



Fire



Water



Commercial



Construction



Vandalism + Graffiti
Removal



Document Restoration



Biohazard



Storm Disaster



Mold



Cleaning. Restoration. Construction.



SERVPRO: Securing Your School's Recovery From Water & Fire Disasters

Presented By:

Mike Edgar

Executive Vice President, Client Relations

medgar@servpro11426.com /

602-369-7852





SERVPRO®



Presentation Summary

01 SERVPRO Introduction

02 When Disaster Strikes Your School

03 Eliminating Contractor Friction

04 Where Does SERVPRO Go?

05 Claim Transparency

06 Single Point of Contact

07 Why Relationships Matter

08 NASIP Membership Commitment

09 Claim Do's & Don'ts

10 Recap

Assertion: This presentation outlines a comprehensive strategy for NASIP members to manage school disasters through elite response, transparent claims, and strong partnerships.



SERVPRO®



Introduction to America's Restoration Leader



Founded 1969

The largest water and fire restoration company in the US, providing decades of elite industry experience.



Nationwide Reach

Seamless nationwide service area offering comprehensive mitigation and full rebuild services for any disaster.



Approved Partner

Trusted insurance carrier vendor and proud NASIP approved partner for over 4 consecutive years.

Assertion: SERVPRO provides the stability of a 50-year national leader with the specialized, long-term commitment required by NASIP members.

Immediate Response in Crisis: A School Fire Scenario



The 2 AM Crisis

Fire suppression has released thousands of gallons. Floors, walls, and materials are saturated. The building is unusable.



Critical Discussion Questions:

1. What is your plan to engage help immediately?
2. Who is the responsible party to begin action?

Assertion: Preparation before a disaster ensures that the friction between response and recovery is eliminated when every second counts.



SERVPRO®



Deploying Resources To Any Location Nationwide



National Reach

Our franchise group operates with no geographic barriers, deploying expert restoration services anywhere in the country.



Dedicated Commitment

Harness the power of a national brand with the focused support of a NASIP partner tailored to your operations.

Assertion: We provide nationwide restoration capabilities with the personalized, dedicated focus of a long-term strategic partner.



SERVPRO®



Communication & Transparency Throughout



Accelerated Approvals

Transparency to the adjuster eliminates bottlenecks, accelerating approvals and project progress from day one.



Unified Perspective

Daily Field Reports (DFR) ensure the client, adjuster, and insurance agency are all aligned on the same facts daily.



Comprehensive Logs

DFRs include equipment/photo logs, progress reports, and summaries of all principal party discussions.

Assertion: Radical transparency and real-time reporting eliminate friction and ensure seamless project synchronization.



SERVPRO®



Streamlined Project Accountability



Assertion: We provide a single point of contact from mitigation to final reconstruction, reducing downtime and ensuring safety for students and staff.



SERVPRO®



Managing Mold & Air Quality Risks



Delayed Discovery

When mitigation is delayed, proactive measures are vital to prevent mold growth and protect indoor air quality.



Industrial Hygienist (IH)

We enlist an expert IH to:

- Test all affected areas
- Design a specific plan
- Verify air safety after work



Safe Environments

Strict adherence to IH protocols ensures a safe, mold-free environment essential for schools and students.

Assertion: Proper mold remediation led by Industrial Hygienists is essential for maintaining safe indoor air quality in educational facilities.



SERVPRO®



Specialized Mold Remediation Protocols



Chamber Containment

We create 6mm plastic chambers to confine mold and utilize HEPA air filtration to capture all airborne spores.



Material Handling

Porous Removal:

Drywall, carpeting, and insulation are removed if affected.

Non-Porous:

Cleaned to strict IH standards.



IH Standards

All remediation work is performed according to Industrial Hygienist (IH) protocols to ensure absolute air quality safety for occupants.

Assertion: SERVPRO utilizes advanced containment, HEPA filtration, and strict material removal protocols to ensure mold is permanently eliminated according to IH standards.



SERVPRO®



Transitioning to the Reconstruction Phase



Estimate & Approval

Our Reconstruction Estimator prepares detailed documentation for your insurance adjuster.

We actively engage with adjusters to resolve estimate discrepancies quickly and prevent project delays.



Rapid Rebuilding

Our priority is starting the rebuild immediately upon agreement.

Minimizing downtime is essential for reopening school facilities for students and staff.



Returning to Normal

SERVPRO is dedicated to restoring your property to pre-loss condition ASAP.

We focus on the human impact of getting education back on track.

Assertion: The sooner reconstruction is approved and completed, the faster your school building can return to its intended use.



