Prior APN	<b>2nd Ext Walls</b>		<b>Basement Gar Door</b>	0
<b>2011 Tax Dist</b>	4000	Additional Tax Info	<b>Roof Cover</b>	COMP SHINGLE	<b>Sub Floor</b>	WOOD
<b>Tax Cap Status</b>	2010 Change Form Mailed, High Cap Applied		<b>%Incomplete</b>	0	<b>Frame</b>	STUD FRAMED
<b>Last Activity</b>	DRS 08/30/2011	<b>Last Permit</b>	<b>Obso/Bldg Adj</b>	0	<b>Units/Bldg</b>	1
		EJW 07/12/2007	<b>Construction Modifier</b>	0	<b>Units/Parcel</b>	1

**Up to 7 Sales/Transfer Records/Recorded Document (additional information/records)**

Grantor	Doc #	Doc Date	LUC	Value	Code	Notes
FEDERAL HOME LOAN MTG CORP,	4080215	01/31/2012	020	70,000	2F	
RANGEL,JOSE J	4052845	10/25/2011	020	93,219	3BF	
CUNDIFF,SUSAN	3688456	09/17/2008	020	0	3BCT	CORRECTION OF GANTOR` S NAME.
CUNDIFF,SUSAN	3464811	11/17/2006	020	235,000	2D	RED FILED: INCORRECT GRANTOR. NAME NOT CHGED. LETTER SENT TO GRANTEE & TITLE CO.
	2424927	02/24/2000		0		
	N/A	09/01/1985	020	74,000	1G	
	N/A	10/01/1982		56,950		

To view sale/transfer/or other recorded documents use EagleRecorder on the Recorder's web site.

Land Information (additional land information)				Create Code	HA Neighborhoods Map
<b>Land Use</b>	020	<b>Sewer</b>	SEPTIC	<b>Street</b>	PAVED
<b>Value Year</b>	2012	<b>Zoning</b>	MDS	Zoning Info	
<b>Size</b>	14810 SF	<b>Water</b>	MUNI	<b>Reason</b>	Reappraisal
		<b>Zoning Maps</b>	Page 089-19   Book 089		<b>2012 Neighborhood</b>
					HAAD
					<b>2011 Neighborhood</b>
					HAAD

Zoning information should be verified with the appropriate planning agency.

**Valuation Information (additional valuation information)**

2012 VN	Taxable Land	Taxable Improvement	Secured PP (rounded)	Taxable Total	Assessed Land	Assessed Improvement	Assessed Pers. Prop	Total Assessed	Supplemental New Const
2012/2013 NR	15,600	58,318	0	73,918	5,460	20,411	0	25,871	0
2011/2012 FV	18,700	55,535	0	74,235	6,545	19,437	0	25,982	0

The 2012/2013 Values are preliminary values and subject to change.

Property Photo Is Not Available On-Line.

121736

AIR QUALITY MGMT.

DEC 30 2011

WASHOE COUNTY HEALTH DIST.

NO. 09814

WASHOE COUNTY



HEALTH DISTRICT

### RESIDENTIAL WOOD STOVE INSPECTION

Note: It is unlawful to complete any escrow transaction unless all wood stove appliances in the residential property have been certified as being in compliance with wood stove emission standards.

(PLEASE PRINT CLEARLY)

Date 12/29/2011

PASS  FAIL

In order for escrow to close "PASS" must be checked. If "FAIL" is checked, a second inspection is necessary.

Seller FEDERAL HOME LOAN MORTGAGE CORP  
90 WELLS FARGO BANK Phone \_\_\_\_\_

INSPECTION LOCATION 3675 ERIN DRIVE SPARKS 89436

APN # 089 - 192 - 50 (Street) (City) Escrow # ~~921107~~ 20343-ED (Zip Code)

Mailing Address 3476 STATEVIEW BLVD MAC X7801-013, FORT MILL SC 29716

Real Estate Agent PAMA GILLAM (Street) (City) Phone (775) 284-1313 (Zip Code)

Agency Name TRANS-ACTION REALTY

Address 6121 LAKEVIEW DR, STE 100 (Street) (City) RENO NV 89511 (Zip Code)

Title Company HARMONY ESCROW (Street) (City) Phone (949) 474-1134 (Zip Code)

Address 17100 GILLETTE AVE (Street) (City) IRVINE CA 92614 (Zip Code)

Forward To: Escrow Agent: JOANNA MANCZYK or Present owner: \_\_\_\_\_

Fernando Dominguez **DO NOT ABBREVIATE THIS SECTION**

Manufacturer/Model-Design	HD Ref. #	Location	Certified	Uncertified	Exempt
1. <u>THE EARTH STOVE 1000 SERIES</u>		<u>LIV/RM</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. _____			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. _____			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. _____			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: \_\_\_\_\_

Signature of Inspector [Signature] Inspector # 260

The above signed hereby swear (or affirm) under penalties prescribed for perjury in NRS 199.120 that the above information is true and correct of my own knowledge.

**HEALTH DISTRICT USE ONLY**

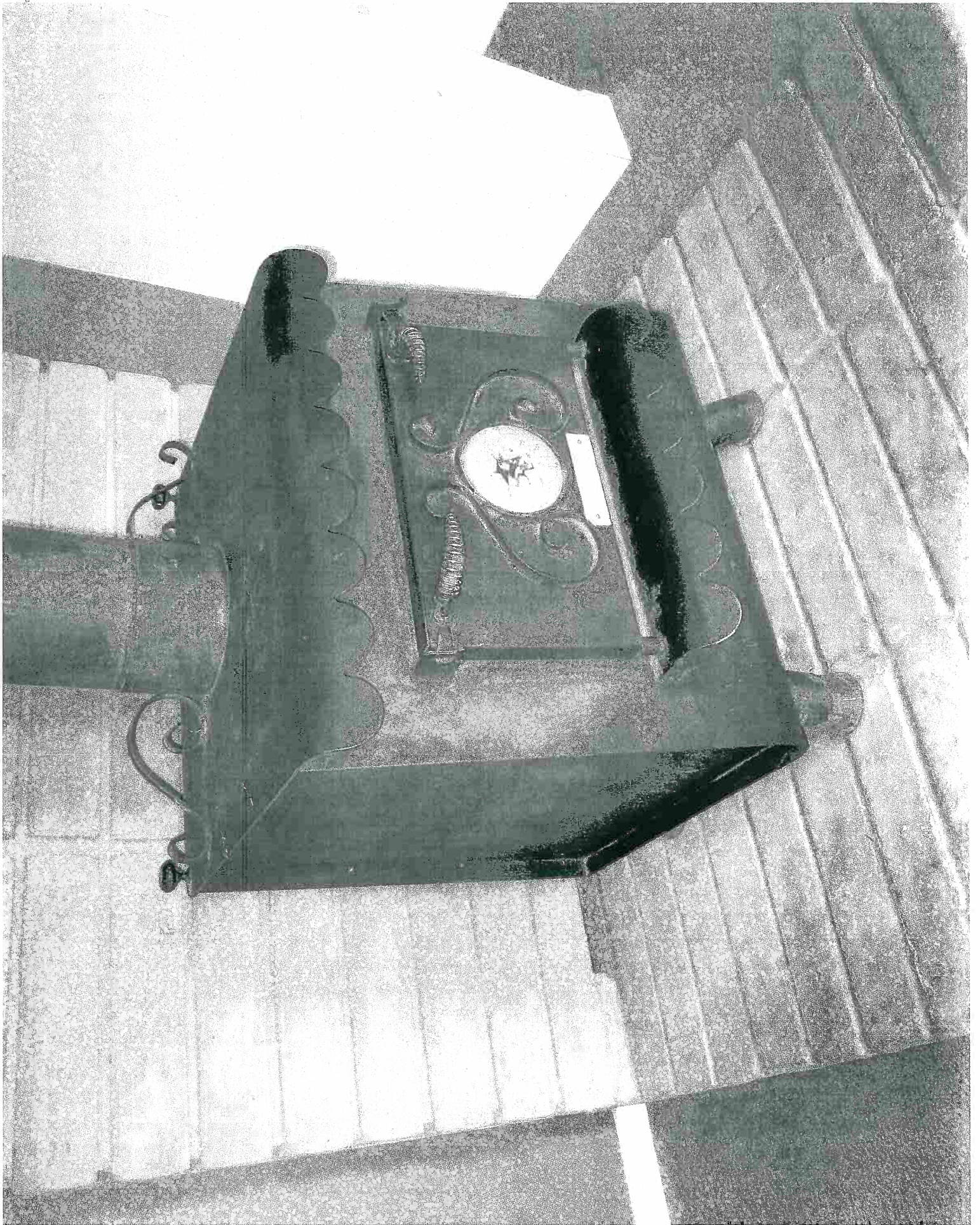
Verification Date \_\_\_\_\_ Exemption Approved:  Denied:

Comments: \_\_\_\_\_

Verified by \_\_\_\_\_

P.O. BOX 11130 RENO, NV 89520-0027 (775) 784-7200

WASHOE COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF SEX, RACE, COLOR, AGE, RELIGION, DISABILITY OR NATIONAL ORIGIN IN THE ACTIVITIES AND/OR SERVICES WHICH IT PROVIDES. IF YOU HAVE ANY QUESTIONS, PLEASE CALL WASHOE COUNTY PERSONNEL DIVISION - 328-2080; TDD NUMBER 328-3685.







# WASHOE COUNTY HEALTH DISTRICT

## AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

DATE: July 26, 2012

TO: District Board of Health

FROM: Kevin Dick, Director, Air Quality Management

SUBJECT: MMC Trucking – Case No. 1087  
Unappealed Citation No. 5114  
Agenda Item 7.A.1.d.

### **Recommendations**

Air Quality Management Division Staff recommends that Citation No. 5114 be upheld and a fine of \$1,500 be levied against MMC Trucking for operating without a dust control permit and failure to control fugitive dust on a construction site. The construction site is located at 550 Crystal Park Road in Verdi, Nevada. Operating without the proper dust control permit constitutes a major violation of Section 030.000 of the District Board of Health Regulations Governing Air Quality Management. This is a negotiated settlement.

Recommended Fine: \$1,500.00

Negotiated Fine: \$1,250.00

### **Background**

On May 30, 2012, the Air Quality Management Division received a fugitive dust complaint from Linelle Garfield, City of Reno Hydrologist, for work being performed at 550 Crystal Park Road in Verdi, Nevada. When she arrived, AQ Specialist Suzanne Dugger observed fugitive dust being generated by vehicle traffic entering and leaving the job site, consisting of approximately 5 acres of disturbed area. AQ Specialist Dugger contacted the complainant Ms. Garfield about the fugitive dust complaint. AQ Specialist Dugger was informed that City of Reno Engineering Tech Ms. Jackie Schalberg was on site and had put a stop work order on the job site due to no grading permit. Ms. Schalberg also stated that the responsible party was MMC Trucking from Truckee, California. AQ Specialist Dugger contacted Mr. Matt Carlson, owner of MMC Trucking, to make him aware of the dust complaint and that no further work of any kind was to be performed on the site until proper permits were obtained from the AQMD. AQ Specialist Dugger also stated to Mr. Carlson that a water truck would be needed on site to control any possible fugitive dust that may be generated by vehicle traffic.

**P.O. BOX 11130 Reno, NV 89520-0027 • (775) 784-7200 • FAX (775) 784-7225**

**[www.washoecounty.us/health](http://www.washoecounty.us/health)**

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July 26, 2012

DBOH/ MMC Trucking/Case No. 1087

Page 2

Based on her onsite observations of fugitive dust and the lack of a valid dust control permit, AQ Specialist Dugger issued Notice of Violation Citation No. 5114 for violation of the District Board of Health Regulations Governing Air Quality Management, specifically Section 030.000, Source Permitting and Operation.

On June 7, 2012, Senior Air Quality Specialist Dennis Cerfoglio conducted a negotiated settlement meeting attended by AQ Specialist Suzanne Dugger and Mr. Matt Carlson of MMC Trucking. After consideration of all the facts of this case, Mr. Carlson agreed to a fine of \$1,250. A Memorandum of Understanding was signed by all parties.

### **Alternatives**

1. The District Board of Health may determine that no violation of the Regulations has taken place and dismiss Citation No. 5114.
2. The Board may determine to uphold Citation No. 5114 but levy any fine in the range of \$0 to \$10,000 per day.

In the event the Board determines to change the proposed penalty, the matter should be continued so that MMC Trucking may be properly notified.



Kevin Dick, Director

KD/DC:ma

CMP12-0094



WASHOE COUNTY DISTRICT HEALTH DEPARTMENT  
AIR QUALITY MANAGEMENT DIVISION  
401 RYLAND STREET, SUITE 331 • P.O. BOX 11130 • RENO, NV 89520  
(775) 784-7200



**NOTICE OF VIOLATION**

NOV 5114

DATE ISSUED: 5-30-2012

ISSUED TO: MATT CARLSON / MMC TRUCKING PHONE #: 530-308-9732

MAILING ADDRESS: P.O. BOX 10043 CITY/ST: TRUCKEE ZIP: 96162

NAME/OPERATOR: MATT CARLSON, owner PHONE #: 530-308-9732

DRIVER LICENSE #/SSN \_\_\_\_\_

YOU ARE HEREBY OFFICIALLY NOTIFIED THAT ON 5-30-2012 (DATE) AT 12:30 P.M. (TIME), YOU ARE IN VIOLATION OF THE FOLLOWING SECTION(S) OF THE WASHOE COUNTY DISTRICT BOARD OF HEALTH REGULATIONS GOVERNING AIR QUALITY MANAGEMENT:

- |  |  |
|--|--|
| <input type="checkbox"/> MINOR VIOLATION OF SECTION: | <input checked="" type="checkbox"/> MAJOR VIOLATION OF SECTION:  |
| <input type="checkbox"/> 040.030 __ DUST CONTROL     | <input checked="" type="checkbox"/> 030.000 OPERATING W/O PERMIT |
| <input type="checkbox"/> 040.055 __ ODOR/NUISANCE    | <input type="checkbox"/> 030.2175 VIOLATION OF PERMIT CONDITION  |
| <input type="checkbox"/> 040.200 __ DIESEL IDLING    | <input type="checkbox"/> 030.105 ASBESTOS/NESHAP                 |
| <input type="checkbox"/> OTHER _____                 | <input type="checkbox"/> OTHER _____                             |

VIOLATION DESCRIPTION: OPERATING W/OUT A DUST CONTROL PERMIT.  
NO DUST CONTROL, NO DUST CONTROL SIGN.

LOCATION OF VIOLATION: 550 CRYSTAL PARK RD. VERDI 89433

POINT OF OBSERVATION: OPEN AREA.

Weather: CLEAR Wind Direction From: N E S W

Emissions Observed: \_\_\_\_\_  
(If Visual Emissions Performed - See attached Plume Evaluation Record)

**WARNING ONLY:** Effective \_\_\_\_\_ a.m./p.m. \_\_\_\_\_ (date) you are hereby ordered to abate the above violation within \_\_\_\_\_ hours/days. I hereby acknowledge receipt of this warning on the date indicated.

Signature \_\_\_\_\_

**CITATION:** You are hereby notified that effective on 5-30-2012 (date) you are in violation of the section(s) cited above. You are hereby ordered to abate the above violation within IMMEDIATELY hours/days. You are further advised that within ten days of the date of this violation you may submit a written notice of appeal to the Chairman, Hearing Board, P.O. Box 11130, Reno, Nevada 89520. Failure to submit a notice of appeal in the time specified will result in submission of this violation to the District Board of Health, together with a request that an administrative fine be levied against you. If you do not wish to file an appeal the appropriate fine may be paid at the District Health Department.

ISSUED BY ANNE DUGGER SIGNING THIS FORM IS NOT AN ADMISSION OF GUILT  
Signature: ANNE DUGGER Title: AQSTI Date: 5-30-2012  
Signature: [Signature] Title: \_\_\_\_\_  
Issued by: \_\_\_\_\_

WASHOE DOES NOT DISCRIMINATE ON THE BASIS OF SEX, RACE, COLOR, AGE, RELIGION, DISABILITY OR NATIONAL ORIGIN IN THE ACTIVITIES AND OR SERVICES WHICH IT PROVIDES. IF YOU HAVE ANY QUESTIONS, PLEASE CALL WASHOE COUNTY HUMAN RESOURCES - 328-2080; TDD NUMBER 328-3685.

COMPLAINT INVESTIGATION REPORT  
Washoe County Air Quality Management Division

Complaint Number: **CMP12-0094**

Complaint Status: NOV

Source of Complaint: CITIZEN

Complaint Type: CNSTDUST

Date Received: 05/30/2012

Time: 10:07:00 AM

Inspector: SDUGGER

Inspector Area: 1

Complaint Description: NOV CITATION 5114, CASE 1087 - DUST FROM EXCAVATION & GRADING - TAKING DIRT OFF THE FREEWAYS TO FILL IN WETLANDS ADJACENT TO THE

Address: 550 CRYSTAL PARK RD WCTY

Location: VERDI

Parcel Number:

Related Permit Number:

Complainant:

CITY OF RENO  
LINELLE GARFIELD - HYDROLOGIST

CELL 530-277-8719

Responsible Party:

MATT CARLSON  
PO BOX 10043  
TRUCKEE, CA  
96162  
530-308-9732

Investigation:

5-30-2012 I was dispatched to 550 Crystal Park Rd. for dust complaint. I arrived on site and no activity was being performed at the time of my arrival. No personnel were on site when I arrived. A 968G end loader, portable screen/conveyors and back hoe were on site. I phoned Matt Carlson the owner of MMC Trucking, RP, for the work being performed at 550 Crystal Park Rd. I informed Mr. Carlson that he needs to stop all operations until a dust control permit was obtained and a permit for the portable screen and conveyors. City of Reno and NDEP were also dispatched to the site.

Enforcement Activities

Warning Citation..:

NOV.....: 05/30/2012

Settlement.....:

Appealed.....:

Upheld.....:

Citation Number: 5114

NOV Number.....: 0

Case Number.....: 1084

Amount.....: \$0.00

Amount.....: \$0.00

Status Information

Initialized By.....: MAMES  
Date Assigned.....: 05/30/2012

Completed Date...:  
Completed By.....:

### 550 Crystal Park Road, Verdi



Copyright 2012 Washoe County GIS



Copyright 2007 Washoe County GIS  
 1001 East Ninth St. Reno, Nv 89511

**DISCLAIMER :** This is a product of the Washoe County GIS Program. The data depicted here have been developed with extensive cooperation from other county departments, as well as other federal, state and local government agencies. Washoe County expressly disclaims responsibility for damages or liability that may arise from the use of this map.

**PROPRIETARY INFORMATION:** Any resale of this information is prohibited, except in accordance with a licensing agreement.

VIOLATION: Major Violation of Section 030.000  
Operating without a Permit  
Notice of Violation #5114

ISSUED TO: MMC Trucking.  
P.O. Box 10043  
Truckee, California 96162

OPERATOR: Matt Carlson

On May 30, 2012, Washoe County Health District, Air Quality Management Division (WCAQMD), received a fugitive dust complaint from Linelle Garfield, Hydrologist for the City of Reno, for work being performed at 550 Crystal Park Road in Verdi, Nevada. Upon arrival on site Air Quality Specialist II (AQS) Suzanne Dugger observed fugitive dust caused by her county vehicle as it entered the site. (interior roads unstable, loose, dry). No other site activity was occurring.

AQS Dugger spoke with the complainant Ms. Linelle Garfield, hydrologist for the City of Reno. Ms. Linelle informed AQS Dugger that Ms. Jackie Schalberg, Engineering Tech for the City of Reno, had been dispatched to the site in question. AQS Dugger phoned Ms. Schalberg and was informed that Ms. Schalberg had already been to the site and had issued a stop work order from the City of Reno due to no grading permit. Ms. Schalberg further stated that the responsible party was MMC Trucking. AQS Dugger telephoned Mr. Matt Carlson, owner of MMC Trucking. Based on information provided by Mr. Carlson, MMC Trucking had been hired by the property owner to sort material on site using a portable screen with two conveyors. Mr. Carlson stated that the sorted material was to be used on site to fill in low lying areas. Mr. Carlson further stated that the portable screening and conveyor equipment had been rented and would be returned due to no further screening needed to be performed. At this time Mr. Eric Carlson, father of Mr. Matt Carlson arrived on site and continued the discussion with AQS Dugger. AQS Dugger informed Mr. Eric Carlson that no further work was to be performed until a Dust Control Permit and a portable screening/conveyor permit were obtained. AQS Dugger also stated that a water truck would be needed on site in order to control fugitive dust emissions generated by on site traffic. Potential fugitive dust from the conveyors also would need to be controlled using either water sprays or pre-wetting the material.

Based on the observation of no dust control permit, and fugitive dust, NOV #5114 was issued for violation of 030.000 An appeal form was given with NOV #5114.

Suzanne Dugger  
Air Quality Specialist II  
Air Quality Management Division  
Washoe County Health District





# DISTRICT HEALTH DEPARTMENT

## AIR QUALITY MANAGEMENT DIVISION

### MEMORANDUM OF UNDERSTANDING

#### WASHOE COUNTY DISTRICT HEALTH DEPARTMENT AIR QUALITY MANAGEMENT DIVISION

Date: June 7, 2012

Company Name: Kenm Enterprises / MMC Trucking  
 Address: PO. BOX 33392 Reno Nevada 89533  
 Notice of Violation # 5114 Case # 1087

The staff of the Air Quality Management Division of the Washoe County District Health Department issued the above referenced citation for the violation of Regulation 030.000, Operating w/o proper dust control permit, no dust control sign.

A settlement of this matter has been negotiated between the undersigned parties resulting in a penalty amount of \$ 1,250.00. This settlement will be submitted to the District Board of Health for review at the regularly scheduled meeting on July 26, 2012.

Matt Carlson  
 Signature of Company Representative

Dennis A. Cerfoglio  
 Signature of District Representative

MAT CARLSON  
 Print Name

DENNIS A. CERFOGLIO  
 Print Name

OWNER  
 Title

SR. AIR QUALITY SPECIALIST  
 Title

\_\_\_\_\_  
 Witness

Shawn Keger  
 Witness

\_\_\_\_\_  
 Witness

SUZANNE DUGGER  
 Witness

# RECOMMENDED FINE WORKSHEET

DATE: 5-30-2012 CASE NO.: 1087 NOV NO.: 5114

COMPANY NAME: MMC TRUCKING

CONTACT NAME: MATT CARLSON, OWNER

(MAJOR / MINOR)

VIOLATION OF SECTION(S): 030.000 Operating with a Permit to Operate

X 1<sup>ST</sup> VIOLATION      \_\_\_\_\_ 2<sup>ND</sup> VIOLATION      \_\_\_\_\_ 3<sup>RD</sup> VIOLATION

NO HAZARDOUS AIR POLLUTANT YES / NO      PM TYPE OF AIR CONTAMINANT (CO, NOX, SOX, PM, VOC'S)  
NO LEGALLY PERMITTED SOURCE YES / NO      YES PUBLIC HEALTH EXPOSURE YES / NO  
2 YEARS NUMBER OF DAYS IN VIOLATION YES / NO      YES PUBLIC COMPLAINTS YES / NO

1. **DEGREE OF VIOLATION:** MINOR      MODERATE      MAJOR  
(The degree to which the person/company has deviated from the regulatory requirements)

Major degree due to operating without a Permit to Operate from the Air Quality Management Division

2. **ECONOMIC BENEFIT COMPONENT:** (OPTIONAL): MINOR      MODERATE      MAJOR

ESTIMATED COST \$ 893.00

(Economic effect to the person/company for NOT complying with the Regulations including avoided costs and delayed costs)

Air Quality Dust Control Permit - \$108 per acre x 5 acres = \$540.00

Application for Permit to Operate - \$353.00

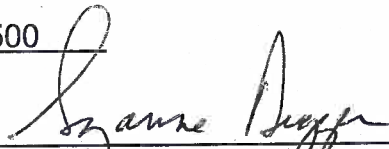
TOTAL: \$540.00 + \$353.00 = \$893.00

3. **DEGREE OF COOPERATION:** MINOR      MODERATE      MAJOR  
(The person/company's efforts to immediately cease the violation and come into compliance)

Matt Carlson, owner of MMC Trucking, immediately stopped (per City of Reno). Mr. Carlson also came by the Air Quality Management office the same day to pick-up a Dust Control Permit Application.

4. **ADDITIONAL COMMENTS:**

RECOMMENDED FINE: \$1,500

  
AQ SPECIALIST'S SIGNATURE

NOTE: "Minor Violations", per District Regulations, cannot exceed \$1000 for the first and second violations. Third minor violations, plus "major violations" cannot exceed \$10,000 per day.

**WASHOE COUNTY AIR QUALITY MANAGEMENT DIVISION  
"CONSTRUCTION SITE INSPECTION FORM"  
DATED MAY 30, 2012**

WASHOE COUNTY AIR QUALITY MANAGEMENT DIVISION  
401 Ryland Street, Suite 331, Reno, NV 89502-1643  
Office (775) 784-7200 \* Fax (775) 784-7225

CONSTRUCTION SITE INSPECTION FORM

Enforcement Officer: SUZANNE DUBBER Date/Time: 5-30-2012 / 12:30  
Permit #: NONE Responsible Party: MMCTRUCKING  
Project Name: VERDI PROJECT Location: 550 CRYSTAL PARK RD. VERDI

Weather:  Clear  Partly Cloudy  Cloudy  Recent Rain Temp: Wind/mph: 0 Direction: NA

Site:  Active  Inactive  Project Complete Workers Present:  Yes  No

Activities Occurring:  None

Clearing/Grubbing  Backfilling  Abrasive Blasting  Clearing Forms  Crushing/Screening  
 Cut & Fill  Importing/Exporting  Explosive Blasting  General Construction  Subgrade Prep  
 Trenching  Stockpiling  Demolition (mech)  Landscaping  Paving

EMISSIONS COMPLIANCE  Yes  No

Fugitive Dust Emissions:  Yes  No If yes, source: OPEN AREAS Plume Length: NA  
Opacity: \_\_\_\_\_ %

Project Soils: Stable:  Moist  Gravel  Palliative  Crust  Other: \_\_\_\_\_  
Unstable:  Dry  Loose  Powdery

Interior Roads:  None Stable:  Paved  Type II  Moist  Dust Suppressant  
Unstable:  Dry  Loose  Powdery

Track-out:  Yes  No Dust from vehicles:  Yes  No If yes,  Interior  Access

Water Source:  Hydrant  Stand Tank  Reservoir  None Observed  Other: \_\_\_\_\_

Mitigation Equipment:  Hose  Pull(s)  Truck(s)  None Observed  Other: \_\_\_\_\_

Mitigation Equipment Ratio:  Adequate  Inadequate

Track-out device present:  Yes, functional  Yes, not functional  No, needed  No, not needed

ADMINISTRATIVE COMPLIANCE  Yes  No

Acreage Permitted: UNKNOWN 25 ACRES Project Size:  Equal to  Greater than

Staging/Parking area(s):  N/A  On-Site  Off-Site, included in acreage  Off-Site, not included in acreage

Stationary Source Permits:  No Equipment  Screen  Crusher  Batch Plant ATC#: \_\_\_\_\_

DCP Sign:  Yes  No DCP On-Site:  Yes  No  Not Verified

Spoke with: MAT Title: OWNER  In person /  phone

Actions Taken:  None  Verbal Warning

Notice of Violation - Warning: \_\_\_\_\_  Notice of Violation - Citation: 5114

Deficiencies to be corrected: SCREEN & CONVEYORS. NO DUST CONTROL PERMIT.

NO WATER ON SITE. ISSUED VERBAL STOP WORK ORDER. CITY OF RENO

ISSUED STOP WORK ORDER, WCDHD AQMD ISSUED NOV # 5114.

968G END LOADER - PORTABLE SCREEN - BACKHOE



# WASHOE COUNTY HEALTH DISTRICT

## AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

DATE: July 26, 2012

TO: District Board of Health

FROM: Kevin Dick, Director, Air Quality Management

SUBJECT: CalNeva Carpet Care – Case No. 1088  
Unappealed Citation No. 5116  
Agenda Item: **7.A.1.e.**

### Recommendations

Air Quality Management Division Staff recommends that Citation No. 5116 be upheld and a fine of \$2,500 be levied against CalNeva Carpet Care for failure to conduct proper testing for possible asbestos containing materials (ACM) and for failure to notify the Air Quality Management office prior to the removal of water damaged wallboard materials. The activities associated with the issuance of the Citation occurred in a condominium located at 928 Northwood Boulevard, Unit 113 in Incline Village, Nevada. This constitutes a major violation of the District Board of Health Regulations Governing Air Quality Management, specifically Section 030.107 (A), Hazardous Air Pollutants, Asbestos Sampling and Notification. This is a negotiated settlement.

Recommended Fine: \$5,000.00

Negotiated Fine: \$2,500.00

### Background

On May 29, 2012, the Air Quality Management office received a complaint from Mr. Tim Jeter, Premier Restoration and Construction, regarding the disturbance of possible ACM at 928 Northwood Blvd. Unit 113 in Incline Village, Nevada. The Air Quality Management office staff confirmed that no notification or acknowledgement of asbestos assessment had been received regarding work being performed at this address.

On May 31, 2012, AQ Specialist Suzanne Dugger was dispatched to the above address to investigate the possible disturbance of ACM. When she arrived at 928 Northwood Blvd. Unit 113, AQ Specialist Dugger discovered approximately 212 square feet of water damaged wallboard, including tape and texture, had been removed from the lower level of the condominium. Mr. Tim Jeter, Premier Restoration and Construction, contracted with Mr. Jack Goshow of Environmental Testing and Consulting, to perform an asbestos survey of the disturbed area. Laboratory results found no asbestos containing materials present in any of the samples submitted for analysis.

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July 26, 2012

DBOH/ CalNeva Carpet Care/Case No. 1088

Page 2

AQ Specialist Dugger met with Ms. Anna Rankell, owner of CalNeva Carpet Care, and Mr. Daryl Partridge, with Associated Management who is the property manager of the condominium complex, to explain to both of them that, even though test results were negative for asbestos, Air Quality Management Regulations specifically state that any and all materials to be removed during a renovation or restoration must be tested for possible asbestos. Neither party had any knowledge of the regulations for the proper testing, removal and notification of possible ACM.

The results of the investigation determined that Associated Management Inc. had contracted with CalNeva Carpet Care to perform the water damage repair. Based on the fact that the work was performed without proper testing and notifications, AQ Specialist Dugger issued Notice of Violation Citation No. 5116 to CalNeva Carpet Care for the violation of District Board of Health Regulations Governing Air Quality Management, specifically Section 030.107 (A), Hazardous Air Pollutants, Asbestos Sampling and Notification. Notice of Violation Warning No. 5115 was issued to Associated Management to bring attention to the testing and notification regulatory requirements prior to any disturbance of potential ACM.

### **Settlement**

On June 5, 2012, Senior AQ Specialist Dennis Cerfoglio conducted a negotiated settlement meeting attended by AQ Specialist Suzanne Dugger and Ms. Anna Rankell. After consideration of all the facts, Mr. Cerfoglio recommended that Citation No. 5116 be upheld with a fine of \$2,500. A Memorandum of Understanding was signed by all parties.

### **Alternatives**

1. The District Board of Health may determine that no violation of the Regulations has taken place and dismiss Citation No. 5116.
2. The Board may determine to uphold Citation No. 5116 but levy any fine in the range of \$0 to \$10,000 per day.

In the event the Board determines to change the violation and increase the proposed penalty, the matter should be continued so that CalNeva Carpet Cleaning may be properly noticed.



Kevin Dick, Division Director

KD/DC: ma

347712-0045

# APPEAL FORM GIVEN

WASHOE COUNTY DISTRICT HEALTH DEPARTMENT  
AIR QUALITY MANAGEMENT DIVISION  
401 RYLAND STREET, SUITE 331 • P.O. BOX 11130 • RENO, NV 89520  
(775) 784-7200



## NOTICE OF VIOLATION

NOV 5116

DATE ISSUED: 5-31-2012

ISSUED TO: CALNEVA CARPET CLEANING PHONE #: 831-9790

MAILING ADDRESS: P.O. Box 580 CITY/ST: CARNELIAN BAY, CA ZIP: 96140

NAME/OPERATOR: ANNA RANKELL PHONE #: \_\_\_\_\_

DRIVER LICENSE #/SSN \_\_\_\_\_

YOU ARE HEREBY OFFICIALLY NOTIFIED THAT ON 5-31-2012 (DATE) AT 1:00 P.M. (TIME), YOU ARE IN VIOLATION OF THE FOLLOWING SECTION(S) OF THE WASHOE COUNTY DISTRICT BOARD OF HEALTH REGULATIONS GOVERNING AIR QUALITY MANAGEMENT:

- |  |   |
|--|---|
| <input type="checkbox"/> MINOR VIOLATION OF SECTION: | <input checked="" type="checkbox"/> MAJOR VIOLATION OF SECTION: |
| <input type="checkbox"/> 040.030 __ DUST CONTROL     | <input type="checkbox"/> 030.000 OPERATING W/O PERMIT           |
| <input type="checkbox"/> 040.055 __ ODOR/NUISANCE    | <input type="checkbox"/> 030.2175 VIOLATION OF PERMIT CONDITION |
| <input type="checkbox"/> 040.200 __ DIESEL IDLING    | <input type="checkbox"/> 030.105 ASBESTOS/NESHAP                |
| <input type="checkbox"/> OTHER _____                 | <input checked="" type="checkbox"/> OTHER <u>030.107 (A)</u>    |

VIOLATION DESCRIPTION: FAILURE TO PERFORM REQUIRED TESTING (ASBESTOS) AND NOTIFICATION

LOCATION OF VIOLATION: 929 NORTHWOODS BLVD. UNIT #113, INCLINE VILLAGE, NV 89451

POINT OF OBSERVATION: LOWER LEVEL OF 929 NORTHWOODS BLVD. #113

Weather: CLEAR Wind Direction From: N E S W

Emissions Observed: \_\_\_\_\_  
(If Visual Emissions Performed - See attached Plume Evaluation Record)

**WARNING ONLY:** Effective \_\_\_\_\_ a.m./p.m. \_\_\_\_\_ (date) you are hereby ordered to abate the above violation within \_\_\_\_\_ hours/days. I hereby acknowledge receipt of this warning on the date indicated.

Signature \_\_\_\_\_

**CITATION:** You are hereby notified that effective on 5-31-2012 (date) you are in violation of the section(s) cited above. You are hereby ordered to abate the above violation within IMMEDIATELY hours/days. You are further advised that within ten days of the date of this violation you may submit a written notice of appeal to the Chairman, Hearing Board, P.O. Box 11130, Reno, Nevada 89520. Failure to submit a notice of appeal in the time specified will result in submission of this violation to the District Board of Health, together with a request that an administrative fine be levied against you. If you do not wish to file an appeal the appropriate fine may be paid at the District Health Department.

### SIGNING THIS FORM IS NOT AN ADMISSION OF GUILT

Signature: Anna Rankell Date: 5/31/2012

Issued by: Sydney Duggan Title: 5-31-2012  
AQS II

WASHOE DOES NOT DISCRIMINATE ON THE BASIS OF SEX, RACE, COLOR, AGE, RELIGION, DISABILITY OR NATIONAL ORIGIN IN THE ACTIVITIES AND OR SERVICES WHICH IT PROVIDES. IF YOU HAVE ANY QUESTIONS, PLEASE CALL WASHOE COUNTY HUMAN RESOURCES - 328-2080; TDD NUMBER 328-3885.

COMPLAINT INVESTIGATION REPORT  
Washoe County Air Quality Management Division

Complaint Number: **CMP12-0095**

Complaint Status: NOV

Source of Complaint: INVESTIGATOR

Complaint Type: PERMIT

Date Received: 06/01/2012

Time: 1:00 P.M.

Inspector: SDUGGER

Inspector Area: 3

Complaint Description: NOV CITATION 5116, CASE 1088 - VIOLATION OF PERMIT TO OPERATE 030.107 (A)

Address: 929 NORTHWOOD BLVD INCL

Location: UNIT #113

Parcel Number: 13206101

Related Permit Number:

Complainant:

TIM JETER

2220 DICKERSON RD.  
RENO, NV 89503  
775-324-2929

Responsible Party:

CALNEVA CARPET CLEANING  
ANNA RANKELL  
PO BOX 580  
CARNELIAN BAY CA 96140  
775-831-9790

Investigation:

5-31-2012 Issued Nov Citation No. 5116 to CalNeva Carpet Care for failure to perform required permitted asbestos sampling and notification. Sampling has since been performed by Jack Goshow from Environmental Testing and Consulting and has shown samples to be negative containing no asbestos.

NOV Warning No. 5115 was issued to Associated Management Inc. for failure to confirm that the proper asbestos sampling was performed prior to any renovation or demolition.

Enforcement Activities

Warning Citation...: 05/31/2012

NOV.....:

Settlement.....:

Appealed.....:

Upheld.....:

Citation Number: 0

NOV Number....: 5116

Case Number.....: 0

Amount.....: \$0.00

Amount.....: \$0.00



Status Information

Initialized By.....: TBURTON  
Date Assigned.....: 06/01/2012

Completed Date...:  
Completed By.....:

**VIOLATION:** Major Violation of Section 030.107 Section (A) Asbestos Sampling and Notification Notice of Violation # 5116

**ISSUED TO:** CalNeva Carpet Care  
P.O. Box 580  
Carnelian Bay, Ca 96140

**OPERATOR:** Anna Rankell  
P.O. Box 580  
Carnelian Bay, Ca 96140

On May 29, 2012, Washoe County Health District, Air Quality Management Division (WCAQMD) received an email from Tim Jeter of Premier Restoration and Construction stating that at 928 Northwood Blvd. Unit 113 in Incline Village, Nevada had possible disturbance of asbestos containing building material without prior asbestos sampling to verify if asbestos was in the removed water damaged dry wall.

On May 31, 2012, AQS Suzanne Dugger of the WCAQMD arrived at 928 Northwood Blvd. Unit #113 to obtain access to the unit. AQS Dugger met with the property owner, Anna Marie Osorio and with Chris Miller, representative for Premier Restoration and Construction. Based on AQS Dugger's findings approximately 212 square feet of dry wall had been removed from the lower level of unit #113. On May 30<sup>th</sup> Tim Jeter of Premier Restoration and Construction hired Jack Goshow of Environmental Testing and Consulting to obtain samples from the suspected ACM building materials (water damaged dry wall). Samples obtained by Mr. Goshow indicated that there was no asbestos containing material (ACM) in the removed water damaged dry wall.

AQS Dugger met with Mr. Daryl Partridge of Associated Management Inc. and explained to him the requirements for sampling for asbestos prior to removal of damaged building materials. AQS Dugger also met with Ms. Anna Rankell of CalNeva Carpet cleaning to inform her also of the requirements for asbestos sampling prior to renovation or demolition. Both parties failed to have knowledge of the asbestos regulations.

Based on the work that Associated Management Inc. requested and the work performed by CalNeva Capet Care AQS Dugger has issued Warning NOV #5115 and NOV # 5116 for violation of 030.107 (A)

An appeal form was attached to NOV #5116.

Suzanne Dugger  
Air Quality Specialist II  
Air Quality Management Division  
Washoe County District Health Department



# DISTRICT HEALTH DEPARTMENT AIR QUALITY MANAGEMENT DIVISION

## MEMORANDUM OF UNDERSTANDING

WASHOE COUNTY HEALTH DISTRICT  
AIR QUALITY MANAGEMENT DIVISION

Date: June 5, 2012  
Company Name: Cal Nevada Carpet Care  
Address: P.O. Box 580 Carnelian Bay, California  
Notice of Violation No.: 5116 Case No.: 1088

The staff of the Air Quality Management Division of the Washoe County District Health Department issued the above referenced citation for the violation of Regulation: 030.107(A) Failure to sample + notify Air Quality Management for possible asbestos

A settlement of this matter has been negotiated between the undersigned parties resulting in a penalty amount of \$ 2,500<sup>00</sup>. This settlement will be submitted to the District Board of Health for review at the regularly scheduled meeting on July 26, 2012.

Anna Rankell  
Signature of Company Representative

Dennis A. Cerfoglio  
Signature of District Representative

ANNA RANKELL  
Print Name

DENNIS A. CERFOGLIO  
Print Name

OWNER  
Title

Sr. Air Quality Specialist  
Title

Howard Rankell  
Witness

Suzanne Dugger  
Witness

\_\_\_\_\_  
Witness

SUZANNE DUGGER  
Witness

# RECOMMENDED FINE WORKSHEET

DATE: 6-4-2012 CASE NO.: 1088 NOV NO.: 5116

COMPANY NAME: CALNEVA CARPET CARE

CONTACT NAME: ANNA RANKELL, OWNER

(MAJOR / MINOR)

VIOLATION OF SECTION(S): 030.107 (A) Failure to perform required Asbestos Testing & Notification

X 1<sup>ST</sup> VIOLATION      \_\_\_\_\_ 2<sup>ND</sup> VIOLATION      \_\_\_\_\_ 3<sup>RD</sup> VIOLATION

<u>NO</u>	HAZARDOUS AIR POLLUTANT	YES / NO	<u>N/A</u>	TYPE OF AIR CONTAMINANT (CO, NOX, SOX, PM, VOC'S)	
<u>NO</u>	LEGALLY PERMITTED SOURCE	YES / NO	<u>NO</u>	PUBLIC HEALTH EXPOSURE	YES / NO
_____	NUMBER OF DAYS IN VIOLATION	YES / NO	<u>YES</u>	PUBLIC COMPLAINTS	YES / NO

1. **DEGREE OF VIOLATION:** MINOR      MODERATE      MAJOR  
(The degree to which the person/company has deviated from the regulatory requirements)

Major violation of Section 030.107 (A) of the Washoe County District Health Regulations – No sampling of asbestos or asbestos notification to the Air Quality Management Division.

