



# MN-PV-CIS-040

## Steam Cleaner Competency Manual

MN-PV-CIS-040 – Steam Cleaner Competency Manual  
Rev 4

Updated: January 10, 2023

This document and the information contained herein are of a confidential nature and remain the exclusive property of CEDA. Reproduction, use or disclosure without written permission is not permitted.



## Table of Contents

|                                           |    |
|-------------------------------------------|----|
| <u>Table of Contents</u> .....            | 1  |
| <u>Training Expectations Letter</u> ..... | 2  |
| <u>Aknowledgement</u> .....               | 3  |
| <u>Objective</u> .....                    | 4  |
| <u>General Overview</u> .....             | 6  |
| <u>Equipment Overview</u> .....           | 8  |
| <u>Operational Guidelines</u> .....       | 11 |
| <u>Maintenance</u> .....                  | 13 |
| <u>Troubleshoot Steam Cleaner</u> .....   | 13 |
| <u>Technical Quiz</u> .....               | 15 |
| <u>Practical Assessment</u> .....         | 16 |



# Training Expectation Letter

It is required that this document is completed prior to the Employee starting training on a Steam Cleaner. This document will serve as formal record that all parties have reviewed and understand the expectations for training on the Steam Cleaner.

**Trainee Name:**

**Date of Discussion:**

## Expectations of Supervisor/Leader

- Ensuring trainee has scheduled time for training.
- Ensure trainee has reviewed and understand the technical documentation
- Ensure trainee has been provided a demonstration on equipment operation
- Verify field competency sign offs once completed
- Ensure trainee is working with a competent mentor until they are competent themselves
- Provide support for the assessor, mentor, trainer and trainee whenever possible.
- Ensure training documentation is sent to CEDA Training Department

## Expectations of Trainer, Mentor, assessor

- Must be qualified in the position for which he/she is training.
- Educate and support trainee with technical review package.
- Ensure trainee has been provided a demonstration on equipment operation
- Review trainee's technical knowledge and verify acceptable understanding
- Educate and support trainee with field tasks identified in the competency check sheet
- Verify trainee has the ability to perform tasks identified in the competency check sheet
- Communicate to Supervisor that the technical review and field competency is complete

## Expectations of Trainee

- Complete all prerequisites outlined within the training program.
- Understand the training process outlined in this document.
- Understanding systems and spending time in the field.
- Ensure all lessons and tasks are signed off by the appropriate personnel as indicated on the training documents.
- Inform Supervisor/Leader on progress of training through face to face meetings.
- Will utilize all the materials provided to ensure a comprehensive training program is followed.
- Provide feedback on the training process and any updates that are required to the training material.
- Inform Supervisor/Leader of any training barriers that may exist during the training process.

## Training Expectation Acceptance Agreement

I, \_\_\_\_\_ understand the expectations of me as a trainee as outlined in this document

(Operator Name)

Operator\Trainee

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (MM\DD\YY)

Supervisor/Leader

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (MM\DD\YY)



## Acknowledgement

This manual has been developed using information and knowledge obtained from manufacturer's documentation and input from experienced Operators. Additionally, this manual has been validated by numerous Subject Matter Experts at CEDA. We welcome any comments or suggestions pertaining to this manual and its contents.

**Many thanks to those who have demonstrated a clear dedication to CEDA and our values by participating in the creation of this program.**





## Objective

Welcome to CEDA Steam Cleaning Training Process

This program is designed to provide you with the training necessary to carry out your job in a manner that safeguards yourself, those around you and our environment. Upon Completion of this Module you will be able to:

- Operate Steam Cleaner

Employee(s) will demonstrate knowledge & skill in the proper application of equipment through practical application.

## Instructions

All material must be completed in the order presented to ensure that prerequisites are met.

Employees will demonstrate knowledge and skill in the proper application of equipment through practical demonstration and application.

