



**TSR VIRTUAL COFFEE BREAK**

# WELCOME!

- **Questions?** Type them in the chat or Q&A window at anytime. We'll have time at the end.
- **We are recording!** A links to view the video & PDF presentation will be shared with you tomorrow morning.
- **Starbucks Gift Cards:** Attendees can all expect a caffeinated surprise in their email tomorrow!
- **After the VCB:** Please complete the post-event survey to share topics you'd like us to cover in our next VCB. **See you June 30!**
- **Want an extra \$25?** Post a review of your TSR experience on Facebook, Google or Angie's List after the event and we'll send you an Amazon e-gift card! *(Note: only one review per platform)*
- **Stay till the end** – ONE lucky attendee will win a **\$100 Amazon Gift Card!**





# ABOUT US

## We're Your Local DMV Area Commercial & Residential Disaster Recovery Experts.

Tri State Restorations, LLC® is an Institute of Inspection, Cleaning and Restoration Certification (IICRC) Water, Fire & Smoke, Mold, Odor Control and Biohazard Restoration Certified Firm. We specialize in large loss claims for commercial and residential properties.

### Licensed + Insured + Reliable:

- IICRC Certified Firm
- EPA Lead Safe Certified Firm
- IAQA SMART Mold Firm
- Infectious Disease Control Certified
- 5-Star Rated

### Technicians are IICRC certified in:

- Fire & Smoke Restoration
- Odor Control
- Mold Remediation
- Upholstery & Fabric Cleaning
- Water Damage Restoration
- Biohazard/Bloodborne Pathogen Disinfection



**24-HR EMERGENCY LINE:**  
**866-818-1949**

# ROB STRUHAR, GENERAL MANAGER

Rob joined the Tri State team in early 2021 bringing with him 20+ years experience in helping organizations like Aldi, GNC and CarMax create, implement and execute associate development and workplace success best practices.

Born on an army base in Fort Hood, Texas, Rob is the son of a fallen soldier. At just 2-months old, he relocated to Baltimore, Md. Today, along with his wife and 2 daughters, he still calls the Charm City area home.

When Rob was just 24, he and his young family experienced a traumatic property loss when their first home flooded due to a local water main break. They lost everything from the first floor and basement of their home, and felt like their lives had been completely turned upside down.

Because of this experience, Rob has a deep understanding of how disasters can impact people's lives and why Tri State's here 24/7 to provide peace of mind.





That's my house right there!



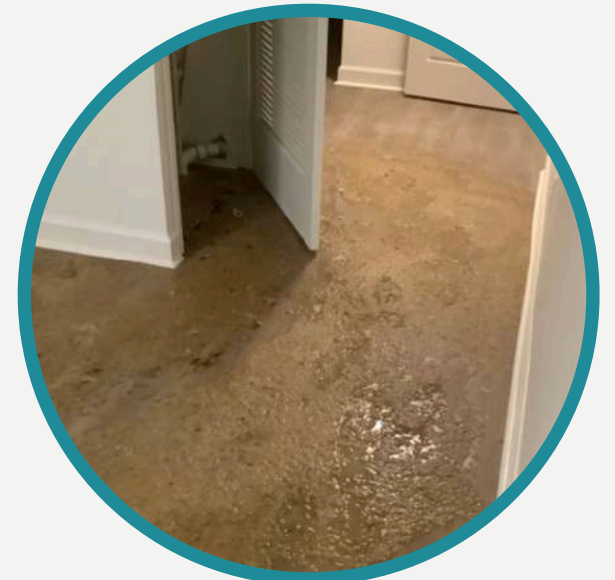
**SHARE YOUR RESPONSES IN THE CHAT:**

**WHAT'S THE BEST PIECE OF ADVICE  
YOU'VE EVER BEEN GIVEN?**



# ADD SEWER BACKUP & FLOOD INSURANCE TO YOUR POLICY!

That's right, this coverage isn't included in most property insurance plans unless you ask for it and if you experience a loss as a result of a sewer, drain, sump pump or related equipment, even if the overflow or discharge occurred because of mechanical issues, not having this coverage could put you out tens of thousands of dollars!



