



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 link will be shared with you tomorrow.
- **Starbucks Gift Cards:** Attendees can all expect a caffeinated surprise in their email tomorrow!
- **After the VCB:** Please complete the post-event survey and share the topics you'd like us to cover in our next VCB. **See you April 28!**
- **Want an extra \$25?** Post a review and share your TSR experience on Facebook, Google or Angie's List after the event and we'll send you an Amazon e-gift card!
- **Stay till the end** – ONE lucky attendee will win this YETI Tumbler!





ABOUT US

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

A certified professional disaster restoration specialist is often regarded as the safest way to restore damaged property.

Specializing in large loss claims, we provide assistance with your water, sewage, fire & smoke, mold, biohazard and trauma emergencies. We can even help with your Covid-19 deep cleaning needs!

Licensed & Insured:

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

Technicians are IICRC certified in:

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



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

KEEPING OUR COMMUNITY SAFE FROM COVID

Our goal is to keep you **safe** and provide peace of mind in these trying times. We arrive to every job wearing appropriate PPE including, but not limited to: booties, N-95 or full-face respirators and gloves.



FIRE DAMAGE RESTORATION: FROM START TO FINISH





WHAT IS FIRE DAMAGE

Fire Damage is One of the Leading Causes of U.S. Property Insurance Claims

Fire damage refers to the physical damage to a property as a result of burning. This damage may either be directly caused by the flames or could occur due to smoke and other corrosive substances emitted by the fire.



Did you know?

Fire damage can continue to destroy your property even after the fire is out. Soot is difficult to remove and will stain and/or corrode possessions making them unsalvageable. That's why response time is such a critical factor in how well fire damage can be removed and reversed.



WHAT IS SMOKE & SOOT DAMAGE

Smoke damage is the physical damage caused by smoke that's generated by a fire, not the damage caused by the fire itself.

Caused by the remnants of the fuel that fed the fire, smoke does not destroy items like fire does. Instead, it coats objects in soot and odor. Response time is a critical factor in how effective fire damage can be removed and reversed.



Soot can be very oily and highly acidic, making it nearly impossible to remove without professional tools and methods.

Smoke residues combine with humidity to form acids that can stain grout, paint, bath fixtures, kitchen counter tops and many appliances.

PREPARING FOR FIRE DISASTERS



DEVELOP A FIRE PREPAREDNESS PLAN

Property fires can be devastating. Both big and small fires can have huge effects on the inhabitants. It's important to avoid hazardous situations and develop a disaster preparedness plan. Visit [ready.gov](https://www.ready.gov) for more emergency preparedness information and download your plan template.

6 Ways to Prepare for a Property Fire:

1. Install & Test Smoke Alarms (2x annually)
2. Teach children what an alarm sounds like and what to do
3. Prepare a disaster plan: ensure everyone knows at least 2 ways to escape and designate a meeting spot
4. Practice your two escape routes at least twice a year
5. Make sure everyone knows how to dial 9-1-1
6. Teach household members to STOP DROP and ROLL





PREPARE YOUR COMMUNITY



Post Emergency Evacuation Routes in Public Areas of All Buildings on Property

Ensure that all area residents and facility occupants are aware of the various escape routes by having these posted in common areas (Follow OSHA Guidelines). Plan to host a quarterly fire/escape drill to practice these routes.



Consider Your Community's Specific Needs

Set up how you'll receive and distribute your hazardous conditions alerts to area residents. Provide information for a local shelter, area evacuation route, and create emergency preparedness kits (water, snacks, flashlights, etc.) for residents to have ready to go.



Provide Residents with Emergency Services Contacts

Disasters never wait, and strike when you're least expecting them to. Make sure your residents know who to contact in an emergency!



Install Fire & CO2 Detectors in All Public Areas

Carbon monoxide & fire detectors save lives - be sure to test all onsite detectors at least twice annually.

WHAT DO YOU DO DURING A FIRE EMERGENCY?

Your first reaction should be to grab your keys, alert the people around you and exit the property premises as quickly as possible.

Act immediately but try and stay calm. Stay low when exiting in case of smoke or fumes and do not waste time searching for valuables.



Follow these easy steps to ensure you're limiting the damage caused until a firefighter and restoration expert can intervene ...



THE DO'S & DO NOT'S OF FIRE DISASTERS

DO NOT:


- Re-enter your property until trained professionals arrive and the Fire Marshal has cleared you to do so!
- Waste time searching for valuables
- Attempt to extinguish a fire unless you are trained to do so!
- Ever use an elevator as an escape route
- Remove items from your property after you're able to re-enter - these items need to be cleaned
- Leave any fire/smoke doors open during an evacuation
- Use water to put out a grease fire
- Remain inside a building even if fire has been contained
- Forget to keep spare medicines, water and snacks along with important paperwork in your vehicle, or fire safe container.