NOTE: All forms and procedures included are those required by CEDA. Work must be performed in accordance with these standards. On Client work sites, there may be additional standards and modified work procedures that will also have to be met.

Description: This is a knowledge and practical skill that requires written material to be reviewed along with the completion of an on-the-job demonstration prior to the test being written.

Whenever possible, the on-the-job demonstration should be completed at a job site or the shop under controlled conditions.

Arrange a time with your Mentor/Supervisor/Trainer to complete the On-the-Job Demonstration, where you will observe the proper operation of the Steamer unit and its components.

Assessment of Competency: Successful completion of this competency requires:

- A score of 100% on the written examination.
- A successful demonstration by trainee requiring a sign-off from Trainer.



## Prerequisites

- CEDA Orientation
- Specific work location Orientation

Below is a list of the learning resources that are included and others you must obtain the most recent version from your Supervisor.

- CEDA Steam Cleaning Safe Work Procedure
- Landa Cleaning Systems Operator's Manual (MVC) Site specific documentation
- Job Hazard Analysis for the work
- CEDA FLHA
- Other CEDA procedures and practices that pertain to the job being completed

NOTE: All forms and procedures included are those required by CEDA. Work must be performed in accordance with these standards and can be found in CEDA Health, Safety and Environment Management System (HSEMS) or be requested from your Leader. On Client work sites, there may be additional standards and modified work procedures that will also have to be met.

## Renewal Period

The entire Module must be redone after:

- Leaving the employ of CEDA for a 6-month period,
- Leaving the steam cleaning operation for a period of 6 months,
- As deemed required by CEDA.

# General Overview

## Federal & Provincial Legislation

All work must be completed in accordance with applicable Municipal, Provincial, & Federal Acts & Regulations, including but not limited to:

### Transportation of Dangerous Goods (TDG)

- Vehicle must be DOT Approved and be equipped with appropriate safety devices
- DOT approved vehicles will have sticker on side of unit
- Operator must place appropriate placards on side of vehicle
- Operator must prepare bill of lading prior to transporting materials

### The Workplaces Hazardous Materials Information System (WHMIS)

- All CEDA field employees working with or around equipment will have WHMIS and TDG training prior to starting work.

### Occupational Health & Safety (OH&S)

## Seat Belts

Anytime a vehicle (CEDA owned or personal) is being operated during business hours for business use, or on CEDA property, the occupants must be wearing seatbelts.



## Personal Protective Equipment (PPE)

To operate the Steam Cleaner, employees must have and utilize the following personal protective equipment (PPE):

- CSA Certified Hard Hat with Face Shield
- CSA Certified Safety Boots (Boot Grips when required)
- Fire Retardant Coveralls
- Hearing Protection (plugs or muffs)
- Approved Gloves for the Site/Task
- Safety Glasses with Side Shields.
- Rain Gear as Required



## Workplace Organization

CEDA's goal is to reduce waste (time, energy and materials) by maintaining an orderly and clean workplace, including our trucks and equipment. We ask that you take pride in the equipment you operate; treat it as if it were your own. A clean and organized vehicle/workspace is a safer vehicle/workspace. There are many ways to eliminate waste:

**Allocation & Utilization of Resources:** Have the right people and equipment in the right place, at the right time. Use equipment and resources on tasks and activities that are required and add value to our business.

**Improve Productivity:** Eliminate redundant or unnecessary steps/tasks without negative impact to the safety or quality of our products and services.

**Use of Materials:** Ensure equipment is stocked with required supplies (filter bags, duct tape etc.) before leaving for jobsite – replace the materials you have used during the shift to ensure that the next crew is adequately stocked. Use the correct materials in the quantities required to do the job safely & correctly.

**Preventative Maintenance:** Tools and equipment should be assessed as per the performance maintenance schedule to ensure safe operation. Regular maintenance will reduce costly breakdowns in the field.