# CAT 3 WATER DAMAGE RESTORATION: FROM START TO FINISH

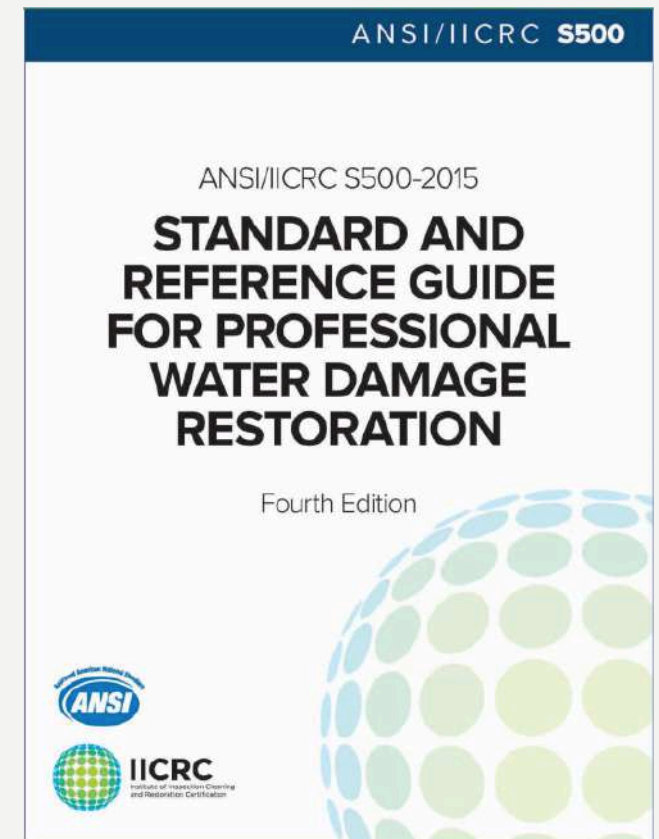




# STANDARD OPERATING PROCEDURES

"The IICRC S500 is an ANSI Accredited Standard that describes the procedures to be followed and the precautions to be taken when performing water damage restoration in residential, commercial and institutional buildings, and the systems and personal property contained within those structures.

It is the purpose of this Standard to define criteria and methodology used by the restorer for inspecting and investigating water damage and associated contamination, and for establishing water damage restoration work plans and procedures."



# KNOW THE DIFFERENCE

Knowing the differences between Category 2 and Category 3 hazards are an important part of the restoration process. The IICRC S500 Standard tells us:

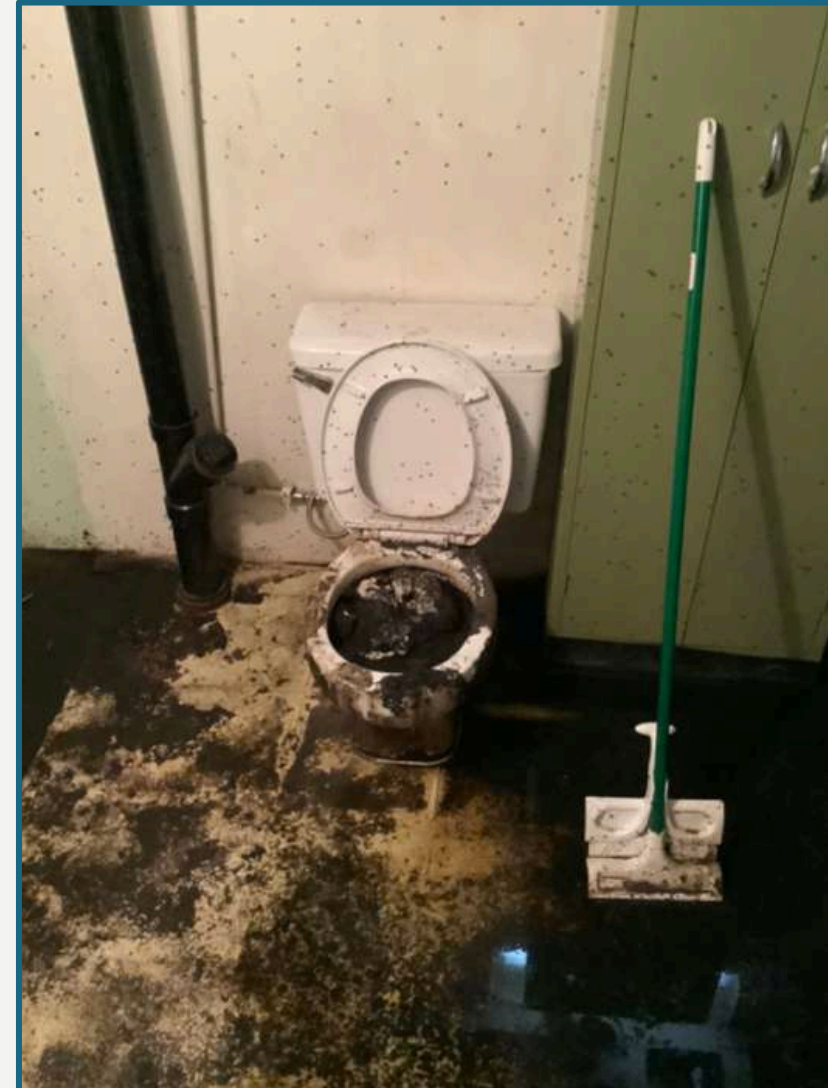
**Category 2** water contains significant contamination and has the potential to cause discomfort or sickness if contacted or consumed by humans. Examples include: discharge from dishwashers or washing machines; overflows from washing machines; broken aquariums and punctured water beds.