2. **ECONOMIC BENEFIT COMPONENT:** (OPTIONAL): MINOR      MODERATE      MAJOR  
ESTIMATED COST \$ 520.00

(Economic effect to the person/company for NOT complying with the Regulations including avoided costs and delayed costs)

Asbestos Sampling and Report generated by Jack Goshow at approximately: \$520.00.

3. **DEGREE OF COOPERATION:** MINOR      MODERATE      MAJOR  
(The person/company's efforts to immediately cease the violation and come into compliance)

CalNeva Carpet Care, Anna Rankell, owner, responded immediately to my request to meet and has scheduled herself to attend an Asbestos Awareness Class at Wise Consulting & Training.

4. **ADDITIONAL COMMENTS:**

I meet with Daryl Partridge of Associated Management Inc, and issued Notice of Violation Warning # 5115 for failure to perform and request asbestos sampling prior to removing water damaged drywall.

RECOMMENDED FINE: \$5,000

  
AQ SPECIALIST'S SIGNATURE

NOTE: "Minor Violations", per District Regulations, cannot exceed \$1000 for the first and second violations. Third minor violations, plus "major violations" cannot exceed \$10,000 per day.

**ENVIRONMENTAL TESTING & CONSULTING INC  
ASBESTOS RENOVATION SURVEY RESULTS  
DATED MAY 30, 2012**

**ENVIRONMENTAL  
TESTING & CONSULTING INC  
14640 Toll Rd. Reno. NV 89521**

May 30, 2012  
ETC Project No. 05-12-416

American Family Insurance  
6000 American Parkway  
Madison, WI 53783  
Attn: Claims Department

**Re: ASBESTOS RENOVATION SURVEY  
Am Fam Ins Claim #861-107409; Insd: Anna Dsorio  
929 Northwoods Blvd #113, Incline Village, NV**

Ladies and Gentlemen:

On Wednesday May 30, 2012 a representative from Environmental Testing & Consulting (ETC) conducted an asbestos renovation survey of the water damaged building materials (walls) in the impacted areas (living room, bathroom, laundry, closets, etc - ***please see attached sketch for exact sample locations***) in the above mentioned residence. The intended scope of work included the removal of building materials that had been damaged by a water intrusion incident.

The purpose of this survey was to determine if Asbestos Containing Material (ACM) existed in the building materials that may be disturbed by an intended renovation. With this knowledge, the Owner or the Owner's Agent can determine what abatement action is necessary for appropriate health and safety precautions and to comply with all applicable federal, state and local regulatory requirements prior to and during the proposed renovation.

The survey work included conducting a visual inspection of the proposed work areas to determine types of building materials present, then developing and implementing a sampling plan of all accessible suspect asbestos containing materials in the intended renovation area. Samples were collected from the impacted materials. The samples were analyzed for asbestos content by EPA Method 600/R-93/116.

#### **FINDINGS**

The analytical results indicate there is ***no ACM*** present in the construction materials proposed for renovation. The materials determined not to be ACM because they did not contain regulated quantities of asbestos include:

- Water damaged building materials (walls) in the impacted areas (living room, bathroom, laundry, closets, etc - ***please see attached sketch for exact sample locations***) in the residence.

## CONCLUSION AND RECOMMENDATIONS

Since no ACM was detected in the materials that are intended for demolition, further asbestos regulatory requirements do not apply, except the requirement to submit the survey to the air quality division of the local health department to receive an Acknowledgment of Asbestos Assessment. By doing this you have verifiable documentation that this survey was performed.

We recommend this survey report be retained with project files and property records.

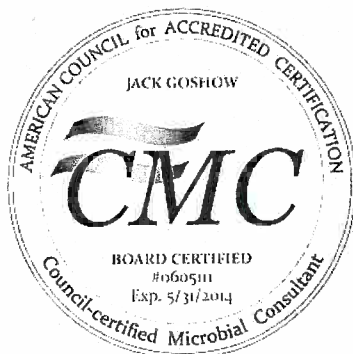
## CLOSURE

It was not the intent of this study to find buried materials, conduct excessive destructive sampling, or to sample those materials that are not commonly considered asbestos containing for the purposes of building renovation or demolition. The purpose of this survey was to find and sample accessible suspect materials including multi-layered materials to determine asbestos content. ***If additional suspect Asbestos Containing Materials are encountered during renovation or demolition, that were previously undetected, the consultant requests to be notified so that sampling or other appropriate responses can be determined.***

This report represents information relating to the specific sample locations and material conditions at the time the survey was conducted. No other claims, warranties, or guarantees are either expressed or implied.

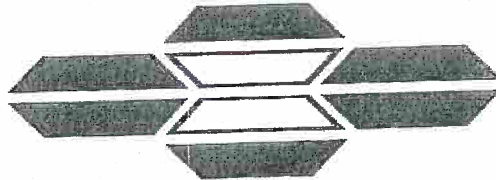
Submitted by,

Jack Goshow, Senior Industrial Hygienist, CMC™  
Council Certified Microbial Consultant™  
Board-awarded by the American Indoor Air Quality Council™  
NV Asbestos Consultant # IM 0865  
IICRC Water Restoration Technician



Enc. Lab Report & Chain-of-Custody  
Sample Location Sketch





**ASBESTOS TEM LABORATORIES, INC.**

**EPA Method 600/R-93/116  
Polarized Light Microscopy  
Analytical Report**

**Report No. 119491**

1350 Freeport Blvd., Unit 104  
Sparks, NV 89431  
(775) 359-3377  
FAX (775) 359-2798

*With Main Office Located At:*  
630 Bancroft Way, Berkeley, CA 94710  
Ph. (510) 704-8930 Fax (510) 704-8929

---



ASBESTOS TEM LABORATORIES, INC

Accredited by  
U.S. Dept. of Commerce



NVLAP Lab Code 200104-0

May-30-12

Mr. Jack Goshow  
Environmental Testing & Consulting  
14640 Toll Rd  
Reno, NV 89521

RE: LABORATORY JOB # 881-###  
Polarized light microscopy analytical results for 2 bulk sample(s).  
Job Site: ~~915~~ Northwood ~~#45~~  
Job No.: 939 113  
Report No.: 119491

Enclosed please find the bulk material analytical results for one or more samples submitted for asbestos analysis. The analyses were performed in accordance with EPA Method 600/R-93/116 or 600/M4-82-020 for the determination of asbestos in bulk building materials by polarized light microscopy (PLM). Please note that while PLM analysis is commonly performed on non-friable and fine grained materials such as floor tiles and dust, the EPA method recognizes that PLM is subject to limitations. In these situations, accurate results may only be obtainable through the use of more sophisticated and accurate techniques such as transmission electron microscopy (TEM) or X-ray diffraction (XRD).

Prior to analysis, samples are logged-in and all data pertinent to the sample recorded. The samples are checked for damage or disruption of any chain-of-custody seals. A unique laboratory ID number is assigned to each sample. A hard copy log-in sheet containing all pertinent information concerning the sample is generated. This and all other relevant paper work are kept with the sample throughout the analytical procedures to assure proper analysis.

Each sample is opened in a class 100 HEPA negative air hood. A representative sampling of the material is selected and placed onto a glass microscope slide containing a drop of refractive index oil. The glass slide is placed under a polarizing light microscope where standard mineralogical techniques are used to analyze and quantify the various materials present, including asbestos. The data is then compiled into standard report format and subjected to a thorough quality assurance check before the information is released to the client.

For possible future reference, samples are normally kept on file for one year.

Sincerely Yours,

Laboratory Analyst  
ASBESTOS TEM LABORATORIES, INC.

--- These results relate only to the samples tested and must not be reproduced, except in full, with the approval of the laboratory. This report must not be used to claim product endorsement by NVLAP or any other agency of the U.S. Government. ---

1350 Freeport Blvd. Unit 104

• Sparks, NV 89431

• (775) 359-3377

• FAX (775) 359-2798

With Main Office in Berkeley, CA (510) 704-8930



# POLARIZED LIGHT MICROSCOPY ANALYTICAL REPORT

EPA Method 600/R-93/116 or 600/M4-82-020

Contact: Mr. Jack Goshow	Samples Indicated: 3	Report No. 119491
Address: Environmental Testing & Consulting 14640 Toll Rd Reno, NV 89521	Reg. Samples Analyzed: 2	Date Submitted: May-30-12
	Split Layers Analyzed: 0	Date Reported: May-30-12
Job Site / No. <del>913</del> Northwood <del>445</del> <u>929</u> <u>113</u>		

SAMPLE ID	% ASBESTOS TYPE	OTHER DATA		DESCRIPTION
		1) Non-Asbestos Fibers	2) Matrix Materials	FIELD
		3) Date/Time Collected	4) Date Analyzed	LAB
1.	Not Analyzed			Wall Materials, 1st Floor- No Sample in Bag
Lab ID # 881-02926-001		3) May-30-12	4) May-30-12	
2.	None Detected	1) 11-25% Cellulose, Fiberglass		Wall Materials, 1st Floor
Lab ID # 881-02926-002		2) 75-89% Calc, Gyp, Other m.p.	4) May-30-12	Wall Materials-White/Tan
3.	None Detected	1) 11-25% Cellulose, Fiberglass		Wall Materials, 1st Floor
Lab ID # 881-02926-003		2) 75-89% Calc, Gyp, Other m.p.	4) May-30-12	Wall Materials-White/Tan
Lab ID #				
Lab ID #				
Lab ID #				
Lab ID #				
Lab ID #				
Lab ID #				
Lab ID #				
Lab ID #				
Lab ID #				

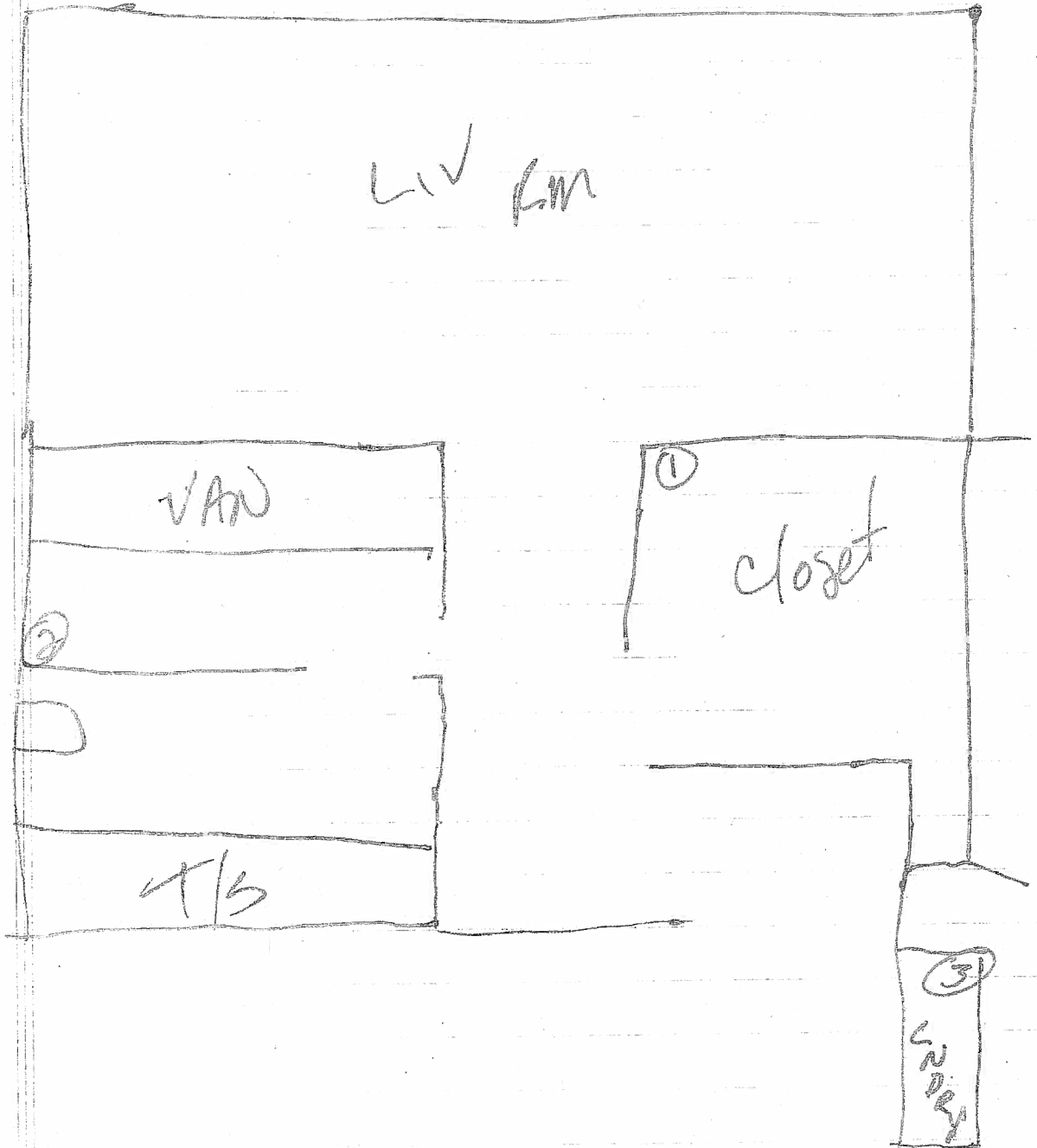
Detection Limit of Method is Estimated to be 1% Asbestos Using a Visual Area Estimation Technique

Laboratory Analyst   
Greg Hanes



5-30-18

929 NORTHWOOD BIVD  
# 113



**PREMIER RESTORATION & REMODEL INC**  
**"WATER LOSS INSPECTION REPORT"**  
**DATED MAY 29, 2012**



**Premier Restoration & Remodel, Inc.**

**2220 Dickerson Rd. Reno, NV 89503 Ph. 775-324-2929 Fax 324-2927  
NV Lic. 63914A Bid Limit \$200,000 NV Lic. 54605A Bid Limit \$100,000  
CA.Lic.956576 MFH:Lic.B-1493**

**Water loss inspection report.**

Property Location: 929 Northwoods Blvd. Unit#113  
Incline Village Nv. 89451

Property Owner: Ana Marie Osorio

Type of Dwelling: Town house/Commercial

Property Management Company: Sharon - Associated Management Inc. Ph: 775-626-7333

Cause of loss: Supply line leak at the toilet in first level hall bathroom.

Mitigation Company: Calneva Hydro Steam - Howard Rankin  
Not licensed hired by the Management Company.  
Ph: 530-546-3756

Areas Affected: First Floor Level & Crawlspace.

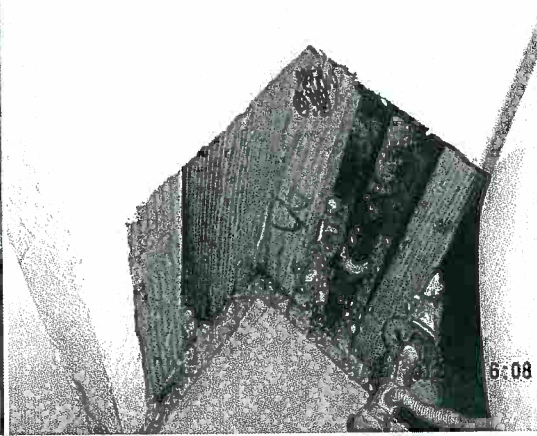
Type of Water loss industry standards IICRC S-500/S-520: This loss originated from a fresh water supply line however it was approximately two to three weeks old when the mitigation company arrived therefore this loss had to be categorized as a Category 3 Class 2 - 4 loss.

Inspection Date & Findings: On 5/29/2012 we were hired by the property owner to commence and start repairs of recent water damages. Upon our arrival we found that the origin area of the loss, the Hall bath and dressing areas still have elevated levels of moisture 13% - 24% we took these readings from the sub-floor, particle board under the tile floor, Bottom Plate of the wall framing, and sub-floor under the tub. We also found debris from the water loss under the stairs and under the tub. There was visible mold growth on the underside of the sub-floor & also visible from the crawlspace under the affected areas of this water loss. Extensive removal of finished flooring and drywall materials from the first level had already been completed by the previous mitigation service.

Recommendations: Prior to starting repairs for this type of loss it is the mitigation's company's responsibility to test for Asbestos as per Washoe County Air Quality ordinance. In this case that was not done. We will first have this test ran by a Licensed Industrial Hygienist. Provided these test are negative for asbestos we will obtain a Demolition Permit. We will then set up the affected areas to be worked on using critical barriers and negative pressure containment as we will then need to clean and remediate the Bathroom tile flooring, remove the tub & tile surround to allow accessed the sub-floor, and finally clean the crawlspace. Since this is a Category 3 loss we will have E-coli clearance test ran at completion of this service to verify that all the areas have been correctly Mitigated, Cleaned, and Remediated. All moisture levels of the structure in the affected areas will be returned to 12% percent or less as per IICRC Standards.



Front of loss



Hall bath origin of loss



Particle board under the tile floor Hall bath

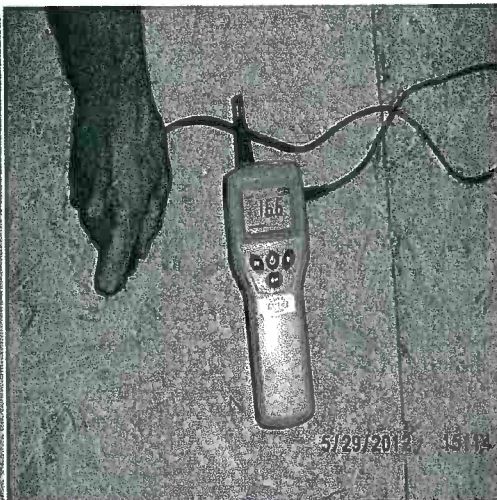


Moisture reading from the particle board 24%





Dressing area sub-floor



16.6% percent moisture content.



Bottom plate of dressing room wall



17.1% moisture content



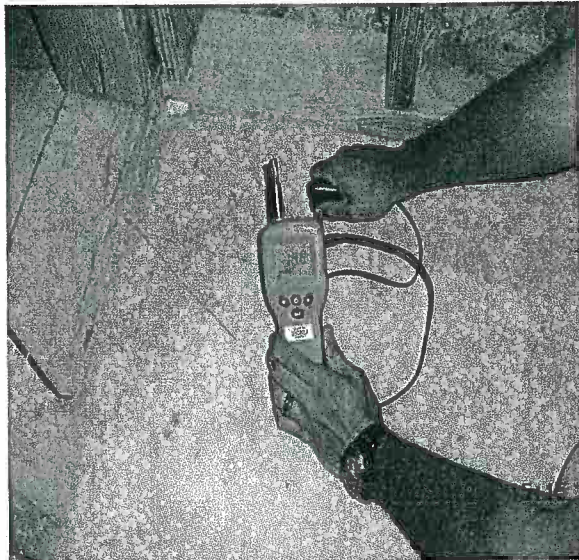
Moisture reading from under the tub



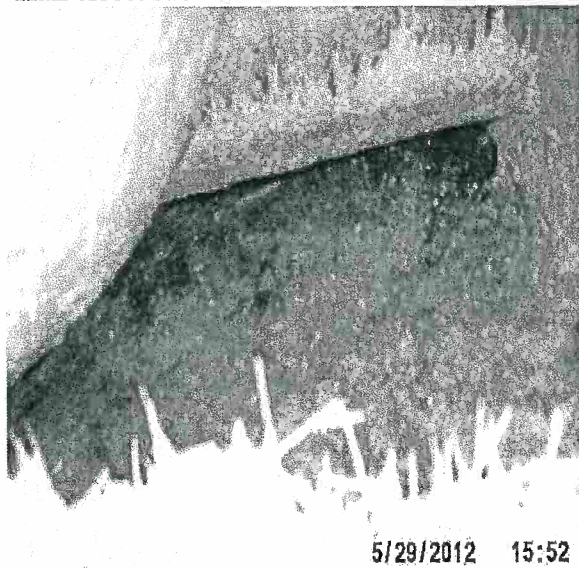
15.2% percent moisture content



Hall closet sub-floor



14.8% percent moisture content.



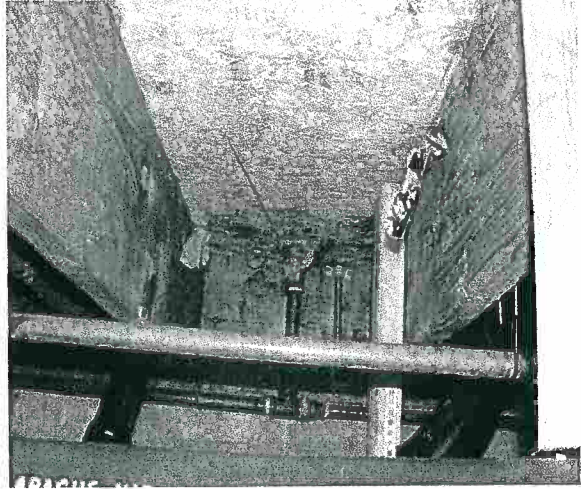
Visible surface moisture and mold growth under the front edge of the tub.



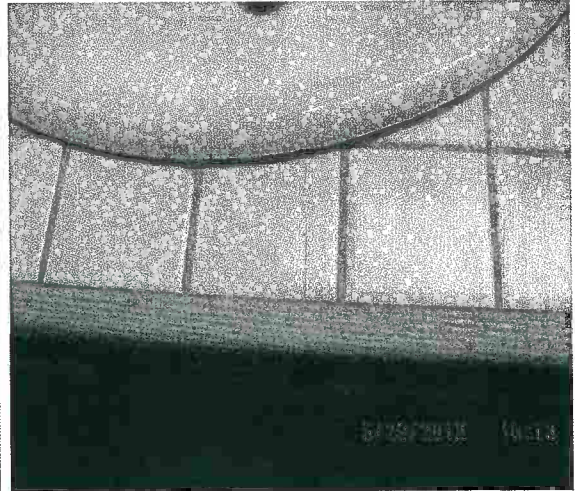
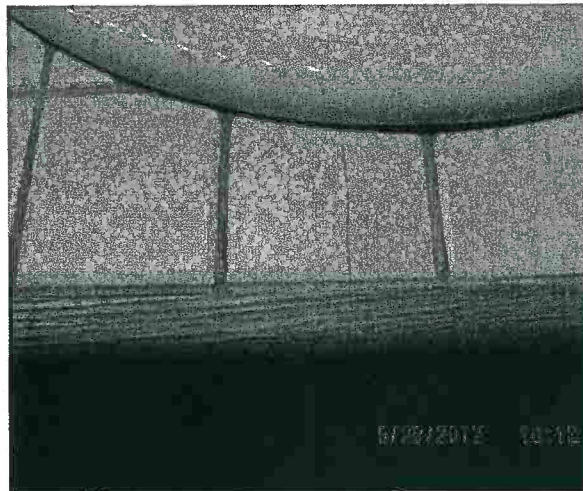
Insulation and debris behind the tub.



Mold Growth under the dressing room



Mold Growth under the tub/bathroom



Broken counter top tile in front of both sinks



Damage caused to the hydronic heating radiator fins. Typical throughout the affected area.



Damage caused to the jambs and casings as a result of chemicals and cleaning solutions used by the prior mitigation service.

**AIR QUALITY COMPLAINT #CMP12-0096  
AND  
NOTICE OF VIOLATION "WARNING" #5116  
ISSUED TO ASSOCIATED MANAGEMENT INC - SHARON WENK  
DATED MAY 31, 2012**

COMPLAINT INVESTIGATION REPORT  
Washoe County Air Quality Management Division

Complaint Number: **CMP12-0096**

Complaint Status: NOV

Source of Complaint: INVESTIGATOR

Complaint Type: PERMIT

Date Received: 06/01/2012

Time: 11:00 A.M.

Inspector: SDUGGER

Inspector Area: 3

Complaint Description: NOV WARNING 5115 - VIOLATION OF PERMIT TO OPERATE 030.104 (A)

Address: 929 NORTHWOOD BLVD INCL

Location: UNIT #113

Parcel Number: 13206101

Related Permit Number:

Complainant:

TIM JETER

2220 DICKERSON RD  
RENO, NV 59503  
775-324-2929

Responsible Party:

ASSOCIATED MANAGEMENT INC  
SHARON WENK  
931 TAHOE BOULEVARD #2  
INCLINE VILLAGE NV 89451

Investigation:

5-31-2012 Recommended that 16 hour Wise Consulting Asbestos Awareness class be taken. Ms. Wenk refused to take the class. Ms. Charlene Albee, Branch Chief for Permitting and Enforcement, stated that if Ms. Wenk refused to take the class than in the future any further problems with Volations of Section 030.107 A, B, C of the Washoe County Health District Regulations, they would receive the Notice of Violation Citation.

Enforcement Activities

Warning Citation...: 05/31/2012  
NOV.....:

Citation Number: 0  
NOV Number.....: 5115  
Case Number.....: 0  
Amount.....: \$0.00

Settlement.....:  
Appealed.....:  
Upheld.....:

Amount.....: \$0.00

Status Information

Initialized By.....: TBURTON  
Date Assigned.....: 06/01/2012

Completed Date...:  
Completed By.....:



WASHOE COUNTY DISTRICT HEALTH DEPARTMENT  
 AIR QUALITY MANAGEMENT DIVISION  
 401 RYLAND STREET, SUITE 331 • P.O. BOX 11130 • RENO, NV 89520  
 (775) 784-7200



**NOTICE OF VIOLATION**

NOV 5115

DATE ISSUED: 5-31-2012

ISSUED TO: ASSOCIATED MANAGEMENT, INC. PHONE #: 832-0888

MAILING ADDRESS: 931 TAHOE BLVD. #2 CITY/ST: INCLINE VILLAGE ZIP: 89451

NAME/OPERATOR: SHARON WENK PHONE #: \_\_\_\_\_

DRIVER LICENSE #/SSN \_\_\_\_\_

YOU ARE HEREBY OFFICIALLY NOTIFIED THAT ON 5-31-2012 (DATE) AT 11:00 A.M. (TIME), YOU ARE IN VIOLATION OF THE FOLLOWING SECTION(S) OF THE WASHOE COUNTY DISTRICT BOARD OF HEALTH REGULATIONS GOVERNING AIR QUALITY MANAGEMENT:

- |  |   |
|--|---|
| <input type="checkbox"/> MINOR VIOLATION OF SECTION: | <input checked="" type="checkbox"/> MAJOR VIOLATION OF SECTION: |
| <input type="checkbox"/> 040.030 DUST CONTROL        | <input type="checkbox"/> 030.000 OPERATING W/O PERMIT           |
| <input type="checkbox"/> 040.055 ODOR/NUISANCE       | <input type="checkbox"/> 030.2175 VIOLATION OF PERMIT CONDITION |
| <input type="checkbox"/> 040.200 DIESEL IDLING       | <input type="checkbox"/> 030.105 ASBESTOS/NESHAP                |
| <input type="checkbox"/> OTHER _____                 | <input checked="" type="checkbox"/> OTHER <u>030.107(A)</u>     |

VIOLATION DESCRIPTION: FAILURE TO PERFORM REQUIRED ASBESTOS SAMPLING AND NOTIFICATION 030.107(A)

LOCATION OF VIOLATION: 929 NORTHWOODS BLVD. #113 INCLINE VILLAGE

POINT OF OBSERVATION: LOWER LEVEL @ 929 NORTHWOOD BLVD. #113  
NV. 89451

Weather: CLEAR Wind Direction From: N E S W

Emissions Observed: \_\_\_\_\_  
 (If Visual Emissions Performed - See attached Plume Evaluation Record)

**WARNING ONLY:** Effective 11:00 (a.m./p.m.) 5-31-2012 (date) you are hereby ordered to abate the above violation within IMMEDIATE hours/days. I hereby acknowledge receipt of this warning on the date indicated.  
REQUIRE ASBESTOS AWARENESS CLASS WITHIN 30 DAYS.

Signature: Daryl Penttila

**CITATION:** You are hereby notified that effective on \_\_\_\_\_ (date) you are in violation of the section(s) cited above. You are hereby ordered to abate the above violation within \_\_\_\_\_ hours/days. You are further advised that within ten days of the date of this violation you may submit a written notice of appeal to the Chairman, Hearing Board, P.O. Box 11130, Reno, Nevada 89520. Failure to submit a notice of appeal in the time specified will result in submission of this violation to the District Board of Health, together with a request that an administrative fine be levied against you. If you do not wish to file an appeal the appropriate fine may be paid at the District Health Department.

**SIGNING THIS FORM IS NOT AN ADMISSION OF GUILT**

Signature: Sharon Wenk Date: 5-31-12  
 Issued by: Sharon Wenk Title: AQSI





# WASHOE COUNTY HEALTH DISTRICT

## AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

Date: July 26, 2012

TO: District Board of Health

FROM: Kevin Dick, Director, Air Quality Management

SUBJECT: Top Hat Cleaners – Case No. 1089  
Unappealed Citation No. 5117  
Agenda Item: 7.A.1.f.

### Recommendations

Air Quality Management Division Staff recommends that Citation No. 5117 be upheld and a fine of \$500 be levied against Top Hat Cleaners for failure to accurately maintain required operation and maintenance records at a perchloroethylene dry cleaning establishment. The Citation was issued for failure to accurately maintain the required records which is a major violation of the District Board of Health Regulations Governing Air Quality Management, Section 030.2175, Operating Contrary to Permit Condition. Additionally, Top Hat Cleaners will be required to contact the Nevada Small Business Development Center, Business Environmental Program, to have an environmental review completed on all of the facility operations.

This is a negotiated settlement.

Recommended Fine: \$2,500.00

Negotiated Fine: \$500.00

### Background

On April 25, 2012, AQ Specialist Suzanne Dugger conducted a routine annual inspection of Top Hat Cleaners, located at 1205 California Avenue in Reno, Nevada. During the inspection, AQ Specialist Dugger discovered that the required operations and maintenance logs were not being properly maintained. AQ Specialist Dugger spent a significant amount of time with Ms. Mia Lim, owner of Top Cleaners, educating her on the proper way to complete and maintain the required forms. Ms. Lim indicated to AQ Specialist Dugger that she now understood how to maintain the paperwork properly and she understood that the paperwork was very important. AQ Specialist Dugger issued Notice of Violation Warning No. 5110, for failure to comply with Condition 5 on Permit to Operate G00993A, which requires daily operational checks and maintenance records be maintained in accordance with the Federal Maximum Achievable Control Technology (MACT) Regulations.

On June 1, 2012, AQ Specialist Dugger conducted a follow-up inspection to confirm all required MACT forms were being properly maintained. After meeting with Ms. Lim and reviewing the records, AQ Specialist Dugger determined the MACT forms were still not being completed and maintained properly as discussed and reviewed on April 25, 2012. Based on the continued incomplete and improper maintenance of the required MACT forms, AQ Specialist Dugger issued Notice of Violation Citation No. 5117 to Top Hat Cleaners for Operating Contrary to Permit Conditions.

**P.O. BOX 11130 Reno, NV 89520-0027 • (775) 784-7200 • FAX (775) 784-7225**

[www.washoecounty.us/health](http://www.washoecounty.us/health)

July 26, 2012

DBOH/ Top Hat Cleaners/Case No. 1089

Page 2

### **Settlement**

On June 27, 2012, Senior AQ Specialist Dennis Cerfoglio conducted a negotiated settlement meeting attended by Branch Chief Charlene Albee, AQ Specialist Suzanne Dugger and Ms. Mia Lim. After consideration of all the facts presented in the case, Ms. Albee recommended that Citation No. 5117 be upheld with a fine of \$500, Ms. Lim agreed. Additionally, Ms. Lim would be required to contact the Nevada Small Business Development Center, Business Environmental Program, to schedule a facility review to provide her with compliance assistance to ensure her business is operating in accordance with all environmental regulations. Ms. Albee also required Ms. Lim to have a representative from the Business Environmental Program provide written confirmation of the completion of the facility review to Air Quality to demonstrate compliance with the settlement agreement. A Memorandum of Understanding was signed by all parties.

### **Alternatives**

1. The District Board of Health may determine that no violation of the Regulations has taken place and dismiss Citation No. 5117.
2. The Board may determine to uphold Citation No. 5117 and levy a fine in the range of \$0 to \$10,000 per day.

In the event the Board determines to change the violation and increase the proposed penalty, the matter should be continued so that Top Hat Cleaners may be properly noticed.



Kevin Dick, Division Director

KD/DC: ma

PERMIT # G00993A

07712-0041



WASHOE COUNTY DISTRICT HEALTH DEPARTMENT
AIR QUALITY MANAGEMENT DIVISION
401 RYLAND STREET, SUITE 331 • P.O. BOX 11130 • RENO, NV 89520
(775) 784-7200



NOTICE OF VIOLATION

NOV 5117

DATE ISSUED: 6-1-2012

ISSUED TO: TOP HAT CLEANERS PHONE #: 322-0600

MAILING ADDRESS: 1205 CALIFORNIA CITY/ST: RENO ZIP: 89509

NAME/OPERATOR: MIA LIM, OWNER PHONE #:

DRIVER LICENSE #/SSN

YOU ARE HEREBY OFFICIALLY NOTIFIED THAT ON 6-1-2012 (DATE) AT 2:30 (TIME), YOU ARE IN VIOLATION OF THE FOLLOWING SECTION(S) OF THE WASHOE COUNTY DISTRICT BOARD OF HEALTH REGULATIONS GOVERNING AIR QUALITY MANAGEMENT:

- MINOR VIOLATION OF SECTION:
040.030 DUST CONTROL
040.055 ODOR/NUISANCE
040.200 DIESEL IDLING
OTHER
MAJOR VIOLATION OF SECTION:
030.000 OPERATING W/O PERMIT
030.2175 VIOLATION OF PERMIT CONDITION
030.105 ASBESTOS/NESHAP
OTHER

VIOLATION DESCRIPTION: FAILURE TO MAINTAIN MACT PAPERWORK.
ISSUED WARNING NOV 5118 ON 4-25-2012

LOCATION OF VIOLATION: 1205 CALIFORNIA AVE RENO 89509

POINT OF OBSERVATION: SITE VISIT

Weather: CLEAR Wind Direction From: N E S W

Emissions Observed:
(If Visual Emissions Performed - See attached Plume Evaluation Record)

WARNING ONLY: Effective a.m./p.m. (date) you are hereby ordered to abate the above violation within hours/days. I hereby acknowledge receipt of this warning on the date indicated.

Signature

CITATION: You are hereby notified that effective on 6-1-2012 (date) you are in violation of the section(s) cited above. You are hereby ordered to abate the above violation within IMMEDIATELY hours/days. You are further advised that within ten days of the date of this violation you may submit a written notice of appeal to the Chairman, Hearing Board, P.O. Box 11130, Reno, Nevada 89520. Failure to submit a notice of appeal in the time specified will result in submission of this violation to the District Board of Health, together with a request that an administrative fine be levied against you. If you do not wish to file an appeal the appropriate fine may be paid at the District Health Department.

SIGNING THIS FORM IS NOT AN ADMISSION OF GUILT

Signature: Date: 6/1/12

Issued by: Suzanne Berger Title: AQS II

WASHOE DOES NOT DISCRIMINATE ON THE BASIS OF SEX, RACE, COLOR, AGE, RELIGION, DISABILITY OR NATIONAL ORIGIN IN THE ACTIVITIES AND OR SERVICES WHICH IT PROVIDES. IF YOU HAVE ANY QUESTIONS, PLEASE CALL WASHOE COUNTY HUMAN RESOURCES - 328-2090; TDD NUMBER 328-3685.

COMPLAINT INVESTIGATION REPORT  
Washoe County Air Quality Management Division

Complaint Number: **CMP12-0097**

Complaint Status: NOV

Source of Complaint: INVESTIGATOR

Complaint Type: PERMIT

Date Received: 06/01/2012

Time: 2:30 A.M.

Inspector: SDUGGER

Inspector Area: 3

Complaint Description: NOV CITATION 5117, CASE 1089 -- VIOLATION OF PERMIT TO OPERATE 030.2175

Address:

Location: 1205 CALIFORNIA AVENUE RENO NV 89509

Parcel Number:

Related Permit Number: G00993A

Complainant:

AQMD STAFF  
SUZANNE DUGGER, AQ SPECIALIST  
1001 E 9TH ST STE B171  
RENO NV 89512  
775-784-7217

Responsible Party:

TOP HAT CLEANERS  
MIA LIM, OWNER  
1205 CALIFORNIA AVENUE  
RENO NV 89509  
775-322-0600

Investigation:

6-1-2012 Issued Nov. #5117 for failure to maintain MACT paperwork. Performed a routine annual source inspection in April 2012 and issued a warning citation for failure to maintain MACT paperwork. A follow up inspection was performed on 6-1-2012 and it was observed that the required MACT paperwork was still not being maintained therefore, Nov.#5117.

Enforcement Activities

Warning Citation.: 06/01/2012

NOV.....:

Settlement.....:

Appealed.....:

Upheld.....:

Citation Number: 5117

NOV Number....: 0

Case Number.....: 1089

Amount.....: \$0.00

Amount.....: \$0.00

Status Information

Initialized By.....: TBURTON  
Date Assigned.....: 06/01/2012

Completed Date...:  
Completed By.....:

VIOLATION: Major Violation of Section 030.2175  
Violation of Permit Condition  
Notice of Violation # 5117

ISSUED TO: Top Hat Cleaners  
1205 California Ave.  
Reno, Nevada 89509

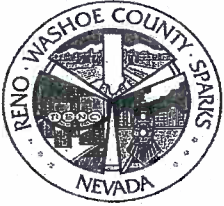
OPERATOR: Mia Lim  
1205 California Ave.  
Reno, Nv. 89509

On June 1, 2012, AQS Suzanne Dugger of the Washoe County Health District, Air Quality Management Division (WCHDAQMD) arrived at 1205 California Ave. in Reno, Nevada to perform a follow up inspection to confirm that all MACT paperwork was being maintained. The follow-up inspection was required based on issuance of Warning Nov. #5110. Warning Nov. #5110 was issued on April 25, 2012 during a routine annual source inspection. During the April, 2012 inspection it was noted that the required MACT paperwork was not being maintained, furthermore, a review of the file indicated that the MACT paperwork collected over the past several years had also been incomplete. Based on this information AQS Dugger spent a significant amount of time with Ms. Mia Lim educating her on how to properly complete the MACT forms. AQS Dugger not only educated Ms. Lim on how to complete the forms correctly but also the importance of proper completion of these forms. Ms. Lim indicated she now understood and would in the future be more thorough when completing the MACT forms.

During the follow up inspection performed on June 1, 2012 AQS Dugger it was determined that the MACT paperwork continued to be incomplete which is a violation of the permit condition (030.2175). Based on this violation AQS Dugger issued Notice of Violation (NOV) #5117.

An appeal form was attached to NOV #5117.

Suzanne Dugger  
Air Quality Specialist II  
Air Quality Management Division  
Washoe County District Health Department



# DISTRICT HEALTH DEPARTMENT AIR QUALITY MANAGEMENT DIVISION

## MEMORANDUM OF UNDERSTANDING

WASHOE COUNTY HEALTH DISTRICT  
AIR QUALITY MANAGEMENT DIVISION

Date: June 27, 2012  
Company Name: Top Hat Cleaners  
Address: 1205 California Avenue  
Notice of Violation No.: 5117 Case No.: 1089

The staff of the Air Quality Management Division of the Washoe County District Health Department issued the above referenced citation for the violation of Regulation: 030.2175 for failure to maintain proper M.A.C.T. paperwork

A settlement of this matter has been negotiated between the undersigned parties resulting in a penalty amount of \$ \* 500<sup>00</sup> \*. This settlement will be submitted to the District Board of Health for review at the regularly scheduled meeting on July 26, 2012.

