



Community Partners for Clean Streams

SERIES #8:



EDUCATION

SERIES #8: Education



COMMUNITY PARTNERS FOR CLEAN STREAMS

NOTE: This handbook is one in a series of handbooks that describes specific practices businesses can use to protect water quality. A complete list of all handbooks and fact sheets available through the Community Partners for Clean Streams program is provided on the back cover. To obtain other handbooks in this series, contact the Office of the Washtenaw County Drain Commissioner at the address or phone number provided below.

Becoming a “Community Partner for Clean Streams”

We hope you'll join with the Washtenaw County Drain Commissioner's Office and other area businesses and institutions by participating in the Community Partners for Clean Streams program. Through this program, businesses help protect County rivers and streams.

To participate in the program, the checklist in the back of this handbook must be completed and approved. In return for your effort, we'll publicly acknowledge your business through newspaper articles, displays and speaking engagements. We'll also encourage consumers to look for the Community Partners logo at your business when they select services.

Washtenaw County Award for “Environmental Excellence”

By becoming a Community Partner, your business will have completed the water quality criteria for Washtenaw County's “Environmental Excellence” award. These annual awards are presented to businesses in the County that proactively protect the environment. For more information about this award program, contact the Community Partners Program Manager, or the Office of the Washtenaw County Drain Commissioner.

Community Partners for Clean Streams Program Manager
Washtenaw County Drain Commissioner's Office
705 North Zeeb Rd.
Ann Arbor, MI 48107

Phone: (734) 222-6833 or (734) 222-6813

Fax: (734) 994-2459

<http://drain.ewashtenaw.org>

Handbook Design and Illustration by David Zinn

Directions for Completing the Water Quality Assessment Checklist Questions at the End of this Booklet

- Please Read Carefully -

1. For each question, check the appropriate answer box in the Assessment column (*Always*, *Needs Improvement*, or *Not Applicable*).
2. Next, check the corresponding box in the Action Plan column (*Plan to Continue* or *Plan to Improve*).
3. For every activity, indicate:
 - **Who** is, or will be responsible. It is best to answer with a job position, i.e. facility manager.
 - **Schedule** or proposed date by which the activity will be completed.
 - **Action(s)** - please provide additional details regarding the implementation of a proposed activity, or explain what is already being done.
 - If the action requires ongoing employee training or commitment from management, check that box as a reminder to include it in your employee education activities.

(See example below)

THE ASSESSMENT IS NOT COMPLETE UNTIL THIS INFORMATION IS PROVIDED FOR EACH QUESTION.

Community Partners for Clean Streams
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Fax: (734) 994-2459

SAMPLE CHECKLIST QUESTION:

1. Steps are taken to minimize the amount of potentially polluting materials and wastes kept in storage.

ASSESSMENT

- Not applicable
 Always
 Needs Improvement

ACTION PLAN

- Plan to continue
 Plan to improve

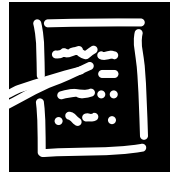
Responsible job or staff position(s): Safety Manager

Schedule: Materials will be in place by 12/01

Action(s): Spill kits, absorbent pads, and spill response plans will be placed near all areas that have the potential for spills.

_____ Requires ongoing education/commitment





Education and Community Leadership

Why be concerned?

Activities that your business will perform as a community partner are part of a continuing process. Employee education is key to any successful pollution prevention program, and will be critical to integrating water resource stewardship into your business operations.

Community leadership in protecting water quality is good public relations: both your business and the environment benefit.

Employee education and community leadership help to raise awareness about the need to protect our rivers and streams.



Make Protecting Our Water Your Business

- Develop and implement an action plan to protect water quality through the Community Partners for Clean Streams program. For more information about Community Partners for Clean Streams, call the number listed under "Getting Help."
- Adopt an environmental policy statement. Post and circulate this statement to employees.

- Train employees to routinely inspect equipment and evaluate activities for opportunities to prevent pollution. A weekly site walk-through can help identify potential problems. Provide incentives to encourage staff participation to protect water quality.