Why SERVPRO®



EXAMPLES OF DOCUSKETCH

<https://app.docusket.ch.com/player/3351655?template=6f3dd448-ea63-496b-9639-3db12480e6c7>

<https://app.docusket.ch.com/player/3455409?template=42bbffc4-abb2-4043-9d13-304f8e9f85d1>



Water Damage From Clean Water



Do:

- Shut off the source of water if possible or contact a qualified party to stop the water source.
- Turn off circuit breakers for wet areas of the building, when access to the power distribution panel is safe from electrical shock.
- Remove as much excess water as possible by mopping and blotting.
- Wipe excess water from wood furniture after removing lamps and tabletop items.
- Remove and prop up wet upholstery cushion for even drying.
- Place aluminum foil or wood blocks between furniture legs and wet carpeting.
- Remove to a safe, dry place any paintings, art objects, computers, documents, and order materials that are valuable or sensitive to moisture.
- Use wooden clothespins to keep furniture skirting off damp floors.
- Hang draperies with coated hangers to avoid contact with wet carpeting or floors.
- Hang furs and leather goods to dry separately at room temperature.

Don't:

- Enter rooms with standing water where electrical shock hazards may exist.
- Enter affected areas if electrical outlets, switches, circuit breakers, or electrical equipment are exposed to water. Always avoid electrical shock hazards.
- Leave books, newspaper, magazines or other colored items on wet carpets or floors to cause staining.
- Leave Oriental rugs or other colored rugs on wet wall-to-wall carpets to cause staining.
- Use your household vacuum cleaner to remove water, possibly causing electrical shock or damage to the vacuum cleaner.
- Use TV's or other appliances while standing on wet carpets or floors, especially not on wet concrete floors.
- Turn on ceiling fixtures if ceiling is wet or enter rooms where ceilings are sagging from retained water.

Water Damage From Clean Water: Action Guide

✓ Recommended Actions (Do)

- **Stop Source:** Shut off water or call a pro.
- **Power Safety:** Turn off circuits in wet areas if safe.
- **Water Removal:** Mop and blot excess water.
- **Protect Furniture:** Wipe wood; use foil/blocks under legs.
- **Air Flow:** Prop up cushions; hang draperies & furs.
- **Secure Valuables:** Move art, computers, and documents.

✗ Critical Warnings (Don't)

- **Shock Hazard:** No entry if standing water/exposed outlets.
- **Avoid Staining:** Don't leave books or rugs on wet carpets.
- **Equipment:** Never use household vacuums for water.
- **Appliances:** Don't use TVs/electronics on wet floors.
- **Ceiling Risk:** Don't turn on wet fixtures or enter if sagging.

QUICK ACTION: Timely mitigation prevents secondary damage. Consult a SERVPRO® professional immediately.

Managing Contaminated Water Damage

✓ Recommended Actions (Do)

 **Absolute Isolation:** Avoid all contact with sewage and contaminated materials.

 **Strict Hygiene:** Wash hands thoroughly after any contact with the area.

✗ Critical Warnings (Don't)

- **Spread Contaminants:** Do not walk on wet areas unnecessarily.
- **Aerosolize Pathogens:** Avoid using HVAC or fans that spread air.
- **Cross-Contaminate:** Do not use hygiene products exposed to the site.

Essential Fire & Smoke Damage Protocols

✓ Recommended Actions (Do)

- **Limit Movement:** Prevent soot from embedding in upholstery.
- **Clean Hands:** Avoid further soiling wood and walls.
- **Surface Protection:** Use dry towels on traffic areas; wipe chrome with lubricant.
- **Appliance Safety:** Empty freezers if power is off; prop doors open.
- **HVAC Care:** Change filters and use cheesecloth over registers.
- **Winter Care:** Use RV antifreeze in drains if heat is off.

✗ Critical Warnings (Don't)

- **No DIY Cleaning:** Don't wash walls or shampoo carpets without pros.
- **Electronics:** Never clean heat-exposed TV/radios yourself.
- **Contamination:** Discard food/drinks stored near fire/heat.
- **Electrical Hazard:** Avoid turning on ceiling fixtures if wet.
- **Garments:** Don't dry clean yourself; smoke odor may set.

Vandalism Damage Recovery Protocols

✓ Recommended Actions (Do)

- **Immediate Wash:** Hose egg damage from building exteriors as soon as possible.
- **Glass Cleanup:** Vacuum glass particles from carpets and upholstery.
- **Evidence Preservation:** Save containers for spilled inks, cosmetics, or paints to identify ingredients.

✗ Critical Warnings (Don't)

- **DIY Stain Removal:** Do not attempt to remove ink, paint, or cosmetic stains.
- **Electrical Safety:** Never operate damaged lamps or appliances.
- **Component Recovery:** Do not discard wood chips or porcelain/art fragments.
- **Avoid Odor Set:** Improper cleaning may permanently set smoke odors.

Nationwide Emergency Response Capability



Nationwide Service

SERVPRO travels to wherever your claim occurs, providing full-scale restoration support across the country.



24/7 Rapid Response

Calls are answered 24 hours a day, 7 days a week. Speak with a professional who can begin helping immediately.



Exclusive Hotline

888-960-9060

Emergency Dispatch Only



Emergency Services Hotline for NASIP Members



Toll-Free Hotline

888-960-9060

Calls Answered 24/7/365



“LIKE IT NEVER EVEN HAPPENED”