When Disaster Strikes

That will never happen *to me*….

And then it does!

Presented by Summer Street

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Agenda

- Disaster Planning
- Super Storm Sandy Case Study
- More Disaster Planning
- Some basics on Document Restoration
- Another Case Study - Iowa

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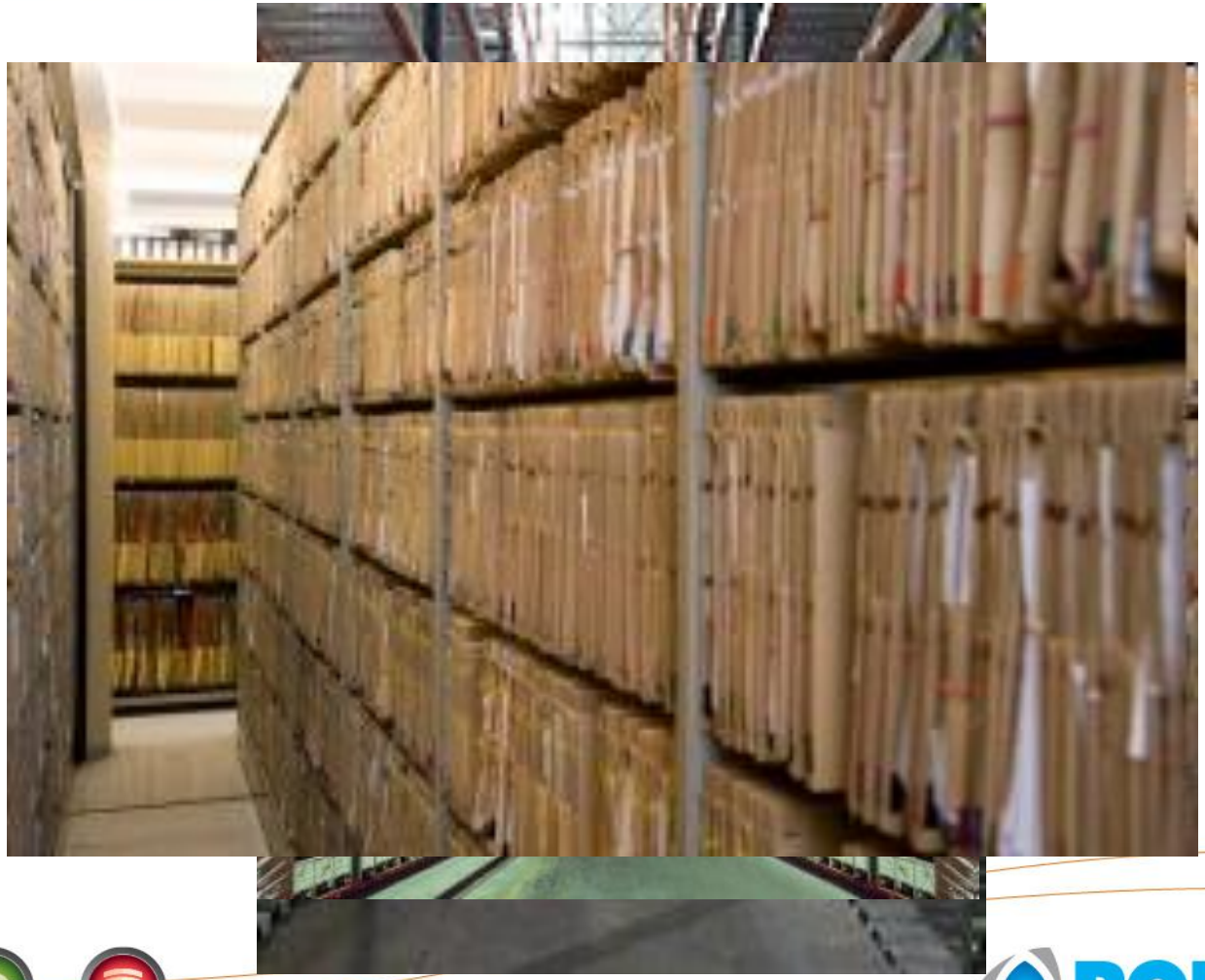
Disaster Planning…Do you do it?



What are the risks?

- Water?
- Fire?
- Mold?

October 2012 Super Storm Sandy

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Storm Surges Ravaged East Coast

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Downtown Manhattan

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Let’s bring this closer to home….

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What they did right

- They called in a document restoration contractor as soon as the area had access. The storm started Tuesday and they called for help on Friday
- They called a contractor that also had the ability to stabilize the rest of the building and provide demolition and incineration services
- They authorized implementation of the stabilization immediately and allowed the priority records to be packed out and frozen before they were able incur further damage
- Had a good inventory and good communication amongst other account managers

Could have done better…

- No priority documents or sections designated ahead of time

- No plan in place for disposing of damaged/unneeded documents

Let’s start from the beginning

- First things first…have a plan
- Second thing…educate yourself on your options now

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A few disaster plan basics

- Know what are the immediate actions to be taken
- Know who are the first responders and what are their roles
- Keep a clean house
  - Accurate and Understandable inventory
- Identify priority materials
- Insurance coverage (due diligence clause?)

You’ve got the plan…

- Then there’s the incident.
- First things first…..