[Signature]  
Signature of Company Representative

[Signature] \* AND COMPLETION OF ENVIRONMENTAL ASSESSMENT BY OUR SMALL BUS DEVELOPMENT CENTER  
Signature of District Representative

Hakmi Lim  
Print Name

OWNER  
Title

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Witness

DENNIS CERFOGLIO  
Print Name

Sr. Air Quality Specialist  
Title

[Signature]  
Witness

SUZANNE DUGGER  
Witness

**AIR QUALITY MANAGEMENT DIVISION  
PERMIT TO OPERATE 600993A**





# PERMIT TO OPERATE

An Air Pollution Emission Source

No. G00993A

Issued By Air Quality Management Division, Washoe County Health District

P.O. Box 11130, Reno, Nevada 89520-0027 • Phone (775) 784-7200

ISSUED TO: TOP HAT CLEANERS Gen Air - Dry Cleaning

ADDRESS: 1205 CALIFORNIA AVENUE, RENO NV, 89509

LOCATION: 1205 CALIFORNIA AVENUE, RENO NV 89509

EQUIPMENT COVERED UNDER THIS PERMIT Hoffman 2010 Dry-to-Dry Machine

**THE CONDITIONS OF OPERATION LISTED ON THIS PERMIT SUPERCEDE ALL PREVIOUS PERMIT CONDITIONS**

**CONDITIONS OF OPERATION LISTED ON THIS PERMIT:**

- A. **ALTERATIONS:** This permit becomes void upon any change of ownership or address or any alteration of permitted equipment.
- B. **POSTING:** This permit shall be posted on or near the equipment listed above. This permit shall be made readily available at all times while the equipment is operating.
- C. **MODIFICATION OF EQUIPMENT:** Any modification of the equipment other than normal repair and maintenance will require a new permit.
- D. **RECORDS:** Any records of operation which effect the potential of the source to emit air pollutants, such as fuel or products consumed, products produced, hours of operation, chemicals or supplies used in source operation, must be maintained for a period of at least 5 years and made available to the Control Officer upon request.
- E. **EQUIPMENT FAILURE:** All upset or breakdown conditions resulting in increased emissions or air pollutants shall be reported in compliance with District regulations, Section 020.075 and 020.076.
- F. **ACCESS:** The Control Officer will be provided access to the facility to inspect operations and equipment covered under this permit whenever necessary to determine compliance with this permit and any other air pollution limitatons specified in District regulations.

**ADDITIONAL CONDITIONS:**

- 1: The annual throughput/consumption figures must be submitted in writing to the A.Q.M.D. no later than the 20th of the month, approximately 6 weeks prior to the expiration date of the permit.
- 2: Vapor collection and control systems will be properly maintained such that solvents are collected and recycled in an efficient manner.
- 3: Waste materials contaminated with cleaning solvent must be stored in tightly sealed containers to prevent vapor loss.
- 4: The owner/operator must maintain an operation manual on-site that includes the design specifications and standard operating procedures for the dry cleaning unit.
- 5: Daily operational checks must be conducted, including leak detection, description and dates of repairs, and any other pertinent information regarding unit operation and maintenance. All information must be recorded on the Monthly Maintenance and Perchloroethylene Logs provided in the AQMD. A copy of the monthly maintenance logs must be provided to the AQMD upon request.
- 6: For machines with refrigerated condensers: 1) The temperature on the outlet side of the condenser must be less than 45 degrees F; 2) The temperature of the airstream measuring the difference between the entrance and exit of the condenser must be greater than or equal to 20 degrees F.
- 7: For machines with carbon adsorbers: 1) A regular weekly desorption schedule must be implemented; 2) The concentration of perc in the exhaust of the carbon adsorber must be measured once per week; and 3) The perc concentration must be less than 100 ppm.
- 8: A 12-month running total of perc purchases must be maintained on the Monthly Maintenance and Perchloroethylene Log. Perc purchase receipts must be maintained and provided upon request.

*May A R*  
 CONTROL OFFICER

06/30/2012  
 EXPIRATION DATE

\$261.00  
 ANNUAL RENEWAL FEE

G00993A  
 PERMIT NO.

**FAILURE TO COMPLY WITH THE CONDITIONS OF THIS PERMIT MAY RESULT IN CITATIONS OR PERMIT REVOCATION**

# RECOMMENDED FINE WORKSHEET

DATE: 6-1-2012 CASE NO.: 1089 NOV NO.: 5117

COMPANY NAME: TOP HAT CLEANERS

CONTACT NAME: MIA LIM, OWNER

(MAJOR / MINOR)

VIOLATION OF SECTION(S): 030.2175 Failure to maintain MACT paperwork

       1<sup>ST</sup> VIOLATION                        X   2<sup>ND</sup> VIOLATION                             3<sup>RD</sup> VIOLATION

<u>  YES  </u>	HAZARDOUS AIR POLLUTANT	YES / NO	<u>  VOC'S  </u>	TYPE OF AIR CONTAMINANT (CO, NOX, SOX, PM, VOC'S)	
<u>  YES  </u>	LEGALLY PERMITTED SOURCE	YES / NO	<u>  NO  </u>	PUBLIC HEALTH EXPOSURE	YES / NO
<u>  37  </u>	NUMBER OF DAYS IN VIOLATION	YES / NO	<u>  NO  </u>	PUBLIC COMPLAINTS	YES / NO

1. **DEGREE OF VIOLATION:** MINOR                      MODERATE                        MAJOR    
(The degree to which the person/company has deviated from the regulatory requirements)

A Notice of Violation Warning (#5110) was issued on 4-24-2012 during a routine annual inspection. The owner was informed of how to complete the proper MACT paperwork, but has failed to maintain the MACT paperwork correctly since the 4-25-2012 inspection.

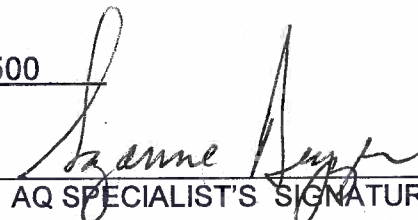
2. **ECONOMIC BENEFIT COMPONENT:** (OPTIONAL): MINOR                      MODERATE                        MAJOR    
ESTIMATED COST \$                       
(Economic effect to the person/company for NOT complying with the Regulations including avoided costs and delayed costs)

3. **DEGREE OF COOPERATION:** MINOR                      MODERATE                        MAJOR    
(The person/company's efforts to immediately cease the violation and come into compliance)

Top Hat Cleaners failed to maintain their MACT paperwork. They do not seem to realize the importance of their permit conditions and requirements.

4. **ADDITIONAL COMMENTS:**

RECOMMENDED FINE:   \$2,500  

  
AQ SPECIALIST'S SIGNATURE

NOTE: "Minor Violations", per District Regulations, cannot exceed \$1000 for the first and second violations. Third minor violations, plus "major violations" cannot exceed \$10,000 per day.



# Washoe County Health District



**Public Health**  
Prevent. Promote. Protect.

## STAFF REPORT BOARD MEETING DATE: 7/26/12

**DATE:** July 6, 2012

**TO:** District Board of Health

**FROM:** Patsy Buxton, Fiscal Compliance Officer, Washoe County Health District *PB*  
775-328-2418, [pbuxton@washoecounty.us](mailto:pbuxton@washoecounty.us)

**THROUGH:** Eileen Stickney, Administrative Health Services Officer *ES*  
775-328-2417, [estickney@washoecounty.us](mailto:estickney@washoecounty.us)

**SUBJECT: Approval of Notice of Grant Award dated June 22, 2012 from the Department of Health and Human Services Public Health Service for the period June 30, 2012 to June 29, 2013 in the amount of \$785,000 in support of the Family Planning Program.**

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### SUMMARY

The Washoe County District Board of Health must approve and execute, or direct the Health Officer to execute, contracts in excess of \$50,000, Interlocal Agreements and amendments to the adopted budget.

The Washoe County Health District's Family Planning program received from the Department of Health and Human Services Public Health Service the Notice of Grant Award for the period June 30, 2012 through June 29, 2013 in the total amount of \$785,000. A copy of the Notice of Grant Award is attached.

**District Board of Health strategic priority:** Protect population from health problems and health hazards.

BCC Strategic Objective supported by this item: Safe, Secure and Healthy Communities.  
BCC Strategic Outcome supported by this item: Healthy Communities.

It also supports the Washoe County Health District's Family Planning Program mission to promote and assure that all Washoe County citizens have access to confidential, high quality, culturally competent reproductive health and family planning services that fosters healthy communities.

### PREVIOUS ACTION

The District Board of Health approved last year's base Notice of Grant Award in the total amount of \$785,000 on July 28, 2011.

**AGENDA ITEM #7.C.1.**

**BACKGROUND**

The Grant Award includes funding for personnel, travel and training, operating supplies, professional services, educational supplies, advertising and other expenses, including funding specifically for community outreach, planning meetings and program participation via use of incentives (including but not limited to bus passes, taxi vouchers, gift certificates, educational outreach items, nutritious food and beverage, and gift cards).

**FISCAL IMPACT**

No budget amendments are necessary at this time.

**RECOMMENDATION**

Staff recommends that the Washoe County District Board of Health approve the Notice of Grant Award dated June 22, 2012 from the Department of Health and Human Services Public Health Service for the period June 30, 2012 to June 29, 2013 in the amount of \$785,000 in support of the Family Planning Program.

**POSSIBLE MOTION**

Move to approve the Notice of Grant Award dated June 22, 2012 from the Department of Health and Human Services Public Health Service for the period June 30, 2012 to June 29, 2013 in the amount of \$785,000 in support of the Family Planning Program.

1. DATE ISSUED MM/DD/YYYY 06/22/2012	2. CFDA NO. 93.217	3. ASSISTANCE TYPE Project Grant
1a. SUPERSEDES AWARD NOTICE dated except that any additions or restrictions previously imposed remain in effect unless specifically rescinded		
4. GRANT NO. 1 FPHPA096051-01-00 Formerly	5. ACTION TYPE New	
6. PROJECT PERIOD From 06/30/2012	Through 06/29/2016	
7. BUDGET PERIOD From 06/30/2012	Through 06/29/2013	

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
PUBLIC HEALTH SERVICE  
Office of Grants Management  
1101 Wootton Parkway  
Suite 550  
Rockville, MD 20852

**NOTICE OF AWARD**  
AUTHORIZATION (Legislation/Regulations)  
P.L. 91-572 PHS Act Sec. 1001 as Amended, 42 CFR 59

8. TITLE OF PROJECT (OR PROGRAM)  
FY2012 Family Planning Services grant to serve the Washoe County area, including the Cities of Reno

9a. GRANTEE NAME AND ADDRESS  
Washoe County Health District  
1001 E 9th St Bldg B  
Reno, NV 89512-2845

9b. GRANTEE PROJECT DIRECTOR  
Dr. Joseph P. Iser  
1001 East Ninth Street, Building B  
Reno, NV 89512  
Phone: 775-328-2416

10a. GRANTEE AUTHORIZING OFFICIAL  
Joseph P. Iser MDDrPHMSc  
1001 East Ninth Street, Building B  
Reno, NV 2845  
Phone: 775-328-2416

10b. FEDERAL PROJECT OFFICER  
Ms. Kae Ross-PO  
Office of Family Planning  
90 7th St. Ste. 5100  
San Francisco, CA 94103  
Phone: 415-437-7984

**ALL AMOUNTS ARE SHOWN IN USD**

11. APPROVED BUDGET (Excludes HHS Direct Assistance)	
I HHS Grant Funds Only	
II Total project costs including grant funds and all other financial participation	<input checked="" type="checkbox"/>
a. Salaries and Wages .....	546,472.00
b. Fringe Benefits .....	212,906.00
c. Total Personnel Costs .....	759,378.00
d. Equipment .....	0.00
e. Supplies .....	22,500.00
f. Travel .....	5,000.00
g. Construction .....	0.00
h. Other .....	97,818.00
i. Contractual .....	55,188.00
j. TOTAL DIRECT COSTS	939,884.00
k. INDIRECT COSTS	0.00
l. TOTAL APPROVED BUDGET	939,884.00
m. Federal Share	785,000.00
n. Non-Federal Share	154,884.00

12. AWARD COMPUTATION FOR GRANT	
a. Amount of HHS Financial Assistance (from item 11 m)	785,000.00
b. Less Unobligated Balance From Prior Budget Periods	0.00
c. Less Cumulative Prior Award(s) This Budget Period	0.00
d. AMOUNT OF FINANCIAL ASSISTANCE THIS ACTION	785,000.00
13. Total Federal Funds Awarded to Date for Project Period	785,000.00

14. RECOMMENDED FUTURE SUPPORT (Subject to the availability of funds and satisfactory progress of the project):			
YEAR	TOTAL DIRECT COSTS	YEAR	TOTAL DIRECT COSTS
a. 2		d. 5	
b. 3		e. 6	
c. 4		f. 7	

15. PROGRAM INCOME SUBJECT TO 45 CFR PART 74, SUBPART F, OR 45 CFR 92.25, SHALL BE USED IN ACCORD WITH ONE OF THE FOLLOWING ALTERNATIVES:

a. DEDUCTION	
b. ADDITIONAL COSTS	
c. MATCHING	
d. OTHER RESEARCH (Add / Deduct Option)	
e. OTHER (See REMARKS)	<input checked="" type="checkbox"/>

16. THIS AWARD IS BASED ON AN APPLICATION SUBMITTED TO, AND AS APPROVED BY, HHS ON THE ABOVE TITLED PROJECT AND IS SUBJECT TO THE TERMS AND CONDITIONS INCORPORATED EITHER DIRECTLY OR BY REFERENCE IN THE FOLLOWING:

- The grant program legislation cited above.
- The grant program regulations cited above.
- This award notice including terms and conditions, if any, noted below under REMARKS.
- HHS Grants Policy Statement including addenda in effect as of the beginning date of the budget period.
- 45 CFR Part 74 or 45 CFR Part 92 as applicable.

In the event there are conflicting or otherwise inconsistent policies applicable to the grant, the above order of precedence shall prevail. Acceptance of the grant terms and conditions is acknowledged by the grantee when funds are drawn or otherwise obtained from the grant payment system.

REMARKS (Other Terms and Conditions Attached -  Yes  No)

This action award funds in the amount of \$785,000 for FY2012.

See attached Terms and Conditions.

GRANTS MANAGEMENT OFFICER: Alice M Bettencourt, Grants Management Officer

17. OBJ CLASS 41.51	18a. VENDOR CODE 1880500038A1	18b. EIN 886000138	19. DUNS 073786998	20. CONG. DIST. 02
FY-ACCOUNT NO.	DOCUMENT NO.	ADMINISTRATIVE CODE	AMT ACTION FIN ASST	APPROPRIATION
21. a. 2-3094509	b. FPHPA6051A	c. FPH70	d. \$785,000.00	e. 75120359
22. a.	b.	c.	d.	e.
23. a.	b.	c.	d.	e.

NOTICE OF AWARD (Continuation Sheet)

PAGE 2 of 9	DATE ISSUED 06/22/2012
GRANT NO. 1 FPHPA096051-01-00	

Federal Financial Report Cycle			
Reporting Period Start Date	Reporting Period End Date	Reporting Type	Reporting Period Due Date
06/30/2012	06/30/2012	Quarterly	07/30/2012
07/01/2012	09/30/2012	Annual	12/29/2012
10/01/2012	12/31/2012	Quarterly	01/30/2013
01/01/2013	03/31/2013	Quarterly	04/30/2013
04/01/2013	06/30/2013	Quarterly	07/30/2013
07/01/2013	09/30/2013	Annual	12/29/2013
10/01/2013	12/31/2013	Quarterly	01/30/2014
01/01/2014	03/31/2014	Quarterly	04/30/2014
04/01/2014	06/30/2014	Quarterly	07/30/2014
07/01/2014	09/30/2014	Annual	12/29/2014
10/01/2014	12/31/2014	Quarterly	01/30/2015
01/01/2015	03/31/2015	Quarterly	04/30/2015
04/01/2015	06/30/2015	Quarterly	07/30/2015
07/01/2015	09/30/2015	Annual	12/29/2015
10/01/2015	12/31/2015	Quarterly	01/30/2016
01/01/2016	03/31/2016	Quarterly	04/30/2016
04/01/2016	06/29/2016	Final	09/27/2016

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GRANT NO. 1 FPHPA096051-01-00	

**SPECIAL CONDITIONS**

1. The program must develop 2-3 clinical goals, related to the 2012 OPA Priorities, and submit them to the regional office for approval by September 1, 2012. These goals should be in the S.M.A.R.T (Specific, Measurable, Attainable, Relevant, and Timely) format.
2. The Region IX Office of Family Planning will be holding its Annual Directors Meeting in San Francisco, CA, 23-24 August, 2012. Persons attending should include one to two individuals who have decision-making responsibility for Title X activities. Examples of attendees include executive directors, program managers or other appropriate grantee senior-level staff. Grantees should budget accordingly for travel and per diem expenses.
3. The Office of Population Affairs (OPA, Office of Family Planning (OPF) is holding a Title X National Reproductive Health Conference in New Orleans, LA, 5 - 7 August, 2012. This years conference is jointly sponsored by Title Xs Clinical Training Center for Family Planning and the Male Training Center. Grantees are strongly encouraged to support the participation of clinical staff providing care in Title X funded clinics. Examples of attendees may include: Womens health, family or adult nurse practitioners; Certified nurse midwives; Gynecologists/family physicians; Physician assistants; Registered nurses; or Others providing reproductive health care in a Title X program, including health educators, program managers, administrative staff and evaluators. Grantees should budget accordingly for a minimal registration fee and for travel and per diem
4. **Failure to comply with the above Special Conditions may result in a disallowance of funds, a drawdown restriction or denial of future funding.**

**SPECIAL TERMS AND REQUIREMENTS**

1. Notwithstanding any other provision of law, no provider under Title X of the Public Health Service Act shall be exempt from any State law requiring notification for the reporting of child abuse, child molestation, sexual abuse, rape, or incest.
2. In accepting this award, the grantee certifies that it will encourage family participation in the decision of minors to seek family planning services and that it provides counseling to minors on how to resist attempts to coerce minors into engaging in sexual activities.
3. This award consists of:

Program income (fees, premiums, third-party reimbursements which the project may reasonably expect to receive), as well as State, local and other operational funding, will be used to finance the non-federal share of the scope of project as defined in the approved grant application and reflected in the approved budget. Program income and the level projected in the approved budget will be used to further program objectives.

Title X Funds	\$785000
Cost Sharing Funds (10%)	\$ 78500

NOTICE OF AWARD (Continuation Sheet)

PAGE 4 of 9	DATE ISSUED 06/22/2012
GRANT NO. 1 FPHPA096051-01-00	

Program Income	\$ 76384
Other Funds	\$0
Total Project Budget	\$939884

4. The 2012 program priorities are as follows:

1. Assuring the delivery of quality family planning and related preventive health services, where evidence exists that those services should lead to improvement in the overall health of individuals, with priority for services to individuals from low-income families;
2. Expanding access to a broad range of acceptable and effective family planning methods and related preventive health services that include natural family planning methods, infertility services, and services for adolescents, emphasizing the important role Title X plays in teen pregnancy prevention. The broad range of services does not include abortion as a method of family planning;
3. Providing preventive health care services in accordance with nationally recognized standards of care. This includes, but is not limited to, breast and cervical cancer screening and prevention services; sexually transmitted disease (STD) and HIV prevention education, testing, and referral; and, other related preventive health services;
4. Emphasizing the importance of counseling family planning clients on establishing a reproductive life plan, and providing preconception counseling as a part of family planning services, as appropriate;
5. Addressing the comprehensive family planning and other health needs of individuals, families, and communities through outreach to hard-to-reach and/or vulnerable populations, and partnering with other community-based health and social service providers that provide needed services.
6. Identifying specific strategies for addressing the provisions of health care reform ("The Patient Protection and Affordable Care Act"), and for adapting delivery of family planning and reproductive health services to a changing health care environment, and assisting clients with navigating the changing health care system. This includes, but is not limited to, enhancing the ability of Title X clinics to bill third party payers, private insurance, and Medicaid.

*Key Issues:* In addition to program priorities, the following key issues have implications for Title X services projects, and should be considered in developing the project plan:

1. Efficiency and effectiveness in program management and operations;
2. Cost of contraceptives, including long acting reversible contraceptives (LARC), other pharmaceuticals, and laboratory tests;
3. Management and decision-making through performance measures and accountability for outcomes;
4. Linkages and partnerships with HIV care and treatment providers, and mental health, drug and alcohol treatment providers;
5. HIV prevention integration in family planning settings, incorporating CDC's "Revised Recommendations for HIV Testing of Adults, Adolescents and Pregnant Women in Health Care Settings;"



NOTICE OF AWARD (Continuation Sheet)

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GRANT NO. 1 FPHPA096051-01-00	

6. Incorporation of electronic technologies, such as electronic health records and practice management systems;
  7. Data collection (such as the Family Planning Annual Report (FPAR)) for use in monitoring performance and improving family planning services;
  8. Service delivery improvement through translation into practice of research outcomes that focus on family planning and related population issues;
  9. Utilizing practice guidelines and recommendations, developed by recognized national professional organizations and Federal agencies, in the provision of evidence-based Title X clinical services; and,
  10. Encouraging vaccination of patients and providers as the best protection against influenza.
- 
5. The grantee is required to identify specific efforts of the Title X project to address the Title X program priorities and report on the activities in the project's annual performance report. The project's activities relative to the program priorities are to be included in addition to the project's presentation of its efforts to accomplish the project objectives established for the budget period.
  6. In accepting this award, the grantee stipulates that sterilization activities are subject to all provisions of 42 CFR Part 50, Subpart B, "Sterilization of Persons in Federally Assisted Family Planning Projects".
  7. Awards issued with a start date after October 1, 2010 may be subject to the following award term. As required by the Federal Funding Accountability and Transparency Act of 2006 (Pub. L. 109-282), as amended by section 6202 of Public Law 110-252, recipients must report information for each subaward of \$25,000 or more in Federal funds and executive total compensation as outlined in Appendix A to 2 CFR Part 170 [http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&tpl=/ecfrbrowse/Title02/2cfr170\\_main\\_02.tpl](http://ecfr.gpoaccess.gov/cgi/t/text/text-idx?c=ecfr&tpl=/ecfrbrowse/Title02/2cfr170_main_02.tpl)

**STANDARD TERMS**

1. In accepting this award, the grantee stipulates that the award and any activities thereunder are subject to all provisions of 42 CFR Part 59 currently in effect or implemented during the period of the grant.
2. Responses to reporting requirements, conditions, and requests for postaward amendments must be submitted to the attention of the Grants Management Specialist indicated in the "Contacts" section. All correspondence should include the Federal grant number on page 1 of the NoA and signature of the authorized business official and/or the project director. Failure to follow this guidance will result in a delay in responding to your correspondence.
3. Requests that require prior approval from the awarding office (See Part II, PHS Grants Policy Statement) must be submitted in writing to the GMO. Only responses signed by the GMO are to be considered valid. Grantees who take action on the basis of responses from other officials do so at their own risk. Such responses will not be considered binding by or upon any OASH Program Office.
4. The FY 2012 HHS Appropriations Act, the *Consolidated Appropriations Act, 2012* (Public Law 112-74), was signed into law on December 23, 2011. The Act provides OASH funding for the Federal fiscal year ending September 30, 2012. The following statutory provisions limit the use of funds on this OASH grant or cooperative agreement during the current budget period.

(1) Restriction on Distribution of Sterile Needles (Section 523)

" Notwithstanding any other provision of this Act, no funds appropriated in this Act shall be used to

NOTICE OF AWARD (Continuation Sheet)

PAGE 6 of 9	DATE ISSUED 06/22/2012
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carry out any program of distributing sterile needles or syringes for the hypodermic injection of any illegal drug.”

(2) Salary Limitation (Section 203)

"None of the funds appropriated in this title shall be used to pay the salary of an individual, through a grant or other extramural mechanism, at a rate in excess of Executive Level II."

**Effective December 23, 2011, the Salary Limitation is based upon the Executive Level II of the Federal Executive Pay Scale.** That amount is \$179,700. For the purposes of the salary limitation, the direct salary is exclusive of fringe benefits and indirect costs. An individual's direct salary is not constrained by the legislative provision for a limitation of salary. The rate limitation simply limits the amount that may be awarded and charged to the grant. A recipient may pay an individual's salary amount in excess of the salary cap with non-federal funds.

(3) Anti-Lobbying (Section 503)

"(a) No part of any appropriation contained in this Act or transferred pursuant to section 4002 of Public Law 111-

148 shall be used, other than for normal and recognized executive legislative relationships, for publicity or propaganda purposes, for the preparation, distribution, or use of any kit, pamphlet, booklet, publication, electronic communication, radio, television, or video presentation designed to support or defeat the enactment of legislation before the Congress or any State or local legislature or legislative body, except in presentation to the Congress or any State or local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any State or local government, except in presentation to the executive branch of any State or local government itself.

(b) No part of any appropriation contained in this Act or transferred pursuant to section 4002 of Public Law 111-148 shall be used to pay the salary or expenses of any grant or contract recipient, or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations, regulation, administrative action, or Executive order proposed or pending before the Congress or any State government, State legislature or local legislature or legislative body, other than for normal and recognized executive-legislative relationships or participation by an agency or officer of a State, local or tribal government in policymaking and administrative processes within the executive branch of that government.

(c) The prohibitions in subsections (a) and (b) shall include any activity to advocate or promote any proposed, pending or future Federal, State or local tax increase, or any proposed, pending, or future requirement or restriction on any legal consumer product, including its sale or marketing, including but not limited to the advocacy or promotion of gun control."

(4) Gun Control (Section 218)

"None of the funds made available in this title may be used, in whole or in part, to advocate or promote gun control."

5. **Trafficking in Persons**

This award is subject to the requirements of Section 106 (g) of the Trafficking Victims Protection Act of 2000, as amended (22 U.S.C. 7104)

- Provisions applicable to a recipient that is a private entity.
  - You as the recipient, your employees, subrecipients under this award, and subrecipients' employees may not-

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- Engage in severe forms of trafficking in persons during the period of time that the award is in effect;
- Procure a commercial sex act during the period of time that the award is in effect; or
- Use forced labor in the performance of the award or subawards under the award.
- We as the Federal awarding agency may unilaterally terminate this award, without penalty, if you or a subrecipient that is a private entity -
  - Is determined to have violated a prohibition in paragraph a.1 of this award term; or
  - Has an employee who is determined by the agency official authorized to terminate the award to have violated a prohibition in paragraph a.1 of this award term through conduct that is either-
    - Associated with performance under this award; or
    - Imputed to you or the subrecipient using the standards and due process for imputing the conduct of an individual to an organization that are provided in 2 CFR part 180, "OMB Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," as implemented by our agency at 2 CFR part 376.
- Provision applicable to a recipient other than a private entity. We as the Federal awarding agency may unilaterally terminate this award, without penalty, if a subrecipient that is a private entity-
  - Is determined to have violated an applicable prohibition in paragraph a.1 of this award term; or
  - Has an employee who is determined by the agency official authorized to terminate the award to have violated an applicable prohibition in paragraph a.1 of this award term through conduct that is either-
    - Associated with performance under this award; or
    - Imputed to the subrecipient using the standards and due process for imputing the conduct of an individual to an organization that are provided in 2 CFR part 180, "OMB Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," as implemented by our agency at 2 CFR part 376
- Provisions applicable to any recipient.
  - You must inform us immediately of any information you receive from any source alleging a violation of a prohibition in paragraph a.1 of this award term
  - Our right to terminate unilaterally that is described in paragraph a.2 or b of this section:
    - Implements section 106(g) of the Trafficking Victims Protection Act of 2000 (TVPA), as amended (22 U.S.C. 7104(g)), and
    - Is in addition to all other remedies for noncompliance that are available to us under this award.
  - You must include the requirements of paragraph a.1 of this award term in any subaward you make to a private entity.
- Definitions. For purposes of this award term:
  - "Employee" means either:
    - An individual employed by you or a subrecipient who is engaged in the performance of the project or program under this award; or
    - Another person engaged in the performance of the project or program under this award and not compensated by you including, but not limited to, a volunteer or individual whose services are contributed by a third party as an in-kind contribution toward cost sharing or matching requirements.

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- "Forced labor" means labor obtained by any of the following methods: the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subsection to involuntary servitude, peonage, debt bondage, or slavery.
- "Private entity":
  - Means any entity other than a State, local government, Indian tribe, or foreign public entity, as those terms are defined in 2 CFR 175.25.
  - Includes:
    - A nonprofit organization, including any nonprofit institution of higher education, hospital, or tribal organization other than one included in the definition of Indian tribe at 2 CFR 175.25(b).
    - A for-profit organization.
- "Severe forms of trafficking in persons," "commercial sex act," and "coercion" have the meanings given at section 103 of the TVPA, as amended (22 U.S.C. 7102)

6. The recipient must comply with all terms and conditions outlined in their grant award, including grant policy terms and conditions contained in applicable Department of Health and Human Services (HHS) Grant Policy Statements, and requirements imposed by program statutes and regulations and HHS grant administration regulations, as applicable; as well as any requirements or limitations in any applicable appropriations acts.

## Reporting Requirements

1. The Single Audit Act Amendments of 1996 (31 U.S.C. 7501-7507) combined the audit requirements for all entities under one Act. An audit is required for all entities which expend \$500,000 or more of Federal funds in each fiscal year. The audits are due within 30 days of receipt from the auditor or within 9 months of the end of the fiscal year, whichever occurs first. The audit report when completed should be submitted online to the Federal Audit Clearinghouse at

<http://harvester.census.gov/fac/collect/ddeindex.html>.

2. **NEW FINANCIAL REPORTING REQUIREMENT Federal Financial Reporting (FFR) SF 425:**

The Department of Health and Human Services (HHS) has transitioned from use of the SF-269, Financial Status Report (Short Form or Long Form) to the use of the SF-425 Federal Financial Report for expenditure reporting. SF-269s will no longer be accepted for expenditure reports due after that date. If an SF-269 is submitted, the Office of the Assistant Secretary for Health, Office of Grants Management will return it and require the recipient to complete the SF-425. The SF-425 and instructions for completing the form can be found on the Web at:

[http://www.whitehouse.gov/omb/grants\\_forms](http://www.whitehouse.gov/omb/grants_forms)

1. This reporting requirement supersedes any previously issued FFR reporting table and instructions.
2. Grantees must submit quarterly Federal Financial Reports (FFR) due on the same quarterly

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- period with which the cash reporting is required to be submitted to the Division of Payment Management (DPM) or at the end of a federal fiscal quarter.
3. The quarterly FFR is due 30 days after the end of each reporting period. An annual FFR is due 90 days after the end of each report period or Federal Fiscal Year.
  4. You may view the complete table of the reporting schedule on page two (2) of the Notice of award.
  5. GrantSolutions will automatically issue you a reminder seven (7) days prior to each report due date. If not submitted by the due date, you will receive a message indicating the report is past due.
  6. You may submit the FFR as an attachment via email to your assigned Grants Management Specialist (GMS) and Project Officer (PO). Or you may also upload within GrantSolutions in Grant Notes; if this is performed, please inform your GMS and PO. (NOTE: At this time don't attempt to submit the FFR thru the GrantSolutions FFR Reporting Module. The FFR module isn't fully operational and you may encounter technical problems.)

**CONTACTS**

1. PAYMENT PROCEDURES:

Payments for grants awarded by OASH Program Offices are made through the Division of Payment Management (<http://www.psc.gov/>). Applicant organizations are assigned a 12-digit Entity Identification Number for payment and accounting purposes. That number is an expansion of the 9-digit Employer Identification Number assigned to an organization by the Internal Revenue Service. PMS is administered by the Program Support Center (PSC), HHS. NOTE: Please contact the Division of Payment Management to establish an account.

Inquiries regarding payments should be directed to <http://www.dpm.psc.gov/>; Division of Payment Management, P.O. Box 6021, Rockville, MD 20852; or 1-877-614-5533.

2. Fraud, Abuse and Waste:

The HHS Inspector General maintains a toll-free hotline for receiving information concerning fraud, waste, or abuse under grants and cooperative agreements. Such reports are kept confidential and callers may decline to give their names if they choose to remain anonymous. Office of Inspector General, Department of Health and Human Services, Attn: HOTLINE 330 Independence Ave., SW, Room 5140 Cohen Building, Washington, DC 20201 e-mail [https@os.dhhs.gov](mailto:https@os.dhhs.gov) 1-800-447-8477 (1-800-HHS-TIPS).

3. For assistance on **grants administration** issues please contact: Robin Fuller, Grants Management Specialist, at (240) 453-8830, FAX (240) 453-8823, e-mail [robin.fuller@hhs.gov](mailto:robin.fuller@hhs.gov) or OASH Grants Management Office, 1101 Wootton Parkway, Suite 550, Rockville, MD 20852.



# Washoe County Health District



Public Health  
Prevent. Promote. Protect.

## STAFF REPORT BOARD MEETING DATE: 7/26/12

**DATE:** July 5, 2012

**TO:** District Board of Health

**FROM:** Patsy Buxton, Fiscal Compliance Officer, Washoe County Health District  
775-328-2418, [pbuxton@washoecounty.us](mailto:pbuxton@washoecounty.us) *PB*

**THROUGH:** Eileen Stickney, Administrative Health Services Officer, Washoe County Health District, 775-328-2417, [estickney@washoecounty.us](mailto:estickney@washoecounty.us) *ES*

**SUBJECT:** Approval of Notice of Subgrant Award from the Nevada State Health Division in the amount of \$116,000 (\$58,000-FY13, \$58,000-FY14) for the period July 1, 2012 to June 30, 2014 in support of the Maternal and Child Health (MCH) Program; and if approved authorize the Chairman to execute.

### SUMMARY

The Washoe County District Board of Health must approve and execute, or direct the Health Officer to execute, contracts in excess of \$50,000, Interlocal Agreements and amendments to the adopted budget.

The Washoe County Health District has received a Notice of Subgrant Award from the Nevada State Health Division in the total amount of \$116,000 (\$58,000-FY 13 and \$58,000-FY 14) for the period July 1, 2012 through June 30, 2014 in support of the MCH Program. A copy of the Notice of Subgrant Award is attached.

**District Board of Health strategic priority:** Be assured that mandates are met and needed services are delivered.

BCC Strategic Objective supported by this item: Safe, Secure and Healthy Communities.  
BCC Strategic Outcome supported by this item: Healthy communities.

It also supports the Health District's Home Visiting Program's mission to promote public health by educating and empowering individuals and families to enhance their physical, emotional, mental, and social well being; and through the development of partnerships, promote a safe and healthy community.

AGENDA ITEM # 7.C.2

### **PREVIOUS ACTION**

The Board approved the Notice of Subgrant Award from the Nevada State Health Division in the amount of \$116,000 (\$58,000-FY11, \$58,000-FY12) for the period January 1, 2011 to June 30, 2012 in support of the Maternal and Child Health (MCH) Program on November 18, 2010.

### **BACKGROUND**

The Washoe County Health District received funding via a Notice of Subgrant Award to improve perinatal health outcomes in Washoe County through outreach, case management and support of local and state maternal and child health policies. The Notice of Subgrant Award is in the total amount of \$116,000 and is for the period July 1, 2012 through June 30, 2014.

This award includes partial funding for an existing Public Health Nurse II, auto mileage, operating supplies, food purchase (Trident gum with xylitol for reduction of tooth decay/inflammation and prevention of premature delivery) and incentives such as bus passes and gas cards (non-cash value). The total budgeted amount for these incentive items is \$1,750. Normally incentive/ enabler items do not exceed \$25.00 in value.

### **FISCAL IMPACT**

No budget amendment is necessary at this time.

### **RECOMMENDATION**

Staff recommends that the Washoe County District Board of Health approve the Notice of Subgrant Award from the Nevada State Health Division in the amount of \$116,000 (\$58,000-FY13, \$58,000-FY14) for the period July 1, 2012 to June 30, 2014 in support of the Maternal and Child Health (MCH) Program; and if approved authorize the Chairman to execute.

### **POSSIBLE MOTION**

Move to approve the Notice of Subgrant Award from the Nevada State Health Division in the amount of \$116,000 (\$58,000-FY13, \$58,000-FY14) for the period July 1, 2012 to June 30, 2014 in support of the Maternal and Child Health (MCH) Program; and authorize the Chairman to execute.

**HEALTH DIVISION**

(hereinafter referred to as the DIVISION)

Budget Account #: 3222

Category #: 15 GF/12

GL #: \_\_\_\_\_

**NOTICE OF SUBGRANT AWARD**

<b>Program Name:</b> Maternal and Child Health Bureau of Child, Family & Community Wellness Nevada State Health Division		<b>Subgrantee Name:</b> Washoe County Health District FO - 10007 IO - 10828	
<b>Address:</b> 4150 Technology Way, Suite # 210 Carson City, NV 89706-2009		<b>Address:</b> P.O. Box 11130 Reno, NV 89520-0027	
<b>Subgrant Period:</b> July 1, 2012 through June 30, 2014		<b>Subgrantee's EIN#:</b> 88-6000138 <b>Vendor#:</b> T-40283400 <b>Dun &amp; Bradstreet#:</b> 73-786-998	
<b>Reason for Award:</b> Improved outcomes for Maternal and Child Health populations in Washoe County based on national and state performance measures.			
<b>County(ies) to be served:</b> ( ) Statewide (x) Specific county or counties: <u>Washoe</u>			
<b>Approved Budget Categories:</b>			
1. Personnel	\$	102,896	
2. Travel	\$	6,004	
3. Operating	\$	0	
4. Supplies	\$	7,100	
5. Contractual/Consultant	\$	0	
6. Training	\$	0	
7. Other	\$	0	
<b>Total Cost</b>		\$	<b>116,000</b>
<b>Disbursement of funds will be as follows:</b> Payment will be made upon receipt and acceptance of an invoice and supporting documentation specifically requesting reimbursement for actual expenditures <i>specific to this subgrant</i> . Total reimbursement will not exceed \$ <b>116,000.00</b> during the subgrant period and <b>\$58,000</b> per budget period.			
<b>Source of Funds:</b>		<b>% of Funds:</b>	<b>CFDA#:</b>
1. Maternal and Child Health Block Grant		<b>57% (66,120)</b>	<b>93.994</b>
2. State General Funds		<b>43% (49,880)</b>	<b>N/A</b>
<b>Federal Grant #:</b>		<b>BO4MC23393</b>	
<b>Terms and Conditions</b> In accepting these grant funds, it is understood that:			
1. Expenditures must comply with appropriate state and/or federal regulations.			
2. This award is subject to the availability of appropriate funds.			
3. Recipient of these funds agrees to stipulations listed in Sections A, B, and C of this subgrant award.			
Eileen Stickney Administrative Health Services Officer	Signature		Date
Deborah Aquino Program Manager			6/27/12
Deborah Harris Bureau Chief			6/28/12
Richard Whitley, MS Administrator, Health Division			



9. Subgrantee certifies, by signing this subgrant, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency. This certification is made pursuant to regulations implementing Executive Order 12549, Debarment and Suspension, 28 C.F.R. pt. 67 § 67.510, as published as pt. VII of May 26, 1988, Federal Register (pp.19150-19211). This provision shall be required of every Subgrantee receiving any payment in whole or in part from federal funds.
10. Subgrantee agrees, whether expressly prohibited by federal, state, or local law, or otherwise, that no funding associated with this subgrant will be used for any purpose associated with or related to lobbying or influencing or attempting to lobby or influence for any purpose the following:
  - a. any federal, state, county or local agency, legislature, commission, council, or board;
  - b. any federal, state, county or local legislator, commission member, council member, board member, or other elected official; or
  - c. any officer or employee of any federal, state, county or local agency, legislature, commission, council, or board.
11. Health Division subgrants are subject to inspection and audit by representatives of the Health Division, Nevada Department of Health and Human Services, the State Department of Administration, the Audit Division of the Legislative Counsel Bureau or other appropriate state or federal agencies to
  - a. verify financial transactions and determine whether funds were used in accordance with applicable laws, regulations and procedures;
  - b. ascertain whether policies, plans and procedures are being followed;
  - c. provide management with objective and systematic appraisals of financial and administrative controls, including information as to whether operations are carried out effectively, efficiently and economically; and
  - d. determine reliability of financial aspects of the conduct of the project.
12. Any audit of Subgrantee's expenditures will be performed in accordance with Generally Accepted Government Auditing Standards to determine there is proper accounting for and use of subgrant funds. It is the policy of the Health Division (as well as a federal requirement as specified in the Office of Management and Budget (OMB) Circular A-133 [Revised June 27<sup>th</sup>, 2003]) that each grantee annually expending \$500,000 or more in federal funds have an annual audit prepared by an independent auditor in accordance with the terms and requirements of the appropriate circular. **A COPY OF THE FINAL AUDIT REPORT MUST BE SENT TO THE NEVADA STATE HEALTH DIVISION, ATTN: ADMINISTRATIVE SERVICES OFFICER IV, 4150 TECHNOLOGY WAY, SUITE 300, CARSON CITY, NEVADA 89706-2009, within nine (9) months of the close of the Subgrantee's fiscal year. To ensure this requirement is met Section D of this subgrant must be filled out and signed.**

**HEALTH DIVISION  
NOTICE OF SUBGRANT AWARD  
SECTION B**

Description of services, scope of work, deliverables and reimbursement

Washoe County Health District (WCHD), hereinafter referred to as Subgrantee, agrees to provide the following services and reports for the period of July 1, 2012 through June 30, 2014 according to the identified timeframes. Subgrantee understands that funding is directly tied to the accomplishment of the following objectives:

<b>Objective</b>	<b>Activities</b>	<b>Date due by</b>	<b>Evaluation Documentation</b>
<p><b>Goal 1: Improve perinatal health outcomes in Washoe County through outreach, case management and support of local and state maternal and child health policies.</b></p> <p>1a) Screen positive newborns, receive timely follow-up to definitive diagnosis in partnership with State sponsored newborn screening programs.</p>	<p>1. Provide follow-up referral services with Washoe County families with an infant that tests positive for metabolic disorders in the Newborn Screening program of the Nevada State Health Division (less than two per year expected).</p>	<p>Ongoing</p>	<p>Quarterly Reports</p>
<p>2b) Teen pregnancy rates reduced.</p>	<p>1. In partnership with Title X's Region IX Family Planning Programs and other public health programs, disseminate preconception health recommendations to targeted populations and health care providers.</p>	<p>Ongoing</p>	<p>Quarterly Reports</p>
<p>3c) Mothers to breastfeed their infants at six months of age.</p>	<p>2. Provide preconception health training program to health care providers.</p>	<p>Annually</p>	<p>Quarterly Report corresponding to training program completion.</p>
	<p>1. Educate pregnant women about the importance of breastfeeding. Provide encouragement and support of breastfeeding during all interventions.</p>	<p>Ongoing</p>	<p>Quarterly Reports</p>
	<p>2. Provide lactation consultation to enrolled women during the Postpartum period.</p>	<p>Ongoing</p>	<p>Quarterly Reports</p>
	<p>3. Increase Public Health Nursing (PHN) skills to provide</p>	<p>Ongoing</p>	<p>Quarterly Reports</p>

Lactation counseling.				
4d) Pregnant women to receive prenatal care beginning in the first trimester.	<p>1. Pregnant women who plan to continue their pregnancy to term. Outreach conducted by PHN will be with agencies that provide pregnancy testing, nutritional supplementation (i.e. WIC) and child protection services.</p> <p>2. Services will be provided to teens and other high risk populations during pregnancy to promote access to early sustained prenatal care; provide health education; and link clients to Medicaid, dental care, and other essential services such as mental health treatment.</p> <ol style="list-style-type: none"> <li>Conduct activities that reduce low birth weight and very low birth weight (NPM17).</li> <li>Identify women at risk for VLBW (women with chronic health problems including overweight or obesity, diabetes, cardiac disease, hypertension) during outreach activities.</li> <li>Provide case management service including intensive education on risk reduction strategies and referrals to services that address risk such as: dental care, smoking cessation, nutritional support, stress management and social support.</li> </ol>	Ongoing		Quarterly Reports
		Ongoing		Quarterly Reports
<b>Goal 2: Women who are pregnant, or intending to become pregnant, abstain from alcohol, tobacco and other drugs.</b>				
	Objective		Date due by	Evaluation Documentation
2a) Women of childbearing age are screened for alcohol and drug use. When warranted, women are offered counseling and referred for treatment services.	<p>Activities</p> <ol style="list-style-type: none"> <li>Utilizing standardized screening tool (i.e., 4 P's Plus Screening tool, etc.) to assess female clients of childbearing age receiving services in the clinics for alcohol, tobacco and drug use.</li> <li>When indicated by screening results, provide counseling and referrals for appropriate substance treatment services.</li> <li>Report quarterly screening findings, the number of women screened and the number of women provided referrals for substance abuse treatment.</li> </ol>	Ongoing		Quarterly Reports
		Ongoing		Quarterly Reports
		Ongoing		Quarterly Reports
<b>Goal 3: Women of childbearing age, who are victims of domestic violence, receive appropriate referral services.</b>				

Objective	Activities	Date due by	Evaluation Documentation
3a) Subgrantee will screen all women of childbearing age for domestic violence exposure and make appropriate service referrals when warranted.	1. Incorporate domestic violence screenings into other health services provided to women of childbearing age.  2. Report quarterly the number of women screened for domestic violence.  3. Report quarterly the number of referrals provided to women experiencing domestic violence.	Ongoing	Quarterly Reports
<b>Goal 4:</b> Women of childbearing age are routinely screened for depression and receive referral services, when screening is positive.	<b>Objective</b> 1. Incorporate depression screenings into other health services provided to women of childbearing age.  2. Report quarterly the number of women screened.  3. Report quarterly the number of women provided referrals.	Ongoing	Quarterly Reports
<b>Goal 5:</b> Collaborative maternal and child health systems are in place and supported.	<b>Objective</b> 1. Identify an agency representative and a back-up representative to serve as a liaison to local, regional and statewide maternal and child health stakeholder groups.  2. Subgrantee is represented at MCH public meetings and regional and statewide coalitions.	Ongoing	Evaluation Documentation Provide liaisons' contact information to Maternal and Child Health Program Manager, as well as to regional and statewide MCH coalitions.  Meeting minutes, notes, agendas, or other documents, as appropriate.

