



- With proper PPE, social distancing and proper public health practices field staff may conduct field inspections as necessary.
 - Homeowner Qualification Certificate information has changed.
 - All Environmental Health Bureau (EHB) field offices remain closed.
 - EHB staff must continue to provide good customer service.
 - EHB encourages public to use electronic communications.
 - Field offices have drop boxes in their foyer.
 - Fee Payments are addressed herein.



1. **Staff safety** shall always be considered before conducting field inspections. Do not go to any field site if you have information that would lead you to believe your safety may be compromised. This includes when you arrive on-site and observe unsafe practices that may compromise your safety. Department personnel have been directed to **minimize contact** with the public, so there will be no handshaking and a six (6) feet social distance will be maintained. Inspectors may not ask for a signature to minimize common contact.
2. **Trace contacting** information must be documented for every field inspection. The program has provided a continuation form that details witnesses. The continuation form may be used until a more specific document is provided by EHB. All trace contact information should be filed chronologically by staff and maintained until further notice.
3. **Field inspections** may be conducted as field staff deem necessary. Field staff shall keep supervisory management abreast of all field inspection activity twice weekly via email. The field activity report must include site address, the name(s) and number of people on-site and confirmation that trace contact information was captured and is filed chronologically.
 - a. Photo inspections are authorized for installations unless staff notifies the installer at time of permit construction approval that they will be required to call for an inspection. Please utilize this discretion where there may be a history of delinquent or poor photo inspection documents by a specific installer.
 - b. Site inspections shall be completed with no other parties on site, unless the homeowner wishes to observe. Homeowners may observe the inspection while maintaining proper social distancing and wearing PPE. Installers and their employees as authorized by the homeowner may observe the inspection from a vehicle or practicing proper social distancing and PPE, however the Department recommends all field staff to discourage the installer and employees from being on-site in order to minimize potential contact. Staff must adhere to all proper public health safety practices and may terminate the inspection without issuing a notice of failure anytime they believe their health may be in jeopardy. Anytime an inspection is terminated for COVID-19 reasons, it should be considered a partial or initial inspection.



4. **Homeowner Qualifications:** Department staff can proceed to process homeowner qualification exams and permit reviews.
 - a. Staff shall direct all homeowner applicants to the Liquid Waste Program website for instructional guides and study material.
 - b. Exams must be scheduled with staff to proctor the exam via phone, zoom, duo, Micro-Soft Teams or other appropriate electronic tools available. Staff is free to choose which ever communication tool to facilitate the exam. Questions will be audible with answers recorded (written) and scores be immediately provided.
 - c. **CHANGES NOTED HEREIN, PLEASE READ CAREFULLY:** Staff must complete the application for homeowner qualification certificate form NMED use only section, and assure that it is attached to the homeowner permit application before approval. Staff may provide a copy of the approved qualification certificate application (must bear permit number it's applicable to) to the applicant upon request. The approved homeowner qualification application will function as the homeowner qualification certificate. Any previous reference to another document as a qualification certificate is no longer valid.
 - d. District Managers will be responsible to provide Spanish speaking staff to assist homeowners upon request. Requests for all other language services must be forwarded through the district managers.
 - e. Homeowner permit reviews should be accomplished through the respective district specialist or field staff.
5. **Stamping received documents:** All documents received electronically must be dynamically stamped via Adobe Pro as evidence the documents have been filed as an official record. Please assure customers that this is an acceptable stamp for all Liquid Waste Program (LWP) processing.
6. **Customer Service:**
 - a. Staff, please focus on assisting customers to provide the documents they request. Make every effort to find a solution to the problem without deviating from regulatory and department requirements.
 - b. Staff shall work with customers on developing solutions to overcome difficulties processing documents and affecting fee payments in a timely manner.
 - c. Customers should submit documents electronically to the field office email address for processing. Documents submitted via drop boxes will be processed dependent on staff work schedule. However, once a document is submitted via drop box the same document may be submitted electronically for quicker processing. Staff must assure that the drop box documents are supplanted by the stamped or signed printed electronic document.
7. **Fee Payments:**
 - a. Permits are not valid until fee is remitted.
 - b. Property transfer evaluation report filing fee must be paid before the stamped copy is returned. Customers must provide adequate lead time to allow staff to adhere to required procedures.
 - c. Check or money order payments must be submitted via drop boxes or mail, permit numbers and appropriate identifying information must be present on payment documents for staff to assign payments properly.
8. **Office email addresses:** All administrative and field staff have access to and should daily review their office email account for documentation that they can process. Documents that require administrative action before review should be processed accordingly. Contact your staff manager if you do not have access to your field office email account.