There are steps we can take to improve our current state and move towards a more productive, organized and safe work environment. Improving workplace organization will reduce costs, improve morale and create a safer work environment. The following steps outline how best to achieve an organized workplace:

**Sort, organize and eliminate unnecessary items from the workplace to eliminate clutter. Keep only essential items.**

- Tools and equipment that are not utilized for day-to-day operations should be repurposed within the organization or discarded.
- Garbage or loose items should be removed or properly stored.

**Prioritize tools, parts and materials based on usage and keep them in easily-accessible places.**

- A place for everything and everything in its place.

**Create storage areas that are easy to access and clearly laid out:**

- Tools and equipment should be stored clean and ready for use.
- Storage areas and stored items should be properly identified using signage, labels or a visual outline.

**Set clear standards for workplace organization:**

- Hold yourself and others accountable for keeping the work areas clean and safe. Make workplace organization a standard work rule in your area.
- Clean general work areas and equipment after each shift.

- Put clean tools away in the proper place.
- Note any spills, leaks or other messes – clean and report if equipment requires maintenance
- Inspect the area(s) regularly and immediately record and correct any infractions. Handle deviations from work rules in a timely manner.
- Review processes and procedures regularly and adjust as required.

## Equipment Overview

### Steam Cleaner

CEDA utilizes steam cleaners to clean dredges, trucks, valves, etc. The steam cleaner consists of many parts. It is important to recognize and understand all parts of the steam cleaner. These are identified below.