	<p>3. Report on collaborations and networking with other MCH stakeholders.</p>	Ongoing	Quarterly Reports
	<p>4. Cooperatively work with WIC, Family Resource Centers, Family to Family, and parent support agencies to promote integrated service delivery to clients.</p>	Ongoing	Quarterly Reports

Subgrantee will:

- Produce quarterly reports summarizing subgrant activities. These reports will be aggregate data only and will not contain any protected health information. Quarterly report template provided as Attachment A.

Subgrantee agrees to adhere to the following budget:

1. Personnel	\$ 102,896	Public Health Nurse II (48% of 1.0 FTE)
2. Travel	\$ 6,004	
3. Operating	\$ 0	
4. Supplies	\$ 7,100	
5. Training	\$ 0	
6. Other	\$ 0	
<b>Total Cost</b>	<b>\$ 116,000</b>	

- There is a 10% per line item of flexibility in the shifting of funds from one category to another. The Subgrantee **MUST** notify and obtain written (via email is adequate), prior authorization for such modifications beyond the 10%.
- Equipment purchased with these funds belongs to the federal program from which this funding was appropriated and shall be returned to the program upon termination of this agreement.
- Travel expenses, per diem, and other related expenses must conform to the procedures and rates allowed for State officers and employees. It is the Policy of the Board of Examiners to restrict contractors/Subgrantees to the same rates and procedures allowed State Employees. The State of Nevada reimburses at rates comparable to the rates established by the US General Services Administration, with some exceptions (State Administrative Manual 0200.0 and 0320.0).

Subgrantee agrees to request reimbursement according to the schedule specified below for the actual expenses incurred related to the Scope of Work during the subgrant period.

- To provide culturally and linguistically competent services to target population.
- Requests for Reimbursement will be accompanied by supporting documentation, including a line item description of expenses incurred;
- Additional expenditure detail will be provided upon request from the Division.

Additionally, the Subgrantee agrees to provide:

- A complete financial accounting of all expenditures to the Health Division within 30 days of the CLOSE OF THE SUBGRANT PERIOD. Any un-obligated funds shall be returned to the Health Division at that time, or if not already requested, shall be deducted from the final award.

**The Nevada State Health Division agrees:**

- This subgrant is funded by the MCH Block Grant by HRSA. MCH Block Grant dollars must produce the deliverables and expectations to meet the annual MCH Block Grant's target performance indicators. NSHD will provide support to meet these guidelines in the following ways:
  - Offer assistance/information or referral to training resources during the funding period.
  - Process the reimbursement requests timely and share the data reported appropriately.
  - Provide technical assistance, upon request from the Subgrantee;
  - Liaison with DHCFP on the behalf of Subgrantee when helpful
  - Provide technical assistance and support to provide culturally competent and family-centered services
  - Coordinate recommendations from the Maternal and Child Health Advisory Board on priority outcomes and Referral/outreach activities.
  - Conduct at least one scheduled site visit during the subgrant period.
- The Health Division reserves the right to hold reimbursement under this subgrant until any delinquent forms, reports, and expenditure documentation are submitted to and accepted by the Health Division.

**Both parties agree:**

The Subgrantee will, in the performance of the Scope of Work specified in this subgrant, perform functions and/or activities that involve the use and/or disclosure of Protected Health Information (PHI); therefore, the Subgrantee is considered a Business Associate of the Health Division.

- Both parties agree that no work related to this subgrant may begin until a Business Associate Agreement has been signed and placed on file with the Nevada State Health Division's Administration Office. To satisfy this requirement, for this agreement, fill out and sign Section E.

(Note: If this paragraph is applicable to the work being performed, select the appropriate bullet and delete the other. If the Subgrantee will not be involved with PHI for this specific agreement, delete this paragraph in its entirety.)

- This subgrant may be extended up to a maximum term of four years upon agreement of both parties and if funding is available.

All reports of expenditures and requests for reimbursement processed by the Health Division are SUBJECT TO AUDIT.

This subgrant agreement may be TERMINATED by either party prior to the date set forth on the Notice of Subgrant Award, provided the termination shall not be effective until 30 days after a party has served written notice upon the other party. This agreement may be terminated by mutual consent of both parties or unilaterally by either party without cause. The parties expressly agree that this Agreement shall be terminated immediately if for any reason the Health Division, state, and/or federal funding ability to satisfy this Agreement is withdrawn, limited, or impaired.

**HEALTH DIVISION  
NOTICE OF SUBGRANT AWARD  
SECTION C  
Financial Reporting Requirements**

- ☞ A Request for Reimbursement is due on a **monthly or quarterly** basis, based on the terms of the subgrant agreement, no later than the 15<sup>th</sup> of the month.
- ☞ Reimbursement is based on **actual** expenditures incurred during the period being reported.
- ☞ Payment will not be processed without all reporting being current.
- ☞ Reimbursement may only be claimed for expenditures approved within the Notice of Subgrant Award.
- ☞ **PLEASE REPORT IN WHOLE DOLLARS**

Provide the following information on the top portion of the form: Subgrantee name and address where the check is to be sent, Health Division (subgrant) number, Bureau program number, draw number, employer I.D. number (EIN) and Vendor number.

An explanation of the form is provided below.

**A. Approved Budget:** List the approved budget amounts in this column by category.

**B. Total Prior Requests:** List the **total** expenditures for all previous reimbursement periods in this column, for each category, by entering the numbers found on Lines 1-8, Column D on the **previous** Request for Reimbursement/Advance Form. If this is the first request for the subgrant period, the amount in this column equals zero.

**C. Current Request:** List the **current** expenditures requested at this time for reimbursement in this column, for each category.

**D. Year to Date Total:** Add Column B and Column C for each category.

**E. Budget Balance:** Subtract Column D from Column A for each category.

**F. Percent Expended:** Divide Column D by Column A for each category and total. Monitor this column; it will help to determine if/when an amendment is necessary. Amendments **MUST** be completed (including all approving signatures) 30 days **prior** to the end of the subgrant period.

***\* An Expenditure Report/Backup that summarizes, by expenditure GL, the amounts being claimed in column 'C' is required.***



## Nevada Department of Health and Human Services

Health Division # 13023  
 Bureau Program # 3222/15/12  
 GL # 8516  
 Draw #:

### HEALTH DIVISION

#### REQUEST FOR REIMBURSEMENT

<b>Program Name:</b> Maternal Child Health Bureau of Child, Family & Community Wellness	<b>Subgrantee Name:</b> Washoe County Health District
<b>Address:</b> 4150 Technology Way, Ste. 210 Carson City, NV 89706	<b>Address:</b> PO Box 11130 Reno NV, 89520
<b>Subgrant Period:</b> July 1, 2012 through June 30, 2014	<b>Subgrantee EIN#:</b> 88-6000138 <b>Subgrantee Vendor#:</b> T-40283400

#### FINANCIAL REPORT AND REQUEST FOR FUNDS

(report in whole dollars; must be accompanied by expenditure report/back-up)

Month(s):

Calendar Year:

Approved Budget Category	A Approved Budget	B Total Prior Requests	C Current Request	D Year To Date Total	E Budget Balance	F Percent Expended
1 Personnel	\$ 102,896	\$ 0	\$ 0	\$ 0	102,896	0%
2 Travel	\$ 6,004	\$ 0	\$ 0	\$ 0	6,004	0%
3 Operating	\$ 0	\$ 0	\$ 0	\$ 0	0	0%
4 Supplies	\$ 7,100	\$ 0	\$ 0	\$ 0	7,100	0%
5 Contract/Consultant	\$ 0	\$ 0	\$ 0	\$ 0	0	0%
6 Training	\$ 0	\$ 0	\$ 0	\$ 0	0	0%
7 Other	\$ 0	\$ 0	\$ 0	\$ 0	0	0%
8 <b>Total</b>	\$ 116,000	\$ 0	\$ 0	\$ 0	116,000	0%

This report is true and correct to the best of my knowledge.

Authorized Signature \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Reminder: Request for Reimbursement cannot be processed without an expenditure report/backup. Reimbursement is only allowed for items contained within Subgrant Award documents. If applicable, travel claims must accompany report.

#### FOR HEALTH DIVISION USE ONLY

Program contact necessary?  Yes  No Contact Person: \_\_\_\_\_

Reason for contact: \_\_\_\_\_

Fiscal review/approval date: \_\_\_\_\_ Signed: \_\_\_\_\_

Scope of Work review/approval date: \_\_\_\_\_ Signed: \_\_\_\_\_

ASO or Bureau Chief (as required): \_\_\_\_\_ Date: \_\_\_\_\_

**HEALTH DIVISION**  
**NOTICE OF SUBGRANT AWARD**  
**SECTION D**

NEVADA STATE HEALTH DIVISION  
AUDIT INFORMATION REQUEST

1. Non-Federal entities that expend \$500,000.00 or more in total Federal Awards are required to have a single or program-specific audit conducted for that year, in accordance with *OMB Circular A-133*. A COPY OF THE FINAL AUDIT REPORT MUST BE SENT TO THE NEVADA STATE HEALTH DIVISION, ATTN: ADMINISTRATIVE SERVICES OFFICER IV, 4150 TECHNOLOGY WAY, SUITE 300, CARSON CITY, NEVADA 89706-2009, within nine (9) months of the close of your fiscal year.
  
2. Did your organization expend \$500,000.00 or more in all Federal Awards during your most recent fiscal year? YES \_\_\_\_ NO \_\_\_\_
  
3. When does your fiscal year end? \_\_\_\_\_
  
4. How often is your organization audited? \_\_\_\_\_
  
5. When was your last audit performed? \_\_\_\_\_
  
6. What time period did it cover? \_\_\_\_\_
  
7. Which accounting firm conducted the audit? \_\_\_\_\_

---

SIGNATURE

TITLE

DATE

## SECTION E

### BUSINESS ASSOCIATE ADDENDUM

BETWEEN

*Nevada State Health Division*  
Hereinafter referred to as the "Covered Entity"

and  
Washoe County Health District

---

Hereinafter referred to as the "Business Associate".

**PURPOSE.** In order to comply with the requirements of HIPAA and the HITECH Act, this Addendum is hereby added and made part of the Contract between the Covered Entity and the Business Associate. This Addendum establishes the obligations of the Business Associate and the Covered Entity as well as the permitted uses and disclosures by the Business Associate of protected health information it may possess by reason of the Contract. The Covered Entity and the Business Associate shall protect the privacy and provide for the security of protected health information disclosed to the Business Associate pursuant to the Contract and in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 ("HIPAA"), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-5 ("the HITECH Act"), and regulation promulgated there under by the U.S. Department of Health and Human Services (the "HIPAA Regulations") and other applicable laws.

**WHEREAS,** the Business Associate will provide certain services to the Covered Entity, and, pursuant to such arrangement, the Business Associate is considered a business associate of the Covered Entity as defined in HIPAA, the HITECH Act, the Privacy Rule and Security Rule; and

**WHEREAS,** Business Associate may have access to and/or receive from the Covered Entity certain protected health information, in fulfilling its responsibilities under such arrangement; and

**WHEREAS,** the HIPAA Regulations, the HITECH Act, the Privacy Rule and the Security Rule require the Covered Entity to enter into a contract containing specific requirements of the Business Associate prior to the disclosure of protected health information, as set forth in, but not limited to, 45 CFR Parts 160 & 164 and Public Law 111-5.

**THEREFORE,** in consideration of the mutual obligations below and the exchange of information pursuant to this Addendum, and to protect the interests of both Parties, the Parties agree to all provisions of this Addendum.

I. **DEFINITIONS.** The following terms shall have the meaning ascribed to them in this Section. Other capitalized terms shall have the meaning ascribed to them in the context in which they first appear.

1. **Breach** means the unauthorized acquisition, access, use, or disclosure of protected health information which compromises the security or privacy of the protected health information. The full definition of breach can be found in 42 USC 17921 and 45 CFR 164.402.
2. **Business Associate** shall mean the name of the organization or entity listed above and shall have the meaning given to the term under the Privacy and Security Rule and the HITECH Act. For full definition refer to 45 CFR 160.103.
3. **CFR** stands for the Code of Federal Regulations.
4. **Contract** shall refer to this Addendum and that particular Contract to which this Addendum is made a part.
5. **Covered Entity** shall mean the name of the Division listed above and shall have the meaning given to such term under the Privacy Rule and the Security Rule, including, but not limited to 45 CFR 160.103.
6. **Designated Record Set** means a group of records that includes protected health information and is maintained by or for a covered entity or the Business Associate that includes, but is not limited to, medical, billing, enrollment, payment, claims adjudication, and case or medical management records. Refer to 45 CFR 164.501 for the complete definition.
7. **Disclosure** means the release, transfer, provision of, access to, or divulging in any other manner of information outside the entity holding the information as defined in 45 CFR 160.103.

8. **Electronic Protected Health Information** means individually identifiable health information transmitted by electronic media or maintained in electronic media as set forth under 45 CFR 160.103.
9. **Electronic Health Record** means an electronic record of health-related information on an individual that is created, gathered, managed, and consulted by authorized health care clinicians and staff. Refer to 42 USC 17921.
10. **Health Care Operations** shall have the meaning given to the term under the Privacy Rule at 45 CFR 164.501.
11. **Individual** means the person who is the subject of protected health information and is defined in 45 CFR 160.103.
12. **Individually Identifiable Health Information** means health information, in any form or medium, including demographic information collected from an individual, that is created or received by a covered entity or a business associate of the covered entity and relates to the past, present, or future care of the individual. Individually identifiable health information is information that identifies the individual directly or there is a reasonable basis to believe the information can be used to identify the individual. Refer to 45 CFR 160.103.
13. **Parties** shall mean the Business Associate and the Covered Entity.
14. **Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 CFR Parts 160 and 164, Subparts A, D and E.
15. **Protected Health Information** means individually identifiable health information transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form or medium. Refer to 45 CFR 160.103 for the complete definition.
16. **Required by Law** means a mandate contained in law that compels an entity to make a use or disclosure of protected health information and that is enforceable in a court of law. This includes, but is not limited to: court orders and court-ordered warrants; subpoenas, or summons issued by a court; and statutes or regulations that require the provision of information if payment is sought under a government program providing public benefits. For the complete definition refer to 45 CFR 164.103.
17. **Secretary** shall mean the Secretary of the federal Department of Health and Human Services (HHS) or the Secretary's designee.
18. **Security Rule** shall mean the HIPAA regulation that is codified at 45 CFR Parts 160 and 164 Subparts A and C.
19. **Unsecured Protected Health Information** means protected health information that is not rendered unusable, unreadable, or indecipherable to unauthorized individuals through the use of a technology or methodology specified by the Secretary in the guidance issued in Public Law 111-5. Refer to 42 USC 17932 and 45 CFR 164.402.
20. **USC** stands for the United States Code.

## II. OBLIGATIONS OF THE BUSINESS ASSOCIATE.

1. **Access to Protected Health Information.** The Business Associate will provide, as directed by the Covered Entity, an individual or the Covered Entity access to inspect or obtain a copy of protected health information about the Individual that is maintained in a designated record set by the Business Associate or, its agents or subcontractors, in order to meet the requirements of the Privacy Rule, including, but not limited to 45 CFR 164.524 and 164.504(e) (2) (ii) (E). If the Business Associate maintains an electronic health record, the Business Associate or, its agents or subcontractors shall provide such information in electronic format to enable the Covered Entity to fulfill its obligations under the HITECH Act, including, but not limited to 42 USC 17935.
2. **Access to Records.** The Business Associate shall make its internal practices, books and records relating to the use and disclosure of protected health information available to the Covered Entity and to the Secretary for purposes of determining Business Associate's compliance with the Privacy and Security Rule in accordance with 45 CFR 164.504(e)(2)(ii)(H).
3. **Accounting of Disclosures.** Promptly, upon request by the Covered Entity or individual for an accounting of disclosures, the Business Associate and its agents or subcontractors shall make available to the Covered Entity or the individual information required to provide an accounting of disclosures in accordance with 45 CFR 164.528, and the HITECH Act, including, but not limited to 42 USC 17935. The accounting of disclosures, whether electronic or other media, must include the requirements as outlined under 45 CFR 164.528(b).
4. **Agents and Subcontractors.** The Business Associate must ensure all agents and subcontractors to whom it provides protected health information agree in writing to the same restrictions and conditions that apply to the Business Associate with respect to all protected health information accessed, maintained, created, retained, modified, recorded, stored, destroyed, or otherwise held, transmitted, used or disclosed by the agent or subcontractor. The Business Associate must implement and maintain sanctions against agents and subcontractors that violate such restrictions and conditions and shall mitigate the effects of any such violation as outlined under 45 CFR 164.530(f) and 164.530(e)(1).

5. **Amendment of Protected Health Information.** The Business Associate will make available protected health information for amendment and incorporate any amendments in the designated record set maintained by the Business Associate or, its agents or subcontractors, as directed by the Covered Entity or an individual, in order to meet the requirements of the Privacy Rule, including, but not limited to, 45 CFR 164.526.
6. **Audits, Investigations, and Enforcement.** The Business Associate must notify the Covered Entity immediately upon learning the Business Associate has become the subject of an audit, compliance review, or complaint investigation by the Office of Civil Rights or any other federal or state oversight agency. The Business Associate shall provide the Covered Entity with a copy of any protected health information that the Business Associate provides to the Secretary or other federal or state oversight agency concurrently with providing such information to the Secretary or other federal or state oversight agency. The Business Associate and individuals associated with the Business Associate are solely responsible for all civil and criminal penalties assessed as a result of an audit, breach, or violation of HIPAA or HITECH laws or regulations. Reference 42 USC 17937.
7. **Breach or Other Improper Access, Use or Disclosure Reporting.** The Business Associate must report to the Covered Entity, in writing, any access, use or disclosure of protected health information not permitted by the Contract, Addendum or the Privacy and Security Rules. The Covered Entity must be notified immediately upon discovery or the first day such breach or suspected breach is known to the Business Associate or by exercising reasonable diligence would have been known by the Business Associate in accordance with 45 CFR 164.410, 164.504(e)(2)(ii)(C) and 164.308(b) and 42 USC 17921. The Business Associate must report any improper access, use or disclosure of protected health information by: the Business Associate or its agents or subcontractors. In the event of a breach or suspected breach of protected health information, the report to the Covered Entity must be in writing and include the following: a brief description of the incident; the date of the incident; the date the incident was discovered by the Business Associate; a thorough description of the unsecured protected health information that was involved in the incident; the number of individuals whose protected health information was involved in the incident; and the steps the Business Associate is taking to investigate the incident and to protect against further incidents. The Covered Entity will determine if a breach of unsecured protected health information has occurred and will notify the Business Associate of the determination. If a breach of unsecured protected health information is determined, the Business Associate must take prompt corrective action to cure any such deficiencies and mitigate any significant harm that may have occurred to individual(s) whose information was disclosed inappropriately.
8. **Breach Notification Requirements.** If the Covered Entity determines a breach of unsecured protected health information by the Business Associate has occurred, the Business Associate will be responsible for notifying the individuals whose unsecured protected health information was breached in accordance with 42 USC 17932 and 45 CFR 164.404 through 164.406. The Business Associate must provide evidence to the Covered Entity that appropriate notifications to individuals and/or media, when necessary, as specified in 45 CFR 164.404 and 45 CFR 164.406 has occurred. The Business Associate is responsible for all costs associated with notification to individuals, the media or others as well as costs associated with mitigating future breaches. The Business Associate must notify the Secretary of all breaches in accordance with 45 CFR 164.408 and must provide the Covered Entity with a copy of all notifications made to the Secretary.
9. **Breach Pattern or Practice by Covered Entity.** Pursuant to 42 USC 17934, if the Business Associate knows of a pattern of activity or practice of the Covered Entity that constitutes a material breach or violation of the Covered Entity's obligations under the Contract or Addendum, the Business Associate must immediately report the problem to the Secretary.
10. **Data Ownership.** The Business Associate acknowledges that the Business Associate or its agents or subcontractors have no ownership rights with respect to the protected health information it accesses, maintains, creates, retains, modifies, records, stores, destroys, or otherwise holds, transmits, uses or discloses.
11. **Litigation or Administrative Proceedings.** The Business Associate shall make itself, any subcontractors, employees, or agents assisting the Business Associate in the performance of its obligations under the Contract or Addendum, available to the Covered Entity, at no cost to the Covered Entity, to testify as witnesses, or otherwise, in the event litigation or administrative proceedings are commenced against the Covered Entity, its administrators or workforce members upon a claimed violation of HIPAA, the Privacy and Security Rule, the HITECH Act, or other laws relating to security and privacy.
12. **Minimum Necessary.** The Business Associate and its agents and subcontractors shall request, use and disclose only the minimum amount of protected health information necessary to accomplish the purpose of the request, use or disclosure in accordance with 42 USC 17935 and 45 CFR 164.514(d)(3).
13. **Policies and Procedures.** The Business Associate must adopt written privacy and security policies and procedures and documentation standards to meet the requirements of HIPAA and the HITECH Act as described in 45 CFR 164.316 and 42 USC 17931.
14. **Privacy and Security Officer(s).** The Business Associate must appoint Privacy and Security Officer(s) whose responsibilities shall include: monitoring the Privacy and Security compliance of the Business Associate; development and implementation of the Business Associate's HIPAA Privacy and Security policies and procedures; establishment of Privacy and Security training programs; and development and

implementation of an incident risk assessment and response plan in the event the Business Associate sustains a breach or suspected breach of protected health information.

15. **Safeguards.** The Business Associate must implement safeguards as necessary to protect the confidentiality, integrity, and availability of the protected health information the Business Associate accesses, maintains, creates, retains, modifies, records, stores, destroys, or otherwise holds, transmits, uses or discloses on behalf of the Covered Entity. Safeguards must include administrative safeguards (e.g., risk analysis and designation of security official), physical safeguards (e.g., facility access controls and workstation security), and technical safeguards (e.g., access controls and audit controls) to the confidentiality, integrity and availability of the protected health information, in accordance with 45 CFR 164.308, 164.310, 164.312, 164.316 and 164.504(e)(2)(ii)(B). Sections 164.308, 164.310 and 164.312 of the CFR apply to the Business Associate of the Covered Entity in the same manner that such sections apply to the Covered Entity. Technical safeguards must meet the standards set forth by the guidelines of the National Institute of Standards and Technology (NIST). The Business Associate agrees to only use, or disclose protected health information as provided for by the Contract and Addendum and to mitigate, to the extent practicable, any harmful effect that is known to the Business Associate, of a use or disclosure, in violation of the requirements of this Addendum as outlined under 45 CFR 164.530(e)(2)(f).
16. **Training.** The Business Associate must train all members of its workforce on the policies and procedures associated with safeguarding protected health information. This includes, at a minimum, training that covers the technical, physical and administrative safeguards needed to prevent inappropriate uses or disclosures of protected health information; training to prevent any intentional or unintentional use or disclosure that is a violation of HIPAA regulations at 45 CFR 160 and 164 and Public Law 111-5; and training that emphasizes the criminal and civil penalties related to HIPAA breaches or inappropriate uses or disclosures of protected health information. Workforce training of new employees must be completed within 30 days of the date of hire and all employees must be trained at least annually. The Business Associate must maintain written records for a period of six years. These records must document each employee that received training and the date the training was provided or received.
17. **Use and Disclosure of Protected Health Information.** The Business Associate must not use or further disclose protected health information other than as permitted or required by the Contract or as required by law. The Business Associate must not use or further disclose protected health information in a manner that would violate the requirements of the HIPAA Privacy and Security Rule and the HITECH Act.

III. **PERMITTED AND PROHIBITED USES AND DISCLOSURES BY THE BUSINESS ASSOCIATE.** The Business Associate agrees to these general use and disclosure provisions:

1. **Permitted Uses and Disclosures:**

- a. Except as otherwise limited in this Addendum, the Business Associate may use or disclose protected health information to perform functions, activities, or services for, or on behalf of, the Covered Entity as specified in the Contract, provided that such use or disclosure would not violate the HIPAA Privacy and Security Rule or the HITECH Act, if done by the Covered Entity in accordance with 45 CFR 164.504(e) (2) (i) and 42 USC 17935 and 17936.
- b. Except as otherwise limited by this Addendum, the Business Associate may use or disclose protected health information received by the Business Associate in its capacity as a Business Associate of the Covered Entity, as necessary, for the proper management and administration of the Business Associate, to carry out the legal responsibilities of the Business Associate, as required by law or for data aggregation purposes in accordance with 45 CFR 164.504(e)(2)(A), 164.504(e)(4)(i)(A), and 164.504(e)(2)(i)(B).
- c. Except as otherwise limited in this Addendum, if the Business Associate discloses protected health information to a third party, the Business Associate must obtain, prior to making any such disclosure, reasonable written assurances from the third party that such protected health information will be held confidential pursuant to this Addendum and only disclosed as required by law or for the purposes for which it was disclosed to the third party. The written agreement from the third party must include requirements to immediately notify the Business Associate of any breaches of confidentiality of protected health information to the extent it has obtained knowledge of such breach. Refer to 45 CFR 164.502 and 164.504 and 42 USC 17934.
- d. The Business Associate may use or disclose protected health information to report violations of law to appropriate federal and state authorities, consistent with 45 CFR 164.502(j)(1).

2. **Prohibited Uses and Disclosures:**

- a. Except as otherwise limited in this Addendum, the Business Associate shall not disclose protected health information to a health plan for payment or health care operations purposes if the patient has required this special restriction, and has paid out of pocket in full for the health care item or service to which the protected health information relates in accordance with 42 USC 17935.
- b. The Business Associate shall not directly or indirectly receive remuneration in exchange for any protected health information, as specified by 42 USC 17935, unless the Covered Entity obtained a valid

authorization, in accordance with 45 CFR 164.508 that includes a specification that protected health information can be exchanged for remuneration.

#### IV. OBLIGATIONS OF COVERED ENTITY

1. The Covered Entity will inform the Business Associate of any limitations in the Covered Entity's Notice of Privacy Practices in accordance with 45 CFR 164.520, to the extent that such limitation may affect the Business Associate's use or disclosure of protected health information.
2. The Covered Entity will inform the Business Associate of any changes in, or revocation of, permission by an individual to use or disclose protected health information, to the extent that such changes may affect the Business Associate's use or disclosure of protected health information.
3. The Covered Entity will inform the Business Associate of any restriction to the use or disclosure of protected health information that the Covered Entity has agreed to in accordance with 45 CFR 164.522 and 42 USC 17935, to the extent that such restriction may affect the Business Associate's use or disclosure of protected health information.
4. Except in the event of lawful data aggregation or management and administrative activities, the Covered Entity shall not request the Business Associate to use or disclose protected health information in any manner that would not be permissible under the HIPAA Privacy and Security Rule and the HITECH Act, if done by the Covered Entity.

#### V. TERM AND TERMINATION

##### 1. **Effect of Termination:**

- a. Except as provided in paragraph (b) of this section, upon termination of this Addendum, for any reason, the Business Associate will return or destroy all protected health information received from the Covered Entity or created, maintained, or received by the Business Associate on behalf of the Covered Entity that the Business Associate still maintains in any form and the Business Associate will retain no copies of such information.
  - b. If the Business Associate determines that returning or destroying the protected health information is not feasible, the Business Associate will provide to the Covered Entity notification of the conditions that make return or destruction infeasible. Upon a mutual determination that return or destruction of protected health information is infeasible, the Business Associate shall extend the protections of this Addendum to such protected health information and limit further uses and disclosures of such protected health information to those purposes that make return or destruction infeasible, for so long as the Business Associate maintains such protected health information.
  - c. These termination provisions will apply to protected health information that is in the possession of subcontractors, agents, or employees of the Business Associate.
2. **Term.** The Term of this Addendum shall commence as of the effective date of this Addendum herein and shall extend beyond the termination of the contract and shall terminate when all the protected health information provided by the Covered Entity to the Business Associate, or accessed, maintained, created, retained, modified, recorded, stored, or otherwise held, transmitted, used or disclosed by the Business Associate on behalf of the Covered Entity, is destroyed or returned to the Covered Entity, or, if it not feasible to return or destroy the protected health information, protections are extended to such information, in accordance with the termination.
  3. **Termination for Breach of Contract.** The Business Associate agrees that the Covered Entity may immediately terminate the Contract if the Covered Entity determines that the Business Associate has violated a material part of this Addendum.

#### VI. MISCELLANEOUS

1. **Amendment.** The parties agree to take such action as is necessary to amend this Addendum from time to time for the Covered Entity to comply with all the requirements of the Health Insurance Portability and Accountability Act (HIPAA) of 1996, Public Law No. 104-191 and the Health Information Technology for Economic and Clinical Health Act (HITECH) of 2009, Public Law No. 111-5.
2. **Clarification.** This Addendum references the requirements of HIPAA, the HITECH Act, the Privacy Rule and the Security Rule, as well as amendments and/or provisions that are currently in place and any that may be forthcoming.
3. **Indemnification.** Each party will indemnify and hold harmless the other party to this Addendum from and against all claims, losses, liabilities, costs and other expenses incurred as a result of, or arising directly or indirectly out of or in conjunction with:
  - a. Any misrepresentation, breach of warranty or non-fulfillment of any undertaking on the part of the party under this Addendum; and

- b. Any claims, demands, awards, judgments, actions, and proceedings made by any person or organization arising out of or in any way connected with the party's performance under this Addendum.
4. **Interpretation.** The provisions of the Addendum shall prevail over any provisions in the Contract that may conflict or appear inconsistent with any provision in this Addendum. This Addendum and the Contract shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. The parties agree that any ambiguity in this Addendum shall be resolved to permit the Covered Entity and the Business Associate to comply with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule.
  5. **Regulatory Reference.** A reference in this Addendum to a section of the HITECH Act, HIPAA, the Privacy Rule and Security Rule means the sections as in effect or as amended.
  6. **Survival.** The respective rights and obligations of Business Associate under Effect of Termination of this Addendum shall survive the termination of this Addendum.

**IN WITNESS WHEREOF**, the Business Associate and the Covered Entity have agreed to the terms of the above written agreement as of the effective date set forth below.

COVERED ENTITY

BUSINESS ASSOCIATE

Health Division

(Enter Division Name)

(Enter Business Name)

4150 Technology Way

(Enter Division Address)

(Enter Business Address)

Carson City, NV 89706

(Enter Division City, State and Zip Code)

(Enter Business City, State and Zip Code)

775-684-4200

(Enter Division Phone Number)

(Enter Business Phone Number)

775-684-4211

(Enter Division Fax Number)

(Enter Business Fax Number)

(Authorized Signature)

(Authorized Signature)

Richard Whitley

(Print Name)

(Print Name)

Administrator

(Title)

(Title)



**WASHOE COUNTY HEALTH DISTRICT  
& Nevada State Health Division – MCH Program  
Sub Grant No. HD 13023  
Quarterly Progress Report FY 13-14**

**Directions:** Fill in the dates for the applicable report period. Please describe your progress towards accomplishing each objective and activity listed in your action plan. Please be as detailed as possible. If an item has been completed, provide the date of completion. If an item was not scheduled to be completed during the report period, simply state "no progress this report period". For items not completed as set forth in your activity plan (refer to the scope of work in your subgrant) please describe any problems or barriers encountered and any suggested solutions. List any documentation of completed activities next to the applicable activity as specified in your scope of work. Please attach a copy of any non-sensitive documentation to this report. If the documentation contains protected or sensitive information, do not attach it but indicate where the documentation is kept, i.e. completed survey – on file in office. If technical assistance is needed, please describe it in the area labeled "Requested Technical Assistance" at the end of the report.

**Report Period:** \_\_\_\_\_

**Progress Report Based on Scope of Work**

<b>Objective</b>	<b>Activities</b>	<b>Progress to Date</b>	<b>Documentation</b>
Screen positive newborns, receive timely follow-up to definitive diagnosis in partnership with State sponsored newborn screening programs.	1. Provide follow up referral services with Washoe County families with an infant that tests positive for metabolic disorders in the Newborn Screening program of the Nevada State Health Division.		
Teen pregnancy rates reduced.	1. In partnership with Title X's Region IX Family Planning Programs and other public health programs, disseminate preconception health recommendations to targeted populations and health care providers.		
	2. Provide preconception health training program to health care providers.		

<p>Mothers to breastfeed their infants at six months of age.</p>	<ol style="list-style-type: none"> <li>1. Educate pregnant women about the importance of breastfeeding. Provide encouragement and support of breastfeeding during all interventions.</li> <li>2. Provide lactation consultation to enrolled women during the postpartum period.</li> <li>3. Increase Public Health Nursing (PHN) skills to provide lactation counseling.</li> </ol>	
<p>Pregnant women to receive prenatal care beginning in the first trimester.</p>	<ol style="list-style-type: none"> <li>1. Pregnant women who plan to continue their pregnancy to term. Outreach conducted by PHN will be with agencies that provide pregnancy testing, nutritional supplementation (i.e. WIC) and child protection services.</li> <li>2. Services will be provided to teens and other high risk populations during pregnancy to promote access to early sustained prenatal care: provide health education; and link clients to Medicaid, dental car, and other essential services such as mental health treatment <ol style="list-style-type: none"> <li>a. Conduct activities that reduce low birth weight and very low birth weight (NPM17)</li> <li>b. Identify women at risk for VLBW (women with chronic health problems including overweight or obesity, diabetes, cardiac disease, hypertension) during outreach activities.</li> <li>c. Provide case management service including intensive education on risk reduction strategies and referrals to</li> </ol> </li> </ol>	

	<p>services that address risk such as: dental care, smoking cessation, nutritional support, stress management and social support.</p>	
<p><b>Goal:</b> Women who are pregnant, or intending to become pregnant, abstain from alcohol, tobacco and other drugs.</p>		
<p><b>Objective</b></p>	<p>Women of childbearing age are screened for alcohol and drug use. When warranted, women are offered counseling and referred for treatment services.</p>	<p><b>Documentation</b></p>
	<p><b>Activities</b></p>	<p><b>Progress to Date</b></p>
	<p>1. Utilizing standardized screening tool (i.e., 4 P's Plus Screening tool, etc.) to assess female clients of childbearing age receiving services in the clinics for alcohol, tobacco and drug use.</p>	
	<p>2. When indicated by screening results, provide counseling and referrals for appropriate substance treatment services.</p>	
	<p>3. Report quarterly screening findings, the number of women screened and the number of women provided referrals for substance abuse treatment.</p>	
<p><b>Goal:</b> Women of childbearing age, who are victims of domestic violence, receive appropriate referral services.</p>		
<p><b>Objective</b></p>	<p>3a) Subgrantee will screen all women of childbearing age for domestic violence exposure and make appropriate service referrals when warranted.</p>	<p><b>Documentation</b></p>
	<p><b>Activities</b></p>	<p><b>Progress to Date</b></p>
	<p>1. Incorporate domestic violence screenings into other health services provided to women of childbearing age.</p>	
	<p>2. Report quarterly the number of women screened for domestic violence.</p>	
	<p>3. Report quarterly the number of referrals provided to women experiencing domestic violence.</p>	

	<p><b>Goal:</b> Women of childbearing age are routinely screened for depression and receive referral services, when screening is positive.</p> <p><b>Objective</b></p> <p>5a) Subgrantee will screen all women of childbearing age for depression and make appropriate service referrals when warranted.</p>	<p><b>Progress to Date</b></p>	<p><b>Documentation</b></p>
	<p><b>Activities</b></p> <ol style="list-style-type: none"> <li>1. Incorporate depression screenings into other health services provided to women of childbearing age.</li> <li>2. Report quarterly the number of women screened.</li> <li>3. Report quarterly the number of women provided referrals.</li> </ol>		
	<p><b>Goal:</b> Collaborative maternal and child health systems are in place and supported.</p> <p><b>Objective</b></p> <p>5a) Collaborate with MCH staff, regional and statewide MCH Coalitions, and the Maternal and Child Health Advisory Board to assess service needs and gaps, identify resources and rank statewide MCH priorities.</p>	<p><b>Progress to Date</b></p>	<p><b>Documentation</b></p>
	<p><b>Activities</b></p> <ol style="list-style-type: none"> <li>1. Identify an agency representative and a back-up representative to serve as a liaison to local, regional and statewide maternal and child health stakeholder groups.</li> <li>2. Subgrantee is represented at MCH public meetings and regional and statewide coalitions.</li> <li>3. Report on collaborations and networking with other MCH stakeholders.</li> <li>4. Cooperatively work with WIC, Family Resource Centers, Family to Family, and parent support agencies to promote integrated service delivery to clients.</li> </ol>		

## METHOD OF ACCOUNTABILITY

- I. Quarterly reports may be shared with the Maternal and Child Health Advisory Board at their video-conferenced public quarterly meetings. Subgrantee will present at least annually and be available to field questions from the board during the subgrant reporting section of each quarterly meeting to answer board questions, if needed. The report of accomplished activities, as they relate to the funded objectives, must accompany all requests for reimbursement.
- II. Annually MCH staff provides an extensive report to HRSA on the MCH Block Grant performance measures. The Subgrantee 's data submitted for reimbursement and quarterly reports will be used to complete the mandatory submission.
- III. Subgrantee will work cooperatively with WIC, Family Resource Centers, F2F, and other organizations and agencies for integrated service delivery.
- IV. Subgrantee will identify the source of funding on all printed documents purchased or produced within the scope of this subgrant, using a statement similar to: "This publication (journal, article, etc.) was supported by the Nevada State Health Division through Grant Number B04MC23393 from the Health Resources and Services Administration. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Nevada State Health Division nor the Health Resources and Services Administration." Any activities performed under this subgrant shall acknowledge the funding was provided through the Nevada State Health Division by Grant Number B04MC23393 from the Health Resources and Services Administration.
- V.



