



The Restoration Report

THE OFFICIAL NEWSLETTER FOR SERVPRO OF METRO RHODE ISLAND CUSTOMERS AND FRIENDS.

Add a Business Continuity Plan in 2010

As you list your resolutions for 2010, you owe it to your employees, vendors, and customers to review your business continuity plan. How quickly your company can get back to business after a disaster depends on emergency planning done today.

SERVPRO of Metro Rhode Island recommends that you develop a continuity plan now to improve the likelihood that your company will survive and recover from any disaster.

- **Carefully assess how your company functions**, both internally and externally, to determine which staff, materials, procedures and equipment are absolutely necessary to keep the business operating.
- **Identify your suppliers, shippers, resources and other businesses you interact with on a daily basis.**
- **Decide who should participate in putting together your emergency plan.** Include co-workers from all levels in planning as active members of the emergency management team.

- **Plan what you will do if your building, plant or store is not accessible.**
- **Plan for payroll continuity.**
- **Define crisis management procedures and individual responsibilities in advance.** Make sure those involved know what they are supposed to do and train others in case you need backup help.
- **Review your emergency plans annually.**

Just as your business changes over time, so do your preparedness needs. When you hire new employees or when there are changes in how your company functions, you should update your plans and inform your people.

If you need assistance to develop a business continuity plan, contact your Team Mattos SERVPRO professional at 401.941-5500. ■



SOURCE: www.ready.gov.

CASE STUDY

When: 12/31/09
Where: Cranston, RI

SERVPRO of Metro Rhode Island demonstrated on New Year's Eve that it has a complete arsenal of vendors it can count on to respond to all types of disasters, whether they strike a multi-story building or a single-family home. This case involves an unoccupied house owned by an older couple who had moved to Boston to live with their son.

Neighbors in Cranston noticed the door to an attached garage was frozen shut, and that ice was hanging from the exterior of the dwelling in which water pipes had burst. The couple's son was notified, and after he met with an insurance adjuster, SERVPRO of Metro Rhode Island was called to start tackling the job on a holiday weekend.

The city's Fire Department shut off all the utilities, and SERVPRO's team of experts brought in equipment to extract the water from the home, where everything was either frozen or saturated. SERVPRO personnel called in a plumber to repair several breaks in water lines, an expert to fix the heating system and an electrician to restore the power.

"The house was bone dry in three to four days," said Larry Blau, general manager of SERVPRO of Metro RI. "We turned the house back over to its owners in less than a week. The job demonstrates that we have a full complement of professionals available to take on any job. We can get it done." ■



Light of Hope Provided During Holidays

SERVPRO of Metro Rhode Island helped support abused and neglected children by participating in Gateway Healthcare's Light of Hope Campaign. SERVPRO staff and friends purchased gifts, so that children supported by Gateway's programs could experience the act of kindness during the holidays.

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Some Good News about the Cold



SERVPRO of Metro RI is utilizing dry ice blasting to minimize waste, save time and save money. Compressed air is used to accelerate solid carbon dioxide (CO₂) dry ice pellets, which literally strips industrial equipment surfaces of residues, including ink, glue, paint, rubber, and numerous other contaminants.

It is a similar process to sand blasting, but it is non-abrasive. When dry ice pellets hit a surface, they immediately sublime, changing in form from solid to gas. The extremely cold temperature (-109° F) of the dry ice loosens the contaminant, freezes it in the process, and causes it to release from the metal part.

Dry ice blast cleaning leaves no residue like sand blasting, and it leaves no toxic waste as solvents can. This innovative process prevents more costly clean-up problems associated with other cleaning methods. ■



Preparing Your Property for the Cold

Cold weather has a huge impact on businesses and homes that aren't prepared. Heavy precipitation, freezing temperatures and damaging winds can all have a negative impact on your property.

To help avoid costly and time-consuming damages due to the weather, consider the following tips while winterizing your property this year:

- 1 Add insulation to any exposed ductwork.** According to the U.S. Department of Energy, a home or business with central heating can lose up to 60 percent of its heated air before that air reaches the vents if ductwork is not well-connected and insulated, or if it travels through unheated spaces
- 2 Clean your gutters.** Gutters should be cleaned to prevent any clogs that would cause rainwater to back up and freeze, making the gutters expand and crack.
- 3 Test Smoke alarm and carbon monoxide detectors.** Make sure to test smoke alarms and carbon monoxide detectors and install fresh batteries. You should replace smoke alarms older than 10 years.
- 4 Create an emergency kit.** When a winter storm strikes, you should have all essential materials in one handy place, including flashlights, candles and matches, a first aid kit, bottled water, non-perishable food and a battery-powered radio. You also should have an emergency kit with several blankets in your car.
- 5 Consider shutting off outdoor faucets.** Find the shut-off valve in the basement or crawl space and turn it to "off." You should open the outdoor faucet to help ensure it drains completely and make sure that the inner valve is shut off.