Landa Steam Cleaner

## Engine



Engine Pull Start

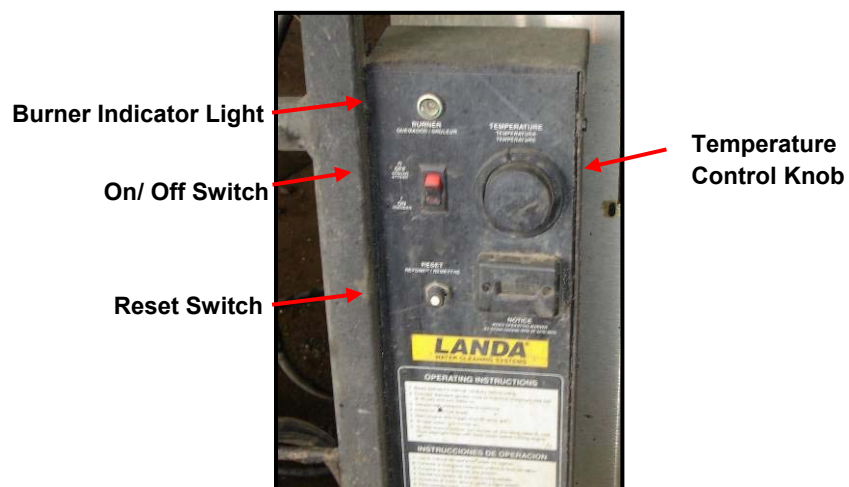


On/Off Switch



Gasoline Tank

## Burner Control Panel



Burner Control Panel



## Spray Gun, Trigger, High Pressure Hose and Control Wand Handle



Spray Gun

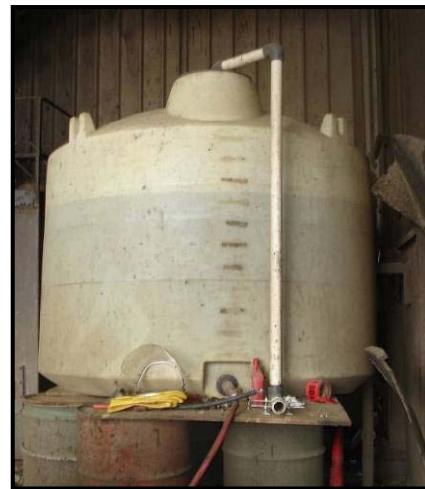
Control Wand Handle

Trigger

High Pressure  
Hose

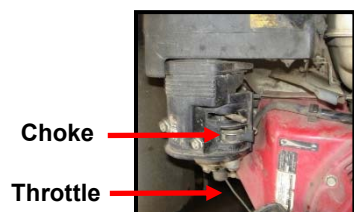


Fuel Oil Tank



Water Supply Tank

## Choke and Throttle



Choke

Throttle

Choke and Throttle



**Wand Water Pressure Gauge**  
**NEVER exceed 3,000 psi**



**Offloader**



**Water Pressure Pump**



**Steam Pressure Gauge**  
**NEVER exceed 150 psi**

## Operation

| ACTION                                  | NOTES                                                                                                    |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------|
| <b>Pre Start</b>                        |                                                                                                          |
| 1. OBTAIN all necessary permits.        |                                                                                                          |
| 2. DON required PPE...                  | <i>... ensure all Lancemen are wearing Metarsils.</i>                                                    |
| 3. REVIEW all safety procedures...      | <i>... toolbox talk, permit, safety procedures, Emergency Meeting points, MSDS's and assembly areas.</i> |
| 4. COMPLETE FLHA.                       |                                                                                                          |
| 5. CHECK oil and fuel levels...         | <i>... fill when necessary.</i>                                                                          |
| 6. POSITION equipment...                | <i>... must be performed by a spotter wearing a reflective vest.</i>                                     |
| 7. COMPLETE confined space checklist... | <i>... when required.</i>                                                                                |
| 8. FLAG area...                         | <i>... with Do Not Enter flagging and tag flagging.</i>                                                  |
| 9. PLACE pylons around work area.       |                                                                                                          |
| 10. POST signage...                     | <i>... Steam Equipment sign.</i><br><i>... Hearing Protection sign.</i>                                  |
| <b>Start Up</b>                         |                                                                                                          |



|                                                                         |                                                                         |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------|
| 1. RIG hoses...                                                         | <i>... in safe manner, avoiding trip hazards.</i>                       |
| 2. INSTALL whip checks...                                               | <i>... at each connection.</i>                                          |
| 3. SECURE hoses at each level...                                        | <i>... when rigging up any structure.</i>                               |
| 4. FLUSH system...                                                      | <i>... before installing nozzle.</i>                                    |
| 5. PRESSURE up unit...                                                  | <i>... never exceed 2000 psi.</i>                                       |
| 6. TURN ON water...                                                     | <i>... at faucet.</i>                                                   |
| 7. PULL trigger on spray gun...                                         | <i>... to allow all air to discharge from system.</i>                   |
| 8. CHECK for leaks...                                                   | <i>... tighten if necessary.</i>                                        |
| 9. ASSEMBLE wand coupler to desired pressure nozzle...                  | <i>... always turn variable pressure control wand handle clockwise.</i> |
| 10. TURN ON gas valve and choke.                                        |                                                                         |
| 11. TURN engine switch to START...                                      | <i>... hold until engine starts.</i>                                    |
| 12. OBTAIN pressured cold water spray...                                | <i>... by pressing trigger.</i>                                         |
| 13. TURN variable pressure control wand to obtain high or low pressure. |                                                                         |

| ACTION                                                                  | NOTES                                                                                                                |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>Start Up continued</b>                                               |                                                                                                                      |
| 14. TURN burner switch ON to obtain hot water...                        | <i>... turn on only when a steady steam of water is flowing.<br/>... DO NOT start machine with burner switch on.</i> |
| <b>Apply Soap</b>                                                       |                                                                                                                      |
| 1. PREPARE detergent solution.                                          |                                                                                                                      |
| 2. FILL container with pressure wash detergent.                         |                                                                                                                      |
| 3. PLACE filter end of detergent suction tube into detergent container. |                                                                                                                      |
| 4. APPLY safety latch to spray gun trigger.                             |                                                                                                                      |
| 5. SECURE black detergent nozzle into quick coupler...                  | <i>... do not use the yellow nozzle.</i>                                                                             |
| 6. PULL trigger...                                                      | <i>... with motor running.</i>                                                                                       |
| <b>Shut Down</b>                                                        |                                                                                                                      |
| 1. REMOVE detergent suction tube from container.                        |                                                                                                                      |
| 2. INSERT into one gallon of fresh water.                               |                                                                                                                      |
| 3. PULL trigger on spray gun...                                         | <i>... to siphon for one minute.</i>                                                                                 |