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*Regional Emergency Medical Services Authority*

**REMSA**

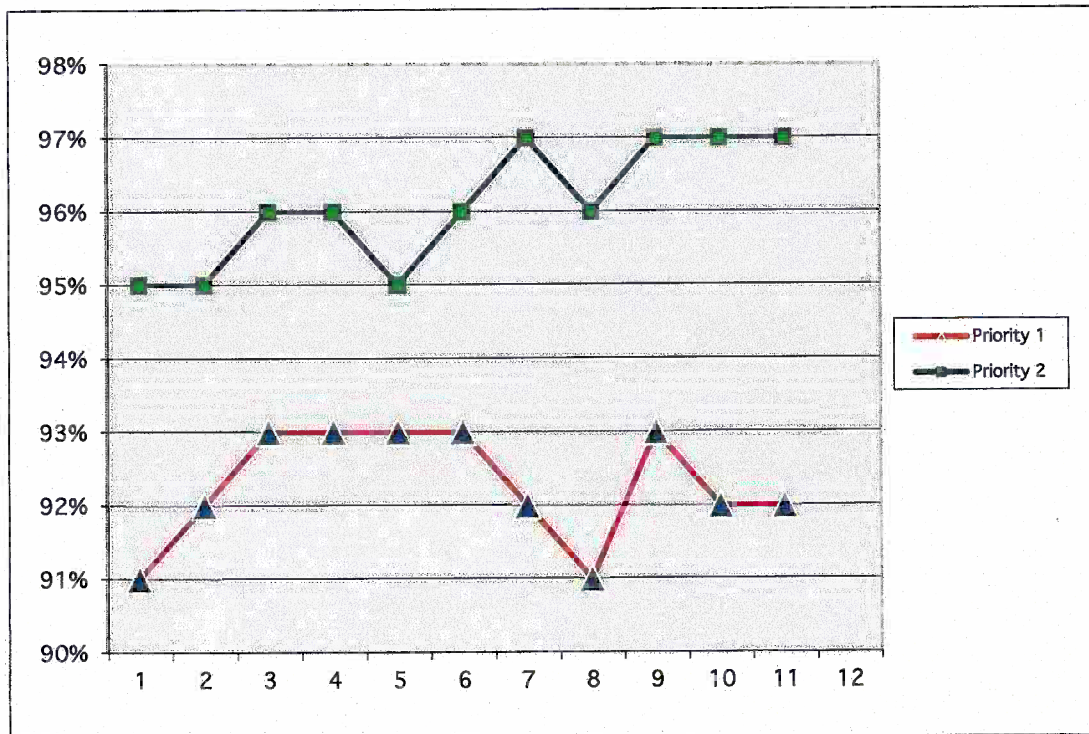
**OPERATIONS REPORTS**

**FOR**

**MAY 2012**

Fiscal 2012

Month	Avg. Response Time	Avg. Travel Time	Priority 1	Priority 2
Jul. 2011	6 mins. 14 secs.	4 mins. 58 secs.	91%	95%
Aug.	6 mins. 8 secs.	4 mins. 58 secs.	92%	95%
Sept.	6 mins. 0 secs.	4 mins. 51 secs.	93%	96%
Oct.	5 mins. 46 secs.	4 mins. 44 secs.	93%	96%
Nov.	5 mins. 44 secs.	4 mins. 41 secs.	93%	95%
Dec.	5 mins. 40 secs.	4 mins. 39 secs.	93%	96%
Jan. 2012	5 mins. 49 secs.	4 mins. 51 secs.	92%	97%
Feb.	5 mins. 52 secs.	4 mins. 44 secs.	91%	96%
Mar.	5 mins. 53 secs.	4 mins. 51 secs.	93%	97%
Apr.	5 mins. 41 secs.	4 mins. 49 secs.	92%	97%
May	6 mins. 5 secs.	5 mins. 1 sec.	92%	97%
June 2012				



Care Flight

Month	#Patients	Gross Sales	Avg. Bill	YTD Avg.
Jul-11	14	\$107,958	\$7,711	\$7,711
Aug.	18	\$124,011	\$6,889	\$7,249
Sept.	11	\$84,315	\$7,665	\$7,355
Oct.	10	\$78,523	\$7,852	\$7,449
Nov.	8	\$48,875	\$6,109	\$7,273
Dec.	10	\$68,529	\$6,853	\$7,214
Jan. 2012	8	\$50,377	\$6,297	\$7,121
Feb.	11	\$76,284	\$6,935	\$7,099
Mar.	7	\$45,124	\$6,446	\$7,052
Apr.	9	\$57,124	\$6,347	\$6,992
May	9	\$67,703	\$7,523	\$7,033
June			\$0	\$7,033
<b>Totals</b>	<b>115</b>	<b>\$808,823</b>	<b>\$7,033</b>	<b>\$7,033</b>

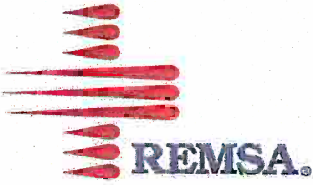
Adjusted Allowed Average Bill - \$7,098.00

REMSA Ground

Month	#Patients	Gross Sales	Avg. Bill	YTD Avg.
Jul-11	3142	\$3,105,565	\$988	\$988
Aug.	3235	\$3,191,785	\$987	\$988
Sept.	3135	\$3,171,136	\$1,012	\$995
Oct.	3064	\$3,079,888	\$1,005	\$998
Nov.	2954	\$2,965,724	\$1,004	\$999
Dec.	3020	\$3,061,272	\$1,014	\$1,001
Jan. 2012	3085	\$3,115,988	\$1,010	\$1,003
Feb.	3008	\$3,050,837	\$1,014	\$1,004
Mar.	3207	\$3,231,629	\$1,008	\$1,004
Apr.	3093	\$3,139,554	\$1,015	\$1,006
May	3088	\$3,127,854	\$1,013	\$1,006
June			\$0	\$1,006
<b>Totals</b>	<b>34031</b>	<b>\$34,241,232</b>	<b>\$1,006</b>	<b>\$1,006</b>

Allowed ground avg bill - \$1,002.00

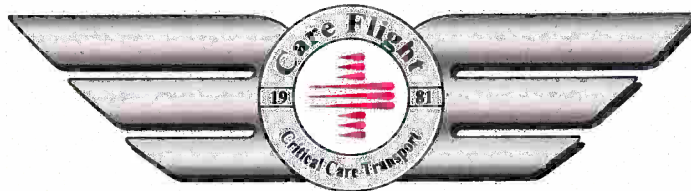




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*Regional Emergency Medical Services Authority*

**CARE FLIGHT  
OPERATIONS REPORT  
FOR  
MAY 2012**



**CARE FLIGHT OPERATIONS REPORT  
MAY 2012  
WASHOE COUNTY**

- ❖ **In Town Transfer:**  
0 Ground ITTs were completed
- ❖ **Outreach, Education, & Marketing:**
  - 1 Community Education & Public Event

5/24/12	REMSA Commendation BBQ (Gardnerville)	Flight staff
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❖ **Statistics**

**Washoe County Flights**

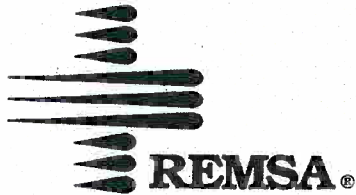
	# patients
Total Flights:	9
Total Patients	9
Expired on Scene	0
Refused Transport (AMA)	0
Scene Flights	9
Hospital Transports	0
Trauma	3
Medical	6
High Risk OB	0
Pediatrics	0
Newborn	0
Full Arrest	0
<b>Total</b>	<b>9</b>



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*Regional Emergency Medical Services Authority*

**REMSA**  
**GROUND OPERATIONS REPORT**  
**FOR**  
**MAY 2012**



## GROUND AMBULANCE OPERATIONS REPORT

May 2012

### 1. OVERALL STATISTICS:

Total Number Of System Responses	5312
Total Number Of Responses In Which No Transport Resulted	2237
Total Number Of System Transports	3075

### 2. CALL CLASSIFICATION REPORT:

Cardiopulmonary Arrests		2%
Medical		44%
OB		1%
Psychiatric/Behavioral		5%
Transfers		18%
Trauma		24%
	Trauma – MVA	6%
	Trauma – Non MVA	18%
Unknown/Other		6%
Total Number of System Responses		100%

### 3. MEDICAL DIRECTOR'S REPORT:

The Clinical Director reviewed:

- 100% Full Arrest Ground Charts
- 100% Pediatric ALS and BLS Ground Charts
- 100% All Ground Intubations

Review of the following patient care records (PCR) for accurate and complete documentation and appropriate use of protocol:

- 100% of cardiopulmonary arrests
- 100% of pediatric patients both ALS and BLS transport and non-transport patients
- 100% of advanced airways (outside cardiac arrests)
  - ETCO2 use in cardiac arrests and advanced airway
- 100% of Phase 6 Paramedic and EMT PCRs
- 100% Pain/Sedation Management
- Total of 2728 PCRs

All follow-up deemed necessary resulting from Communication CQI was completed by Chris Barton, EMD, Communications Education and CQI Coordinator

**4. EDUCATION AND TRAINING REPORT:**

**A. Public Education**

**Advanced Cardiac Life Support**

Date	Course Location	Students
5/8/12	EMS CES 911 Training Site	6
5/9/12	REMSA	15
5/23/12	REMSA	15
5/28/12	EMS CES 911 Training Site	4

**Advanced Cardiac Life Support Recert**

Date	Course Location	Students
3/23/12	John Mohler & Co.	29
4/21/12	Humboldt General Hospital	5
4/23/12	Nampa Fire Department	5
4/26/12	Nampa Fire Department	7
5/4/12	John Mohler & Co.	3
5/6/12	EMS CES 911 Training Site	1
5/8/12	EMS CES 911 Training Site	2
5/8/12	Tahoe Pacific Hospital	1
5/9/12	Eastern Plumas Healthcare District	5
5/15/12	EMS CES 911 Training Site	1
5/18/12	REMSA	16
5/18/12	Humboldt General Hospital	1
5/23/12	EMS CES 911 Training Site	3
5/25/12	Barb Murphy	1

5/30/12	REMSA	17
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**Advanced Cardiac Life Support Skills**

Date	Course Location	Students
5/10/12	REMSA	1
5/15/12	REMSA	1

**Advanced Cardiac Life Support Prep**

Date	Course Location	Students
5/3/12	REMSA	1

**Bloodborne Pathogen**

Date	Course Location	Students
5/10/12	CCNN	6
5/23/12	US Forest Service - South Lake Tahoe	17

**Health Care Provider CPR**

Date	Course Location	Students
3/7/12	McDermitt EMS	4
4/11/12	CPR 1st Aid Training	8
4/11/12	CPR 1st Aid Training	6
4/20/12	Humboldt General Hospital	6
5/1/12	NorCal EMS Educational Services	1
5/1/12	REMSA	23
5/2/12	Jennifer Kraushaar	2
5/2/12	West Hills	1
5/2/12	REMSA	8
5/3/12	EMS CES 911 Training Site	9
5/3/12	REMSA	7

5/4/12	EMS CES 911 Training Site	1
5/4/12	Barrick Gold Strike	2
5/5/12	Riggs Ambulance	3
5/5/12	Nye County Ems	10
5/8/12	REMSA	10
5/9/12	SNJC	2
5/9/12	Jennifer Kraushaar	15
5/10/12	Nevada Legislative Counsel	2
5/12/12	REMSA	8
5/12/12	CPR 1st Aid Training	1
5/12/12	EMS CES 911 Training Site	5
5/13/12	Storey County Fire Department	1
5/16/12	CPR 1st Aid Training	2
5/18/12	SNJC	6
5/18/12	Jennifer Kraushaar	10
5/21/12	Newmont	1
5/21/12	EMS CES 911 Training Site	8
5/23/12	EMS CES 911 Training Site	2
5/23/12	Humboldt General Hospital	3
5/23/12	Humboldt General Hospital	3
5/23/12	Jennifer Kraushaar	5
5/23/12	REMSA	9
5/24/12	Nevada Department of Education	1
5/25/12	Great Basin College	13
5/25/12	Jennifer Kraushaar	14
5/25/12	Jennifer Kraushaar	11

5/28/12	Nampa Fire Department	1
5/31/12	NorCal EMS Educational Services	1

**Health Care Provider, Employee**

Date	Course Location	Students
5/4/12	REMSA	1
5/10/12	REMSA	1
5/14/12	REMSA	1
5/17/12	REMSA	1
5/17/12	REMSA	1
5/30/12	REMSA	1
5/31/12	Tyler Teese	1

**Health Care Provider Recert**

Date	Course Location	Students
5/2/12	HGH EMS	3
5/2/12	Tahoe Forest Hospital	3
5/4/12	Rosewood Rehab	6
5/5/12	Storey County Fire Department	1
5/5/12	Air National Guard	3
5/6/12	Storey County Fire Department	2
5/7/12	Great Basin College	1
5/7/12	REMSA	6
5/10/12	Eastern Plumas Healthcare District	9
5/10/12	REMSA	9
5/10/12	REMSA	8
5/11/12	Regent Care Center	3



5/14/12	Becky Taulman	3
5/15/12	Storey County Fire Department	2
5/15/12	Tahoe Forest Hospital	17
5/15/12	Tahoe Forest Hospital	17
5/15/12	NDOC	4
5/16/12	REMSA	10
5/16/12	REMSA	8
5/17/12	REMSA	9
5/18/12	Riggs Ambulance	1
5/19/12	Airport Fire Department	2
5/19/12	REMSA	8
5/21/12	Airport Fire Department	1
5/22/12	Regent Care Center	3
5/24/12	REMSA	10
5/24/12	Wahsoe County School District	3
5/24/12	Concentra	12
5/25/12	REMSA	7
5/26/12	EMS CES 911 Training Site	3
5/29/12	REMSA	10
5/30/12	Tahoe Forest Hospital	2
5/31/12	Humboldt General Hospital	1

### Health Care Provider Skills

Date	Course Location	Students
5/2/12	REMSA	3
5/10/12	REMSA	1
5/11/12	REMSA	3

5/11/12	Great Basin College	1
5/14/12	Tahoe Pacific Hospital	2
5/15/12	REMSA	1
5/16/12	REMSA	1
5/16/12	Tahoe Pacific Hospital	2
5/17/12	REMSA	1
5/24/12	Tahoe Pacific Hospital	1
5/29/12	REMSA	2
5/30/12	REMSA	1
5/31/12	REMSA	3

#### Heart Saver CPR/AED

Date	Course Location	Students
3/26/12	JS Red Path	6
3/26/12	JS Red Path	6
3/26/12	JS Red Path	5
3/27/12	JS Red Path	5
3/27/12	JS Red Path	5
3/27/12	JS Red Path	5
3/27/12	JS Red Path	6
3/28/12	JS Red Path	5
3/28/12	JS Red Path	4
3/28/12	JS Red Path	5
5/1/12	WCSD	2
5/2/12	Erica Krysztof	5
5/3/12	WCSD	3
5/4/12	Barrick Gold Strike	10

5/5/12	Ronald Oliver	7
5/5/12	WCSD	2
5/7/12	Storey County Fire Department	7
5/8/12	WCSD	5
5/9/12	REMSA	4
5/10/12	WCSD	1
5/12/12	Jennifer Kraushaar	5
5/12/12	EMS CES 911 Training Site	2
5/14/12	WCSD	2
5/14/12	EMS CES 911 Training Site	1
5/14/12	NorCal EMS Educational Services	1
5/15/12	WCSD	4
5/15/12	WCSD	2
5/16/12	EMS CES 911 Training Site	1
5/16/12	WCSD	6
5/17/12	REMSA	10
5/19/12	REMSA	5
5/19/12	WCSD	3
5/19/12	Paula Green	4
5/22/12	Erica Krysztof	2
5/22/12	Jennifer Kraushaar	11
5/22/12	WCSD	4
5/23/12	Nixon Lake Clinic	13
5/23/12	WCSD	4
5/23/12	WCSD	4
5/29/12	WCSD	3
5/31/12	WCSD	6

5/31/12	EMS CES 911 Training Site	2
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**Heart Saver CPR/First Aid**

Date	Course Location	Students
4/25/12	Nevada Department of Corrections	13
4/26/12	Nevada Department of Corrections	5
4/30/12	Nevada Department of Corrections	6
5/1/12	Nevada Department of Corrections	12
5/1/12	Nevada Department of Corrections	8
5/2/12	Melissa McDonald	1
5/2/12	Nevada Department of Corrections	6
5/3/12	Majen	5
5/3/12	Nevada Department of Corrections	12
5/5/12	REMSA	7
5/7/12	Majen	4
5/9/12	Elko BLM	26
5/9/12	Nevada Department of Corrections	6
5/10/12	Nevada Department of Corrections	6
5/12/12	REMSA	10
5/14/12	Community Living Options	3
5/15/12	JOiN Inc	6
5/15/12	Nevada Department of Corrections	6
5/16/12	Nevada Department of Corrections	54
5/17/12	SNJC	8
5/17/12	Nevada Department of Corrections	7
5/17/12	Ralph Renteria	3
5/19/12	TMCC ABE/ESL	6

5/19/12	Jennifer Kraushaar	1
5/21/12	Nevada Department of Corrections	6
5/22/12	Jennifer Kraushaar	12
5/23/12	Nevada Department of Corrections	4
5/23/12	US Forest Service - South Lake Tahoe	17
5/23/12	Elko BLM	18
5/24/12	NDOC	7
5/27/12	EMS CES 911 Training Site	1
5/29/12	NDOC	4
5/29/12	NDOC	7
5/30/12	Susan Phillips	2
5/30/12	Elko BLM	15
5/30/12	JS Red Path	2

**Heart Saver First Aid**

Date	Course Location	Students
4/30/12	SNJC	1
5/2/12	REMSA	23
5/8/12	SNJC	1
5/9/12	WCSD	2
5/14/12	EMS CES 911 Training Site	1
5/18/12	SNJC	6
5/21/12	EMS CES 911 Training Site	2
5/25/12	Nye County Ems	3

**Heart Saver Pediatric CPR/First Aid**

Date	Course Location	Students
5/18/12	Jennifer Kraushaar	12
5/19/12	Verdi Elementary	16
5/19/12	Tahoe Forest Hospital	7
5/21/12	EMS CES 911 Training Site	2
5/26/12	REMSA	4

**Pediatric Advanced Life Support**

Date	Course Location	Students
5/2/12	EMS CES 911 Training Site	1
5/14/12	EMS CES 911 Training Site	3
5/15/12	REMSA	19
5/15/12	Eastern Plumas Healthcare District	5

**Pediatric Advanced Life Support Recert**

Date	Course Location	Students
4/9/12	Humboldt General Hospital	6
4/22/12	Humboldt General Hospital	5
4/24/12	Nampa Fire Department	6
4/25/12	Nampa Fire Department	5
5/17/12	Barb Murphy	1
5/18/12	Humboldt General Hospital	1
5/23/12	Tahoe Forest Hospital	16
5/30/12	EMS CES 911 Training Site	1

**Pediatric Emergency Assessment, Recognition & Stabilization**

Date	Course Location	Students
4/27/12	Nevada State Health Division EMS	6

**Ongoing Courses**

Date	Course Description / Location	Students
7/5/11	REMSA Education - Paramedic Program	9
1/3/12	REMSA Education - Paramedic Program	15
4/10/12	REMSA Education - EMT Advanced	20

Total Students This Report	1272
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**5. COMMUNITY RELATIONS:**

**Community Outreach:**

**Point of Impact**

Date	Description	Attending
5/7-5/10/12	Nationally Certified Child Passenger Safety Technician Course; all students passed	11 students
5/12/12	Child Safety Seat Checkpoint, at Frontier Financial Credit Union Sparks Branch, 22 cars and 28 seats inspected.	16 volunteers, 4 staff
5/30/12	Child Passenger Safety Class at Casa de Vida	6 parents

**Northern Nevada Fitting Station Project**

Date	Description	Attending
5/2/12	St. Mary's Prepared Childbirth Class	24 parents

**Safe Kids Washoe County**

Date	Description	Attending
5/1/12	Join Together Northern Nevada Coalition meeting.	1 staff
5/2/12	Safe Kids USA Advisory Council monthly teleconference.	1 staff
5/3/12	Washoe County Safe Sleep Baby committee meeting.	2 staff
5/4/12	Washoe County Child Death Review Board bi-monthly meeting, Washoe County Social Services.	1 staff, 1 volunteer
5/7/12 - 5/11/12	Annual national EMS for Children Grantee meeting, Bethesda, MD.	1 volunteer
5/7/12	Washoe County Child Death Review Board national training.	1 staff
5/8/12	Safe Kids monthly Coalition meeting, Sparks. Guest speaker Lane Johnson from Washoe County School District Transportation.	8 volunteers
5/9/12	Northern Nevada Immunization Coalition monthly meeting, Carson City.	1 staff
5/9/12	First National Bike to School Day, sponsored by Safe Kids USA, League of American Bicyclists and Safe Routes to Schools. Safe Kids received a materials grant work \$300 which we donated to the local Safe Routes to Schools program.	
5/14/12	Obesity Forum planning committee meeting, Reno.	6 volunteers
5/14/12	Give Kids a Boost committee wrap-up meeting, Sparks	4 volunteers
5/16/12	Child Death Review Board data analysis committee.	5 volunteers
5/17/12	Maternal Child Health Coalition of Northern Nevada monthly meeting, Reno.	1 staff
5/24/12	Start Safe: Fire and Burn Safety parenting class with UNR Early Head Start parents, Reno.	1 staff, 12 students
5/29/12	Esther Bennett Photojournalism Project, classroom education session, Sun Valley.	1 staff, 3 volntrs, 19 students
5/30/12	Enterprise Foundation Grant for Bike Camp, \$1,500	
5/30/12	Miguel Sepulveda Safety Committee monthly meeting.	1 staff, 12 volntrs
5/31/12	Esther Bennett Photojournalism Project, final presentation, Sun Valley. 150 audience members.	1 staff, 19 student presenters





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*Regional Emergency Medical Services Authority*

**GROUND AMBULANCE AND CARE FLIGHT  
INQUIRIES  
FOR  
MAY 2012**

**INQUIRIES**

**May 2012**

There were no inquiries in the month of May.



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*Regional Emergency Medical Services Authority*

**GROUND AMBULANCE  
CUSTOMER SERVICE  
FOR  
MAY 2012**

## GROUND AMBULANCE CUSTOMER COMMENTS MAY 2012

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
1	Everything saved my life.		Thank all of you.
2	Everyone was so polite and kept me up to date about everything that was going on.	Nothing. The experience was good.	I received the best of care. I thank everyone who was there.
3	Calmed down my wife and assisted me medically	Your service was excellent	Everything was good.
4	I am told you were very efficient and helpful. Your response was incredibly fast.		I had a concussion and do not remember much! Thank you for everything! You helped calm my husband and I'm convinced you saved my life.
5	Everything! Wonderful Staff!		
6			I wasn't there so I don't know. He arrived where he was supposed to be.
7	Speed and helpful	Can't think of anything better.	
8	Made sure I was comfortable and in as little pain as possible.		
9	Prompt arrival, knew what to do	Keep up the good work. Keep up on your training.	Good
10	Very prof. and kind. Help to put me at ease about what my problem was. Thank you.		
11	Arrived very fast. Did not tell me very much - just that he would be taken to St. Mary's.	Communicate better with family members.	I was very happy with the quick response of emt's but being from out of state I was very scared. I wish one of the emt's would have spoken more to me and explained more to me.
12	Drive to hospital		
13	Everything was great. One member of the team talked to my son and daughter on my cell phone to inform them.	Nothing as far as I know.	Your staff in the ambulance was very caring and did all they could to help me. My thanks go to each one of them.
14	Everything	Nothing-great care	
15	Everything! I only wish I could remember your crew members names.	Nothing I can think of.	The crew was very helpful and informative.
16	All of the above.		Very helpful and professional service
17			They guys were great!
18	The promptness on which your crew arrived on the scene.	N/A	Your employee's need to communicate to the family members as well.
19	Everyone was sweet to my family; my care provider on the way to the hospital.		They left their equipment bag behind at my home.
20	Everything		
21	Everthing - service was great		
22			The billing is always a mystery. How do you get to that amount owed? The driver took the LONGEST route possible. I followed and could not believe it. Do you bill by the mile or time?
23	They let me know as soon as they arrived at the hospital. They were very accommodating.		
24		Communicate with patient. Never received anything but load and go.	
25	Everything was just fine.		
26	Everything. Everyone was very sensitive to the situation, made me feel comfortable.	Nothing :)	Field staff and dispatcher were all so fantastic. Thanks, boys!
27	Did what I asked.		
28	The attendant was very nice and did their jobs fantastic	n/a	Very nice experience, everyone new their jobs well and with a smile.
29	They help me with my daughter. They took care of her while going to the hospital.	Everything was great.	REMSA employees were helpful and polite.
30	Everything so far!		
31	prompt, efficient		
32	You transferred my mom with gentleness and explained everything to her and my dad.	Nothing that we can think of.	
33	Responded quickly to the 911 emergency response.		I was feeling sharp needles/pain in the left arm turnaquet. EMTs left seemed like 45 min later nurses noticed turniquet was still on the arm and was not immediately removed.
34	Nothing.	Hire more people.	The one's that picked me up sucked.
35	Everything. I thought they were very professional and kept me calm and informed.		
36	Everything!!!	Nothing, you are wonderful!!!	

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
37	The EMTs were awesome! They spent quite a bit of time assessing my husband before deciding to take him to Renown.		
38			Excellent
39	Arrived promptly for emergency flight, experienced compassionate staff.		We are grateful. Keep it up.
40	I am the mother of a minor patient, the communication was excellent. Very pleased with the responders		
41		Communicate what you're injecting me with please and educate your driver to never loose his temper and grab a patients arm forcefully yanking them from the ambulance leaving a two week bruise and yelling "im tired of you treating my partner like shit!"	
42		Whoever took me from NNMC to Westhills was an asshole! Tell them to not be rude and rip things frompatients hadns. it was uncalled for I was 100% cooperative!!	
43	everything	nothing.	
44			Missing two rings - one on eac hand. An antique diamond ring and a garnet cluster. The hospital did not have them.
45	They were very professional and considerate.	It was top-notch, no complaints.	
46	"everything" and I thank you		They were very helpful and caring.
47	Took me to Renown like I asked.		
48	Everything necessary. Everyone was helpful and I received excellent care and all questions were answered. I felt I was very well taken care of.		Your REMSA people were great. Please thank them all for their care and response. I felt I was in good hands and very well taken care of. Thanks again.
49	Everything - especially navigating the stairway from the 2nd floor at ROCl I was VERY impressed.	I don't know what it would be!	I appreciated the attendant in the ambulance giving me his honest assessment - no false hopes... he was 100% correct: an ankle dislocation & 3 breaks :(
50	Everything	Keep up the good work	
51	They were wonderful. They have my complete faith!	Keep up the good work!	
52	Made me comfortable.		
53	Everything	All's good!	They guys were nice and helpful.
54	The 911 dispatcher was amazing-he stayed on the phone with me to ensure all was well until the ambulance arrived.		The service was excellent.
55	All of the above	Stay as you are.	
56	You made me feel safe and that is a good thing.	I have no idea, you were all great	Super
57	Every thing was ggreat		
58	Provided rapid efficient service. Provided supportive explanation. Crew was personable which at that time was much appreciated.	you did just fine!	
59	Very good care.		
60	The two air paramedics did a wonderful job keeping the patient calm and happy. Thank you!		
61	They took excellent care of me in a professional and courteous manner.	Nothing.	
62	Help me in my time of saddness	Your great	The greatest
63	Everything.		
64	Made me feel very safe and confident, put me at ease during a very stressful time.		
65			Very professional
66	Took very good care, explained what they were going to do.	Not much	We are proud to live across the street from help. Thank you for being so prompt.
67	The EMT's were great. They were very helpful.		
68	All is well		very good
69	All three attendants (one medic student) were very polite and helpful.		
70	Quick response, kept patient calm, kept family informed, made patient comfortable.		
71	Keeping calm and addressing the situation very professionally.	Hopefully nothing! Your team was great!	

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
72	Crew professionally and calmly talked me through what was happening.		
73	Everything! Nice, helpful, and patient!		Such kind people.
74	Arrive at the scene quickly	Everything is good	Everything was properly done.
75	Came quickly, got to hospital right away, administered medical assistance.		
76	Everything	Nothing	Excellent work by everyone
77			Very good service.
78			Very good service.
79	Everything		
80	Arrived in about 6 minutes, very good time. Patricia died April 11, 2012.		
81	Outstanding on all of the above		
82	You were great!	Nothing, doing great.	
83	Had mes, left a flight and they were found and returned to hospital in a timely manner.		
84	Everything		
85	Staff were friendly, caring, and professional.	Softer, cozier blankets would be nice.	Thank you for being there when we need you!
86	Everything. Very helpful		
87	Everything.	Nothing, your crew was professional and polite.	Thank you!
88	Helped us out.	Keep doing what you're doing.	
89	Did the protocol quickly and effectively		
90	Prompt response	Keep up with the good work.	
91	Quickly arrived to the scene... courteous... take charge attitude, but demonstrated compassion.	Did a great job.	
92	Everyone was very thoughtful and professional. Communicated the situation well to me	The ride to the hospital seemed like it took forever. No sirens?	I've never ridden in an ambulance. Overall, a good experience despite the circumstances and my anxiety levels.
93	Responded quickly.		
94	fast response		very good.
95	Everyone made me feel at ease	Can think of nothing at all	I don't recall talking to billing
96	Everyone was helpful and polite and made me feel they were there to help me.		
97	Everyone was helpful and polite and made me feel they were there to help me.		
98	Very helpful and professional crew	Nothing!	
99	everything		
100	Phyllis from the Arbors to the hospital and back.		
101	The boys in the ambulance were good. They were kind and got me in a room immediately and gave all the information.		
102	Prompt response-showed care and consideration	None	
103	Everything that needed attention with the patient. So efficient and caring.	Nothing more. It was perfect	Just want to thank you all - You guys are awesome!
104	Everything! The crew was especially good to me. This was my first ride in an ambulance.	Nothing.	I just got home yesterday and would have sent both forms in earlier if possible.
105	This is written by Raymond's spouse, he passed away the day after service which was great, glad we are members		
106	They were very polite		
107	Everything	N/A	
108			I was taken to Renown against my will.
109		It was a very windy day-would have been nice to have my head/face covered up-I got cold.	The two young ambulance drivers were very professional
110	Very polite and patient to the patient and family.	Everything was great	
111	Haven't talked to billing staff, but your crew could not be more helpful. Made me feel very confident.	Don't change!	Very professional.
112	Dispatcher tried to help as much as possible.		
113	everything		
114	Called the VA and made sure they would take me before we left.		Thank you for being there when I needed you.

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
115	You comforted her - probably better than any of us were able to. She was sick but also having terrible anxiety. I know she tested the limits but all of you took good care of her each and every (!) time she called.		She did pass away on May 4 - we will always be grateful for your help in caring for her.
116	Good attitudes!	Locate crew close to our senior complex-Washoe Mill Apartments	They were all very nice and professional
117	Everything.		
118	Listen, assist, transport	?	They were helpful and caring and considerate (both mentally & physically - pain, crying)
119	Everything the staff did was of utmost consideration and kindness.		
120	Totally professional and caring!		
121	Everything was perfect.		
122	Helped me to the hospital	Service was good	
123	Everything, I'm a senior and they were very patient.		
124	Very helpful, caring, and kind	Nothing	
125	Everything		
126	Everything	Nothing	
127	Everything		
128			They put my 3 week old daughter in a car seat meant for a toddler. Very unsafe and inappropriate!
129			Service was fine.
130	Everyone did a very good job. This was my first experience with an ambulance.		
131	Everything was done to perfection.		Your group is the greatest
132	You were there quickly, calm, and polite		
133	Everything		
134	They worked immediately on my pain and swelling. My pain was a 10 and the attendant helped me.	Your crew did everything perfect.	
135	The speed with which REMSA arrived was amazing. Thank you.		
136	Excellent	Keep up the excellent service	
137	Everything - The two who assisted me were highly professional in every way, while making me feel like a member of their personal family.	Nothing.	It was an experience in professional excellence and I am very grateful to both medics.
138	Your personnel met all of your care and procedures.		
139	Promptness, professional, personable, caring		
140	Everything, wonderful. Very good with family and patient.		
141	everything		
142	They were caring and professional.	Awesome as is.	Could not be better.
143	all		
144	Excellant. Two great men.		Thanks for everything.
145	Everything	Don't change a thing	excellent
146	Everything	Just knowing you're out there makes us feel secure - THANKS!	
147	Everything - everyone was extremely helpful, understanding & compashonate.		
148	Very good	Nothing	
149		More pain meds - very uncomfortable	Guy came into ambulance and cinched chest strap hard on my broken ribs. He did not get info before he did that. 1st ambulance had flat tire, so another ambulance came and I was switched.
150	Stayed with him at Regent Care until everything was hooked up properly.		
151	Not a damn thing!	Get a new company.	Your group were terrible.
152	As usual - everything	Can't think of anything.	Just fine, thank you.
153	Compassion/sharing info		
154	Listened to what I had to say.		
155	Everything well done.		

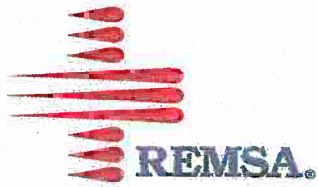
	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
156	Verry good		good
157	all		
158	Took good care of patient.	nothing.	
159	Arrived quickly, stayed calm		
160	You did everything right - I'm well and alive. You were caring, in charge, and well trained. I felt safe!	Nothing - you were fabulous!	
161	They did great in everything. They help save my life.	Keep up the great work.	
162	you were there when we needed you.		
163	Kept me on the phone line until they (and I) were comfortable with the situation and reassured me they would be there within 10 min. Also, unhooked the truck from the trailer so I could follow my husband to the hospital. Gave me great, specific directions to the hospital and a cell phone # in case I got lost.		I and my husband (a physician) were most grateful!
164	Responded pronto - gave quick treatment - put her in ambulance - dispatched to St. Mary's Hospital	Nothing that I could see.	
165	Everything ok.		
166	The men were very knowledgeable and very willing to give accurate information.		
167	Full ambulance, flight RN, paramedic, and 2 REMSA staff. THANK YOU!		
168	Everything!		
169	Everything		
170	Very professional in demeanor and actions.	Just keep doing what your trained to do.	
171	You helped me through it.	Nothing.	
172	Everything		Very helpful
173	Just keep it up, thank you!		
174	Provided a gentle, human care, which effected me psychologically so well, that my excruciating paine subsided somewhat. Thanks!	If you just carry on in the same manner, you can fulfill the need of a "guardian angel" to the needy. Thank you.	
175	Yes, you guys did! Thank you soo much!		
176	Prompt, courteous, friendly		appreciate they worked in and treated us as a family.
177	Personal, professional, and caring		
178			Every part of the ambulatory service was excellent.
179	Method of transfer from bed to chair and down the stairs	Did great	Big thank you
180	Both EMT's were very helpful and professional. They had an extremely "calming effect"		
181	Great Staff - both guys very helpful and knowledgable	Keep up the good work.	
182	you are prompt and through		Excellent service and care.
183	Your service was great!		
184	Always prompt and effeciente	You are doing everything you are suppose to do	Thank you for all the attention and promptness
185	zero bill yet, kept my kids calm.		
186	Swift response; confident extraction with information on what they were doing the whole time.	Nothing: a great team that worked well with each other and the patient.	Above!
187	They all performed well.	Alway room for improvment	
188	Prompt and courteous	nothing	Haven't talked with billing.
189	All aspects of the experience were helpful and reassuring.		
190	Polite, quick response	No suggestions	
191	Everything possible	service good	good
192	you treated my husband with compassion, respect, and skill.		
193	Yes! as always	Keep doing what you do	Thank you
194	everything		
195	Took care of me very well and were kind and very caring	none	your service was great
196	Everything. Took very good care	nothing - thanks up to all who showed up and helped.	
197	Excellent overall		
198	Everything. They were very helpful.	Nothing	The service was great



	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
199	Everything	Nothing	you people always do a fantastic job.
200	Showed concern and made sure I knew my options.		
201	Staff was very professional, helpful, informative, gave exceptional care		Excellence in duties and compassionate as well. A good combination!
202	Your people were kind and considerate. Very helpful		
203	Caring and helpful attending to patient!!!		
204	I appreciate alert and prompt fast service to save my life.	Just please continue to do what you do, saving lives	
205			The service was just to have REMSA present at a public event. Actually did not require any service.
206	Everything.		
207	Very polite, caring and informative		Thank you for everything you've done for my mother and father.
208	Excellent, professional service.		
209	At the time everything was handled to our satisfaction, Thank you!		The care and service was very good!
210	Staff was attentive and very positive while explaining transporting.	Remember the patient can hear. I do not want to know what you did over the weekend. Save those conversations for when there is no one in the vehicle..	
211	all	nothing	
212	You did everything very well, as always.		
213	Here in minutes, had me at Renown in minutes!	Keep up the great job!	Everyone was fantastic!
214	Everything		
215	Everything was excellent!	Already excellent	Warm, friendly, helpful, efficient
216	Everything! I was in most capable hands!	No improvement needed	
217	Professional yet caring and thoughtful. Looking out for my well being and comfort.	Nothing.	Excellent.
218	Yes!		My husband was having a stroke and the dispatcher stayed with me until the ambulance arrived, very comforting.
219	You were all very professional and efficient as well as comforting.	Nothing I can think of at this time.	
220	Quick trip! Felt comfortable with the care given.		
221	Arrived promptly, began emergency measures right away. Were positive and reassuring.		Excellent
222	Got me to the ambulance with care.	They gave excellent service.	
223	Everything.		
224	You are so caring		It feels like they care how you are and let you know results
225	Took very good care of patient	nothing	
226	Very responsive and courteous. Very please with the attention the patient received.		
227	Everything	How can you improve on perfection?	
228	Communicateing; lissoning, answering questions, getting all the patients information	n/a	very pleased
229	Prompt, friendly, professional		
230	you came	you tell me	thank you!
231	Reduced stress, very caring		In a dark moment, the care was excellent.
232	People in the ambulance were outstanding	Keep up the excellent work.	
233	Reassured me, explained the procedures and medications they were using.	Keep combining professionalism and friendly concern in your training programs.	Excellent!
234	The two men were thorough and quick but also kind. I felt safe with them	No suggestions.	Good care and service.
235	Very fast service. i could not stand and weigh 266lbs. They got me in the ambulance with no problems.	Can't think of anything. Just keep up the way you are now.	
236	Very curtious		
237	Kept patient alive on way to hospital. Took 2 fireman to help with treatment.	You are fine.	
238	Very courteous and helpful	Keep up the good work and service.	
239	Communication, comforting, caring attitude	Send same staff if i need another ride!	Excellant, quick and efficient.
240	overall care, sincere, and professional performance.		

