

Restoration

D R Y C L E A N I N G N E W S SM

A quarterly publication containing important insights and useful information for insurance adjusters and contractors



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Protection Protocol

At a loss site with mold contamination, homeowners often are overwhelmed by the accident or disaster itself. When the issue of mold is raised, insureds have been conditioned to fear the worst. A trained professional can address concerns and provide a step-by-step overview of the cleaning process and what the homeowner can expect. Such information can allay fears and set an appropriate tone for the entire process.

Professional restoration drycleaners also should invest in, use and properly maintain personal protective equipment, such as masks and respirators, gloves and Tyvek suits. These precautions, when deemed necessary according to established protocol, enable the team to determine the scope of the job and begin processing items safely. In reality, only the most severe cases demand such extraordinary measures. Care and concern for insureds must be weighed, as well as the cost to the insurance company. When required, protective gear not only protects the team working on-site, it protects the contractor's insurer liability and workers' compensation issues.

Lessons From Charley

The losses caused by Hurricane Charley continue to mount, in what has become the second costliest hurricane after 1992's Hurricane Andrew (\$6.8 billion and growing compared to \$20.3 billion in inflation adjusted dollars, according to the Insurance Information Institute).

Service providers throughout the affected areas in Florida have reported the widespread disposal of textiles that are showing signs of mold from days and weeks of exposure to the elements. Scientific research, as well as CRDN's documented results, however, indicate that a very high percentage of these textiles could have

- been restored, saving insurance carriers a significant amount in claim costs and lowering the overall severity of the catastrophe.

- In 2002, CRDN commissioned an independent study demonstrating that garment quality can be preserved with sufficient response, handling and cleaning techniques. As a result, it is important to understand that clothing does not automatically need to be discarded simply because it was in a moldy environment. And even if the textiles were contaminated by mold, they often can be cleaned of mold spore contamination.



Photos courtesy of CRDN of Southeast Louisiana and Southern Mississippi.

MISSION STATEMENT

Through a shared vision, CRDN is committed to respect and serve the needs of our team members, customers and community with the highest degree of quality, empathy and integrity in all aspects of our business.

Complex Situations Require High Level of Professionalism

The fire that quickly engulfed a Rhode Island nightclub in February 2003 took a tragic toll, killing 100 people and injuring nearly 200. Unlike many fire scenes where smoke and soot are the greatest concern, this situation presented a unique set of challenges for CRDN's Mark Constantine of Museum Quality Restoration in Warwick, RI.

With the number of fatalities and multiple agencies involved—ranging from the FBI to state police to local authorities—nearly everything onsite was tagged as evidence.

Called in to help by Dr. Elizabeth Laposata, Rhode Island's Chief Medical Examiner, Museum Quality Restoration systematically removed 100 pieces at a time, all soaking wet and full of soot and mold. Museum's team checked items carefully for any

personal belongings, which in many cases helped the authorities determine ownership of the pieces. Most items were cleaned individually to maintain their integrity, before being returned to the authorities who could then turn them over to the victims' families.

Constantine credits CRDN's meticulous inventory control process for assisting with their ability to meet the highly detailed procedures required.

At the conclusion of the project, Dr. Laposata noted that the timeliness, professionalism and quality service provided by Museum Quality Restoration gave "the families of these unfortunate victims something tangible at their time of loss."



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