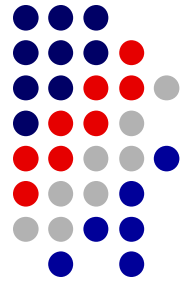


Who is in Attendance?



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- Where are the elite General Contractors?
- Where are the elite providers of other services?

- Hospital Facility Directors/Engineers?
- MOB Managers/Engineers?
- Other?

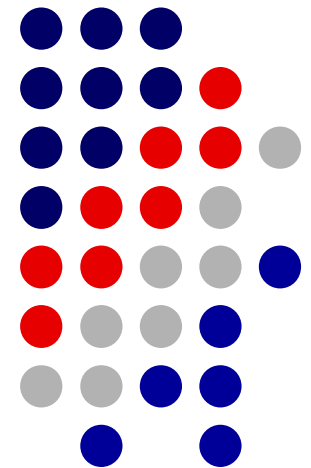


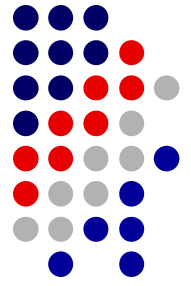


Disaster Prevention and Recovery

HESNI Annual Conference
May 7, 2009

Michael Collins, MBA, FCHOHW



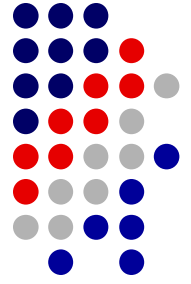


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What *is* a Disaster?

Here's *my* kind of disaster...



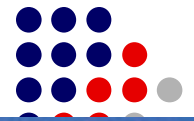


- <http://www.youtube.com/watch?v=fCeQ5E5f34>

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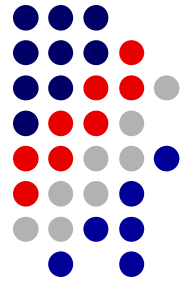
Self-Intro – my take on disaster



▶ ABOUT J.C. RESTORATION



Hospital and Restoration – Similarities?

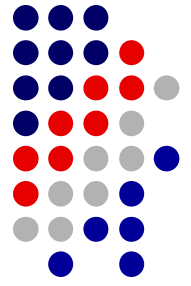


- Why are we all open 24/7?
- Role of ER staff versus other staff
- Common trait among all your customers
 - Humans, in a state of decline and/or below par
- Common trait among all my customers
 - Property and contents, in a state of decline and/or below par
- Role of Insurance & Pricing
- Demand-Supply ratio

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Mike, You can't prevent a disaster!



- Quantify Disaster in \$\$
- Planning recovery IS planning prevention
- You are somebody else's somebody else – story of Jason Harrington