**Category 3** water is grossly contaminated and can contain pathogenic, toxigenic or other harmful agents like pesticides or toxic organic substances (poop!) that can cause significant adverse reactions to humans if contacted or consumed. Examples include: sewage, waistline back flows, all forms of flooding from seawater, rising water from rivers or streams and other contaminated water entering or affecting the indoor environment.

# WHEN MOST PEOPLE THINK OF CAT 3, THEY THINK OF SEWAGE, LIKE THIS:



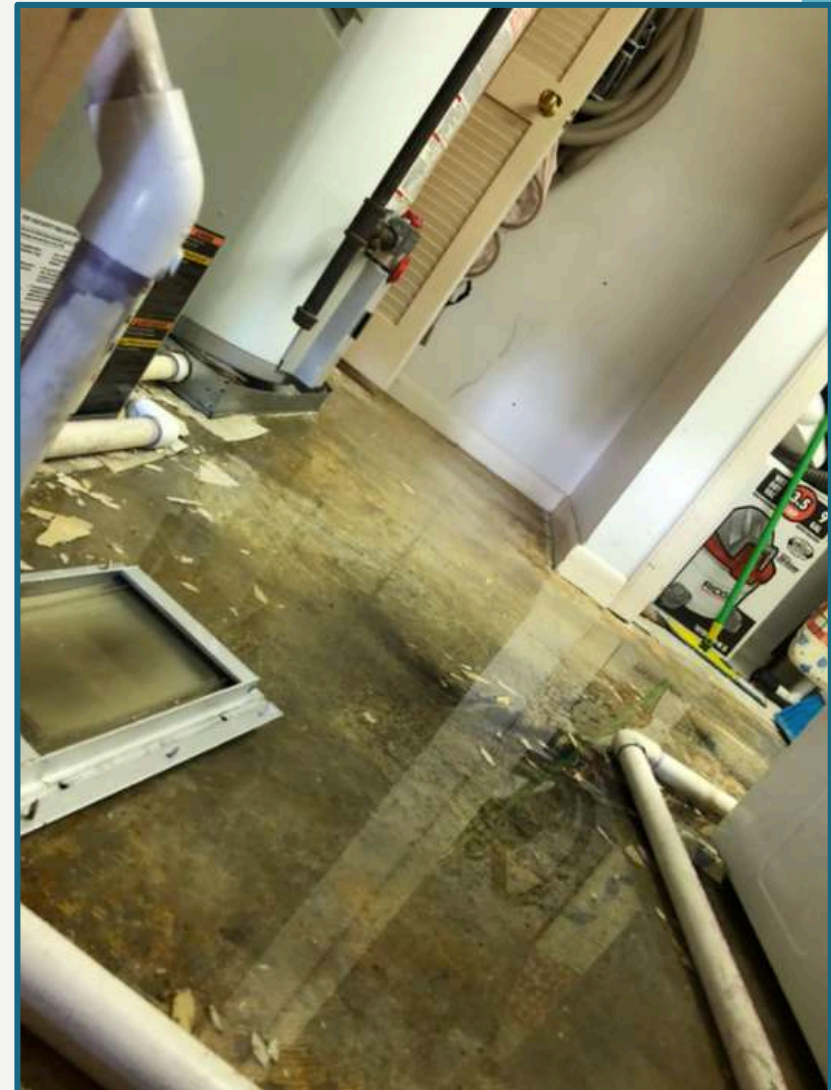
# OR, THIS...



# **BUT! CAT 3 WATER DAMAGE CAN ALSO LOOK LIKE THIS:**



# AND, THIS...



# WHILE IT MAY LOOK “CLEAN” THESE LOSSES ARE **EXTREMELY HAZARDOUS**

It's important to remember that bacteria, fungi and other harmful pollutants or toxins may be present in standing water, even if you can't see them.

**Don't put yours or your family's health at risk!** Always call a certified and experienced restoration expert like Tri State when dealing with your property loss.