DO:

- ✓ Make sure to wake everyone up by alerting "FIRE! Everyone Out!" - Pull property alarms when necessary
- ✓ Know the location of your properties fire extinguisher and safely operate if small and contained fire
- ✓ After you have safely exited the property, call for help!
- ✓ Close doors and windows on your way out to prevent spread of fire damage
- ✓ Stay low to the ground to avoid smoke inhalation
- ✓ Grab a flashlight as you are exiting to avoid hazardous obstacles
- ✓ Keep important paperwork in a fire-proof lock-box
- ✓ Have an emergency preparedness plan in place for evacuations - know your meeting spot and get there quickly



6 QUESTIONS TO ASK BEFORE HIRING A PROFESSIONAL

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- A horizontal banner image showing a close-up of bright orange and yellow flames and thick white smoke, representing fire damage.
- 1. Do You Have Experience with Fire & Smoke Damage Remediation & Restoration?**
 - 2. Are Your Employees Certified and Insured?**
 - 3. What Type of PPE will Employees Wear?**
 - 4. What Types of Chemicals/Cleaning Solutions Are Used?**
 - 5. What Techniques Will be Used to Remediate My Property?**
 - 6. How Do I know It's Safe to Re-Occupy My Property?**

WHY YOU SHOULD CHOOSE TSR

Our IICRC certified technicians are specialty trained to handle your fire, smoke, soot & odor emergency.

We're here 24/7 to help with emergency environmental safety controls, board-ups, site securing, contents packing and inventory, thermo-fogging, ozone treatments, soot removal and contents and structural cleaning.

Our team and equipment are at your disposal 24/7 - we're only a call away!



TRI STATE RESTORATIONS
24-HOUR EMERGENCY SERVICES
866-818-1949

WHAT DOES IICRC MEAN?

IICRC stands for the Institute of Inspection, Cleaning and Restoration Certification.

As a consumer, seeing **IICRC-certification means** you are receiving the highest possible level of cleaning and restoration work, backed by an organization dedicated to raising the bar for customers and technicians worldwide.

Tri State holds the IICRC certified firm accreditation and our technicians are IICRC certified in Water, **Fire & Smoke**, Biohazard and Mold restoration practices.



WHY DOES INDOOR AIR QUALITY MATTER WHEN DEALING WITH FIRE?



Smoke Inhalation

Even someone who is healthy can get sick if there is enough smoke or residue in the air. Smoke inhalation can have immediate and detrimental health effects.

Air Quality Must Meet Acceptable Levels Before Re-Entry

Structural and air quality checks are performed before and after the work is complete, providing you with peace of mind that the hazard has properly been removed.



WHAT IS AN INDOOR AIR QUALITY SPECIALIST?

Indoor Air Quality Specialists have unique training to diagnose, consult, and remedy common indoor air quality issues like smoke & soot.

Tri State is a member of the IAQA (Indoor Air Quality Association).

Our employees are trained to understand the fundamentals of airborne and particulate toxins and infectious agents, how it affects the indoor air quality of your property and your health.



IAQA[™]

REPAIR & RECOVERY



While each fire scenario is different and requires a custom battle plan, some steps in our restoration process remain more or less consistent.



1. Damage Assessment
2. Isolation of Unsafe Areas (Board ups)
3. Sort Affected Property, Remove Damaged Materials and Professionally Clean Salvageable Items
4. Mitigate Water Damage + Dry Affected Areas
5. Remove Soot and Smoke Residue
6. Sanitize and Clean
7. Property Restoration

According to Thumbtack.com, fires that destroy your roof or kitchen can cost as high as \$50,000+

SORTING CONTENTS FOR DISPOSAL REPAIR & RESTORATION



CLEANING, DISINFECTION & SANITIZATION FOR EVERY JOB

Whether we're there to help you with a water, sewage, mold, fire & smoke or a biohazard disaster like Covid-19, our technicians will use specialty equipment to deep clean and disinfect all interior surfaces of your facility or home.

This occurs prior to the cleanup and drying process and afterwards.

This helps provide our clients with protection from any present viral pathogens and possible bacteria, mold and mildew growth.



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



ODOR CONTROL

Our professional odor control products & cleaning methods don't just cover up odors; they destroy them completely.



Thermo-Foggers

Thermo-foggers are used with odor eliminator products like Odor X & Sentinel. Designed to clean and degrease soils and stains while removing all types of malodors, effective on all surface types.