*Fire burns beds in Des Moines hospital
ASSOCIATED PRESS • March 20, 2009*

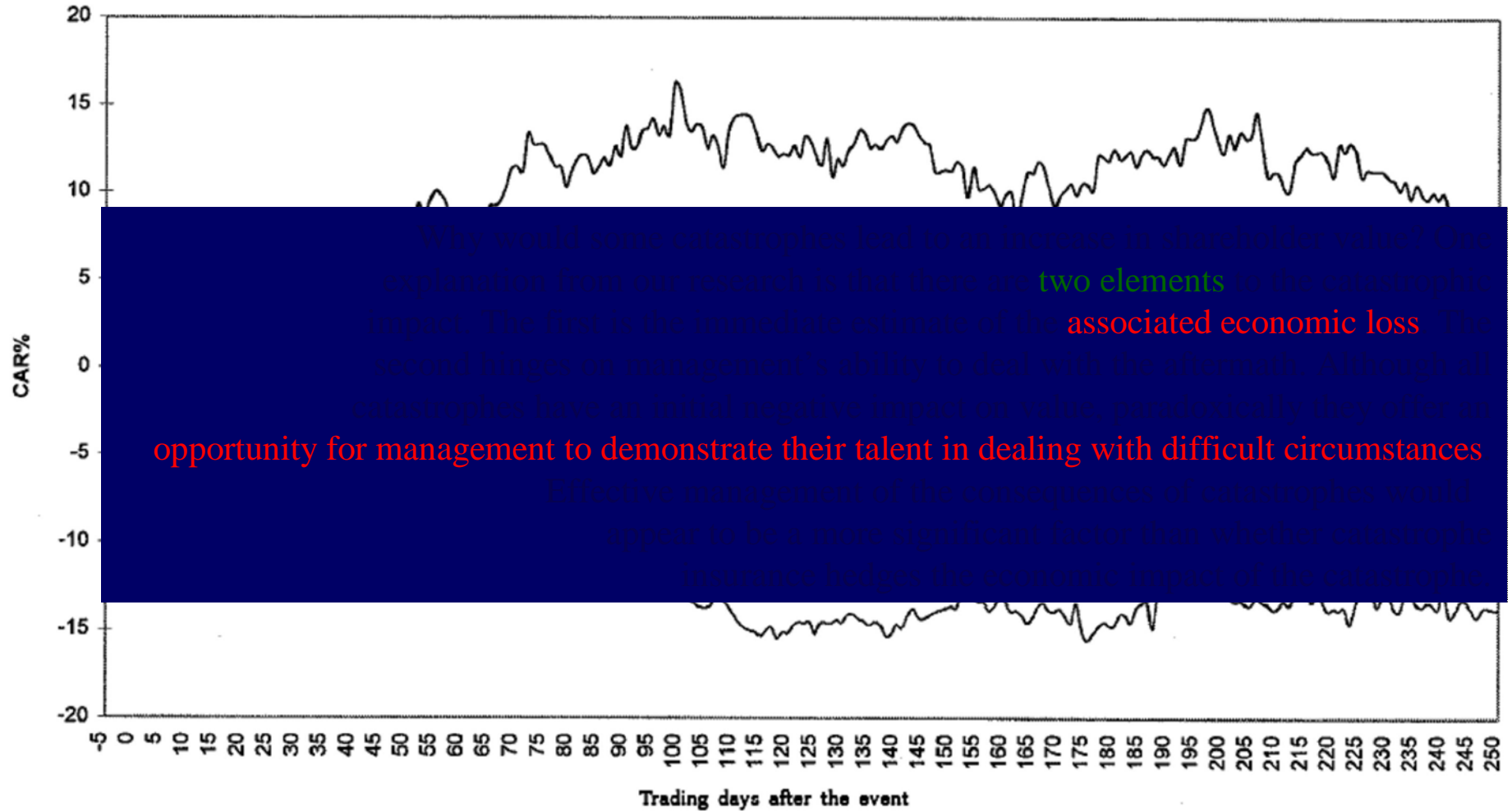
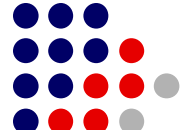
*Authorities say first-degree arson charges are pending against a man accused of setting **two beds** on fire in the mental health wing of a hospital in Spencer.*

*The fire broke out Thursday night in a room at Spencer Municipal Hospital. Hospital staff had evacuated all patients in the wing on the second floor, and the **hospital's sprinkler system** had extinguished the fire by the time firefighters arrived.
No injuries were reported.*