# 10-STEP RECOVERY PROCESS

## 1. Arrival & Onsite Damage Assessment

## 2. Containment of Unsafe Areas (IF NEEDED)

*Isolate to prevent airborne effects from mold, microbials or toxins*

## 3. Pre-Mitigation Photos & Property Inventory

*(Photographs and/or Matterport 360 Capture)*

## 4. Content Manipulation

*Move unaffected items into an unaffected space. Send salvageable belongings that require professional cleaning to our facilities. NOTE: No porous materials are deemed salvageable if affected by Cat 3.*

## 5. Water Extraction

## 6. Removal of Affected Materials

*All porous material including drywall, insulation, paneling, baseboards, tile flooring, carpet, padding etc.*

## 7. Deep Cleaning

*Triple extraction required for Category 3 losses*

## 8. Disinfection & Antimicrobial Treatment

## 9. Drying Equipment Set Up

## 10. 24-72 Hour Drying Process

*Equipment checks & moisture assessments performed daily by TSR technicians*



# MOISTURE & DAMAGE ASSESSMENT



When Tri State technicians arrive, they will begin with a visible assessment and take moisture readings of your property's floor, walls, ceiling, studs, subfloor and an unaffected room.

If your property is pre-1978, we'll complete lead/asbestos tests.

Next, we'll take pre-mitigation photos and record the materials affected (drywall, hardwood floors, plaster, etc.).

Your technician will then take measurements of affected areas to finalize our scope of work and retrieve the necessary equipment.

# SCOPE OF WORK

Site unseen, it's very difficult to gauge the scope of work required. A Category 3 water damage service call could cost anywhere between \$2,500 and \$20,000+



- What level of the property was affected?
- What type of flooring? *Tile/Carpet/Wood/Laminate require additional labor compared to concrete flooring. If there's linoleum flooring, do we need to provide asbestos testing?*
- What type of walls? *Plaster is more labor intensive than drywall.*
- How many rooms were affected? What's the sqft? *Larger affected areas require more equipment.*
- Is there furniture or storage? Is it salvageable or not? *Salvageable items will need to be packed up and moved to a non-affected area. \*\*\*All porous contents are deemed unsalvageable in a Category 3 loss.*

# WHY ONSITE INSPECTION IS NECESSARY:

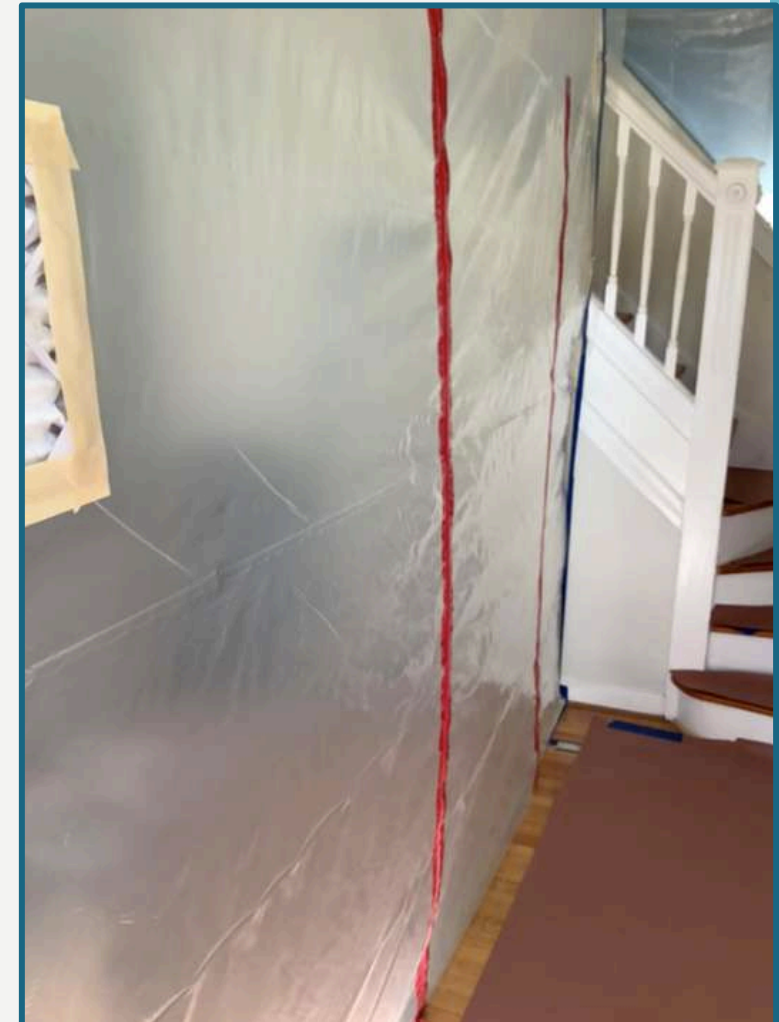


## These Factors Used to Classify Category 3 Losses Can't Be Determined Remotely:

- Strong odor present in affected areas
- Water came from an above ground outside source
- Animals are present on the property  
*(hidden pet feces or urine in carpet padding or subfloor.)*
- Chemicals or hazardous materials are present in affected areas  
*(mold, gas & oil, paint cans, pesticides, blood, etc.)*
- Water has traveled through insulation or other harmful building materials