|                              |                                                                |
|------------------------------|----------------------------------------------------------------|
| 4. TURN burner switch OFF... | ... continue spraying.<br>... water must cool to below 100 °F. |
| 5. TURN OFF engine.          |                                                                |
| 6. TURN OFF water supply.    |                                                                |
| 7. OPEN spray gun...         | ... to relieve remaining pressure.                             |
| 8. RIG out...                | ... and complete final housekeeping.                           |
| 9. SIGN OFF permits.         |                                                                |

## Maintenance/ Troubleshooting

Maintenance must occur periodically throughout the steam cleaning operation. The following table presents the schedule for which maintenance should occur as well as the activity. Failure to maintain equipment may cause serious damage. For more detailed information refer to the Operator's Manual.

| EQUIPMENT                  | ACTIVITY                                   |
|----------------------------|--------------------------------------------|
| <b>DAILY</b>               |                                            |
| Engine Oil                 | Inspect                                    |
| Pump Oil                   | Inspect oil level                          |
| Detergent Injection System | Flush                                      |
| <b>EVERY 25 HOURS</b>      |                                            |
| Engine Oil                 | Change                                     |
| <b>EVERY 50 HOURS</b>      |                                            |
| Engine Oil                 | Filter (every 50 hours or monthly)         |
| Air Cleaner                | Inspect                                    |
| Pump Oil                   | Change (after first 50 hours)              |
| <b>WEEKLY</b>              |                                            |
| Water Screen/ Filter       | Clean                                      |
| <b>MONTHLY</b>             |                                            |
| Battery                    | Check battery level                        |
| Burner Filter              | Clean (or more often if poor fuel quality) |
| <b>EVERY 3 MONTHS</b>      |                                            |
| Air Cleaner                | Clean                                      |
| <b>EVERY 6 MONTHS</b>      |                                            |
| Engine Fuel                | Filter                                     |
| Spark Plug                 | Maintain                                   |
| High Pressure Nozzle       | Replace                                    |
| <b>ANNUALLY</b>            |                                            |
| Fuel Tank                  | Clean                                      |
| Fuel Lines                 | Replace                                    |
| Pump Oil                   | Change (every 500 hours or annually)       |
| Burner                     | Remove soot                                |



|                    |                                            |
|--------------------|--------------------------------------------|
|                    | Adjust/ Clean                              |
|                    | Replace nozzle                             |
| Coil               | Descale (or more often if necessary)       |
| Quick Couplers     | Replace                                    |
| High Pressure Hose | Replace (if any signs of wear are evident) |



## Multiple Choice Questions (Technical Quiz)

Complete the following test, and have it graded by your assessor. If any questions are answered incorrectly, your assessor will explain what the correct answer is, and why it is correct. Once you understand the correct answer, both the assessor and students initials are required to indicate that mentoring or coaching has taken place.