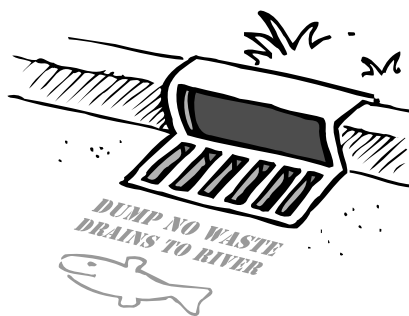
- Assign experienced workers to train new ones. Review procedures as a group at least once a year. You can coordinate this with worker safety training programs or "worker right-to-know" training for hazardous materials.

- Display signs describing water quality protection activities where employees and customers will see them. For example, install a sign near trash receptacles reminding staff to keep covers closed and the area clean.

- Stencil storm drains with the message "Dump No Waste, Drains to River." This informs employees and customers that dumping wastes into these drains is not appropriate. You can borrow stencils through Community Partners for Clean Streams.

- Join the "Adopt-A-Stream" program and adopt a portion of one of the Huron's tributaries. Become active in Rouge River restoration activities; contact the River Raisin Watershed Council to find out more about local stream protection organizations. Contact the agencies under "Getting Help."

- Encourage peer businesses to become Community Partners.



Encouraging Contractors to Protect Water Quality

Encourage or require contractors to implement practices recommended by Community Partners for Clean Streams. At a minimum, request that contractors:

- use the least toxic products and procedures possible
- explain how wastes will be managed
- strictly adhere to all federal, state and local laws

Whenever possible, monitor contractors and their employees to assure compliance.

Encouraging Tenants to Protect Water Quality

If you own or manage property, educate tenants about protecting water quality. For example, include information in newsletters, stencil storm drains and post signs next to trash receptacles. Set up a collection center for used oil and other household wastes that can be recycled.

GETTING HELP

- Huron River Watershed Council (734) 769-5123
- Ecology Center (734) 761-3186
- MSU Extension Office for Washtenaw County (734) 997-1678
- Washtenaw County DPW Pollution Prevention Program (734) 994-4542
- Community Partners for Clean Streams (734) 222-6833
- Adopt-A-Stream (734) 769-5971



Completing Your Water Quality Assessment and Action Plan

Assessment and action planning requires respondents to assess their current activities and identify any specific actions needed to prevent pollution and improve water quality stewardship.

To create your own "Water Quality Action Plan," please fill out the following checklist. Directions are included on the other side of this page. The "Actions" in this checklist directly correspond to recommendations made within this handbook. If you have any questions or would like help completing this form, please contact the Community Partners for Clean Streams Program Manager at (734) 222-6833 or (734) 222-6862. Send completed checklists to:

Community Partners for Clean Streams
Washtenaw County Drain Commissioner's Office
705 North Zeeb Rd.
Ann Arbor, MI 48107
Fax: (734) 994-2459

NOTE: To become a "Community Partner for Clean Streams," all checklists that apply to your business must be completed and returned. A complete listing of all program handbooks/checklists is provided on the inside of the back cover. To obtain copies, contact the Community Partners Program Manager.

Business Information

Business name: _____
Type of Business: _____ No. of employees: _____
Address: _____
_____ Zip: _____
Contact person: _____
Title: _____ Phone: _____
Water Quality Action Plan prepared by: _____ Date: _____
e-mail: _____ Fax: _____

Business Activities That Can Affect Water Quality

Please check the activities that your business is responsible for:

- | | |
|--|--|
| <input type="checkbox"/> Storing materials | <input type="checkbox"/> Maintaining buildings/pavement |
| <input type="checkbox"/> Spill containment and response | <input type="checkbox"/> Maintaining constructed stormwater controls |
| <input type="checkbox"/> Site design and/or construction | <input type="checkbox"/> Maintaining landscapes |
| <input type="checkbox"/> Managing wastes | <input type="checkbox"/> Managing employees |

IMPORTANT!