# CONTAINMENT

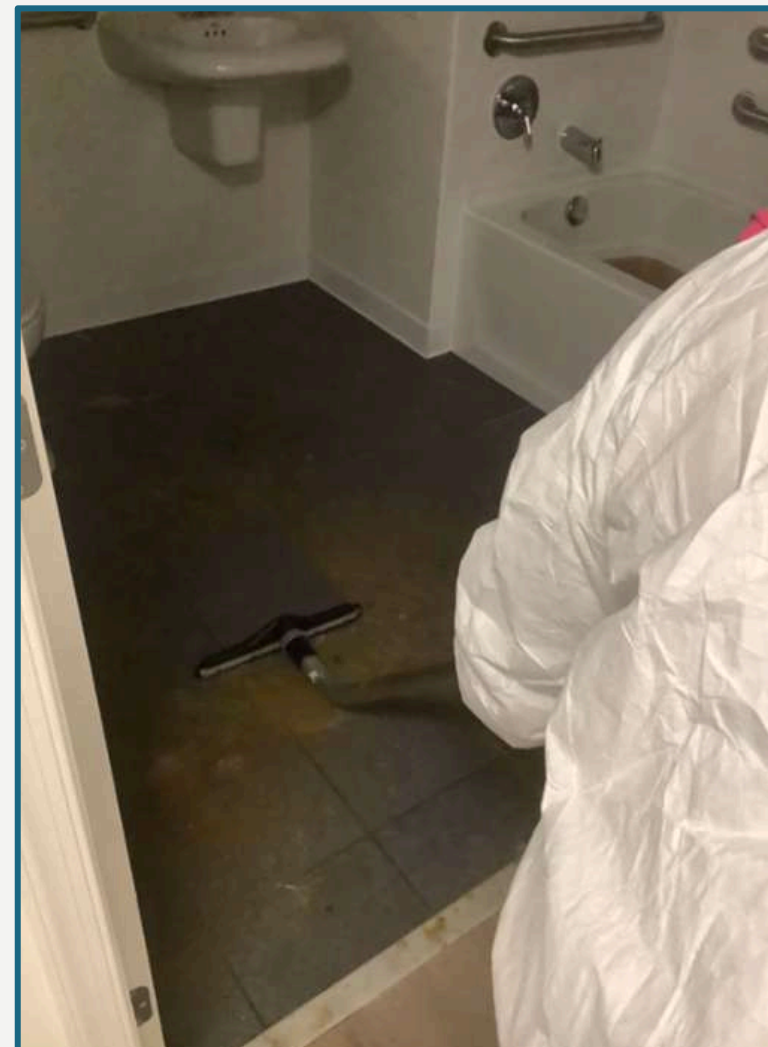
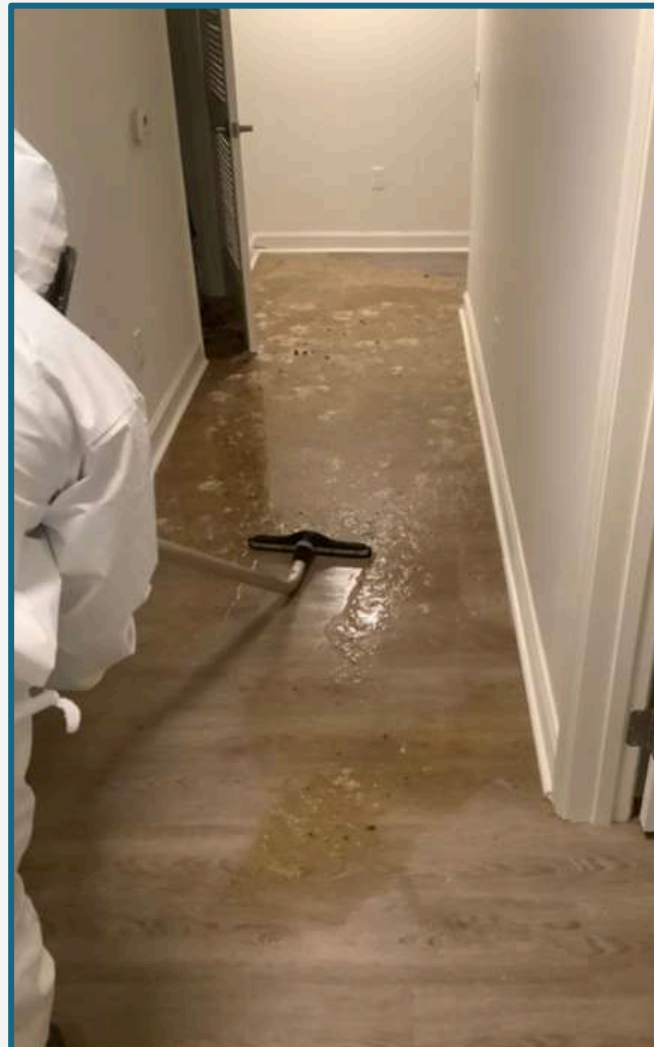
Containment areas are set up to seal off and place controlled airflow to prevent cross contamination with unaffected areas.



