

June 2008

CRDN OF VIRGINIA RESPONDS TO NOROVIRUS OUTBREAK

An outbreak of the Norovirus last month forced the closure of the International Mission Board's Learning Center in Rockville, VA.

Norovirus is transmitted by fecally-contaminated food or water and by person-to-person contact. The virus itself lives for 12 days but is eradicated by chlorine bleach, hot water and certain drycleaning solvents. The challenge for the center was that a major event for 250 visitors was fast approaching and a number of their own staff had been taken ill with the virus. In order to re-open the center within the very limited time available, the facility's laundry was closed, all staff were sent off-site and a major cleaning initiative was implemented to ensure that the premises were ready for re-occupation. The center's administration contacted upwards of 20 cleaners and local standard laundry services to clean all of the textiles within the required timeframe, but all declined. The school then sought the advice of a nationally-recognized mitigation company who initially had been contracted to clean the buildings. They referred to their regional office for advice, and, as a result, they called in CRDN of Virginia.



The project presented several challenges, namely a large volume of textiles, more than 15,000 pieces including in excess of 8,000 itemized ones, following on the heels of a recent tornado in Suffolk that created a surge in demand for restoration services. With just one week to complete the project, CRDN set out to inventory each dormitory, room and learning center across the 27 acre site. The affected items included 300 colored quilts and 400 bed spreads which could not be treated with chlorine bleach or hot water due to the risk of fading and shrinkage; all of these items had to be drycleaned in special solvent to kill the virus in one process then individually bagged in plastic. The size and weight of many of the quilts and bedspreads meant that only five could be simultaneously processed and dried in one machine. Additionally, bed sets (bath mat, bath towel, hand towel, wash cloth, two sheets, mattress pad and pillow case) all had to be folded and placed in plastic bags.

CRDN of Virginia's management team embraced the opportunity with a well-organized strategy that began with several days on-site packing out the thousands of items. CRDN's textile restoration facility added an extra shift to the seven-day production cycle, and within three days, the urgently-needed bed sets and the majority of other items were returned, completely restored and two days before the center's event. All that remained was a small selection of winter bedding that wasn't needed right away, according to the center's administrators.

Thanks to CRDN of Virginia, which stepped in when others declined, the center was able to overcome the severely challenging outbreak and facilitate a return to normal service in time to host its important function.

UPCOMING EVENTS

Crawford Contractor Connection Conference

June 4-7
Sawgrass Marriott Resort & Spa, Jacksonville, FL
Contractors, insurance carrier representatives and industry service provider partners from Crawford Contractor Connection will come together at the annual conference in Jacksonville, FL. Celebrating its 10th consecutive year, this industry event will enable attendees to focus on growing their business through educational events and networking, along with workshops on IKRC and Xactimate. Guest speakers will share thoughts on building for future success and upwards of 60 exhibitors will offer information on serving the insurance/restoration industry. Additional information can be found here: www.contractorconnection.com/contractorconference/



12th Annual ACE - America's Claims Event

June 9-11, 2008
Renaissance Orlando Resort at SeaWorld
Orlando, Florida
As the insurance industry becomes increasingly competitive, those companies that are quick to harness new technology, improve operational efficiency and cut costs will not only see a dramatic impact on their bottom line, but also emerge as leaders in the field. Companies must take full advantage of all that new strategies, technologies and services can offer. Over three days, ACE will bring together senior-level decision makers from major insurance companies focusing on the latest business strategies. ACE features a case study-driven executive conference program focused on key issues for the industry, addressed through a series of keynote presentations, panel discussions, interactive workshops and general sessions. Additional information can be found at: <http://www.nationalunderwriter.com/ace/venueofhonor/>

Claims Conference of Northern California

Preparations are underway for the 15th annual Claims Conference of Northern California (CCNC) on July 24-25, 2008, in Sacramento. With a theme of "Trade training for today's professional," CCNC seeks to provide the tools for using the latest knowledge, techniques and technologies for dealing with a changing claims environment. For more information, check out www.claimsonfire.com

For claims assignment, call 1-800-963-CRDN or 1-800-963-2756.

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