Directions for Completing this Checklist:

1. For each question, check the appropriate answer box in the Assessment column (*Always*, *Needs Improvement*, or *Not Applicable*).
2. Next, check the corresponding box in the Action Plan column (*Plan to Continue* or *Plan to Improve*).
3. For every activity, indicate:
 - **Who** is, or will be responsible. It is best to answer with a job position, i.e. facility manager.
 - **Schedule** or proposed date by which the activity will be completed.
 - **Action(s)** - please provide additional details regarding the implementation of a proposed activity, or explain what is already being done.
 - If the action requires ongoing employee training or commitment from management, check that box as a reminder to include it in your employee education activities.

(See example below)

THE ASSESSMENT IS NOT COMPLETE UNTIL THIS INFORMATION IS PROVIDED FOR EACH QUESTION.

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SAMPLE CHECKLIST QUESTION:

1. Steps are taken to minimize the amount of potentially polluting materials and wastes kept in storage.

ASSESSMENT

Not applicable

Always

Needs Improvement

ACTION PLAN

Plan to continue

Plan to improve

Responsible job or staff position(s): Safety Manager

Schedule: Materials will be in place by 12/01

Action(s): Spill kits, absorbent pads, and spill response plans will be placed near all areas that have the potential for spills.

Requires ongoing education/commitment

SERIES #8: EDUCATION (Fact Sheet 8.1)

1. An environmental policy statement has been adopted and circulated to all employees. (Please include a copy of your statement.)

- | | |
|---|---|
| ASSESSMENT | ACTION PLAN |
| <input type="checkbox"/> Not applicable | |
| <input type="checkbox"/> Always..... | <input type="checkbox"/> Plan to continue |
| <input type="checkbox"/> Needs Improvement..... | <input type="checkbox"/> Plan to improve |

Responsible job or staff position(s): _____
Schedule: _____
Action(s): _____
_____ Requires ongoing education/commitment

2. Storm drains are stenciled or decals applied with the message "Dump No Waste - Drains To River." (Community Partners will lend a stencil.)

- | | |
|---|---|
| ASSESSMENT | ACTION PLAN |
| <input type="checkbox"/> Not applicable | |
| <input type="checkbox"/> Always..... | <input type="checkbox"/> Plan to continue |
| <input type="checkbox"/> Needs Improvement..... | <input type="checkbox"/> Plan to improve |

Responsible job or staff position(s): _____
Schedule: _____
Action(s): _____
_____ Requires ongoing education/commitment

3. Signs that explain water quality protection practices are posted in relevant locations (e.g., "No solvents are to be dumped into sinks").

- | | |
|---|---|
| ASSESSMENT | ACTION PLAN |
| <input type="checkbox"/> Not applicable | |
| <input type="checkbox"/> Always..... | <input type="checkbox"/> Plan to continue |
| <input type="checkbox"/> Needs Improvement..... | <input type="checkbox"/> Plan to improve |

Responsible job or staff position(s): _____
Schedule: _____
Action(s): _____
_____ Requires ongoing education/commitment

4. Regular evaluations are made to identify pollution prevention opportunities (e.g., regular walk-throughs, environmental committees).

- | | |
|---|---|
| ASSESSMENT | ACTION PLAN |
| <input type="checkbox"/> Not applicable | |
| <input type="checkbox"/> Always..... | <input type="checkbox"/> Plan to continue |
| <input type="checkbox"/> Needs Improvement..... | <input type="checkbox"/> Plan to improve |

Responsible job or staff position(s): _____
Schedule: _____
Action(s): _____
_____ Requires ongoing education/commitment

(continued on back)



5. Employee incentives to protect water quality have been developed and implemented (e.g., names mentioned in a newsletter, part of a performance evaluation).

- | | |
|--|---|
| ASSESSMENT | ACTION PLAN |
| <input type="checkbox"/> Not applicable | |
| <input type="checkbox"/> Always | <input type="checkbox"/> Plan to continue |
| <input type="checkbox"/> Needs Improvement | <input type="checkbox"/> Plan to improve |

Responsible job or staff position(s): _____
Schedule: _____
Action(s): _____

 Requires ongoing education/commitment

6. Contractors are encouraged to prove compliance with relevant federal, state and local laws whenever possible.

- | | |
|--|---|
| ASSESSMENT | ACTION PLAN |
| <input type="checkbox"/> Not applicable | |
| <input type="checkbox"/> Always | <input type="checkbox"/> Plan to continue |
| <input type="checkbox"/> Needs Improvement | <input type="checkbox"/> Plan to improve |

Responsible job or staff position(s): _____
Schedule: _____
Action(s): _____

 Requires ongoing education/commitment

7. Contractors are encouraged to implement practices recommended by Community Partners for Clean Streams (e.g., the use of standard contract language).