# CONTENT MANIPULATION



# INITIAL EXTRACTION



# AFFECTED AREA REMOVAL



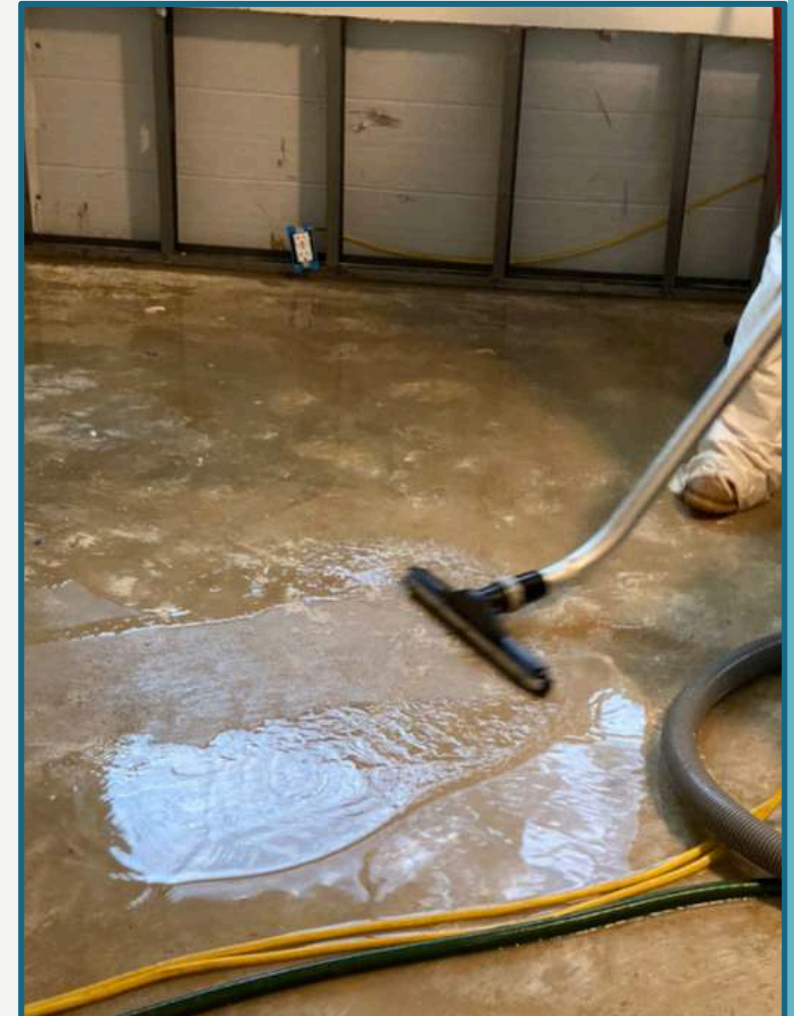
All porous contaminated materials like drywall, carpet, pad, upholstery, drapery, clothing and particle board furniture **MUST** be removed and disposed.