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
241	Name It!!		The BEST!!!
242	Everything	I don't know	They were a excellent team
243	Answered all my questions.	Nothing!	
244	communicate	nothing	very good questions
245	Very soft spoken and polite.	n/a	good care and prompt.
246	You were kind and gentle with me.	Please give blanket when taken out of house.	
247	Your personnel were kind and efficient.	Nothing more.	Thanks again!
248	You did everything well.		Great service.
249	You were very nice.		
250	Arrived quickly at the facility.		
251	Quick response	No complaint; very helpful in their advice.	IV needle was placed w/o problem
252	Everything!		Everyone was very accomidating
253	Promptness, took real good care of me the whole time.	Everything is great. Thanx!!	
254	Speedy arrival and transport		
255	Everything was done right!	I didn't see anything to be changed.	Great!
256	Response time was excellent!		We really appreciated the professionalism and care of your service. Thank you!
257			I felt the charge for a one-way-trip was excessive.
258	Very helpful keeping me clam and safe.		
259	Everything.		
260	Response time		
261	Assured me that I had my purse.		
262	Fast service.	nothing	friendly staff
263	You took a bad situation and handled it very good.		Thank you!
264	Very kind and caring	Couldn't do any better!	
265	Everything	Keep up the good work	
266	Dizziness from being hit on the head. Airport personnell called ambulance.	Let us know BEFORE we board what the charges will be. I was charged to take the ambulance but would have likely chosen not to had I known of the charges	
267	Everything	nothing	
268	The personnel were respectful and kind.	You are doing such a fine job; I can't figure out anything better.	More power to you all.
269	Very patient and explained situation that was fractured the way leg was turned.		
270	Everything. Good work.	None.	
271	Everything.		
272	Everything.		
273	Your people did a fine job. Thanks!		
274	Everything	Nothing	
275	I am so thankful and grateful for the excellent, excellent care I received.	Not a thing! They are the very best. Thank you, THANK YOU!	
276	Everything! They were amazing with my husband and me. One of them even went into emergency later to check on him.		Thank you for all you did!!!
277	All services.		
278	Compassion & caring exhibited.	Boys (young paramedics) could have shown a bit more confidence & leadership. They wanted to follow us to the hospital.	
279	Everything.		
280	Fast response, knowable		
281	Everything!		
282	Got at my home in great time		Very polite and helpful and caring
283	Perfect!	I hope I won't need your service for a long time.	
284	Everyone was nice. My experance was very scary and everyone I talked to were great, calming and reasuring.	Everything was perfect.	

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
285	Everything	nothing	
286	Everything that was needed		Please keep up your quality
287	You did everything very well.		
288	all above	nothing	
289	Everything!		
290	Everything!		
291	Crew was fast and efficient.		
292	Took charge of the situation. I felt as though this team would not allow anything bad happen.	Keep up the good work	
293	Very well.		
294	yes		
295	Help me with the walker		
296	Everything very good		good!
297	Yes.		
298	Yes, you are always helpful and kind.		



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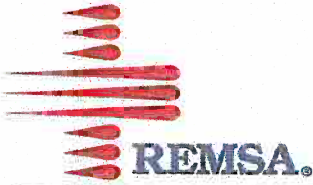
*Regional Emergency Medical Services Authority*

**CARE FLIGHT  
CUSTOMER SERVICE  
FOR  
MAY 2012**



**CARE FLIGHT CUSTOMER COMMENTS MAY 2012**

	<b>What Did We Do Well</b>	<b>What Can We Do To Serve You Better</b>	<b>Description / Comments</b>
1	Very efficient, called to let wife know they were going to another hospital		Excellent.
2	No contact	Keep doing what you do and as well as you have done.	Your program is great, it saved my life.
3	Due to my illness, I am unable to access your service quality. However, I thought your staff were very professional.		
4	Communicate very well, let me know what was going on and did there job very well.	Get tinted windows or blinds for the helicopter (smiley face)	the flight crew has been the best help and friendly in my accident experience so far.
5	Very courteous and professional.	Staff said they would call once they arrived to Reno but never did. Very expensive but very professional, that is what counts.	
6	Flight was right on time and very professional.		
7	I was well drugged by ER. Had been sicker there, flight was great.	Less drugs at the end of flight. Don't remember getting into Renown ER.	Would appreciate a report of all drugs administered during transport.
8	Since I was not present at the time of the accident I am unable to make any comments. It was my wife who was injured and she does not remember anything.		However, we are appalled at your request for "donations". We are in receipt of your bill for U.S. \$21,497.00!!
9	Moved quickly and efficiently. Made patient feel very comfortable.		Outstanding.
10	Very well.	Don't know.	Beth was efficient and professional, also caring and compassionate.
11	Everything.		I hope your service is always available for everyone and always!
12			I had no contact with anyone on your staff but they got him there safe and sound!
13	Avoided windy areas so the flight wasn't rough.		The care and service was excellent.



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*Regional Emergency Medical Services Authority*

**REMSA**  
**PUBLIC RELATIONS REPORT**  
**FOR**  
**MAY 2012**

**PUBLIC RELATIONS**

**May 2012**

<b>ACTIVITY</b>	<b>RESULTS</b>
Wrote and distributed media alert regarding Garnerville Boy Scout troop cleaning up Care Flight landing zone in Minden.	N/A
Conducted photo shoot.	N/A
Discussed special needs car seat marketing tactics with Vickie Fisher.	A plan will be launched in June to promote the services
Wrote press release regarding CPR/ AED week.	Results will be available in June
Produced advertisement regarding REMSA's 25 <sup>th</sup> Anniversary that was placed in the RGJ and NNBW.	The ad was run throughout the month of May.
Wrote press release regarding special needs child safety seat program being offered through the Point of Impact program.	Release will go out the first week of June.

## Nevada Sports Medicine Teams Up with REMSA for Cardiac Arrest Simulation

Wolf Pack staff, REMSA participated in training to prepare and gain experience.

May 3, 2012

RENO, Nev. -  Photo Gallery

The University of Nevada's sports medicine staff joined together with staff from the University's School of Medicine and REMSA on Wednesday, May 2 at Wolf Pack Park to participate in a cardiac arrest training scenario.

Nevada's athletic trainers, doctors and nurses from the Student Health Center as well as REMSA personnel took part in several scenarios to gain experience in dealing with a potential cardiac arrest at an athletics event. Dr. Kirk Bronander, associate professor in the Internal Medicine Department and medical director of the Simulation Lab, and Kelly Farley, Division of Health Sciences simulation coordinator, brought a SimMan down to Wolf Pack Park to help conduct the training.

SimMan "John Wolf" was dressed in full football gear for the training. Nevada's athletic trainers were the first responders with REMSA responding with three providers, an ambulance that went onto the practice field and full emergency equipment.

"The SimMan, John Wolf, is able to talk, blink and breath in addition to having a pulse and variable heart rhythms, so the training is very real," said Dr. Carol Scott, Nevada's team physician and the director of the sports medicine fellowship at Nevada's School of Medicine. "We practiced the transition from our staff to REMSA, and it went very smoothly. Our staff did a great job. It was really helpful to have all of the different departments and REMSA working together.

"We hope we never have to deal with a cardiac arrest in a student-athlete, but if it ever happens, these kind of practices make me confident that our staff will be well-trained and ready."

Nevada plans to participate in another training scenario for cervical spine and heat illness with all the same providers later this summer.

*A special thanks to Kelly Farley, the simulation coordinator of Nevada's Division of Health Sciences, for the photos.*



Nevada's staff and REMSA conducted training with a SimMan dressed in full football gear.



# HealthSource

YOUR GUIDE TO LIVING WELL

## Fitting Station helps ensure the safety of children in cars

By Brandi Schlossberg

Car crashes are the No. 1 cause of death among children ages 1 to 14, according to the National Highway Traffic Safety Administration.

In an effort to make cars safer for kids, the Northern Nevada Fitting Station offers child vehicle safety-restraint education, inspection and installation.

"Most crashes happen close to home and can cause injury, even at low speeds," said Melissa Krall, director of community outreach for the Regional Emergency Medical Services Authority (REMSA), which operates the Northern Nevada Fitting Station in partnership with Saint Mary's Regional Medical Center and Regional Health. "Although many parents feel as though they have correctly installed their child's safety seat, it is crucial to have an expert examine the seat to ensure it's done properly."

REMSA reports that the

The law also specifies that the child restraint system be appropriate for the size and weight of the child.

"We recommend that infants and younger toddlers face the rear of the vehicle because their weak necks cannot withstand the crash force placed on them if the child is forward-facing," Krall said. "We recommend that older children ride in booster seats because the seat belt is designed to hold a small adult, not an older child."

"In addition, we recommend that children under 13 sit in the back seat away from the passenger-side air bag," she continued, "because studies have shown that children as old as 14 have been killed by an air bag while sitting in the front seat."

According to Daw, one of the most common errors caregivers make is rushing the process of changing their child's car safety seat, when the child is not quite the right size and weight for the next vehicle-restraint system.

"Many 1- to 2-year-olds still have not outgrown the rear-facing seat and should continue using it," she said.

"Switching to the next, less-restrictive step is enticing for parents, but do not rush to the next milestone when safety is the concern."

During an appointment at the Northern Nevada Fitting Station, parents and caregivers will receive specific instructions and education about their particular seat, their vehicle and techniques for proper installation.

The standard fee is \$25 per installation, with a sliding-scale minimum of \$10. Car seats are available to be purchased and installed at the Northern Nevada Fitting Station, as well.

The station does not accept drop-ins, but appointments are available Monday through Friday from 8 a.m. to 4:30 p.m. For more information, or to make an appointment and receive directions, contact the Northern Nevada Fitting Station, at 775-815-0981.



Car crashes are the No. 1 cause of death among children ages 1 to 14, according to the National Highway Traffic Safety Administration.

Northern Nevada Fitting Station educates more than 1,500 parents and caregivers annually, checking and installing more than 1,800 seats.

"It is important for caregivers to follow national seat-belt and car-seat guidelines," said Susan Daw, RN, administrative director

for maternal child health at Saint Mary's Regional Medical Center. "It is estimated that three of every four car seats is not installed correctly."

Nevada law requires an approved child restraint system that is properly installed for all children who are younger than 6 and weigh less than 60 pounds.



American  
Red Cross  
Northern Nevada Chapter

Real  
**HEROES**  
ordinary people | extraordinary acts

May 10, 2012

Mr. Jim Gubbels  
REMSA/Care Flight  
450 Edison Way  
Reno, Nevada 89502

Dear Mr. Gubbels,

Thank you, again, for sponsoring the 2012 **Real Heroes Breakfast** on March 29, 2012. We know there are heroes among us – people who exhibit altruism and grace under extreme circumstances – who act individually and sometimes band together on the front line when disaster strikes.

Not only does your generous support of this event help to bring critical emergency assistance – and hope – to people who have lost their homes and belongings due to a fire or other disaster, but allowed us to thank our First Responders and many, many unsung Heroes who stepped up during a year of unprecedented disasters.

The American Red Cross relies on the generosity of community members and businesses to continue its work. All proceeds will be used to provide emergency assistance to **local** victims of disaster or home fires and to train our community members in lifesaving skills and preparedness techniques.

Enclosed is an event program to share with friends, colleagues and clients to show YOUR commitment to our community.

Please do not hesitate to call or email if you have comments or suggestions on how we can improve our Real Heroes annual event. You can email me [caroline.punches@redcross.org](mailto:caroline.punches@redcross.org) or Pam at [Pamela.howland@redcross.org](mailto:Pamela.howland@redcross.org).

Again, thank you for your support of the Northern Nevada Chapter, American Red Cross. We are honored by your continuing sponsorship.

Sincerely,

  
Caroline J. Punches  
Executive Director

*Thank you for the support!*



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*Regional Emergency Medical Services Authority*

# **REMSA**

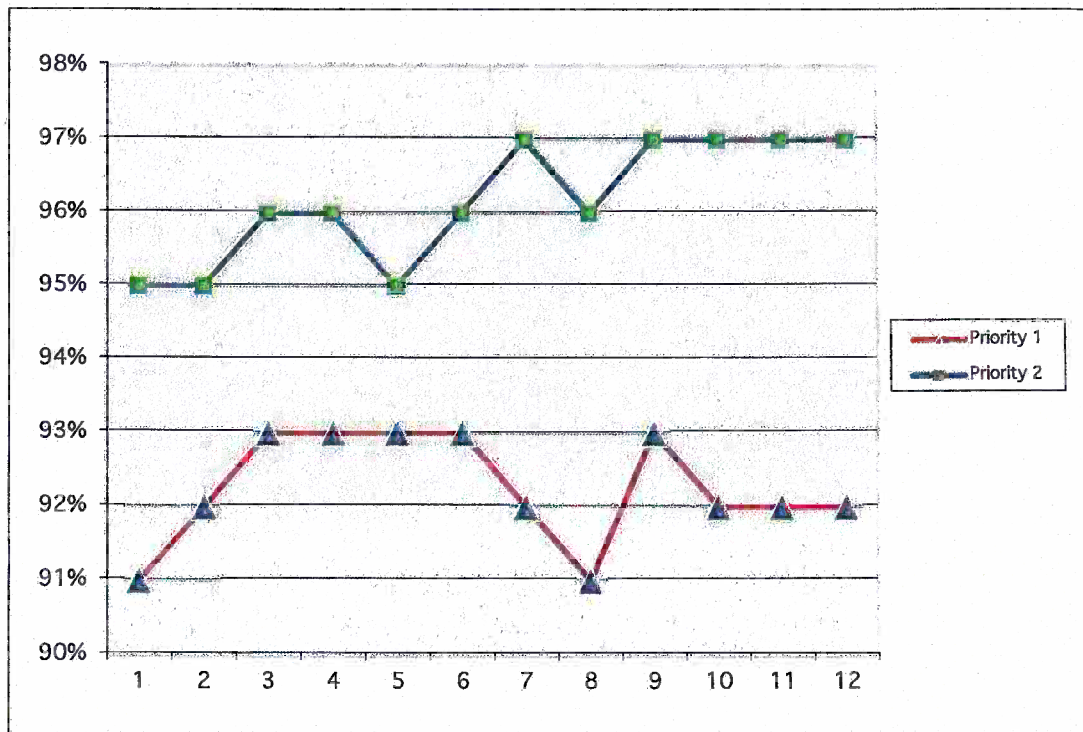
## **OPERATIONS REPORTS**

**FOR**

**JUNE 2012**

Fiscal 2012

Month	Avg. Response Time	Avg. Travel Time	Priority 1	Priority 2
Jul. 2011	6 mins. 14 secs.	4 mins. 58 secs.	91%	95%
Aug.	6 mins. 8 secs.	4 mins. 58 secs.	92%	95%
Sept.	6 mins. 0 secs.	4 mins. 51 secs.	93%	96%
Oct.	5 mins. 46 secs.	4 mins. 44 secs.	93%	96%
Nov.	5 mins. 44 secs.	4 mins. 41 secs.	93%	95%
Dec.	5 mins. 40 secs.	4 mins. 39 secs.	93%	96%
Jan. 2012	5 mins. 49 secs.	4 mins. 51 secs.	92%	97%
Feb.	5 mins. 52 secs.	4 mins. 44 secs.	91%	96%
Mar.	5 mins. 53 secs.	4 mins. 51 secs.	93%	97%
Apr.	5 mins. 41 secs.	4 mins. 49 secs.	92%	97%
May	6 mins. 5 secs.	5 mins. 1 sec.	92%	97%
June 2012	5 mins. 54 secs.	4 mins. 51 secs.	92%	97%



Care Flight

Month	#Patients	Gross Sales	Avg. Bill	YTD Avg.
Jul-11	14	\$107,958	\$7,711	\$7,711
Aug.	18	\$124,011	\$6,889	\$7,249
Sept.	11	\$84,315	\$7,665	\$7,355
Oct.	10	\$78,523	\$7,852	\$7,449
Nov.	8	\$48,875	\$6,109	\$7,273
Dec.	10	\$68,529	\$6,853	\$7,214
Jan. 2012	8	\$50,377	\$6,297	\$7,121
Feb.	11	\$76,284	\$6,935	\$7,099
Mar.	7	\$45,124	\$6,446	\$7,052
Apr.	9	\$57,124	\$6,347	\$6,992
May	9	\$67,703	\$7,523	\$7,033
June	11	\$75,452	\$6,859	\$7,018
<b>Totals</b>	<b>126</b>	<b>\$884,274</b>	<b>\$7,018</b>	<b>\$7,018</b>

Adjusted Allowed Average Bill - \$7,098.00

REMSA Ground

Month	#Patients	Gross Sales	Avg. Bill	YTD Avg.
Jul-11	3142	\$3,105,565	\$988	\$988
Aug.	3235	\$3,191,785	\$987	\$988
Sept.	3135	\$3,171,136	\$1,012	\$995
Oct.	3064	\$3,079,888	\$1,005	\$998
Nov.	2954	\$2,965,724	\$1,004	\$999
Dec.	3020	\$3,061,272	\$1,014	\$1,001
Jan. 2012	3085	\$3,115,988	\$1,010	\$1,003
Feb.	3008	\$3,050,837	\$1,014	\$1,004
Mar.	3207	\$3,231,629	\$1,008	\$1,004
Apr.	3093	\$3,139,554	\$1,015	\$1,006
May	3088	\$3,127,854	\$1,013	\$1,006
June	3218	\$3,253,537	\$1,011	\$1,007
<b>Totals</b>	<b>37249</b>	<b>\$37,494,769</b>	<b>\$1,007</b>	<b>\$1,007</b>

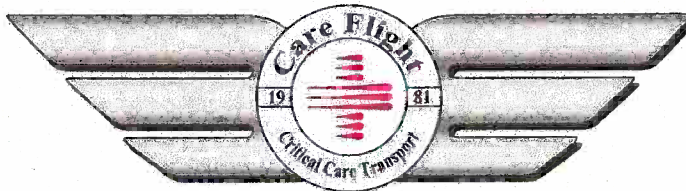
Allowed ground avg bill - \$1,002.00



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*Regional Emergency Medical Services Authority*

**CARE FLIGHT  
OPERATIONS REPORT  
FOR  
JUNE 2012**



**CARE FLIGHT OPERATIONS REPORT  
JUNE 2012  
WASHOE COUNTY**

- ❖ **In Town Transfer:**  
    **0 Ground ITTs were completed**
- ❖ **Outreach, Education, & Marketing:**  
    ➤ **1 Community Education & Public Event**

6/27/12	Cold Springs VFD safety training	❖ Flight staff
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❖ **Statistics**

**Washoe County Flights**

	# patients
Total Flights:	11
Total Patients	11
Expired on Scene	0
Refused Transport (AMA)	0
Scene Flights	7
Hospital Transports	4
Trauma	2
Medical	8
High Risk OB	0
Pediatrics	1
Newborn	0
Full Arrest	0
<b>Total</b>	<b>11</b>



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*Regional Emergency Medical Services Authority*

**REMSA**  
**GROUND OPERATIONS REPORT**  
**FOR**  
**JUNE 2012**





**GROUND AMBULANCE OPERATIONS REPORT**

**June 2012**

**1. OVERALL STATISTICS:**

Total Number Of System Responses	5473
Total Number Of Responses In Which No Transport Resulted	2279
Total Number Of System Transports	3194

**2. CALL CLASSIFICATION REPORT:**

Cardiopulmonary Arrests	2%
Medical	45%
OB	0%
Psychiatric/Behavioral	4%
Transfers	18%
Trauma	26%
Trauma – MVA	7%
Trauma – Non MVA	19%
Unknown/Other	5%
Total Number of System Responses	100%

**3. MEDICAL DIRECTOR'S REPORT:**

The Clinical Director reviewed:

- 100% Full Arrest Ground Charts
- 100% Pediatric ALS and BLS Ground Charts
- 100% All Ground Intubations

Review of the following patient care records (PCR) for accurate and complete documentation and appropriate use of protocol:

- 100% of cardiopulmonary arrests
- 100% of pediatric patients both ALS and BLS transport and non-transport patients
- 100% of advanced airways (outside cardiac arrests)
  - ETCO2 use in cardiac arrests and advanced airway
- 100% of Phase 6 Paramedic and EMT PCRs
- 100% Pain/Sedation Management
- Total of 2699 PCRs

All follow-up deemed necessary resulting from Communication CQI was completed by Chris Barton, EMD, Communications Education and CQI Coordinator

**4. EDUCATION AND TRAINING REPORT:**

**A. Public Education**

**Advanced Cardiac Life Support**

Date	Course Location	Students
6/6/12	Eastern Plumas Healthcare	4
6/9/12	REMSA	14
6/21/12	REMSA	11
6/21/12	EMS CES 911 Training Site	5

**Advanced Cardiac Life Support Recert**

Date	Course Location	Students
6/7/12	John Mohler & Co.	11
6/8/12	John Mohler & Co.	16
6/18/12	REMSA	13
6/23/12	Summit Medical Education and Training	1
6/25/12	EMS CES 911 Training Site	4
6/26/12	Zack Marcus	1
6/27/12	EMS CES 911 Training Site	3
6/28/12	REMSA	11

**Advanced Cardiac Life Support Skills**

Date	Course Location	Students
6/1/12	SMRMC	1
6/7/12	REMSA	1
6/20/12	REMSA	1

**Advanced Cardiac Life Support Prep**

Date	Course Location	Students
6/1/12	REMSA	5

**Bloodborne Pathogen**

Date	Course Location	Students
5/15/12	CCNN	10
6/19/12	REMSA	9
6/20/12	REMSA	20
6/21/12	CCNN	13
6/26/12	CCNN	4
6/27/12	CCNN	22

**Health Care Provider CPR**

Date	Course Location	Students
12/8/11	Silver Legacy	2
4/17/12	Humboldt General Hospital	14
4/29/12	Carson City BLM	11
4/30/12	Carson City BLM	9
5/8/12	Carson City BLM	12
5/9/12	Carson City BLM	13
5/9/12	Humboldt General Hospital	20
5/16/12	NDOC	2
5/18/12	NDOC	6
5/23/12	Carson City BLM	10
5/27/12	Nye County Sheriff	1
5/31/12	CPR Plus	1

5/31/12	CPR 1st Aid Training Site	1
6/1/12	NorCal EMS Educational Services	1
6/2/12	EMS CES 911 Training Site	2
6/2/12	Jennifer Kraushaar	1
6/2/12	Nye County EMS	7
6/4/12	Milan	18
6/4/12	Chris McNally	3
6/6/12	SNJC	11
6/6/12	REMSA	10
6/7/12	REMSA	10
6/8/12	Jennifer Kraushaar	4
6/11/12	REMSA	20
6/11/12	Trent Waechter	14
6/12/12	REMSA	8
6/12/12	Trent Waechter	16
6/13/12	Willow Springs	15
6/13/12	Trent Waechter	14
6/13/12	NDOC	4
6/13/12	NorCal EMS Educational Services	3
6/13/12	Regent Care Center Reno	5
6/14/12	Storey County Fire Dept	1
6/15/12	Rosewood Rehab	5
6/15/12	Jennifer Kraushaar	5
6/15/12	Shelly White	1
6/16/12	Cheryl Mangum	1
6/18/12	EMS CES 911 Training Site	4

6/18/12	Nye County Sheriff	7
6/19/12	Tyler Teese	1
6/20/12	REMSA	10
6/22/12	CCNN	11
6/23/12	EMS CES 911 Training Site	5
6/23/12	Storey County Fire Dept	8
6/23/12	Humboldt General Hospital	1
6/23/12	Nye County EMS	4
6/24/12	Jennifer Kraushaar	3
6/24/12	Jennifer Kraushaar	8
6/24/12	Jennifer Kraushaar	1
6/26/12	NDOC	3
6/27/12	EMS CES 911 Training Site	4
6/28/12	West Hills Hospital	1
6/28/12	SNJC	6
6/28/12	Silver Lake Volunteer Fire Dept	1
6/28/12	REMSA	10

**Health Care Provider, Employee**

Date	Course Location	Students
6/4/12	REMSA	1
6/7/12	REMSA	1
6/11/12	REMSA	4
6/15/12	REMSA	1
6/19/12	REMSA	1
6/21/12	REMSA	2
6/28/12	REMSA	1

**Health Care Provider Recert**

Date	Course Location	Students
2/29/12	Majen	1
3/23/12	Majen	1
4/2/12	Majen	1
4/3/12	Majen	4
4/20/12	Humboldt General Hospital	1
6/1/12	Nampa Fire Dept	3
6/2/12	Riggs Ambulance	7
6/4/12	REMSA	9
6/4/12	Tahoe Forest Hospital	1
6/7/12	REMSA	7
6/7/12	Tahoe Forest Hospital	1
6/8/12	Tahoe Forest Hospital	1
6/12/12	EMS CES 911 Training Site	2
6/13/12	REMSA	9
6/13/12	Tahoe Forest Hospital	1
6/14/12	REMSA	9
6/14/12	REMSA	1
6/14/12	WCSD	3
6/14/12	Eastern Plumas Healthcare	4
6/14/12	Eastern Plumas Healthcare	9
6/15/12	EMS CES 911 Training Site	4
6/16/12	REMSA	8
6/19/12	EMS CES 911 Training Site	1
6/19/12	Tahoe Forest Hospital	4

6/19/12	Tahoe Forest Hospital	8
6/21/12	REMSA	8
6/22/12	West Hills Hospital	6
6/22/12	Tahoe Forest Hospital	1
6/25/12	EMS CES 911 Training Site	1
6/25/12	EMS CES 911 Training Site	1
6/26/12	REMSA	7
6/26/12	Humboldt General Hospital	4
6/27/12	Leslie Cowger	1
6/28/12	Tahoe Forest Hospital	4
6/29/12	REMSA	10

**Health Care Provider Skills**

Date	Course Location	Students
5/24/12	Tahoe Pacific Hospital South Meadows	1
6/2/12	Elko County School District	6
6/2/12	Elko County School District	4
6/4/12	REMSA	4
6/6/12	REMSA	1
6/7/12	REMSA	1
6/11/12	Majen	1
6/15/12	REMSA	1
6/20/12	REMSA	1
6/20/12	Tahoe Pacific Hospital South Meadows	1
6/21/12	REMSA	4
6/25/12	REMSA	1
6/25/12	REMSA	1

6/27/12	REMSA	1
6/27/12	Orvis School of Nursing	1
6/27/12	Alex MacLennan	5
6/28/12	REMSA	2
6/28/12	Riggs Ambulance	1

**Heart Saver CPR/AED**

Date	Course Location	Students
5/30/12	Nampa Fire Dept	9
5/30/12	Nampa Fire Dept	9
5/31/12	WCSD	3
5/31/12	Carson City BLM	11
6/1/12	Nampa Fire Dept	4
6/2/12	Adrienne Brown	1
6/2/12	Ronald Oliver	6
6/4/12	Chris McNally	6
6/6/12	Alex MacLennan	3
6/9/12	WCSD	2
6/12/12	WCSD	2
6/13/12	REMSA	9
6/13/12	REMSA	20
6/13/12	EMS CES 911 Training Site	2
6/13/12	Alex MacLennan	10
6/13/12	Alex MacLennan	10
6/14/12	WCSD	2
6/16/12	WCSD	2
6/18/12	WCSD	2



6/19/12	Majen	5
6/21/12	WCSD	3
6/23/12	REMSA	5
6/24/12	Lawrence Smith	3
6/25/12	UNR EHS	7
6/25/12	Airport Fire Dept	3
6/25/12	WCSD	2
6/26/12	REMSA	9
6/28/12	WCSD	2
6/29/12	Michael Boharsik	1

#### Heart Saver CPR/First Aid

Date	Course Location	Students
2/23/12	Humboldt General Hospital	13
2/27/12	NDOC	1
3/7/12	Majen	6
3/21/12	Majen	8
3/27/12	Majen	3
4/2/12	Majen	2
4/3/12	Majen	8
4/17/12	Majen	9
4/19/12	Majen	4
4/24/12	Majen	6
4/24/12	Majen	1
4/25/12	NDOC	1
4/26/12	Majen	9
5/8/12	Majen	2

5/9/12	REMSA	3
5/15/12	Majen	7
5/16/12	Majen	4
5/18/12	Nampa Fire Dept	15
5/24/12	Majen	3
5/24/12	Majen	3
5/30/12	NorCal EMS Educational Services	8
5/31/12	Eagle Valley	5
5/31/12	NDOC	24
5/31/12	NDOC	7
6/1/12	David Anthes	5
6/1/12	NDOC	6
6/1/12	Alex MacLennan	10
6/1/12	Alex MacLennan	7
6/1/12	Humboldt General Hospital	6
6/2/12	REMSA	9
6/2/12	Humboldt General Hospital	6
6/3/12	Storey County Fire Dept	5
6/3/12	Storey County Fire Dept	1
6/4/12	NDOC	5
6/4/12	NDOC	17
6/4/12	Humboldt General Hospital	6
6/5/12	Majen	5
6/6/12	NDOC	10
6/6/12	Community Living Options	5
6/7/12	NDOC	9

6/7/12	Jennifer Kraushaar	10
6/7/12	Jennifer Kraushaar	9
6/7/12	NDOC	20
6/8/12	Jennifer Kraushaar	15
6/11/12	Barrick Goldstrike	10
6/11/12	Dustin Langston	3
6/11/12	NDOC	17
6/12/12	JOiN	3
6/12/12	NDOC	12
6/12/12	NDOC	7
6/12/12	Majen	4
6/13/12	NDOC	27
6/13/12	Majen	5
6/13/12	Majen	4
6/15/12	REMSA	8
6/15/12	Elko BLM	17
6/16/12	REMSA	8
6/18/12	SNJC	5
6/18/12	NDOC	21
6/19/12	REMSA	9
6/19/12	Chris McNally	23
6/19/12	Majen	10
6/19/12	Majen	3
6/19/12	Work of Heart	9
6/20/12	REMSA	20
6/20/12	NDOC	9

6/21/12	NDOC	8
6/21/12	NDOC	8
6/22/12	NDOC	14
6/22/12	Susan Phillips	5
6/22/12	Work of Heart	7
6/25/12	Community Living Options	2
6/25/12	NDOC	8
6/26/12	JOiN	2
6/26/12	Silver Lake Volunteer Fire Dept	1
6/26/12	NDOC	8
6/26/12	NDOC	17
6/26/12	NDOC	24
6/27/12	Susan Phillips	1
6/27/12	NDOC	5
6/27/12	Peggy Drussel	9
6/28/12	NDOC	8
6/28/12	Work of Heart	6
6/28/12	Majen	10
6/29/12	NDOC	5

**Heart Saver AED - Skills**

Date	Course Location	Students
6/20/12	REMSA	1

**Heart Saver First Aid**

Date	Course Location	Students
12/8/11	Silver Legacy	2

4/24/12	Majen	1
5/8/12	Majen	4
5/9/12	REMSA	7
6/5/12	Milan	18
6/12/12	REMSA	20
6/13/12	Work of Heart	16
6/19/12	WCSD	1
6/22/12	CCNN	11
6/28/12	Work of Heart	10

**Heart Saver Pediatric CPR/First Aid**

Date	Course Location	Students
6/4/12	Tahoe Forest Hospital	5
6/9/12	REMSA	10
6/9/12	Humboldt General Hospital	6
6/11/12	Tahoe Forest Hospital	7

**International Trauma Life Support Recert**

Date	Course Location	Students
5/21/12	REMSA	5

**Pediatric Advanced Life Support**

Date	Course Location	Students
6/20/12	REMSA	19

**Pediatric Advanced Life Support Recert**

Date	Course Location	Students
6/9/12	Trent Waechter	8

6/13/12	REMSA	8
6/15/12	John Mohler & Co.	3
6/23/12	EMS CES 911 Training Site	1
6/26/12	EMS CES 911 Training Site	1
6/26/12	Humboldt General Hospital	5
6/30/12	EMS CES 911 Training Site	1

**Ongoing Courses**

Date	Course Description / Location	Students
7/5/11	REMSA Education - Paramedic Program	9
1/3/12	REMSA Education - Paramedic Program	15
4/10/12	REMSA Education - EMT Advanced	20

Total Students This Report	1773
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**5. COMMUNITY RELATIONS:**

**Community Outreach:**

**Point of Impact**

Date	Description	Attending
6/15/12	14th Annual Point of Impact Charity Golf Tournament	2 staff
6/16/12	Child Safety Seat Checkpoint, at Renown, hosted by Renown Children's Hospital, 16 cars and 23 seats inspected.	7 volunteers, 4 staff

**Northern Nevada Fitting Station Project**

Date	Description	Attending
6/7/12	New partner meeting at Saint Mary's.	3 volunteers

6/12/12	Renown Prepared Childbirth Class	14 parents
6/13/12	St. Mary's Prepared Childbirth Class	24 parents

**Safe Kids Washoe County**

Date	Description	Attending
6/5/12	Esther Bennett Field Day, Sun Valley. Manned three game stations regarding Pedestrian, In and Around Vehicles and Fire Safety.	4 volunteers, 250 students
6/6/12	Safe Kids USA Advisory Council monthly teleconference.	1 staff
6/6/12	Miguel Sepulveda Safety Committee monthly meeting, Sparks.	1 staff, 8 volunteers
6/7/12	Safe Kids Washoe County Board of Directors bi-monthly meeting, REMSA.	1 staff, 7 volunteers
6/8/12	Nevada Maternal Child Health Coalition statewide meeting, Reno.	1 staff
6/11/12	Obesity Forum planning committee meeting, Reno.	7 volunteers
6/12/12	Safe Kids monthly Coalition meeting, Sparks.	1 staff, 13 volunteers
6/14/12	Chronic Disease Coalition quarterly meeting, Reno.	1 staff
6/19/12	Cribs for Kids Train the Trainer Class, Southern Nevada Health District, Las Vegas.	9 students, 1 staff
6/20/12	US Health Resources and Services Administration Pediatric Emergencies Webinar	1 volunteer
6/21/12	Maternal Child Health Coalition of Northern Nevada monthly meeting, REMSA.	13 volunteers
6/24/12	Baby Expo, Reno. Cribs for Kids shared an outreach booth with the Northern Nevada Immunization Coalition.	1 staff, 100 educated
6/26/12	Safe Kids USA Advocacy Conference Call.	1 staff
6/26/12	Nevada Maternal Child Health Coalition education committee teleconference.	1 staff



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*Regional Emergency Medical Services Authority*

**GROUND AMBULANCE AND CARE FLIGHT  
INQUIRIES  
FOR  
JUNE 2012**



**INQUIRIES**

**June 2012**

**There were no inquiries in the month of June.**



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*Regional Emergency Medical Services Authority*

**GROUND AMBULANCE  
CUSTOMER SERVICE  
FOR  
JUNE 2012**

## GROUND AMBULANCE CUSTOMER COMMENTS JUNE 2012

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
1		Please send Silver Saver information.	
2		It took forever to get to us.	Be able to talk to the driver directly.
3	Your people took great care for my wife.	Nothing, you so good now.	Fine care.
4	Your guys took what seemed to have been a long time to arrive, but were good once they got here.		
5	Immediately analyzed what was the problem and started medical treatment to revive it.	Not a thing.	Every one was very tolerant to me as I was not very nice patient.
6	Reassuring		
7	Keeping me calm in such a stressful and scared situation.	I have no complaints.	Staff was very professional and caring. I have no complaints.
8	Response time was excellent	I can think of nothing.	
9	everything	nothing	
10	The crew was very helpful in clearly providing my options as to transporting my husband to ER or not. Also, so respectful to my husband.		
11	Great coordination between, REMSA, Reno Fire, & El Dorado Security!!	Nothing that I can think of.	Great over all
12	Everything. I was taken to St. Mary's hospital for treatment. The outcome was excellent. Thank you.	none.	
13	Arrived quickly, was pleasant and helpful	I hope I won't need your service again.	I have no questions.
14	Just a transport from the VA to Renown.		
15			We are very happy with you! thank you!
16	Your staff were comforting and pleasant. Due to the location of my body, they minimized the pain as best they could in getting me onto a stretcher.		
17	transport excellent		
18	The crew kept me calm and relieve my pain. They responded quickly.		
19	They took extra good care of me since my blood pressure was so high.		
20	professional attitude		Service in general was great and appreciated
21	I'm very happy with your service and care.		
22	La atencion fue excelente siempre le platicaron al nino.	Me gusto como fue al servicio.	Muy bien.
23	They were prompt and courteous		
24	Polite and courteous to elderly patient.	n/a	good
25	Communicated to me to help calm me down.		During the time of the incident can't really remember. They did well to help me.
26	Your people was great		The service was great the team was respectable
27	All responders were concerned for my comfort and well-being. Kind and gentle.		Couldn't ask for better.
28	Arrived promptly, very helpful		Excellent
29	The transfer from urgent care to Renown was very smooth. Staff was very kind and professional.	It was very good.	The drive was very quick. I'm sure REMSA saves a lot of lives.
30	Great!		
31	Paid close attention to my vitals. Emergency unit at hospital well advised prior to arrival.	Nothing	At age 82, my first ambulance ride, I did not realize the care given on the ride.
32	Both staff told me what they were doing til arriving at ER.	Nothing I can think of.	None.
33	Everything	just do like you did	great
34	Came promptly and made the patient feel better by their concern.	Can't get better	
35			Was unconscious at the time of service.
36	Crew was professional, well trained, courteous, very efficient.	Just keep the good personnel.	
37	Good service.		
38	All service's were helpful.	nothing	Care and service was good.
39	Got me there.	Make sure you bill the insurance. I did not have a choice in the matter. The doctor forced us to use the service, otherwise my husband would have driven me.	
40	Courteous, careful, and caring.	Nothing, great service.	
41	Prompt service	listen to patient	service ok
42	Everything	Nothing at this time	

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
43	Made me feel safe.		
44	Kept my 5 yr old granddaughter focused.		
45	Everything that I was aware of... I was heavily sedated.		Staff was especially kind, comforting and seemed especially knowledgeable.
46	Everything was great.	Just keep up the great work you do.	Simple God sent.
47	Got me to St. Mary's promptly.	Nothing	Excellent care and service
48	Got me to the hospital in a short amount of time.	Not repeat your questions.	
49	As always, very friendly helpfull as you put it	I cannot think of a single thing.	Just the sight of you guys and gals is so very comforting and the feeling that now one can relax and the feeling that everything will be okay cause now you're here and how I'll be safe and in "GOOD HANDS," THANK YOU!
50	Everything.		You give me a sense of security to know that you will be here for me if I need you.
51	As always, everything!!	How do you improve perfection??	Nice to know in bad times, someone cares!!
52	Very efficient and fast		I didn't call the dispatcher (neighbors called) but help came soon. Thank you!
53	Took care of my husband. It was a long ride and they did everything great.	Nothing. They did there job's great. They were wonderful.	When they couldn't find a good pulse on my husband the paramedic called me and let me know we were coming into town. He was a caring and awesome paramedic. Give him award for being a great paramedic. Thank you. They saved my husbands life. I thank them cuz we were out camping at Davis Creek when all my husbands medical problems happened. Thank you so much for saving my husbands life.
54	Very quick response, polite, and professional.		
55	The guys were wonderful. We felt safe and well care for.		Thank you!
56	Courtious, very respectful, efficient	n/a	
57	everything		
58	Real professional, asked questions.		
59	Everything required	?	I have used your services many times. You are always grate.
60	Your crew of 5 had all the equipment and were quick.	Crew did not use emergency lites and did not move fast enough on the road.	My wife had little time to get to ICU or die.
61	Everything.	No room for improvement.	
62	Calm, professional help. Communicated with me frequently.		
63	Transported the patient.		No. NV. hospital called REMSA.
64	everything	nothing	excellent service
65	Rapid response. Dispatcher staid on the phone until crew arrival. Paramedics were very professional.	Didn't need the fire truck. Seems like a waste of money for a medical.	
66	Everything.		
67	Transported pt from nursing home to home.		
68	Made me feel comfortable and kept me informed.		Thank you!!
69	Your people were excellent!! Every time I've needed to use your help It's always been great. I couldn't ask for better treatment.		
70	Very polite and helpful. Made me feel like I was important.	Nothing I can think of.	Your crew and service was great.
71	Took away some pain and smiled alot.		Excelant care and quick response.
72			As our mother is ageing, we are grateful to have such a superior and professional service in our area. Thank you all at REMSA.
73	Treatment was great and responded in an quick manner.		
74	Got me in ambulance and made me comfortable.	Can't think of anything.	None.
75	Arrived on time, very helpful	Nothing I can think of.	Care was very good.
76	Everything, great job.	Nothing.	
77	This call was made my Manor Care, so we did not interact with your personnel but we have always found you to do excellent work in the past.		
78	everything	it would be hard to do!	
79	good service		good

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
80	Response was quick and professional.		I told staff my dad was DNR and they said they could not do that without the signed form. When we arrived at St Mary's, Dad was on a "VENT" and staff said the ambulance crew stated that he was a "FULL CODE". This is disturbing. Also, dad was taken to the hospital previously in March when I was out of the country. When I returned to Reno I called REMSA and asked if we could subscribe to "Silver Saver". The lady I spoke with said she would mail the application and I have still not received it.
81	prompt		
82	Everything	Keep up the excellent service	service excellent
83	Everything was fine.		
84	Everything	Nothing	
85	service was great		
86	everything		excellent
87	Kept me calm during transport. Nice and personable.	Nothing.	n/a
88	The crew made me feel I was in good hands.		
89	Very smooth operation.	n/a	Great service.
90	Everything was taken care of immediately with kindness and great care.	Thank you, for there is nothing else needed.	Timing was very perfect and I felt very safe and happy. Thank you, I felt very fortunate that I was referred to the staff of REMSA.
91	Great job, well done.		very good.
92	I was well taken care of.		
93	Your personnel were very professional and did all the right things to help me. Thanks!		
94	I had chest pain when breathing. I was scared, it was the first time I had this. They were professional, and I knew they would take care of me.		
95			They were very helpful in a stressful time.
96	You took very good care of our daughter.	helpful.	Very good.
97	Arrived fast, took my husband to VA Hospital then to Renown. He had surgery for a blood clot in his head. Surgery was about 3 hours after I called REMSA to come to our home. We cannot thank you enough for all your staff did.		
98	Everything.	Nothing.	Excellent.
99	Kept me relaxed	nothing	
100	Everything!!	Please keep up the good work. Thanks!	
101	Arrived quickly, assembled in an orderly manner to perform all tasks.	Nothing I can think of.	Very courteous, pleasant, and dignified team.
102	polite, helpful when moving me		
103	Very smooth transport. Thanks.		
104	Arrived quickly	Doing very well.	
105	I don't remember much of anything, I blacked out.	N/A	N/A
106	Everything.	N/A	
107	All things.		
108	Extreamly well. My husband suffers from Parkinson's and is a very tuff man to handle. They did a wonderful job handling him!	Serve champagne to wife's?	
109	REMSA was great. They arrived in a timely manner and were very professional.		
110			Probably saved my wife's life!
111	Everything.		
112		Do not change anything. Your staff was extremely helpful and courtoues.	I am please with the service and I would recomend REMSA to my friends and family.
113	Listened attentively to my problems and was helpful in every way.	Get to the hospital quicker.	Thanks for everything!
114	The medic unit staff were very calm and considerate of my comfort and provided information about my condition along the way.	Deliver the EKG strip chart to the hospital ER nurse.	
115	Arrived promptly, took over immediately, transported patient to hospital.		