| Question                                                                                                                                                                                                                                                                                                               | Assessor's Initials | Student's Initials |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------|
| 1. What are the risks of operating a steam cleaner?<br>a. Explosion, fire, injection, and corrosion.<br>b. Asphyxiation, skin irritation, explosion, fire, and injection.<br>c. Explosion, fire, spray gun kickback, injection, and corrosion.<br>d. Explosion, fire, spray gun kickback, injection, and asphyxiation. |                     |                    |
| 2. What PPE must Lancemen wear when working with high pressure or steam?<br>a. Foot/ Shin Guards (metatarsals)<br>b. Approved Steel Toed Boots<br>c. Leather Gloves<br>d. Safety Glasses                                                                                                                               |                     |                    |
| 3. What signage must be posted before beginning the steam cleaning process?<br>a. Steam Equipment Sign and Men Working Sign<br>b. Hearing Protection Sign and Men Working Sign<br>c. Steam Equipment Sign and Hearing Protection Sign<br>d. Men Working Sign and Fall Hazards Sign                                     |                     |                    |
| 4. Never start machine with the burner switch turned on.<br>a. True<br>b. False                                                                                                                                                                                                                                        |                     |                    |
| 5. Do not operate the steam cleaner above:<br>a. 1000 psi<br>b. 1500 psi<br>c. 2000 psi<br>d. 2500 psi                                                                                                                                                                                                                 |                     |                    |
| 6. Do not operate the steam pressure gauge over:<br>a. 100 psi<br>b. 150 psi<br>c. 200 psi<br>d. 250 psi                                                                                                                                                                                                               |                     |                    |



## Practical Assessment – Steam Cleaner Operations

This form is to be filled out by the assessor as they observe the student successfully demonstrate these items in order to be deemed competent.

### Assessment Check List

| Section 1                                                                                                                                                                                                                                                                                                                                        |                           |     |    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----|----|
| The following items must be identified and their purpose, inspection requirements, and preventative maintenance must be explained. Failure to successfully explain inspection and maintenance requirements does not constitute a FAIL, but will require a mentorship agreement to bring the employees level of knowledge to an acceptable level. |                           |     |    |
| ITEM                                                                                                                                                                                                                                                                                                                                             |                           | YES | NO |
| 1                                                                                                                                                                                                                                                                                                                                                | Engine                    |     |    |
| 2                                                                                                                                                                                                                                                                                                                                                | Gasoline Tank             |     |    |
| 3                                                                                                                                                                                                                                                                                                                                                | Burner Control Panel      |     |    |
| 4                                                                                                                                                                                                                                                                                                                                                | Water Pressure Pump       |     |    |
| 5                                                                                                                                                                                                                                                                                                                                                | Spray Gun                 |     |    |
| 6                                                                                                                                                                                                                                                                                                                                                | Trigger                   |     |    |
| 7                                                                                                                                                                                                                                                                                                                                                | High Pressure Hose        |     |    |
| 8                                                                                                                                                                                                                                                                                                                                                | Control Wand Handle       |     |    |
| 9                                                                                                                                                                                                                                                                                                                                                | Fuel Oil Tank             |     |    |
| 10                                                                                                                                                                                                                                                                                                                                               | Choke and Throttle        |     |    |
| 11                                                                                                                                                                                                                                                                                                                                               | Offloader                 |     |    |
| 12                                                                                                                                                                                                                                                                                                                                               | Water Supply Tank         |     |    |
| 13                                                                                                                                                                                                                                                                                                                                               | Wand Water Pressure Gauge |     |    |
| 14                                                                                                                                                                                                                                                                                                                                               | Steam Pressure Gauge      |     |    |
| Section 2                                                                                                                                                                                                                                                                                                                                        |                           |     |    |



The following tasks must be completed in the prescribed sequence. Any exceptions must be noted in the comments section with justification. Assessor will check YES column if the item was actioned satisfactorily, or circle the number in the NO column if it was not. If enough demerits are accumulated to warrant a fail, or employee performs an unsafe or dangerous action, the assessment may be terminated immediately. If necessary, all near-miss/incident reporting requirements must be met.