- | | |
|--|---|
| ASSESSMENT | ACTION PLAN |
| <input type="checkbox"/> Not applicable | |
| <input type="checkbox"/> Always | <input type="checkbox"/> Plan to continue |
| <input type="checkbox"/> Needs Improvement | <input type="checkbox"/> Plan to improve |

Responsible job or staff position(s): _____
Schedule: _____
Action(s): _____

 Requires ongoing education/commitment

8. Water quality protection information is shared with peer businesses whenever appropriate (e.g., discussing environmental concerns/standards prior to contracted service).

- | | |
|--|---|
| ASSESSMENT | ACTION PLAN |
| <input type="checkbox"/> Not applicable | |
| <input type="checkbox"/> Always | <input type="checkbox"/> Plan to continue |
| <input type="checkbox"/> Needs Improvement | <input type="checkbox"/> Plan to improve |

Responsible job or staff position(s): _____
Schedule: _____
Action(s): _____

 Requires ongoing education/commitment

9. Site tenants, if any, are encouraged to protect water quality.

- | | |
|--|---|
| ASSESSMENT | ACTION PLAN |
| <input type="checkbox"/> Not applicable | |
| <input type="checkbox"/> Always | <input type="checkbox"/> Plan to continue |
| <input type="checkbox"/> Needs Improvement | <input type="checkbox"/> Plan to improve |

Responsible job or staff position(s): _____
Schedule: _____
Action(s): _____

 Requires ongoing education/commitment

Additional Comments: _____





Community Partners for Clean Streams Fact Sheets



SERIES #1 - HOUSEKEEPING PRACTICES

- Fact Sheet 1.1 Storing Materials and Wastes
- Fact Sheet 1.2 Preventing and Cleaning Up Spills



SERIES #2 - MAINTAINING ENGINEERED STORMWATER CONTROLS

- Fact Sheet 2.1 Catch Basin Care
- Fact Sheet 2.2 Maintaining Stormwater Management Systems
- Fact Sheet 2.3 Oil/Water Separators



SERIES #3 - MAINTAINING EQUIPMENT AND VEHICLES

- Fact Sheet 3.1 Storing and Maintaining Equipment and Vehicles
- Fact Sheet 3.2 Washing Equipment and Vehicles



SERIES #4 - MAINTAINING BUILDINGS AND PAVEMENT

- Fact Sheet 4.1 Outdoor Pressure Washing
- Fact Sheet 4.2 Maintaining Building Facades
- Fact Sheet 4.3 Maintaining Paved Areas
- Fact Sheet 4.4 Using and Storing Deicing Systems
- Fact Sheet 4.5 Cooling Water Systems



SERIES #5 - MAINTAINING LANDSCAPES

- Fact Sheet 5.1 Maintaining Healthy Lawns, Shrubs and Trees
- Fact Sheet 5.2 Using Fertilizer
- Fact Sheet 5.3 Integrated Pest Management
- Fact Sheet 5.4 Using Pesticides



SERIES #6 - SITE DESIGN AND CONSTRUCTION

- Fact Sheet 6.1 Designing Landscapes for Water Quality
- Fact Sheet 6.2 Designing Stormwater Management Systems
- Fact Sheet 6.3 Clearing and Grading Land



SERIES #7 - MANAGING WASTES

- Fact Sheet 7.1 Minimizing Waste
- Fact Sheet 7.2 Recycling
- Fact Sheet 7.3 Waste Disposal



SERIES #8 - EDUCATION

- Fact Sheet 8.1 Education and Community Leadership



SERIES #9 - FATS, OILS AND GREASE

- Fact Sheet 9.1 Food Service Industry FOG Recycling/Proper Disposal