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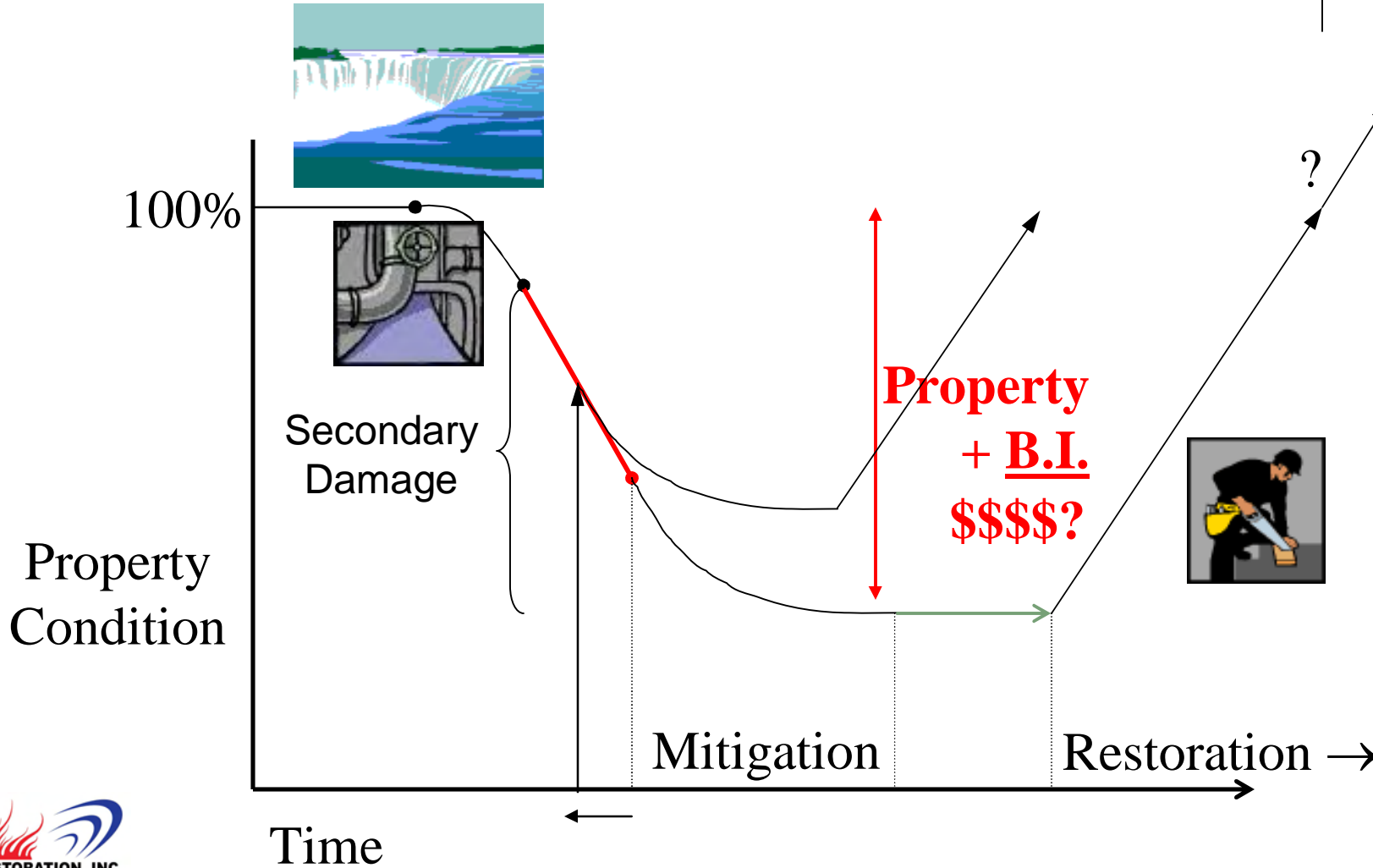
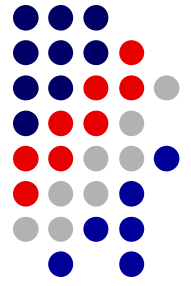
Risk or Reward of Preparedness



The Impact of Catastrophes on Shareholder Value
Rory F. Knight & Deborah J. Pretty, Oxford University Press

om

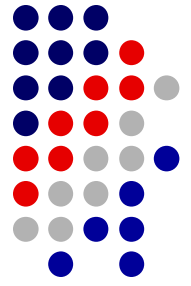
Damage Mitigation - Urgency



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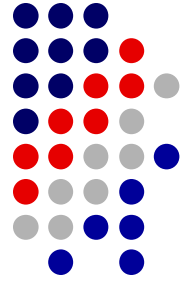


So you're having a flood...