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
116	My husband is still alive!!	nine minutes & twenty seconds with 911. I drove from the fire dept on Baring & Truckee, it took me two minutes and I stopped at stop signs. Unacceptable in my book!!	I hope I never need to call again!! I hope, but doubt, I'm the only one this has happened too. Please get GPS or something. I could be a widow right now!!!
117	Everything.		
118	Very personable.	Can't think of anything. Great service.	your crew did and excellent job!
119	Taking vitals and keeping me calm	nothing	Everything was very professional. Your team was very helpful.
120	responded quickly.		
121	everything	nothing	
122	Everything. I was very sick and not really with it - they treated me with kindness and dignity.	Nothing	Wonderful and kind.
123	Everything!!!		
124	Everyone knew how to treat this emergency. They were all knowledgeable, kind, and courteous.		We are grateful for your excellent service. Thank you so very much.
125	All handled professionally.		
126	Everything was excellent	Don't know yet	Excellent
127	I was pleased with all of the crew. They were very helpful.	A little more room	Great crew!
128	Helpfull	Not charge so much	good service
129	Treated my family with respect and communicated clearly.	none.	
130	Compassion & caring exhibited.	Boys (young paramedics) could have shown a bit more confidence & leadership. They wanted to follow us to the hospital.	
131		nothing	It was great
132	Transported patient safely to hospital.		Very good. Glad you are around.
133	all		
134	Everything. The two young men who helped were wonderful.		
135	Provided prompt, courteous service. The staff was very kind.		
136	yes	nothing	
137	Made me feel calm and safe on the trip to Reno.	Nothing, you guys did well.	
138			Everything arranged by Mammoth Hospital. I was not on board. We're grateful for the SAFE flight!!!
139	Very well!	Can't think of any.	Everything worked the way it should have.
140	Very courteous and helpful		Staff called me personally in NY to check on my progress.
141	They were very kind	nothing	great
142	everything	nothing	n/a
143	Everything was great	nothing	
144	Patience with my elderly mother.	Completely satisfied with service.	Wonderful interaction with elderly patient.
145	Everything.	If it ain't broke, don't fix it.	It is a 10!
146	Everything		Well handled.
147	They did very good.		With their smile and caring made me feel good. They were professionals. Bless them all, all of them for helping me. A big thank you all!!!
148	Everything! They were prompt, knowledgeable, caring, clear minded and reassuring.	Do just what you did.	
149	responded quickly and efficiently		
150	Communicate	n/a	very caring
151	Courteous, patient, kind, and professional	I have no suggestions.	REMSA staff are exceptional!
152	everything		
153	The whole ambulance crew was amazing, so nice and caring with my disabled Alzheimer's mom that is agitated. They were very tolerant and kind to my mom. THANK YOU!!!		The whole crew was stellar! I was so impressed!!
154	U came proply, said who u were at my Dr. office, ask my name, then ask all the wright questions, if I felt they needed to know more. All did 9-10 service.		I'm very happy :) Thank you!
155	Sorry I haven't received a bill yet. Your response was rapid and professional.		
156	Dependable and speedy. Personnel courteous and considerate.		
157	everything	nothing	
158	I was unable to speak but I could hear everything they were doing and I am very happy on what was done.	You did it. Thanks to those guys that took care of me.	

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
159	Staff was attentive and very positive while explaining transporting.	Remember the patient can hear. I do not want to know what you did over the weekend. Save those conversations for when there is no one in the vehicle.	
160	Your staff are very prompt and very professional!	Keep up the good work!	
161	Everything	Nothing	Excellent
162	Took care of patient	Nothing, very well done.	
163		More pain meds - very uncomfortable.	Guy came into ambulance and cinched check strap hard on my broken ribs. He did not get info before he did that. 1st ambulance had flat tire, so another ambulance came and I was switched.
164	Moved patient from bed to stretcher and then transported to emergency hospital.	I don't know at this time.	The care and services by ambulance personnel was exemplary.
165	Very calming. Worked excellent w/ my husband to get him stabilized and transported.		Medics are professional, well trained. A pleasure to work with.
166	Nothing.	Hire more people.	The one's that picked me up sucked.
167	The promptness on which your crew arrived on the scene.	N/A	Your employee's need to communicate to the family members as well.
168	Caring and professional.		
169		Could've been more professional. Was feeling like I didn't matter. Ambulance gave me the feeling that I was just an old lady who is like a frequent flyer.	
170	Helicopter - even though couldn't take baby, helped me very much! Awesome guys. Ambulance - came and took my baby to Saint Mary's. Awesome people.	Nothing. I have none complaints!	They were great and I felt very comfortable with them taking my baby.
171	Response time.		
172	Everything to the highest standard	Not a thing (excellent!)	Thank you! You saved my life!
173	Reno Fire and REMSA crews worked great with other and myself. I'm retired Fire Capt.	Everything was fine!	
174	Everything	Keep up the good work	
175	Everything	Nothing	
176	Everything	Nothing	
177	Your courteous and every minute keep me informed of what was to come or what was going on.	Just keep up your good job.	Thank you.
178	Responded very fast to my critical situation! Must have been around 5 minutes at most.	None, your emergency personnel are the best. I am so thankful for their care of me.	Please thank the personnel that helped my life that night.
179	Calmed the patient		Personnel were professional and courteous and we thank you.
180	You took my vitals right away and let me know what they were.	Nothing, you were fantastic!	Letting me know my oxygen levels and irregular heart rhythms helped me to decide to go to the ER.
181	I feel I got excellent service	nothing	
182	Everything.		
183	Help very understanding and professional	fine	Nurses fine too.
184	Everything.		Please thank the team who came to our home and showed such kindness and professional work to patient and me.
185	Prompt, courteous	Very bumpy ride. Need shocks.	
186	You helped with everything.	Nothing, you are great as you are.	
187	Everything.		
188	They were calm, friendly, and professional.		
189	Everything.		
190	In every aspect of the your employee were careful, considerate and caring.	Nothing that comes to mind.	
191	Fast response.		
192	Great guys, even at hospital.		
193	Arrived within a few minutes and were very calming to be with.		
194	The REMSA employees were very polite, professional and helpful.		
195	Took good care of patient	Nothing	Superb service.
196	Everything. Keep up the good work.	are.	Very satisfied with all services. Thank you very much.
197	Everything, as usual. You helped my husband get home safe and sound so he could die at home with his dogs and me - as he wished to do.		Thank you for everything you do. My husband was one of you a very long time ago.
198	The crew had to carry me out because I hurt my back and couldn't walk. They started an IV and gave me meds for my pain. The crew was very helpful and friendly.	Nothing. I was very pleased with all the service I received.	I was taken care of very well. There also was a student EMT and he was very good and helpful.

	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
199	Everything was well done! Very nice, polite young men! Thank you!		
200	Everything	Nothing	Was very good
201	Everything	Everything was very professional. Can't think of anything you could do that would be more helpful.	
202	yes		
203	Communicate step by step. Very caring for me.	Exceptional	
204	Everything. The two gentlemen were very kind, and curtisy. Very nice to.	Just stay the same way. Friendly, and helpful	Very good service and care.
205	My blood sugar was 45. They gave me glucose at once in the ambulance, saving my life I think.		
206	Excellent care. Very caring staff!		
207	you responded in less than 10 mins. All were very nice, that's all I remember.	You were great.	Thank you so much!
208	Very polite and understanding. Calm and worked well as a team.	I was very satisfied with the overall service.	
209	They were cheerful and polite. Answered all my questions to my satisfaction.		
210	I know you got him to the hospital.	n/a	n/a
211	Everything	Nothing that I could see.	Thank you!
212	Everything	Nothing	
213			I was very satisfied.
214	You took him to the hospital	n/a	good.
215	Everything fine on our part.		The service was a-ok for me.
216	Excellent		
217	All of the above		
218	The hospital was great but some of the firemen make fun of me and my seizures. Nothing to do with you.	n/a	Paramedics are always great!
219	Called 911, not sure if this was a REMSA dispatcher, but the dispatcher was terrific. All of the REMSA people that came to our home were nothing but the BEST!		Just spoke to billing, person was terrific. Did all of my insurance paperwork for me!
220	Very quick response to fall. Great care.		
221	Everything.		
222	All service was very professional. 1st rate care :)		Care and service was great. Scale 1 to 10 = 10!
223	Dispatcher and attendants were very swift getting to my residence.	No improvements needed in your service.	The 2 ambulance drivers were very professional and explained everything they were doing.
224	Only inferior care I have ever had.	Hire men who care.	With a fractured knee attendents had me jump to ground from approximately 2 to 3 feet. I was crazy to go ahead and do what they said. I am 71 yrs old.
225	All of it.	Take what medicare will pay for; charge rest to Patrick Smith or Nancy Toy.	Service was fine.
226	I have good relationship with your medics as I work for RPD. They were awesome.	I'm not sure how long it took to arrive, but it felt like a long time as I lay in the road.	You guys did a great job.
227	The gentlemen in the ambulance were extremely nice and caring. I couldn't have had better attendants.		
228	Everything was fine with us. Good job.		
229	Absolutely great! Took great care of my husband.	Keep it up	your personnel were considerate and calming in a scary situation.
230	For me being the patient, everything was done right. As so, it helped me in dealing with the pain.	There is no better than what you already do.	LOVE IT!
231	The whole experience was a lot less stressful with their help and guidance.		Thank you for helping me in a difficult situation!
232	Everything, thank you.		
233	I did not call REMSA myself. I am just assuming that my answers are correct. Nothing to indicate otherwise. Everything went well.		
234	Being overly helpful to my wife.		
235	You calmed me down. Were so professional and efficient.		Your personnel are very caring and helpful.
236	Cheerful and talkative		The 2 workers were very friendly and kind.
237	Very informative and explained to me why I should go to the hospital due to the injury I sustained.	Keep up the good work.	
238	Everything. Made me feel quite at ease and in good hands.	Nothing.	
239	Responded quickly. Helpful and friendly.	There service was good as is.	
240	The crew was great. Very efficient.		



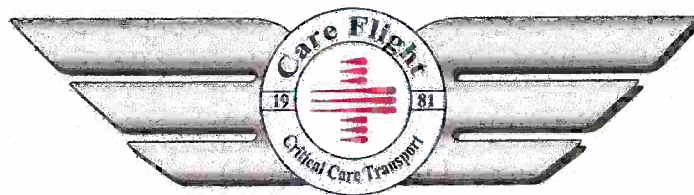
	What Did We Do Well?	What Can We Do To Serve You Better	Description / Comments
241	everything		
242	Everything! Very helpful and polite.		
243	Fast response time. Kept talking and asking questions to better attend to my medical emergency.	Just keep doing what you are now.	
244	Everything was done well.		
245	Kept me updated on vital signs and answered my questions.		Medics stopped by to check on me at hospital - on there second run - was very caring.
246	YES!!! Everything	Only reduce cost.	
247	Told me what is happening in a calm, reassuring manner that totally put me at ease.	Nothing, they did a wonderful job helping me and my husband.	
248	Everything was done well.	no.	
249	All was well	nothing	
250	They were all very nice and great.		
251	Provided me quick response and assistance when I suffered from dehydration due to viral flu. Provided fluids, security, and the information on my condition.	Nothing.	REMSA is a very professional, highly trained organization. As a retired NHP lieutenant, I feel safer knowing that you are there to assist me.
252	Was very helpful in getting extra clothes.		Very helpful and caring.
253	Entire process	nothing	
254	The staff were very quick and carefully and efficiently got me to the hospital.	I could ask for nothing better. They were great! Thank you so much!!	
255	Everything - timely!		
256	Everything	Everything was excellent	
257	Fast transport to S. Renown		I did not see REMSA - mom was already in hospital bed.
258	everything		
259			Please thank them for me. I was in good hands.
260	The EMT staff were so kind to me and friendly and explained everything.	THANKS!!!	
261	everything	nothing	Great service in every respect!
262	Everything. The EMT was awesome in distracting me from my pain. She checked on me several times.	Nothing	Arrived in minutes, tho it seemed like hrs.
263	Response time great - people very knowledgeable.		
264			I was pretty much out of it, but the attendants were very nice.
265	Got it done quick and off they went.	Keep up the good work and never loose the great professional care you all give.	
266	Very friendly, very reassuring, medics did their best to help my husband and make him comfortable.		Excellent
267	They arrived quickly and were efficient.		
268	Very professional.		
269	Arrived quickly.		
270			Great
271	everything	Your service is always A-1.	Good job always.
272	Everything.		
273	Exalent in every way!	Nothing - it was done great.	The fire department were very helpful also!! P.S. Sorry about this mess!!
274	Everything	Nothing	Very good
275	Timely and efficient		
276	Everyone was professional, helpful and kind.	Nothing I can think of.	
277	Your personnel were very professional and courteous.	sick.	
278	The EMT's were kind and thoughtful.	No complaints.	
279	Yes. They were comforting.		I remember the paramedic coming into the house, they ask me question. I can't remember much after that.



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*Regional Emergency Medical Services Authority*

**CARE FLIGHT**  
**CUSTOMER SERVICE**  
**FOR**  
**JUNE 2012**



### CARE FLIGHT CUSTOMER COMMENTS JUNE 2012

	What Did We Do Well	What Can We Do To Serve You Better	Description / Comments
1	Got me to hospital asap and were able to stop the pain on the way. I was in remote camping area!		Excellent.
2	This medical episode was scary and your crew put me at ease during the whole flight.		Service was excellent.
3	Professional and attentive.		
4	Everything	Nothing	
5	Made me feel at ease about helping my two week old baby, very polite and caring.		
6	Everything	Nothing - excellent!	
7	Overall service was good. I was pretty much out of it and don't remember a lot of the flight and service.		
8	Very caring and compassionate.		The care was excellent.
9	Everything, the staff was excellent. Thank you.		
10			Unfortunately, I remember zero about the event including the call to 911. Sorry!
11	Comfort the patient - carefully communicate with ER staff and family.	Nothing I can think of.	Very professional and friendly personnel.



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*Regional Emergency Medical Services Authority*

**REMSA**  
**PUBLIC RELATIONS REPORT**  
**FOR**  
**JUNE 2012**

**PUBLIC RELATIONS**

**June 2012**

ACTIVITY	RESULTS
Wrote and distributed REMSA Stars of Life press release on 6/4.	
Follow-up on CPR/ AED Awareness Week that took place from June 1-7.	TV Channels 2, 4 and 8 did stories during the week regarding the events.
Wrote press release announcing the launch of the special needs car seat program.	Press release is on hold at this time.
Worked with Care Flight on "Fun Ride" concept and meetings with KOLO for media partnerships.	KOLO agreed to be media partner for the promotion.
Sent out press release regarding REMSA donating AED to Discovery Museum.	Channel 4 and RGJ ran a story regarding the donation.
Attempted to get PR on REMSA's evacuation drill with the VA. However, the VA did not return calls in order to organize the PR.	
Pitched story to RGJ regarding REMSA special events team saving woman at Rock N River Marathon.	RGJ will do the story in July.
Wrote and distributed press release regarding hyperthermia issues with hot weather.	KKOH ran a story on this topic interviewing Melissa Krall.

**REMSA teaches 'hands-only' CPR that could save a lives**

RENO — As part of National CPR and AED Awareness Week beginning today, the Regional Emergency Medical Services Authority (REMSA) will be asking bystanders if they know what to do in an emergency.

Community members visiting one of the high traffic locations during the week will be taught how to respond to sudden cardiac arrest as well as how to do effective "hands-only" CPR.

REMSA has partnered with local businesses during the week where they will conduct the "Sidewalk CPR" trainings. The week's training calendar is as follows:

- Today from 10 a.m. to 2 p.m. at the Terry Lee Wells Nevada Discovery Museum (490 So. Center St., Reno).
- Saturday from 9 a.m. to 2 p.m. at the Summit Sierra Mall Farmers' Market (13925 South Virginia St., Reno) and from 3 p.m. to 7 p.m. at Scheels (1200 Scheels Dr., Sparks).
- Sunday from 9 a.m. to 1 p.m. at Squeeze In (25 Foothill Blvd., Reno).
- Monday from 11 a.m. to 3 p.m. at Whole Foods (6139 South Virginia St., Reno).
- Tuesday from 9 a.m. to 2 p.m. at the Summit Sierra Mall Farmers' Market (13925 South Virginia St., Reno).
- Thursday from 3 p.m. to 8 p.m. at Whole Foods Sparks Farmers Market (Victorian Square Plaza, Sparks).

REMSA will have manikins and educators to

monary resuscitation (CPR) with only using their hands in case of an emergency. The CPR training is not an official certification course, but is instead an awareness course. "The more people we have in our community that know how to recognize an emergency and do CPR, the more lives we can save," said JW Hodge, REMSA's education manager. "With 80 percent of sudden cardiac arrests occurring at home, it is crucial that more community members are prepared to respond. CPR is one way we will be able to increase the chances of survival for victims in our community."

Sudden cardiac arrest is a leading cause of death in the country. Everyone should know how to perform CPR in an emergency. Immediate, effective CPR could more than double a victim's chance of survival.

More than 300,000 people will die from coronary heart disease this year before reaching the hospital. Victims that receive immediate CPR and a shock from an AED within three to five minutes have up to a 74 percent chance of survival.

Currently, less than eight percent of victims survive due to lack of CPR and AED use across the country.

For more information or questions, contact REMSA at 775-858-5700 or online at [remsaeducation.com](http://remsaeducation.com).

**REGION IN BRIEF**

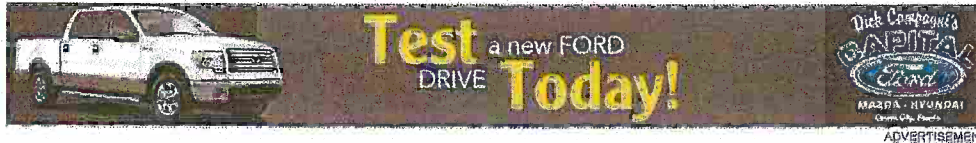
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# REMSA trains for emergencies

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As part of National CPR and AED Awareness Week this week, the Regional Emergency Medical Services Authority is asking bystanders if they know what to do in an emergency. Community members visiting one of the high-traffic locations today and Thursday will be taught how to respond to sudden cardiac arrest and how to do effective "hands-only" CPR.

REMSA has partnered with local businesses where they will conduct the "Sidewalk CPR" trainings. The week's training calendar is as follows:

- 9 a.m. to 2 p.m. today: Summit Sierra Mall Farmers' Market, 13925 S. Virginia St.
- 3 p.m. to 8 p.m. Thursday: Whole Foods Sparks Farmers Market, Victorian Square Plaza, Sparks.

REMSA will have manikins and educators to teach participants how to properly conduct cardiopulmonary resuscitation or CPR using their hands in case of an emergency. The CPR training is not an official certification course, but is instead an awareness course.

Details: REMSA at 775-858-5700 visit [remsaeducation.com](#)

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- 2 Sparks police: Boy who fatally shot 13-year-old sister was 'enamored of gang lifestyle'
- 3 Lake Tahoe topping out two months earlier than 2011
- 4 Sun Valley babysitter arrested after 1-year-old found not breathing
- 5 Pedestrian killed by motorist on McCarran in Sparks

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Caught on Camera: Alligator stalks bobcat  
 May 31, 2012



# VOICES

**WINNERS: THE EFFORTS OF THE FOLLOWING INDIVIDUALS AND ORGANIZATIONS HAVE EARNED MENTION AS WINNERS THIS WEEK.**

## Fifth Cops & Burgers event helps out Special Olympics

The Grand Sierra Resort and Casino, Save Mart, the sponsors, law enforcement agencies, participants, volunteers and everyone who attended the fifth annual Cops & Burgers Benefit Event, which raised nearly \$14,000 to support the many sports training and competitions held throughout the year for Special Olympics Nevada athletes. There were 140 registered cars for the show-'n'-shine, and nearly 500 burgers were served by law enforcement officers and their family members.

### Museum of Art receives support for exhibit

All of the donors to the Nevada Museum of Art's "Edward Burtynsky: Oil" exhibition, including: the Carol Franc Buck Foundation, the Phil and Jennifer Satre Family Fund at the Community Foundation of Western Nevada, Barrick Gold of North America, Kathie Bartlett, Mark E. Pollack Foundation, Lance and Karyn Tendler and the ScotiaBank Group.

Other winners are RBC Wealth Management, for underwriting the Burtynsky lecture; the Leonette Foundation, for underwriting hands/ON! Family Program on the Free Second Saturday; and the Timken-Sturgis Foundation, for unrestricted funding.

### Poker Run raises \$600 for Camp Lotsafun programs

Everyone who supported the first Poker Run to benefit Camp Lotsafun, including: Butcher Boy Meat Co., Anchor's Bar and Grill, Bar USA, Tiger Tom's, Bucket O Blood, Genoa Bar & Saloon, the Note-Ables Music



Guests are treated to an impromptu tour during the premiere of the exhibition "Oil" at the Nevada Museum of Art. NEVADA MUSEUM OF ART

educational opportunities to individuals with disabilities.

### ★ Defibrillator donated to Discovery Museum ★

The Regional Emergency Medical Services Authority, for donating an automatic external defibrillator to the Terry Lee Wells Nevada Discovery Museum and providing training to the museum's volunteers on how to properly use the life-saving device. The AED is a medical device that delivers an electric shock to the heart of a patient in cardiac arrest. The shock can help restore a normal heartbeat.

### Party in the Garden aids May Arboretum

Contributors to the May Arboretum Society's first Party in the Garden, which raised money for improvements to the

Betsy Lemons, Sue Burkhamer, Gwen Gilbert, Pat Leedy, Tana McGuire, Victoria Wallington, Lorrie Leiker and Kass Kirkham; Connie Douglas and her staff of plant sale volunteers; Bill Carlos and Phil Brazier and the arboretum staff.

Other winners are donors of items for the silent auction and drawing: Marilyn and Peter Clarke, Suzanne Adams, Gwen Gilbert, Patricia Patton, Joyce Walsh, Anne Simone, Sara O. Erwin, Sparky Allen, Rapsca Lion, Moana Nursery, Green House Garden Center, Truckee River Rock, Reno Aces, Reno Bighorns, Reno Philharmonic, Reno Chamber Orchestra, Total Wine, Reno Fine Arts, and Dry Creek Nursery; Whispering Vine, Silver Peak Brewery; All Occasion Rentals; and Hug High School Culinary Arts students under the direction of Wayne Tuma and Hi-Point Café.





**you're** the  
**cure**  
Blog

## Research Saves Lives Fly-In Profile: JW & Maddie Hodge



On June 6th, JW, Kim & Maddie Hodge traveled to DC to urge their Nevada members of Congress to protect NIH Funding from automatic budget cuts, set to occur in January 2013. JW's daughter Maddie was born with a supraventricular tachycardia, and is alive because of medical research. One visit included meeting Senator Harry Reid.

Read their story below:

*On May 4, 2010, my daughter was born. Within 30 minutes she was in supraventricular tachycardia and quickly being transported to the NICU. I witnessed staff responding utilizing the training that I have helped provide for the last ten years. Medication was administered, treatments were made, and her heart was quickly stopped giving it the chance to restart in a normal rhythm.*

*Knowing professionally all of the research and work that went into being able to make those quick decisions that saved her life did not even enter my head until days later when I realized that my years of learning, volunteering, and teaching have all been possible because of research.*



# 3 ways to enjoy Free Fishing Day

Free Fishing Day, this Saturday, is our one chance of the year to fish for free — no license or trout stamp is needed, although limits and other regulations apply. We couldn't pick just three places to fish, so we came up with three categories instead:

## OFFICIAL EVENTS

The two events in Reno are held at Sparks Marina and Idlewild Park. At the marina, the Kids Free Fishing Day runs from 7 to 11 a.m. Sponsored by the Sparks Rotary with help from the Nevada Department of Wildlife and city of Sparks Parks and Rec, the event includes hotdogs and drinks, face painting and free fishing poles for participants. At Idlewild Park, the Reno Host Lions Club, in cooperation with NDOW host a free fishing event for kids from 7 to 11 a.m. Kids are encouraged to bring their own poles, however 300 poles will be available on a first-come, first-served basis. The event includes a fire engine from the Reno Fire Department, REMSA ambulance crew and the Sheriff's SWAT vehicle.

## GOOD PLACES FOR KIDS

Other good spots to take the kids include Virginia Lake, along Lakeside Drive in Reno; Paradise Pond, off Oddie Boulevard in Sparks; Marilyn's Pond in Galena Creek Park off Mount Rose Highway; and the pond at Rancho San Rafael Regional Park in Northwest Reno. Except for Rancho San Rafael, which is stocked only once a year, the

other lakes are stocked regularly throughout the spring.

## OUR OTHER FAVORITE PLACES

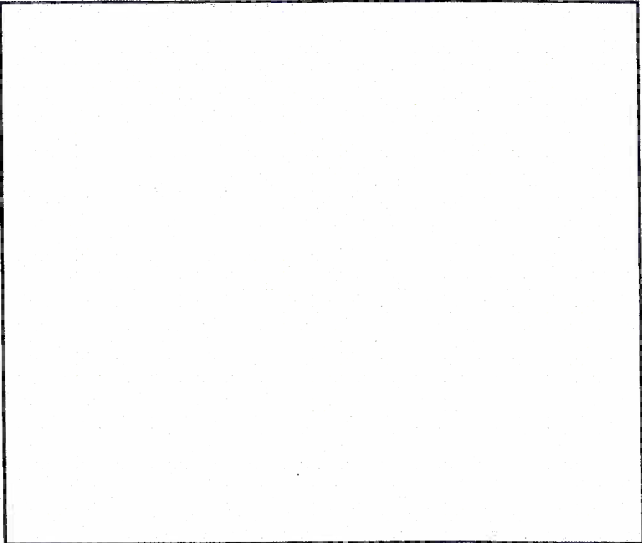
The Truckee River offers numerous spots for fishing right from the bank. The Truckee is one of the most heavily fished waters in the state and can be fished pretty much wherever you can access it. Experienced anglers say to avoid downtown; instead, try parks on the west side of Reno as well as from spots in Verdi. Try the ponds at Davis Creek Park in Washoe Valley, off the road on the way to Bowers Mansion.

— Jackie Green, RGJ

### Related Links

[Tour Reno-area gardens, ponds and miniature](#)

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# Reno police honor people, businesses and groups who helped during tough 2011

The Reno Police Department held its third annual "Excellence in Policing" awards ceremony Wednesday and honored organizations, businesses and other agencies for their efforts in 2011.

Last year was marked by so many tragedies, the police department gave special recognition to a funeral home.

"In 2011, we had a year of unbelievable tragedy for our community," Reno police chief Steve Pitts said to an audience of more than 300 at the Eldorado Hotel-Casino, according to a city press release. "The stories and examples of true leadership and selflessness left an imprint on all of us. Today, we recognize those for their contributions to our community."

There was a special segment dedicated to disaster response from through out the community in 2011. Organizations recognized included the Family Assistance Center, the Trauma Intervention Program, the Reno Fire Department, REMSA and Walton's Funeral Home.

Sworn RPD personnel honored were:

Sgt. Michael Browett received the Lifesaving

Medal for saving an unresponsive newborn baby;

Officer Steve Mayfield was named Police Officer of the Year;

Detective Derek Cecil was named Traffic Officer of the Year;

Lt. Mac Venzon received the Chief's Certificate of Commendation for Program Development for forming and supervising the Drug Interdiction Unit.

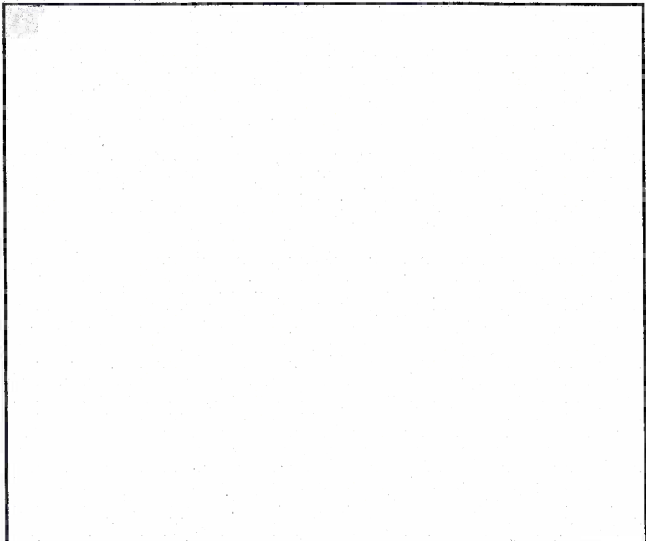
Also honored were:

Assistant United States Attorney Sue Fahami, who received the Chief's Certificate of Commendation for Project Safe Neighborhood;

University of Nevada, Reno Associate Professor Emmanuel Manny Barthe received the Chief's Leadership Achievement;

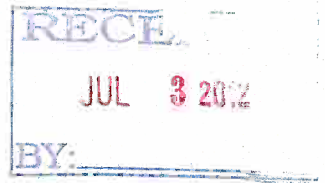
Elaine Lewis and Will Grundhauser of the Senior Auxiliary Volunteer Effortwere recognized for more than 4,000 hours of

Advertisement





Nevada Area Council  
Boy Scouts of America



1745 S. Wells Avenue, Reno, Nevada 89502  
775-787-1111 · Fax 775-787-1114 · www.scouters.org

June 29, 2012

Dear Patrick Smith,

*Thirty five Explorers from five different Nevada Area Council posts attended the 2012 High Intensity Explorer Academy Training (HEAT). The Explorers experienced the best leadership our area has to offer thanks to the work and the time provided by Alan Dobrowolski. Bolstering the Law Enforcement Explorers' program reinforces our Explorers' skills and prepares them for early success in a law enforcement career. In turn, these Explorers will become some of our best future officers. The leadership ability our Explorers have gained will also have a profound impact on our community. Our Explorers will benefit their schools, homes and the world at large.*

*With your blessing Alan Dorowolski has provided the best in care for our Explorers. The Explorers program exists because of the time and energy of dedicated professionals. Exploring would not exist without our professionals and the organizations that back them.*

*I offer my sincere thanks for your support of this program. By enabling Alan Dobrowolski to work with our Explorers you impact the lives of our Explorers and our community. Thank you for supporting this partnership for a better tomorrow.*

*With Profound Gratitude,*

  
John Brownell

*Learning For Life/Exploring Chairman*

**Include Scouting in your will.**

*A United Way Agency Standards of Excellence Partner*

# JEMS NEMSMBR PIO Describes 2012 Ride

## The Muddy Angels ride from Massachusetts & Kentucky

Tim Perkins | | Wednesday, June 6, 2012



### Muddy Angels

More than 100 riders participated in the East Coast and Kentucky routes. *Photo Courtesy Ariel Jewell*

During EMS Week, dozens of people from EMS systems all over the U.S. gathered to participate in the 2012 National EMS Memorial Bike Rides (NEMSMBR), with routes starting in both Boston, Mass., and Paintsville, Ky. Both routes ended in Alexandria, Va. The ride is held annually to honor EMS providers who have died in the line of duty and to advocate for safety in EMS and the wellness of EMS providers.

This was my fifth year on the ride and my first as its public information officer (PIO). As with past years, the ride brings new faces and old friends, laughter and tears, and unforgettable experiences. On the 2012 ride, we honored more than 40 EMS providers who had paid the ultimate sacrifice for EMS.

Over the seven days, 70–100 riders participated per day on the East Coast route, seven riders on the Kentucky route, with another 20–25 ride support staff, affectionately known as “Wingmen.” Twenty-two states were represented among the participants.

For some, it was a return to the ride, but for others, it was their first ride. For both, many moments and emotions were experienced along the way.

“Everyone has a different reason for doing this ride,” says Dave Milsted, medical services officer with the Cherry Hill (N.J.) Fire Department, who was on his sixth ride. “I have been lucky enough not to [have] personally known a line of duty death. I do it because I believe in the cause.”

Although the Ride has solemn moments, there’s also a spirit of excitement among the participants.

“This feeling is shared by many, and bonds are woven so tightly,” says Jennifer Lyon of Milford, Conn., a member of the NEMSMBR Board of Directors. “Someone who knows, who has been on the ride and understands that it’s not just a bike ride, it’s about becoming part of a family of people who understand your struggles and share them so you don’t have to carry them by yourself.”

For first time participants, the feeling of becoming a part of the “Muddy Angels” is special. “This was my first Muddy Angels ride, and to say the least, amazing, awesome and overwhelming at times with emotions,” adds

Dawn Scott, an emergency room nurse from Jacksonville, N.C. "I just can't put it all into words how the week affected me, but [it's] something I will always cherish and hope to be a part of next year."

"The compassion, love, and determination is overwhelming," says first-time ride support staffer Shirley Davey of Leola, Pa., who isn't an EMS provider but participated with her EMT husband, Steve.

"I can say that I am grateful to have these people there when the call comes and help is needed. How unfortunate that they are not appreciated for the skills they possess and administer without thought to themselves."

Even for veteran riders, there are always new experiences. "Doing the Kentucky route was like getting to experience the NEMSMBR for the first time again," says Beth Kirkland Davis, a flight paramedic from Reno, Nev., also a NEMSMBR Board Member. "Working on the West Coast, I would never have met the EMS providers at the local agencies in rural Kentucky, West Virginia and Virginia. These providers opened their doors to feed us and made us a part of their family even in the midst of their own struggles."

The hospitality and generosity shown to the participants is nothing short of spectacular. This year, a bike shop even donated a bike to a rider who had serious mechanical issues with their bike just prior to the ride, and was nearly unable to ride.

"Fellow Muddy Angels went to Berkshire Bike and Board (Great Barrington, Mass.) to get ready for the ride and spoke of my problem," comments Isaac Greenlaw of Bangor, Maine. "The bike shop donated a brand new bike for me to use for the week with only one condition: Ride as much as possible."

The 2012 ride was also especially meaningful for many, as the group rode to honor Lori Foster-Mayfield, a paramedic from Reno, Nev., who died unexpectedly in January. "Due to our previous year's accounts of the ride, as well as the outpouring of support for Lori and her passion for her profession, 14 people from the Reno area joined us on the ride," says Trish Hamilton, a flight nurse and Lori's best friend. "For me, [the decision to ride] was the best decision I could have made. My Muddy Angel family is like no other friendship or family out there. They are some of the best people I have ever known."

The common themes among everyone involved are family and camaraderie. People who don't know each other on a Friday to give a helping hand to change a tire or help up a long hill and then hug as if they were lifelong friends at the end of the ride—well, that's just a feeling that can't really be put into words.

The NEMSMBR is something everyone must experience.

It's a grueling journey, both mentally and physically. However, the spirit of the ride, those who are being honored and the feeling of family among the Muddy Angels heals muscles, hearts and souls.

For more information on the National EMS Memorial Bike Ride, please visit [www.muddyangels.com](http://www.muddyangels.com) or e-mail PIO Tim Perkins at [pio@muddyangels.org](mailto:pio@muddyangels.org).



Muddy Angels in  
Gettysburg

Photo Courtesy Ariel Jewell

This gallery appears with:  
[NEMSMBR PIO Describes  
2012 Ride](#)



### Emotional Ride

Beth Kirkland Davis and Trish Hamilton read during a Memorial Service for Muddy Angel Lori Foster-Mayfield.

Photo Courtesy NEMSMBR

This gallery appears with:  
[NEMSMBR PIO Describes 2012 Ride](#)



### NEMSMBR

Names of NEMSMBR honorees are written on the concrete in front of the Selden (N.Y.) Fire Department.

Photo Courtesy Trish Jubinville

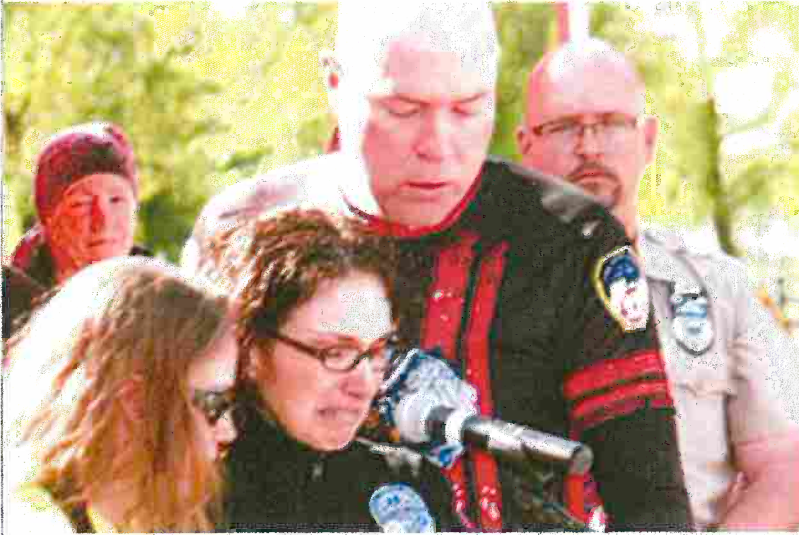
This gallery appears with:  
[NEMSMBR PIO Describes 2012 Ride](#)



### Riders in Time Square

Photo Courtesy Beau Nemeth

This gallery appears with:  
[NEMSMBR PIO Describes 2012 Ride](#)



**Reading the names of the fallen**

Photo Courtesy Harold Hoover

This gallery appears with: [NEMSMBR PIO Describes 2012 Ride](#)



**Many Muddy Angels ride to honor a provider they've lost.**

Kaycee Ayres takes a moment of reflection in front of the poster of Lori Poster-Mayfield.

Photo Courtesy Ariel Jewell

This gallery appears with: [NEMSMBR PIO Describes 2012 Ride](#)



**Kentucky Muddy Angels**

Photo Courtesy Heather Helvey

This gallery appears with: [NEMSMBR PIO Describes 2012 Ride](#)

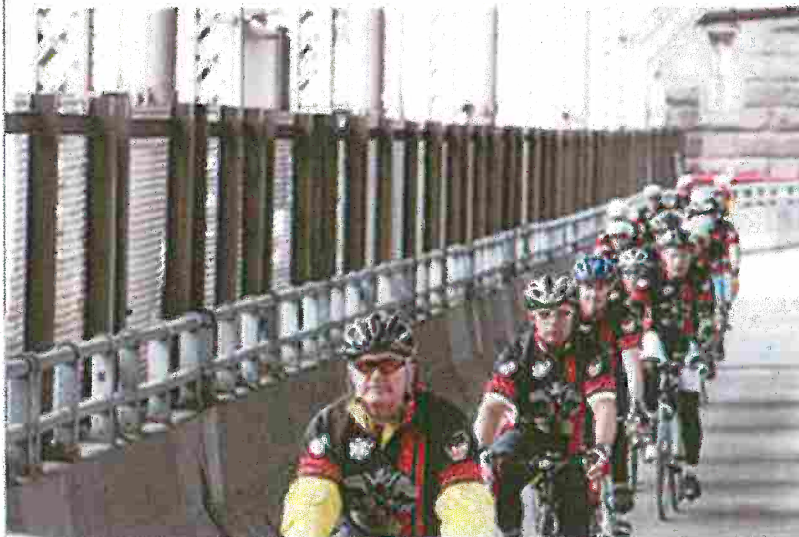




**Muddy Angels with FDNY  
Pipe & Drum**

Photo Courtesy NEMSMBR

This gallery appears with:  
[NEMSMBR PIO Describes  
2012 Ride](#)



**Muddy Angels on the New  
York City bridge**

Photo Courtesy Ariel Jewell

This gallery appears with:  
[NEMSMBR PIO Describes  
2012 Ride](#)



**Muddy Angels are a  
tightknit group.**

Photo Courtesy Doug  
Gladstone

This gallery appears with:  
[NEMSMBR PIO Describes  
2012 Ride](#)



**Muddy Angels lend each other a helping hand on the ride.**

Photo Courtesy NEMSMBR

This gallery appears with:  
[NEMSMBR PIO Describes 2012 Ride](#)



**Muddy Angels in front of the Freedom Tower in New York City**

Photo Courtesy NEMSMBR

This gallery appears with:  
[NEMSMBR PIO Describes 2012 Ride](#)



**Riders reflect on 9/11**

Photo Courtesy Tim Perkins

This gallery appears with:  
[NEMSMBR PIO Describes 2012 Ride](#)



**you're** the  
**cure**  
Blog

## Research Saves Lives Fly-In Profile: JW & Maddie Hodge



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*Knowing professionally all of the research and work that went into being able to make those quick decisions that saved her life did not even enter my head until days later when I realized that my years of learning, volunteering, and teaching have all been possible because of research.*

## You're the Cure Advocates Urge Congress to Protect NIH Funding!



On June 6th, 2012, over 40 *You're the Cure* Advocates from 17 key states came to Washington to urge their Members of Congress to protect funding for the National Institutes of Health (NIH) from automatic budget cuts set to occur in January 2013. If the automatic cuts (or sequester) occurs, the NIH could see cuts that total around 8 percent.