# CLEANING: TRIPLE EXTRACTION

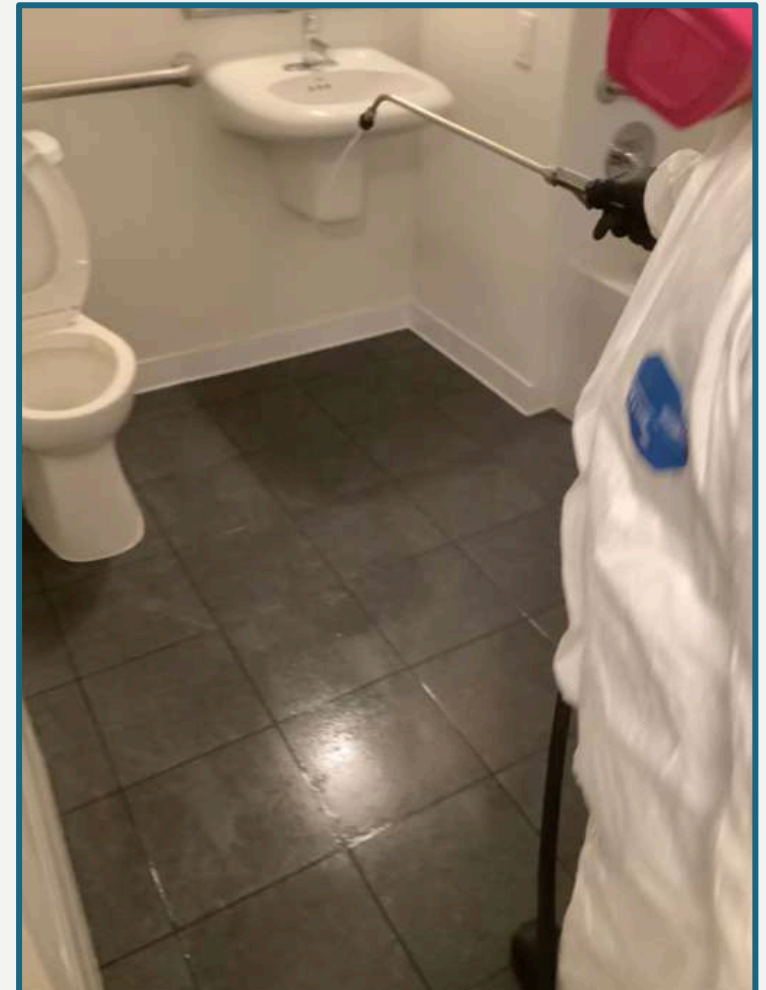


Once the affected materials have been removed and the initial water has been extracted, the affected areas are flooded three more times and disinfected to ensure safe dwelling environments.

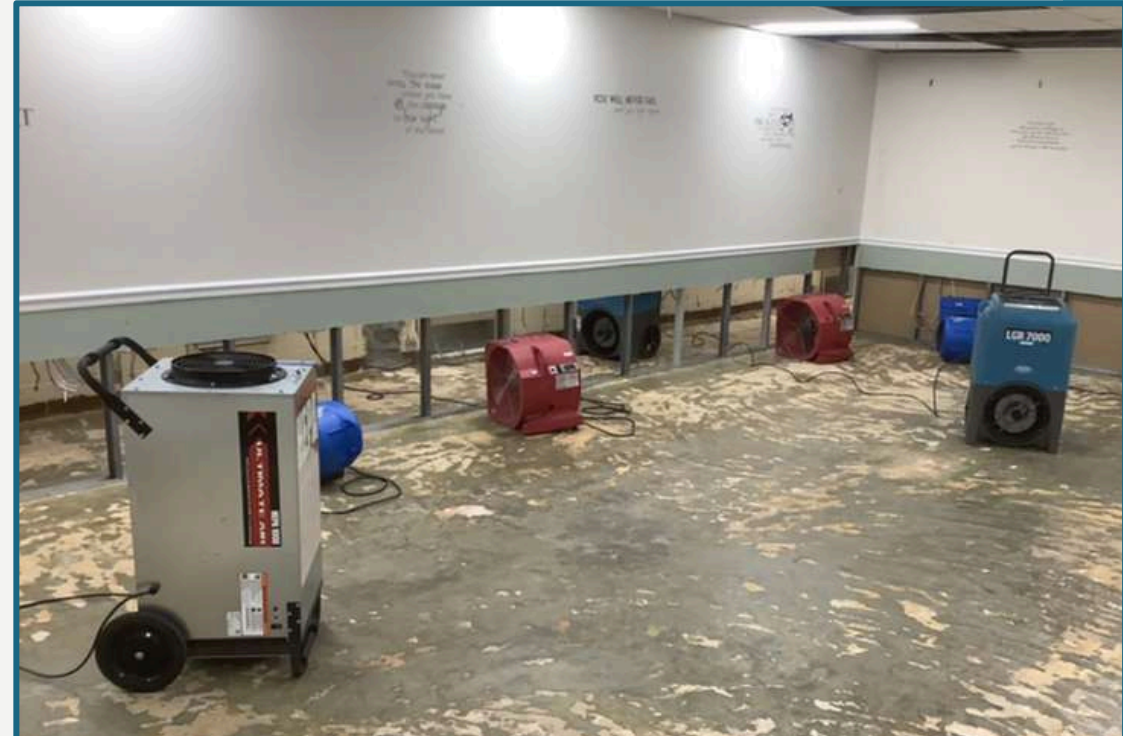
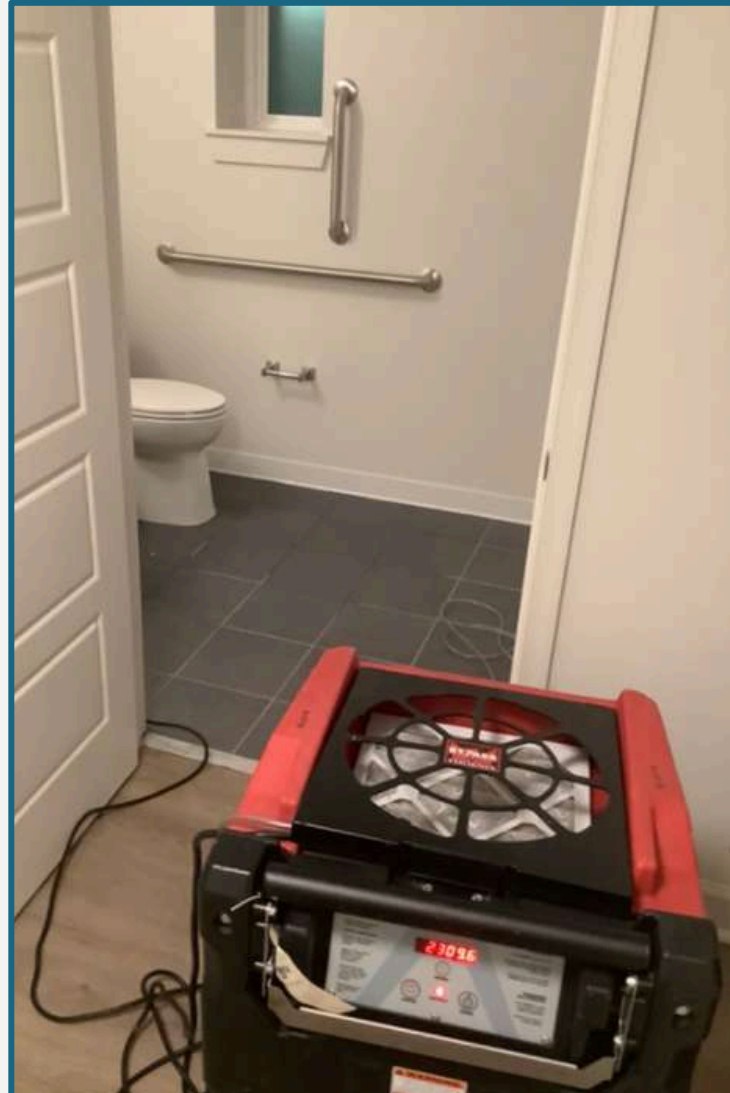