9. **Property transfer inspections** may be processed as outlined in LWP flow charts posted on the Program's website.
10. **Unpermitted system inspection request** and a permit application must be submitted before any unpermitted system NMED inspection is scheduled. Please encourage the applicant to use an Installer Specialist where possible. NMED staff will review each application and determine the necessity for an inspection. Inspectors will remove themselves from the vicinity whenever septage pumping is conducted, as a basic sanitary practice.
11. **Water samples** may be left in the front foyer along with the application for water testing.
12. **General questions** and inquiries should be relayed via e-mail or phone calls to field offices or staff.
13. See www.env.nm.gov/liquid_waste/ for a complete **list of contacts** or additional information.
14. **Voicemail:** Please understand that when you call you may be prompted to leave a voice message. Staff may be away from their phones for a day or more when you call so, if you have not received a return phone call within an hour please call back, call another number or email the field office. Please remember that when you leave a voice message, you should say the phone number twice to assure clear communications. Again, if you don't receive a return call or email within an hour please call another number or email another individual.
15. **Inspection requests** must be phoned into a local inspector or field office. Please allow 3 or more days for any inspection scheduling.
16. **LW Complaints** will be investigated on a priority basis, imminent or immediate threats to public health or the environment will be top priority.

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- Please remember that all documents may be submitted and returned via electronic means except fee payments.
 - Documents and fee payments may be placed in drop boxes. Please put all documents into a letter sized envelope when depositing to the drop box, address the envelope to the individual or program concerned (food, pools, liquid waste) and most importantly state the purpose of the documents or the nature of your request. Place your name, phone number and email on the envelope. Assure that all handwritten information is legible.
 - EHB will continue to post information to the website, email notices, and notices posted on field office doors. EHB asks that you understand the importance of the public health protective measures and work with us to achieve the Governor's directives.
 - Please check website at https://www.env.nm.gov/liquid_waste/ for more information.
 - You may email the liquid waste program at liquidwaste.program@state.nm.us.
 - If you want to receive email updates please submit your requests at <https://www.env.nm.gov/email-update-bulletins/> click on Email Updates. If you cannot register for updates send an email to the program requesting to be added to that email update list.

CONTACT INFORMATION IS POSTED ON THE PROGRAM WEBSITE
ADDITIONAL INFORMATION AND UPDATES WILL FOLLOW AS CHANGES ARE REQUIRED.



FY21 EHB Public Notice New Mexico COVID 19 Liquid Waste Program Protocol 200717 Checklist:			
<i>Staff must provide this form for each onsite visit or inspection conducted and keep on file until further notice.</i>		<i>This form may be edited at managements discretion.</i>	
Section A: Pre-inspection Checklist			
Item #	Yes	Item on hand for field use, in vehicle or carrying case	No
1		Face mask, clean ready for use	
2		Sanitizing solution or wipes	
3		All onsite parties are aware of public health practices	
4		Reviewed and understand all department COVID-19 safety practices	
5			
Remarks:			
Section B: Pre-departure, Enroute and Onsite Checklist			
Item #	Yes	Item on hand for field use, in vehicle or carrying case	No
1		Face mask on, properly fitted	
2		Apply Sanitizing solution or use wipes on hands and fomites	
3		All onsite parties appear to follow and or understand proper public health practices.	
4		All parties onsite identify themselves for contact tracing purposes	
5			
Remarks:			
Section C: Post Inspection Checklist			
Item #	Yes	Item on hand for field use, in vehicle or carrying case	No
1		Face mask on, properly fitted	
2		Apply Sanitizing solution or use wipes on hands and fomites	
3		All onsite parties adhered to proper public health practices.	
4		Contact tracing list includes all parties onsite and properly identified	
5		Contact tracing records filed chronologically in office	
6		Report of any discrepancies emailed to management	
Remarks:			
Printed Name:		Signature:	Date:

Property Transfers Evaluation Report Filing (3 day process for COVID-19 Protocol Period)