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Understand each situation and your options- Discard, Restore, Parameters of Restoration

Purpose of documents

- Are these documents that are retained for legal reasons?
- How long do the documents need to be retained?
- Are there back up copies or digital records in another location?
- Are these historical archives? What is the historical or sentimental value?
- If they can be replaced (books, journals, etc), what is the cost benefit analysis?

Sensitivity of files

- How much security is needed?
- HIPAA?
- Federal or government documents?

Access to files and business continuity

- What access level do you require? We will determine at beginning of job to customize restoration approach
- Vacuum-freeze drying process ‘locks’ media into drying cycle – files will be unavailable for 10-14 days
- Low pressure vapor desiccant drying allows 24 hour access to files

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If you choose to restore….

Immediate actions

- In almost all situations, all materials should be frozen in order to halt further deterioration- the only exception would be jobs that can begin drying within 72 hours of a water incident
- Refrigerate or freeze book, paper documents and x-rays
  - 20-25F initial freezing, 35-40F stabilization for interim period prior to drying
  - Freezing slows/halts secondary damages of ink bleeding, pages cockling, mold growing etc.

Recovery Process:

- A detailed inventory is taken during initial pack-out
- Based on job specifications, either low vapor pressure desiccant drying or vacuum-freeze drying will be employed
- After the documents are dry, cleaning will be performed as necessary for the type and severity of damage
- Gamma Irradiation will be recommended with black water damage.

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Document Drying: Desiccant Air Drying

Description

- Air drying
- Controlled low humidity - less than 20% relative humidity @ 75 °- 80 ° F
- Temperature/air velocity speeds drying
- STATE: Non-frozen

Preferred

- Large quantities
- General records
- Moderately wet books
- Photos, x-rays
- Most other materials

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When does it work?

- Pros
  - Scalable
  - Good for most materials
  - On-site is possible
  - Accessibility
  - Over-drying not possible

- Cons
  - Higher mold potential without stabilization
  - Not good for clay coated paper
  - Labor intensive and results dependant on skill

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Document Drying: Vacuum Freeze Drying

Description

- Batch processing
- Ultra low pressure
- Supplemental heat
- RESULT: sublimation of ice crystals
- STATE: Frozen

Preferred

- Wide range of materials
- For all coated paper documents
- Books

When does it work?

- Pros
  - A must for clay coated materials
  - Superior result when performed properly
  - No ‘wet’ phase = less risk for additional damage
  - Low cost
  - No heat so over-drying not possible
  - Lower margins for human error
- Cons
  - Not scalable, can’t do onsite, small batches
  - Longer time frame – months not weeks
  - Equipment scarcity
  - Limited accessibility

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All forms of restoration have their realities

- Paper may not be returned to ‘pre-loss’ condition
- Responding quickly greatly reduces secondary damage
- Staining caused by mold or ink bleeding may be irreversible
- Wrinkling/cockling of pages may be irreversible
- Files may be returned 10-15% ‘thicker’ after drying

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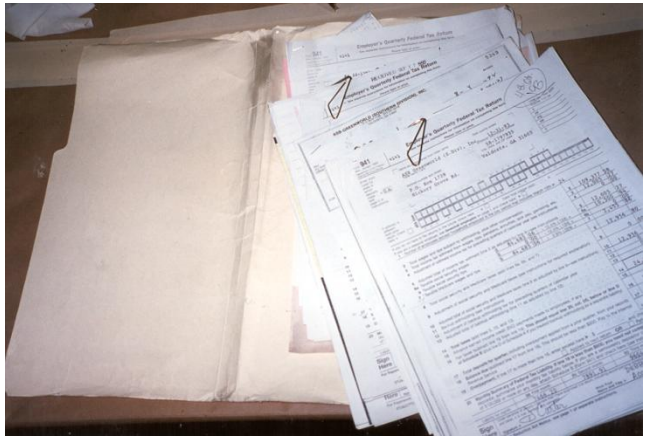
Cleaning Ranges

Best Case Scenario



Worst Case Scenario

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Pricing

- Based on Cubic Feet
- Based on Drying Type
- Based on Cleaning Level
- Does it need to be de-odorized?
- Disinfected?
- Gamma Irradiated?
- Labor and Packout
- Ancillary services like scanning, copying, shredding

Cedar Rapids Public Library - Flood

- 160,000 sf library, seven feet of water
- Over 2 million books and magazines
- Microfiche, film, cassettes and discs

The Flood

The Damage

The Damage

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The Remediation

All water is not created equal

Clean Water (Category 1): Water originating from a source that does not pose a substantial harm to humans.

Grey Water (Category 2): Water containing a significant degree of chemical, biological or physical contamination and having the potential to cause discomfort or sickness if consumed or exposed to humans.

Black Water (Category 3): Grossly unsanitary water containing pathogenic agents, arising from sewage or other contaminated water sources and having the likelihood of causing discomfort or sickness if consumed or exposed to humans. Examples: sewage, rising flood water from rivers and streams, ground surface water flowing horizontally into homes.

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So what do you think happened to the paper materials?

- Nothing.

- Why? (And the caveat for those who answered “freeze drying”!)


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SOUTH
Galveston
EXIT 7
146
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Texas City


PARK


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FIRST, HE GETS A POLICE ESCORT, THEN A RIDE IN A LIMO...
FOLLOWED BY THE RED CARPET TREATMENT TO WORK
WHO IS THIS GUY, A ROCK STAR?
NO, HE'S A ROOFER
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THANK YOU FOR YOUR ATTENTION!

Any questions?

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