# DISINFECTION & ANTIMICROBIAL TREATMENT



# EQUIPMENT SET UP



# TOOLS WE USE TO DECONTAMINATE & IMPROVE AIR QUALITY:

- Thermo-Foggers
- Ozone Generator
- Hydroxyl Generators
- HEPA Air Scrubber/Airborne Cleaner
- EPA List N Disinfectants
- Odor Control Chemicals
- Negative Air Machines
- Vapor Shark
- Specialty Soot Cleaning Sponges



# EMERGENCY SAFETY TIPS



## Do Not:

- Enter a room with standing water until the electricity has been turned off
- Use a regular household vacuum to remove water
- Lift tacked-down carpet without professional help
- Use electrical appliances while on wet carpet or flooring
- Do not remove books from shelves, instead pack them in tightly to prevent warping of pages until a restoration professional can begin a specialized drying process.
- Disturb visible mold
- Wait for large amounts of standing water to dry on their own – you may be causing additional structural damage that could have been prevented.
- Hesitate to contact a plumber to stop the source of the water or sewage from a broken pipe or plumbing issue.

# IF YOU EXPERIENCE A DISASTER... GIVE US A CALL 24/7!

Our expert technicians and state of the art equipment are at your disposal.

We're only a phone call away and prepared to handle any emergency!

**WATER • MOLD • SEWAGE • FIRE & SMOKE • 24-HR EMERGENCY**

# 866-818-1949



**QUESTIONS?**

# GRAND PRIZE DRAWING TIME!



# SEE YOU JUNE 30

- Your **caffeinated surprise** will hit your email inbox in the next 24-hours!
- Don't forget to **review** our webinar on Facebook, Google or Angie's list for a \$25 Amazon Gift! (email [Sales@tristaterestores.com](mailto:Sales@tristaterestores.com) for info - one review per Google/Facebook account accepted.)
- Please complete the **post-event survey** and share topics for future coffee breaks! The survey will automatically pop up after we close.