*\*Copies of the completed Daily Inspection, FLHA and Procedure must be attached to the assessment.*

### Pre Start

| TASK |                                                                 | YES | NO |
|------|-----------------------------------------------------------------|-----|----|
| 1    | Obtain all necessary permits.                                   |     |    |
| 2    | Don required PPE (ensure the lancemen are wearing metatarsals). |     |    |
| 3    | Review all safety procedures.                                   |     |    |
| 4    | Complete FLHA.                                                  |     |    |
| 5    | Check oil and fuel levels.                                      |     |    |
| 6    | Position equipment.                                             |     |    |
| 7    | Complete confined space checklist...                            |     |    |
| 8    | Flag area.                                                      |     |    |
| 9    | Place pylons around work area.                                  |     |    |
| 10   | Post signage.                                                   |     |    |

### Start Up

| TASK |                             | YES | NO |
|------|-----------------------------|-----|----|
| 1    | Rig hoses.                  |     |    |
| 2    | Install whip checks.        |     |    |
| 3    | Secure hoses at each level. |     |    |
| 4    | Flush system.               |     |    |
| 5    | Pressure up unit.           |     |    |
| 6    | Turn water ON.              |     |    |
| 7    | Pull spray gun trigger.     |     |    |



|                   |                                                                      |  |  |
|-------------------|----------------------------------------------------------------------|--|--|
| 8                 | Check for leaks.                                                     |  |  |
| 9                 | Assemble wand coupler to desired pressure nozzle.                    |  |  |
| 10                | Turn gas valve and choke ON.                                         |  |  |
| 11                | Turn engine switch to START position.                                |  |  |
| 12                | Obtain pressured cold water spray.                                   |  |  |
| 13                | Turn variable pressure control wand to obtain high or low pressure.  |  |  |
| 14                | Turn burner switch to ON to obtain hot water.                        |  |  |
| <b>Apply Soap</b> |                                                                      |  |  |
| 1                 | Prepare detergent solution.                                          |  |  |
| 2                 | Fill container with pressure wash detergent.                         |  |  |
| 3                 | Place filter end of detergent suction tube into detergent container. |  |  |
| 4                 | Apply safety latch to spray gun trigger.                             |  |  |
| 5                 | Secure black detergent nozzle into quick coupler.                    |  |  |
| 6                 | Pull trigger.                                                        |  |  |
| <b>Shut Down</b>  |                                                                      |  |  |
| 1                 | Remove detergent suction tube from container.                        |  |  |
| 2                 | Insert into one gallon of fresh water.                               |  |  |
| 3                 | Pull trigger on spray gun.                                           |  |  |
| 4                 | Turn burner switch off.                                              |  |  |
| 5                 | Turn off engine.                                                     |  |  |
| 6                 | Turn off water supply.                                               |  |  |
| 7                 | Open spray gun to relieve remaining pressure.                        |  |  |
| 8                 | Rig out.                                                             |  |  |
| 9                 | Sign off permits.                                                    |  |  |
| Comments:         |                                                                      |  |  |



## Assessment Sign Off

All boxes must be completed before signing an employee competent.

- ☐ Expectation Letter Signed
- ☐ Minimum 100 hours of on the job training completed
- ☐ On the Job Practical Assessment Completed by an approved Assessor
- ☐ Has reviewed and understands the operator manuals
- ☐ Reviewed and understands Procedures and Safety Documentation
- ☐ Technical review and Knowledge Exam complete
- ☐ Training documentation sent to CEDA Training Department

### Assessor

I, \_\_\_\_\_ have taken the below named employee through this Assessment, and he/she has successfully demonstrated competence in the areas identified.

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

### Student

I, \_\_\_\_\_ have completed this competency, including the on-job demonstration, practical assessment and multiple-choice questions. I understand the information presented and agree to follow all of the rules and procedures set out by CEDA.

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



## Revision Log

| Revision Date    | Section Affected | Changes Made                                   |
|------------------|------------------|------------------------------------------------|
| January 10, 2023 | All              | Updated Template, multiple changes throughout. |
|                  |                  |                                                |
|                  |                  |                                                |



## Training Change Request Form

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

Location: \_\_\_\_\_

Name: \_\_\_\_\_

Contact information: \_\_\_\_\_

*Email/Phone number*

---

### Description

Please use the back of this sheet to make additional comments.

**Section Name:** \_\_\_\_\_

**Page Number:** \_\_\_\_\_

**Description of Problem/ Suggested Resolution:**

---

---

---

---