Soot Residue Cleaning Sponges

These heavy-duty vulcanized natural rubber sponges excel at all types of cleaning applications, especially surfaces damaged by soot, smoke or fires.



HEPA Air Scrubbers

Air scrubbers work to capture and remove small particles and airborne contaminants by continuously cleaning the air.



BEFORE



AFTER



BEFORE





AFTER



ASHLEY ANDERSON, **INSURANCE BROKER, AAA**

Ashley has worked in the insurance industry for over a decade, specializing in P&C sales. Following a major fire loss, she is on the flip side of the claims experience for the first time, and it has been an eye-opening experience.



LEPPO ROAD FIRE VIDEO OVERVIEW



Mark Wilson, President/CEO
Tri State Restorations LLC®



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!





TRI STATE RESTORATIONS
GIVESBACK

2ND ANNUAL

FOOD DRIVE + FLU SHOTS

**150 FOOD BOXES & FLU SHOTS
FREE FOR DMV AREA RESIDENTS**

APRIL 26 | 10 AM TO 2 PM

(PICKUP LOCATED BEHIND OUR FACILITIES)

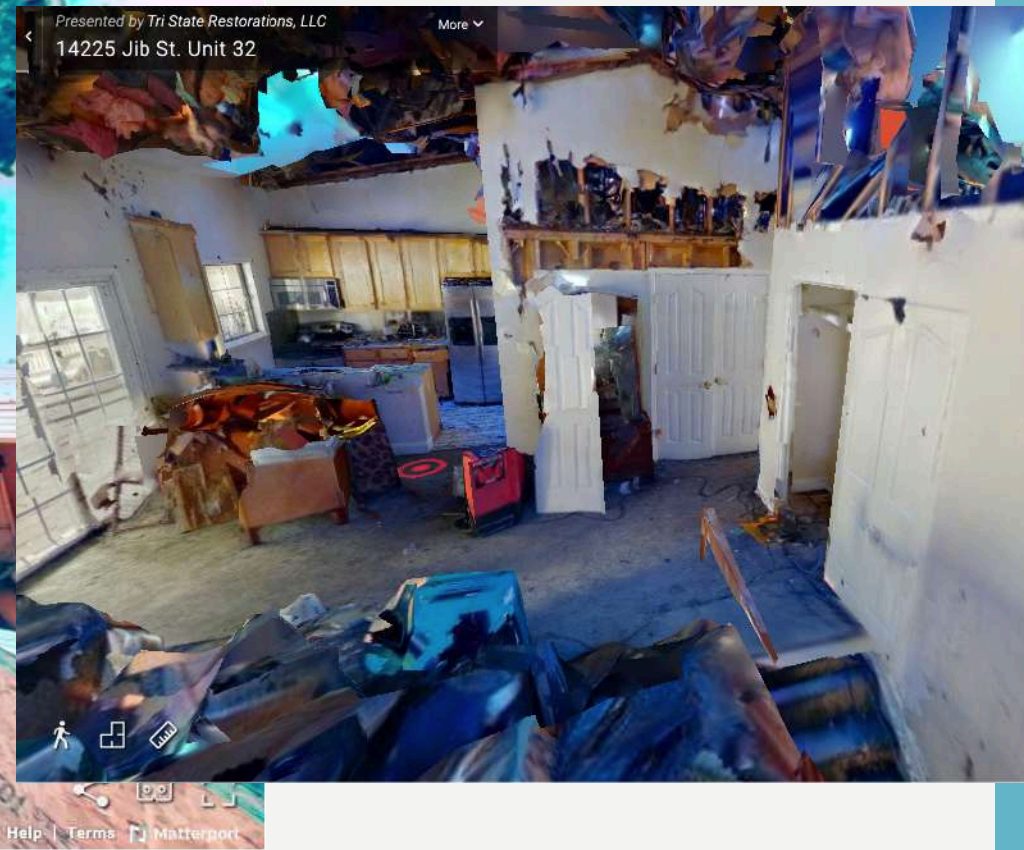
22530 GATEWAY CENTER DR. SUITE 600 CLARKSBURG, MD 20871

CALL FOR MORE INFORMATION: 301-251-1841

FLU SHOTS PROVIDED BY:



NEXT MONTH: WE'RE TAKING YOU ON A 360 TOUR OF OUR JIB STREET JOBSITE!



SEE YOU APRIL 28

FIRE DAMAGE PART 2

- 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 for info - one review per Google account accepted.)
- Please complete the **post-event survey** and share topics for future coffee breaks! The survey will automatically pop up after we close.