The day started bright and early at a local DC hotel, where our volunteers and participating staff were welcomed by AHA CEO Nancy Brown and Vice President of

Federal Advocacy Sue Nelson. After an impressive group photo, AHA President Dr. Gordon Tomaselli briefed advocates about the funding situation and the damage that the NIH could suffer if the automatic cuts occur.

Following a training session on Capitol Hill meetings by Soapbox Consulting's Christopher Kush, the morning program concluded with a luncheon moderated by incoming AHA President Donna Arnett. Speakers included incoming Chair of the AHA Advocacy Coordinating Committee Dr. Elliot Antman, stroke survivor Barry Jackson, and heart disease survivor Gail Harris-Berry. Barry and Gail are profiled in a complimentary advertisement campaign that is currently running in Capitol Hill newspapers, which shows how NIH research saved their lives.



After the luncheon, our volunteers took to the halls of Congress to meet with their lawmakers and urge them to protect the NIH from funding cuts. Highlights included 10 year-old Olivia Quigley, accompanied by her father, who shared her story with Senator Scott Brown (MA) of suffering a sudden cardiac arrest while in gym class.

Not to be outdone, the Hodge Family, including Maddie Hodge, who was born with a supraventricular tachycardia and is alive today due to medial research, met with Senator Reid from Nevada.

However, all of advocates had a great day of meetings with members and staff. 62 in total!

Great work everyone!

Check out the [You're the Cure Facebook](#) page for continual updates and photos of the event!



## WASHOE COUNTY HEALTH DISTRICT

### EPIDEMIOLOGY AND PUBLIC HEALTH PREPAREDNESS DIVISION



**Public Health**  
Prevent. Promote. Protect.

July 17, 2012

#### MEMORANDUM

**To:** Members, Washoe County District Board of Health

**From:** Randall L. Todd, DrPH  
Epidemiology and Public Health Preparedness (EPHP) Director

**Subject:** Report to the District Board of Health, July 2012

#### **Communicable Disease**

- Influenza – As reported last month, the official influenza season came to an end on May 19<sup>th</sup> (MMWR Week 20). Although we continue to conduct sentinel surveillance on a somewhat limited basis, at this point in the year influenza morbidity typically falls to such a low level that formal reporting of the surveillance results becomes of no consequence.

This year, however, we have seen a continued low-level of influenza activity into the summer months. From MMWR week 21 through week 28 we have seen 39 laboratory-confirmed cases of influenza. Thirty-two of these were influenza B. Of those, two cases were hospitalized but released without the need for admission to the ICU. Influenza B is often seen as a secondary peak late in the normal flu season, but usually not this late.

Washoe County is not unique in this experience. California has reported a similar situation. Also, the CDC has reported low levels of influenza activity across the country, including outbreaks in the southeast and the Pacific Northwest. The majority of influenza viruses reported to CDC have been influenza B.

Year-round influenza surveillance is conducted to help us ensure that atypical or unusual activity occurring outside of the normal seasonal patterns is not due to an emerging novel strain of influenza that could be a precursor to a pandemic. Staff is working on a EpiNews that will alert local healthcare providers to the current situation and encourage their participation in laboratory surveillance.

- Syndromic Surveillance – The Nevada State Health Division has taken unilateral action that will, effective on August 9; curtail a long-standing syndromic surveillance tool in Washoe County. For many years the Health District maintained a contract with Health Monitoring Systems (HMS). HMS and Health District staff established data feeds from the hospitals in Washoe County as well as five urgent care centers. HMS was able to monitor patient chief complaints from these facilities, categorize the information by major syndrome, and report to us any aberrations in the data that could indicate an

emerging public health threat. This provided staff with near real time insight into health problems allowing for more rapid response and better situational awareness with known disease outbreaks. A few years ago the Health Division took over this contract and expanded the program statewide.

Since January of this year the Health Division has been exploring an alternative to HMS known as BioSense. BioSense is a program operated through the CDC. A key advantage to BioSense is that it is free. The Health Division has applied for a grant to assist them in bringing BioSense on board as a replacement for HMS

Unfortunately, the Health Division did not inform the Local Health Authorities that it would be terminating its contract with HMS before any significant leg work was accomplished to determine the feasibility and cost of converting the existing data feeds from hospitals and urgent cares over to BioSense. Staff only learned of this development from HMS on July 13. It is, therefore, highly likely that this important part of Washoe County's syndromic surveillance system will be shut down on August 10 for an unknown period of time.

Staff are working with the Health Division to explore whether or not it may be possible to redirect funds to extend the contract with HMS temporarily. This would allow for a smoother transition to BioSense, avoid the need for an interruption in surveillance activities, and, hopefully, prevent the need to renegotiate data use agreements with the hospitals and urgent care centers.

### **Public Health Preparedness (PHP)**

#### Staff Presentations:

- Information was presented to the Local Emergency Planning Council (LEPC) regarding mass dispensing and the need for large employers to consider becoming a private Point of Dispensing (POD). A private POD agrees to dispense medications to their own staff members and their families in the event of an emergency that would require rapid treatment of prophylaxis of the entire population. Private PODs can relieve pressure on public PODs.
- Education on preparedness was provided to approximately 60 low-income seniors at the City of Reno's Teglia's Paradise Park re-opening on July 16.
- Input was provided on public health emergency response plans to the Reno Access Advisory Committee regarding the newly formed Northern Nevada Access and Functional Needs Workgroup. This workgroup is a collaborative effort involving the Health District and Carson City Health and Human Services.

#### Training and Education

- Staff provided Redundant Communications Training to the Interdivisional Communicable Disease Team.

Other

- PHP staff completed detailed Scope of Work plans for the CDC and ASPR grants including an exercise and training plan for the next two years. The Scope of Work plans will be used by the Nevada State Health Division to incorporate into sub grant awards for the Health District.
- PHP purchased an UbiDuo Communications Device to assist with one-on-one communication with a deaf or hard-of-hearing client. This has already proven to help staff when obtaining feedback for emergency response plans. Additionally, this will assist with communications during a public health emergency.

**Emergency Medical Services (EMS)**

The EMS Coordinator trained additional staff to serve as back-ups for the Medical Unit Leader position at the Regional Emergency Operations Center.



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**Randall L. Todd, DrPH, Epidemiology and Public Health Preparedness Director**



# Washoe County Health District



## Staff Report Board Meeting Date: 7/26/12

**DATE:** July 13, 2012

**TO:** District Board of Health

**FROM:** Candy Hunter, RN, M.Ed., Acting Division Director  
Community and Clinical Health Services  
(775) 328-2628, [chunter@washoecounty.us](mailto:chunter@washoecounty.us)

**SUBJECT:** Community and Clinical Health (CCHS) Division Report  
July 2012 District Board of Health Meeting

1. Child Care Health Consulting/National Association of County and City Health Officials (NAACHO) Award
2. Chronic Disease Program ACHIEVE Project
3. Immunization Program Collaborative with Immunize Nevada

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### 1. Child Care Health Consulting

A recent NACCHO award to CCHS to strengthen local health district Maternal, Child, and Adolescent Health Services and build capacity will allow a PHN trained as a Child Care Health Consultant (CCHC) the opportunity to build capacity for leadership and skill development in the Ten MCH Essential Services. NACCHO provides training in leadership, the program "Mobilizing for Action through Planning and Partnerships" (MAPP), and skill-building during three national meetings along with \$6,000 to implement a local MCAH project. Technical assistance will also be made available from MCAH experts. MAPP will also be used as part of the WCHD accreditation process.

CCHC service requests to the Health District increased over the past year for technical assistance to meet national child care center certification requirements. CCHCs are generally nurses who provide health consultation on matters ranging from communicable disease to provision of healthy and safe foods that meet nutritional and food safety guidelines. Staff is currently working with state and local child care and early education managers to develop systems to implement CCHCs through a train-the-trainer approach. The NACCHO project will allow development of an online training course, registration and referral systems through the Children's Cabinet, and recruitment of the private sector for CCHC development. Planners hope to establish a model similar to a Colorado program in which public health provides technical assistance and training to a network of CCHCs with reasonable fees for service.

CCHS recently partnered with Environmental Health Services (EHS) to conduct training for more than 70 child care providers on food safety regulations and forthcoming inspections. The course was well-received, provided clear guidelines on standards, and extended Health District support in meeting requirements. Child care providers received continuing education credit for their participation.



**2. Chronic Disease Program ACHIEVE Project CHANGE Assessment**

A University of Nevada, Reno MPH student is currently conducting the Center for Disease Control's (CDC) Community Health Assessment and Group Evaluation Tool (CHANGE) through interviews with community representatives in schools, worksites, health care, community-based organizations and the community at large. The CHANGE tool assessment drives revisions of a Community Action Plan (CAP) for the Action Communities for Health, Innovation and Environmental Change (ACHIEVE) project started in 2010. The internship provides an opportunity for the WCHD to conduct a full assessment rather than a curtailed version based on current staff capacity.

The CHANGE Tool will be proposed as part of a large scale evaluation in the Community Transformation Grant 2012 application to be targeted at high morbidity/mortality neighborhoods. Additional data collection and analysis proposed would provide information to inform selection of high risk neighborhoods for more intensive efforts to prevent chronic disease and promote healthy lifestyles.

**3. Immunization Program Collaborative with Immunize Nevada**

To meet the demands of Washoe County parents seeking immunizations as their children head back to school at the end of August, the Immunization Program will be partnering with Immunize Nevada (formerly Northern Nevada Immunization Coalition – NNIC) to hold a community clinic at the Legends Mall on August 18, 2012. It is expected that many of those seeking immunizations will be students needing Tdap in order to enter seventh grade. The program will also be seeking other community opportunities to provide immunizations before the school year begins.



Candy Hunter, RN, M.Ed.  
Acting Division Director  
Community and Clinical Health Services



# Washoe County Health District

## ENVIRONMENTAL HEALTH SERVICES DIVISION

**DATE:** July 17, 2012

**TO:** District Board of Health Members

**FROM:** Robert O. Sack, Division Director, Environmental Health Services (EHS)

**SUBJECT:** Environmental Health Services Division Report for July 2012

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### Food Program

EHS submitted an application for one of the two FDA grants that were reported on in last month's update. The grant is for a \$70,000/year (5-year term) Limited Competition: Advancing Conformance with the Voluntary National Retail Food Regulatory Program Standards (VNRFRPS) (U18). This grant falls directly in line with the mission of our division. The second grant was not applied for since it did not directly relate to the mission of the Health District.

### Land Development

One of our Registered Environmental Health Specialists took on the task of coordinating all pool inspections this season. Thanks to his efforts and those of front staff, the process went smoothly without incident. All 350 seasonal pools and spas were inspected and opened on time. This process was also helped by the professional pool service companies who participated in the CPO pilot program and initially opened 106 bathing places, all of which have now been inspected by the Health District.

The fiscal year sanitary surveys of water companies have begun, with nine completed and 24 scheduled for the remainder of the year. The state has agreed to modify the terms of the Safe Drinking Water Act contract to provide more flexibility necessary to address additional responsibilities taken on by Health District personnel. Staff is now working with the state to provide better customer service to small water companies by utilizing computer software previously unavailable to Health District personnel.

Land Development staff has received the first house rebuilding plans from the Washoe Fire. Staff is working with the contractor to ensure that the septic system can serve the new dwelling while keeping permitting costs as low as possible. Since the existing septic system components are underground for the most part, the permit fee was reduced to that required for a remodel plan review and one inspection.

### Solid Waste/Special Events

Jeanne Rucker, Environmental Health Specialist Supervisor, retired July 6. Bob Sack is temporarily covering the programs under this position. Efforts are underway with human resources for recruitment.

The Special Events staff has been extremely busy during triple digit weather with Farmer Markets and Art Town events.

### Vector-Borne Disease Program

Vector completed its second aerial application on July 11, applying biological pellets on 800 acres. All adult mosquito collections submitted thus far to the Animal Diseases laboratory has tested negative for encephalitis and West Nile Virus. The weekly bleeding and testing of chicken flocks for encephalitis/West Nile Virus has also tested negative.

Surveys and applying biological pellets to catch basins have been completed in the downtown area of Reno and Victorian Square in Sparks. In Reno, we started the residential area east of Wells Avenue and residential area north and east of Victorian Square. One out of two catch basins and in some areas two out of three basins are colonized with mosquitoes.

We have been busy with compliance for the building/civil plans whereby our design standards for infrastructure are constructed as designed. Washoe County Public Works on January 1, 2012, placed the paver tray catch basin insert detail in the Washoe County Hydrology manual. The first two catch basins in Washoe County required with this design standard are on Ingenuity Avenue in Spanish Springs. With this design standard, the adult mosquitoes cannot colonize the water in the sump because the paver tray unit is placed above the sump. The adult mosquito cannot reach the standing water to deposit their eggs.

At this time of year staff receives calls for abnormal behavior in bats. One of the calls was a maintenance person observing abnormal behavior of a bat at the Nugget parking area. Several bats have tested positive for rabies this year although no human interaction has occurred with these rabid bats.



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Robert O. Sack, Division Director  
Environmental Health Services Division




# WASHOE COUNTY HEALTH DISTRICT

## AIR QUALITY MANAGEMENT DIVISION



**Public Health**  
Prevent. Promote. Protect.

**Date:** July 18, 2012

**To:** District Board of Health 

**From:** Kevin Dick, Director, Air Quality Management

**Re:** Monthly Report for Air Quality Management

**Agenda Item:**

The enclosed Air Quality Management Division Report is for the month of June 2012 and includes the following sections:

- Air Quality
- Monitoring Activity
- Planning Activity
- Permitting Activity
- Compliance/Inspection Activity
- Enforcement Activity



# Director's Report

JUNE 2012

On June 4, Michael Wolf joined AQM as Environmental Engineer II for permitting. Mr. Wolf fills a position left vacant as a budget saving measure following the retirement of Chris Ralph at the end of June 2011.

On June 6, AQM management attended a meeting of EPA Region 9 and Nevada Air Agencies held in Las Vegas to discuss air program implementation activities.

The Division was moved from A115 to B171 during the period from June 11th-14th and began counter operations at the B171 location on June 12th. The mechanical equipment set-up for the air lab filter weighing room was not completed until later in the month when the air lab equipment was moved. Facilities is working to stabilize the temperature and humidity levels in the lab within required parameters to enable resumption of filter weighing within the required 30 day period following sample collection.

On Monday June 18th AQM recorded the first exceedance this year of the National Ambient Air Quality Standard (NAAQS) for ozone. Ozone levels reached an eight-hour average of 76 ppb. The ozone NAAQS is 75 ppb.

Dr. Deborah Jordan, EPA Region 9 Air Division Director, visited the Health District to meet with AQM staff and the AHS Officer on Tuesday June 19. That evening I participated on a panel with Dr. Jordan, and Rob Bamford, Nevada Division of Environmental Protection, Air Quality Bureau Chief at the Easter Sierra Chapter Air and Waste Management Association (AWMA) Dinner. I provided a presentation on Washoe County Air Quality and successful programs that have been implemented to attain National Ambient Air Quality Standards.

*Kevin Dick. Division Director*

## AIR QUALITY COMPARISON FOR JUNE

Air Quality Index Range	# OF DAYS JUNE 2012	# OF DAYS JUNE 2011
<b>GOOD</b> 0 to 50	17	16
<b>MODERATE</b> 51 to 100	12	12
<b>UNHEALTHY FOR SENSITIVE GROUPS</b> 101 to 150	1	2
<b>UNHEALTHY</b> 151 to 200	0	0
<b>VERY UNHEALTHY</b> 201 to 300	0	0
<b>TOTAL</b>	<b>30</b>	<b>30</b>

**HIGHEST AQI NUMBER BY POLLUTANT**

Air Quality

POLLUTANT	JUNE 2012	YTD for 2012	JUNE 2011	Highest for 2011
CARBON MONOXIDE (CO)	12	25	7	39
OZONE 8 hour (O3)	101	101	114	114
PARTICULATES (PM <sub>2.5</sub> )	36	94	36	132
PARTICULATES (PM <sub>10</sub> )	34	74	18	88

For the month of June, the highest Air Quality Index (AQI) value reported was one hundred and one (101) for Ozone. There were no exceedances of Carbon Monoxide, PM2.5 or PM10. There were seventeen (17) days the air quality was in the good range, twelve (12) days the air quality was in the moderate range and one (1) day the air quality fell into the "Unhealthy for Sensitive Groups" range due to Ozone.

Planning & Monitoring Activity

PM2.5 Infrastructure State Implementation Plan (I-SIP):

The DBOH adopted a revision to the Washoe County portion of the Nevada PM2.5 I-SIP at the June 28 Board meeting. I-SIPs are required by Section 110(a)(2) of the federal Clean Air Act and demonstrate the Health District's ability to implement, maintain, and enforce the National Ambient Air Quality Standards. The revision included formally submitting five existing local air quality regulations to EPA to be included in the Nevada PM2.5 I-SIP.

Smoke Management:

AQM Planning staff participated in a conference call with the Nevada Division of Environmental Protection and local/state/federal land managers to review the existing smoke management programs.

Ambient Air Monitoring Network Plan:

The 2012 Ambient Air Monitoring Network Plan represents the Air Quality Management Division's ambient air monitoring program activities completed in 2011 and proposed network modifications for 2012-13. The public inspection period closed on June 30 and the Plan was submitted to EPA Region IX on July 2. The Plan is available at the Ambient Air Monitoring page of the AQM website at [www.washoecounty.us/health/air/aam.html](http://www.washoecounty.us/health/air/aam.html).

*Dan Inouye, Branch Chief  
Planning and Monitoring*

Permitting Activity

TYPE OF PERMIT	2012		2011	
	JUNE	YTD	JUNE	ANNUAL TOTAL
Renewal of Existing Air Permits	148	748	138	1215
New Authorities to Construct	4	45	7	82
Dust Control Permits	14 (358 acres)	55 (936 acres)	19 (287 acres)	89 (796 acres)

Wood Stove Certificates	34	141	21	259
WS Dealers Affidavit of Sale	2 (1 replacements)	44 (24 replacements)	5 (2 replacements)	107 (69 replacements)
WS Notice of Exemptions	805 (13 stoves removed)	3808 (38 stoves removed)	537 (9 stoves removed)	5480 (51 stoves removed)

Asbestos Assessments and Asbestos Removal Notifications (NESHAP)	82	492	60	999
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Compliance & Inspection Activity

Staff reviewed thirty-seven (37) sets of plans submitted to the Reno, Sparks or Washoe County Building Departments to assure the activities complied with Air Quality requirements.

Staff conducted sixty-two (62) stationary source renewal inspections and fifty-four (54) gas station inspections in June 2012. Staff also conducted inspections on asbestos removal and construction/dust projects.

The Permitting & Enforcement Branch is pleased to welcome Michael Wolf as the new Environmental Engineer II in the Permitting Section. Mr. Wolf brings a wealth of air quality experience from his years of experience working as a consultant in the private sector. This Environmental Engineer II position has been held vacant since July, 2011, so the Permitting Section will greatly benefit from having Mr. Wolf on board to help process applications for new Authority to Construct/Permits to Operate.

AQM Inspectors have been busy with inspections and responding to complaints. Streamlining of the renewal process for Dust Control Permits and process efficiencies for Asbestos Assessments/Notifications has resulted in the Inspection Staff being able to focus on field responsibilities rather than administrative activities.

*Charlene Albee, Branch Chief  
Permitting & Enforcement*



Enforcement Activity

COMPLAINTS	2012*		2011		
	JUNE	YTD	JUNE	YTD	Annual Total
Asbestos	2	9	1	10	21
Burning	0	3	0	1	10
Construction Dust	7	17	8	26	59
Dust Control Permit	0	4	2	9	22
General Dust	5	19	0	0	0
Diesel Idling	0	1	0	1	3
Odor	1	2	1	6	17
Spray Painting	0	1	0	3	8
Permit to Operate	5	21	13	23	63
Woodstove	4	13	0	2	7
<b>TOTAL</b>	<b>24</b>	<b>90</b>	<b>25</b>	<b>81</b>	<b>210</b>
NOV'S	JUNE	YTD	JUNE	YTD	Annual Total
Warnings	2	26	12	17	55
Citations	2	18	0	5	9
<b>TOTAL</b>	<b>4</b>	<b>44</b>	<b>12</b>	<b>22</b>	<b>64</b>

\* Discrepancies in totals between monthly reports can occur because of data entry delays.

Notices of Violation (NOVs):

There were four (4) Notice of Violations (NOV's) issued in the month of June, 2012. There were two (two) NOV Warnings and two (2) NOV Citations.



# Washoe County Health District



**Public Health**  
Prevent. Promote. Protect.

July 26, 2012

**TO:** District Board of Health Members

**FROM:** Joseph P. Iser, MD, DrPH, MSc  
Washoe County District Health Officer

**SUBJECT:** June 2012 Washoe County District Health Officer Report

## 2012-2013 Legislative Sessions

- WCHD continues to coordinate with Washoe County and others on legislative support issues.

## Budget

- No changes since last report.

## Human Resources

- Evaluations continue to meet the self-imposed threshold of 85%.
- We continue recruiting for open positions, including EPHP, AHS, EHS, and soon in CCHS.
- Candy Hunter, RN, MEd, is Acting Division Director this month for CCHS.

## Communication

- DHO will continue to meet routinely or as needed with all partners.
- Dr. Cohen, primary author of the Tri-Data report on EMS services, was asked by the County to move his presentation to the BCC meeting on August 28.
- We continue to work with St. Mary's and UNR on their effort to produce a more substantial data set, as reported to you previously, and it appears that Renown will be working with us in the near future on a unified report to be conducted every 3 years.
- We have begun a weekly update to all staff on pertinent divisional issues. We are considering other methods to keep WCHD staff better informed as to District-wide and divisional issues.
- We are in the process of developing a Q&A forum for staff to use anonymously to ask questions that either the DHO or DDs will answer, as appropriate, along the lines of ask.washoe for county employees.

### Accreditation

- Internal accreditation meetings continue to occur.
- As discussed last month, we did not match with a CDC Public Health Prevention Specialist.
- We plan to work closely with the students at UNR to match their goals with our needs for future PHPS and PHAP applications.

### Washoe County and Community Activities

- DHO attended the REMSA Board of Directors meeting in July.
- DHO continues to meet regularly with the group looking at school-based health centers, led by WCSD and the oral health coalition.

### Health District Media Contacts and Outreach

#### Health District Media Contacts: June 12 - July 12, 2012

<u>DATE</u>	<u>MEDIA</u>	<u>REPORTER</u>	<u>STORY</u>
7/12/2012	KRXI-CH 21 FOX 11 Reno	Shannon Moore	Special Events Food - Dougan, Ulibarri
7/11/2012	KRNV-CH 4 NBC Reno	Jen Wahl	Mosquitoes - Iser, Shaffer, Ulibarri
7/11/2012	KREN-CH27 UNIVISION Reno	Raul Delgado	Heat - Seals, Ulibarri
7/10/2012	KTVN-CH 2 CBS Reno	Paul Nelson	Heat - Iser, Ulibarri
7/10/2012	KRNV-CH 4 NBC Reno	Jen Wahl	Heat - Iser, Ulibarri
6/27/2012	KREN-CH 27 UNIVISION Reno	Thalia Corona	HIV/AIDS - Hardy
6/21/2012	KOH Radio 780 AM	Ross Mitchell	Pertussis - Kutz
6/20/2012	KRXI-CH 21 FOX 11 Reno	Matt Rosenburg	Pertussis - Kutz
6/19/2012	KOLO-CH 8 ABC Reno	Terri Russell	Pertussis - Shore

#### Press Releases/Media Advisories

7/10/2012	PIO Ulibarri	Mosquito Abatement - Media Advisory
7/10/2012	PIO Ulibarri	Heat - Press Release
6/21/2012	PIO Ulibarri	West Nile Virus - Press Release
6/14/2012	PIO Ulibarri	Pertussis - Press Released
6/12/2012	PIO Ulibarri	Mosquito Abatement - Media Advisory

### State-Wide (and Beyond) Organizational Efforts

- We continue to meet at least quarterly with the other two local health authorities and the NSHD.
- DHO will work to continue broader discussions among border counties for other mutual aid and program effectiveness issues. These will primarily involve the health officers, with specific program representatives involved as appropriate.
- We were successful in negotiating an acceptable agreement for the tobacco program with the NSHD. We have not yet been able to schedule a meeting to discuss funding for the full chronic diseases grant.

1001 EAST NINTH STREET / P.O. BOX 11130, RENO, NEVADA 89520 (775) 328 2400 FAX (775) 785-2279

<http://www.washoecounty.us/health>

WASHOE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

- DHO attended the NACCHO annual conference July 11-13 in Los Angeles. Topics included syndromic surveillance, emergency preparedness, and coordination among local health jurisdictions. He also attended the Board meeting.

District Board of Health Information and Resources

- We have developed additional tracking tools for use in the District, including one for grants and applications, for submissions to the ADA, and for tracking DBOH requests.
- Attached is the consolidated budget reduction summary requested in previous DBOH meetings. I will attempt to provide a broader overview by August or September prior to beginning budget discussions.
- The 2011 Communicable Disease Report is currently under final review and should be posted online in a few weeks and available for you by the next DBOH Meeting.

*Joseph P. Iser MD, DrPH, MSc*

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Joseph P. Iser, MD, DrPH, MSc  
District Health Officer

**WASHOE COUNTY HEALTH DISTRICT  
BUDGET REDUCTION SUMMARY  
FY 2007- FY 2013**

**ADMINISTRATION (AHS)**

- The administrative and technology infrastructure of the Health District has been weakened as a result of the reduced level of resources. Program and financial performance evaluation is deficient inhibiting progress towards achieving goals and objectives. Ability to perform fundamental review of administrative and operating policies and procedures to ensure they are reflective of current business practices are hindered which could result in errors, inconsistencies, improper transactions, and creates non-essential and repetitive inquiries.
- Staff resources have been refocused on only the most vital AHS services. All new projects are scrutinized, and anything outside the essential AHS services have been deferred.
- Timely responses to inquiries from the District Board of Health, staff, and all public health stakeholders have been negatively impacted.
- Staff resources dedicated to critical fiscal management and reporting to assure revenues are being properly collected, deposited, accounted for and adequately safeguarded and expenditures are used in an effective, and efficient manner are taxed. Staff flexibility to adjust workload to accommodate shifting priorities has been exhausted. Staff is becoming fatigued and stressed.
- Ability to address the need for increased linkage between fiscal and programmatic short-term objectives and outcome measures to resolve disparities between the District Board of Health's strategic plan, funding availability, and emerging demands.
- Pursue grant opportunities and public-private partnerships, but only where those grants do not create an increased financial burden in the future. Compression of grant applications, budget redirect and carry-forward requests, and reporting timelines impacts the quality of staff's work products.
- Technology services demands exceeding the staffing levels. Expectations of internal customers need to be adjusted to recognize that the level of help they demand negatively impacts the progress on our permitting system, clinical system, intranet/internet websites, and State/Federal interactions. This in turn affects the timing and ability to comply with regulations, implement business process efficiencies, and improve service quality and quantity for both internal and external customers.

## WOMEN, INFANTS AND CHILDREN (WIC)

- Loss of 2.0 FTE clinical WIC staff reduced the number of at-risk women and children served by 361 clients per month equating to 4,332 clients annually.
- Residents in need did not receive \$21,660 in food each month along with other WIC benefits.
- Studies have shown this reduction increased health care costs by at least \$393,000; far more than the \$156,730 WIC receives in local funds to serve 6,200 clients each month.

## AIR QUALITY MANAGEMENT (AQM)

- Planning activities have been limited to only the highest priority requirements driven by National Ambient Air Quality Standard and State Implementation Plan deadlines for required submittals. Work to provide revisions to the PM10 maintenance plan which is required for EPA redesignation from "Serious" non-attainment to attainment for the Truckee Meadows has been suspended pending adequate program staffing. Updates and improvement to AQM regulations have been postponed pending adequate staffing.
- Outreach and education of the community regarding air quality and personal actions to preserve air quality and protect public health have been mostly curtailed as the PIO position has been held open and now reclassified to address air quality planning requirements. Sensitive populations may not receive information necessary for them to take precautionary actions when air quality levels become unhealthy for them. The public may contribute to excess emissions of air pollutants due to lack of knowledge regarding air quality, behavioral impacts, and sources of emissions.
- The AQM administrative and front counter permit staff is overloaded as additional workload has been imposed upon them due to elimination of the Administrative Secretary Supervisor position. The operational resiliency of AQM to deliver services to the public is fragile with only two positions to provide counter service. This required a Supervisor to have to staff the front counter recently when one of these staff was on vacation, and the other was required to report for jury duty. Customer service, which is a source of pride for these workers, has diminished due to heavy workload they must now maintain and stress has increased.
- Holding permitting positions vacant has resulted in delays of about two weeks in issuing air quality permits to construct for new businesses. AQM is backlogged several months in scheduling inspections following construction activities at new sources. This can result in increased air pollutant emissions from new sources prior to addressing source operations through operating permit conditions. Permitting staff workload is extremely heavy and the Division is barely able to process and issue annual permit renewals as required, resulting in additional stress as staff go through this process each month. Updates and changes to improve the air quality regulations and correct deficiencies have not occurred due to staffing limitations.

## COMMUNITY AND CLINICAL HEALTH SERVICES (CCHS)

### **All Programs**

- A 82 % decrease\* in client visits
- A 68% decrease\* in clients served due to staff reductions
- A 66% in CCHS management - currently there are three managers for all programs and each also rotates monthly as Acting Division Director, currently a vacant position.
- A 25% decrease\* in CCHS staff: FY13 staff level – 44 employees, FY07 staff level - 59 employees
- Little to no surge capacity. Employee workload is high as staff covers responsibilities from lost positions; burnout and stress levels are chronically high and increasing; significantly less professional development, increased use of personal resources such as phones and cars.
- Management strategy to reduce impact of staff loss using intermittent hourly staff also creates managerial challenges related to scheduling, orientation and inherent per diem staff limitations of skills and knowledge.
- Decreased or eliminated participation in community initiatives and staff have withdrawn representation from multiple community health organizations.

### **Chronic Disease Prevention Program**

- Reduced staffing 45% (2.5 FTEs in FY13 from 4.53 FTEs in FY07).
- Loss of injury prevention program with potential rise in injuries and deaths from poisoning, violence, suicide, falls, car crashes, etc.
- Health education on risk factors for leading causes of death (heart attack, cancer, and stroke) decreased with high morbidity/mortality and the associated enormous costs for disease care.
- Decreased public health assessment, policy development, and prevention programming.

### **Family Planning Program**

- In 2007 the program had 15.72 FTEs and will have 10.16 FTE in 2013. In CY 2007 the program saw 4104 clients. In CY 2011 the clinic saw 3230 clients. A 21% decrease in clients and a 33% decrease in staffing.
- Abnormal Pap testing and treatment program eliminated. Clients that require abnormal Pap testing and treatment face delays and a much more cumbersome process to obtain care. Cost of care may pose a barrier.
- New client appointment availability is limited.
- Incline Village no longer provides Title X family planning services.
- Clinical and support staff are stretched to capacity.
- Clinic supervision consists of one Public Health Nursing Supervisor with no Coordinator or Health Educator assistance.
- Fewer clients receive clinical services. Birth control method varieties limited when supplemental grant funding unavailable.

### **Immunization Program**

- Immunization Local - Positions eliminated (decreased 2.56 FTEs), reduced in hours or reclassified to intermittent hourly staff; increased budget with supervisor and program realignments; services and supplies budgets reduced to preserve positions; biological budget had increased related to a change in state provided vaccines, though this budget has recently decreased related to personnel and other program needs; days and hours of services to public reduced related to staff reductions (onsite IZ services available MWF; offsite continues T,Th).
- Immunization Grants – 30% decrease in grant dollars; less capacity to meet community immunization needs, along with less outreach and education to community members, and less capacity to participate in community initiatives; increased workload to staff members, with decreased responsiveness to the public requests; reduced opportunities for professional development.

### **Maternal Child Health Home Visitation**

- Decreased Public Health Home Visitation Program by 50% (reduced 13.54 FTEs in FY07 to 4.48 FTEs FY13 with eight positions re-assigned to clinical programs (STD, IZ, TB, FP), and 3 PHN positions abolished in FY 2009), closed Nurse Family Partnership Program and returned grant funds, reassigned PHNs to small visitation program for high risk families.
- Cuts decreased nurses' ability to assure health needs of maternal, infant and child health populations that include 12-17 year old pregnant teens, infants born to parents with mental illness or substance abuse histories and premature babies.
- Increase morbidity and complexity of family health needs demands additional PHN visits, however nursing resources are unable to meet increased demand.
- Decreased access to preventive care results in increased hospital admissions, increased maternal and infant morbidity/mortality, and loss of field health resources for the indigent population trying to access medical homes and/or community health resources.

### **Sexual Health Program**

- HIV surveillance – increased workload, no increase in staffing. Reduced opportunities for professional development.
- HIV Prevention – Reduced staffing (decrease by 1.88FTE) resulting in remaining staff performing administrative and clerical duties.
- HIV Prevention Fiscal Agent - Funding for community based HIV prevention programs eliminated targeting specific populations; increased workload for remaining HIV program staff as community based prevention program shifted in-house; significant impact to community as CBO funding eliminated.
- STD grant – Minimal increase in funding despite moderate increases in STD cases, resulting in an increased workload with no changes in staffing levels.
- STD Local – Increased budget with supervisor and program realignments; Services and supplies budgets reduced to preserve positions; reportable STDs have remained steady or increased; Case and contact investigations taking more time related to social media/internet, and subsequent anonymity; less time for professional development opportunities.



**TB:**

- Decreased expertise for complex communicable disease management when staffing decreased 13% (5.1 to 4.45 FTEs from FY07 to FY13).
- Cost shift to local cost center when state amended NRS to eliminate state TB funding.
- Positions reclassified to intermittent hourly staff.
- Reduced eligibility for screening services at the clinic, including targeted testing for TB.
- Minimal outreach to high risk populations including congregate settings (e.g. detention facilities) puts the community at risk for a tuberculosis outbreak.
- Minimal education for health care providers unfamiliar with screening and management of TB.

**Tobacco**

- Reduced program 60% (currently 1FTE from 2.5 FTEs in 2007).
- Eliminated all disparate population outreach (e.g. low SES, Latino, 18-25 yrs, etc.).
- Discontinued work on tobacco free housing initiatives.
- Eliminated outreach activities and media buys to counter tobacco industry advertising.
- Decreased access to preventive care, including referrals to Quit Line, decreased capacity to participate in initiatives or efforts that impact tobacco prevention and cessation.

**ENVIRONMENTAL HEALTH SERVICES (EHS)****Division Wide**

- Reduced staffing levels by eleven (11) positions.
- Every staff member has taken on added workload.
- Stress levels are high.
- Reduced office hours to the public by one half hour (currently 8am-4:30pm).
- Ability to participate in community initiatives is greatly reduced.
- Supervisors are covering more field work to handle surge issues.
- Ability to respond to afterhours emergencies is marginal at best.
- Reduced travel and training budgets.
- Supervisors are putting out fires and not able to be proactive in program planning.

**General Environmental**

- Reduced staffing by seven (7) positions.
- Taken on administrative duties that Admin used to do but have now pushed down to EHS.
- Eliminated paid on call for after hours emergencies. Gone to a voluntary call down list which is marginal. It can take several hours to reach someone.
- Present staffing levels will not support an increase in workload as the economy improves.
- Longer response times for plan review, complaints, and business license reviews.

**Food Program**

- Reduced staffing by two (2) positions.
- All field staff has absorbed added workload to make up for the vacancies.

- Response times to complaints, plan reviews, and business license reviews have increased.
- Currently staffed at levels that are not going to be able to absorb new workload.
- Permit numbers of both permanent and temporary food permits have continued to climb.
- Supervisors are not able to be proactive in regulation and policy development. They are barely keeping up with managing the day to day program operations.

### **Vector-Borne Disease Program**

- One (1) position has been left vacant and intermittent clerical support hours have been reduced.
- Larviciding has been reduced from a high of twelve (12) in one summer season to three (3) this fiscal year. Each application costs ~ \$60,000. This level of application will not guarantee disease prevention in mosquitoes.
- Due to reduced larviciding, adulticiding (fogging) has been increased which is less effective, more intrusive and requires additional staff hours.

### **IT Overlay**

- This program is a surcharge on all of our fee transactions. It helps with our IT needs.
- With reduced number of transactions, funds received in this category have declined.

### **Solid Waste Management**

- Had to move staff from general fund to Tire Fee funding. This has reduced our ability to do as much outreach and promotion for recycling and other waste management issues.
- Eliminated paid on call for after hours emergencies. EHS cannot guarantee a response to public safety agencies that require our services.
- Increased our travel and training budget in the Tire Fund and have reduced them in general fund.
- Longer complaint response.
- Increase in complaints especially in the area of foreclosed homes.
- No longer have a PIO dedicated to coordinating promotion activities.

### **Land Development**

- Reduced staffing by three (3) positions.
- Staff reduced 20% in the last year, with no reduction in workload and additional Safe Drinking Water Act duties.
- Staff not represented at Water Planning Commission and several Washoe County Committee meetings, creating a lack of current information from reaching the program and limiting cooperation between agencies.
- Complaints no longer closed out in a timely manner.
- Supervisor spending 75% of their time in the field due to workload.
- Lack of coverage when people are out sick or on vacation.
- Documentation suffers due to reduced manpower.
- Important on-site sewage disposal regulation updates postponed.
- Important well regulation updates postponed.

### **Safe Drinking Water**

- One (1) position funded mostly by general fund has been kept vacant. The position focused primarily on GIS data conversion and that work is not currently being performed.
- No reduction in grant dollars from the State.

### **Hazardous Waste**

- No reduction in grant dollars from the State.

### **Underground Storage Tanks**

- No reduction in grant dollars from the State.

## **EPIDEMIOLOGY AND PUBLIC HEALTH PREPAREDNESS (EPHP)**

### **Epidemiology**

The elimination of 1 FTE Senior Epidemiologist means that we no longer have a staff member specifically recruited and assigned to chronic disease epidemiology. Chronic disease accounts for the majority of morbidity and mortality in Washoe County and the nation. Not having a chronic disease epidemiologist also inhibits the ability of the Health District to respond to reported clusters such as cancer or other non-infectious disease “outbreaks” that require different techniques for investigation and control. Finally, the loss of a Senior Epidemiologist results in a reduction of surge capacity for infectious disease outbreaks.

### **Public Health Preparedness**

The Public Health Preparedness Program (PHP) is 100% grant funded. Funds come primarily from the Centers for Disease Control and Prevention (CDC) and from the Assistant Secretary for Preparedness and Response (ASPR). These federal funds come to Washoe County as a pass through from the Nevada State Health Division. Federal funds for this program have been shrinking for the past several years and are predicted to continue to go down. Thus far, lower levels of funding have been absorbed through decreases in equipment purchases and contracts. Grant dollars have been used to offset local reductions in staffing and travel in other areas such as Epidemiology which has a direct tie to grant deliverables. Grant resources have also been used to address the loss of Public Information Officer (PIO) staff in other Divisions. Continued decreases in federal funding will diminish our ability to do this.

### **Vital Records**

Vital Records is a revenue producing program and has, therefore, not been asked to take reductions that would reduce its ability to remain net positive. Further, the State mandated an increase in fees which has resulted in an even larger net positive balance for this program. However, none of this increase has been funneled back into the program to improve customer service. Therefore, service at the window remains available only three days per week and the counter continues to be closed during the lunch hour. Planning is currently underway to explore the potential use of a portion of the increased revenues to accomplish better customer service through increased hours of window service availability.

**Emergency Medical Services (EMS)**

Staffing reductions have included the elimination of a part-time nurse position that was focused on EMS Disaster Management and an Office Support Specialist. These job functions have been absorbed by the EMS Coordinator. The EMS Coordinator has been able to utilize technology and other efficiencies to maintain this increased workload, however, no programmatic enhancements such as improving the role of urgent care and skilled nursing facilities in disaster response exercises have been possible.