- IICRC S500 Water Damage Restoration Standard and Reference Guide – only 1 ref to Hosp/MOB
- Categorization of the level of contamination from water in a damaged structure:
 - Category 1 – “Clean”
 - Category 2 – “Gray”
 - Category 3 – “Black”
- Category must be considered so that procedures can be established for processing water-damaged structures, materials, and occupants safely –
H₂O in, H₂O out





Guidelines for Environmental Infection Control in Health-Care Facilities

**Recommendations of CDC and the Healthcare
Infection Control Practices Advisory Committee
(HICPAC)**

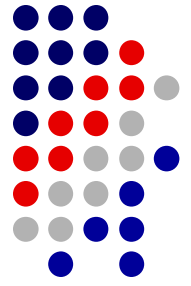
**U.S. Department of Health and Human Services
Centers for Disease Control and Prevention (CDC)
Atlanta, GA 30333
2003**

*However, I've got
some issues...*



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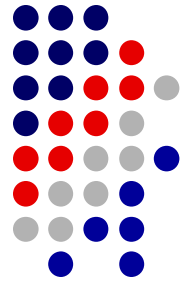
Box 4. Functions and Responsibilities of Coordination Team



- Provide a water-damage management plan (including **drying protocols**) for handling water intrusion from floods, leaks, and condensation.

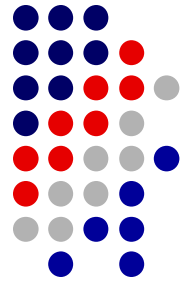


Infection-Control Impact of Water System Maintenance and Repair

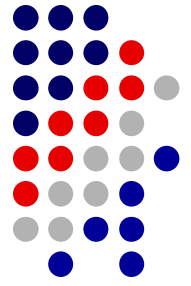


- Flooding from either external (e.g., from a hurricane) or internal sources (e.g., a water system break) **usually** results in property damage and a temporary loss of water and sanitation.^{716–718} JCAHO requires all hospitals to have plans that address facility response for recovery from both internal and external disasters.^{713, 719} The plans are required to discuss a) general emergency preparedness, b) staffing, c) regional planning among area hospitals, d) emergency supply of potable water, e) infection control and medical services needs, f) climate control, and g) **remediation**.

Cont'd



- Medical records should be **allowed** to dry and then either photocopied or placed in plastic covers before returning them to the record.
- **Moisture meters** can be used to assess water-damaged structural materials. If porous structural materials for walls have a moisture content of >20% **after 72 hours**, the affected material should be **removed**.^{266, 278, 313} The management of water-damaged structural materials is not strictly limited to major water catastrophes (e.g., flooding and sewage intrusions); the same principles are used to evaluate the damage from leaking roofs, point-of-use fixtures, and equipment. **[But how does one know?]**



Box 10. Contingency planning for flooding

General emergency preparedness

- Ensure that emergency electrical generators are not located in flood-prone areas of the facility.
- Develop alternative strategies for moving patients, water containers, medical records, equipment, and supplies in the event that the elevators are inoperable.
- Establish in advance a centralized base of operations with batteries, flashlights, and cellular phones.
- Ensure sufficient supplies of sandbags to place at the entrances and the area around boilers, incinerators, and generators.
- Establish alternative strategies for bringing core employees to the facility if high water prevents travel.

Staffing Patterns

- Temporarily reassign licensed staff as needed to critical care areas to provide manual ventilation and to perform vital assessments on patients.
- Designate a core group of employees to remain on site to keep all services operational if the facility remains open.
- Train all employees in emergency preparedness procedures.

Regional planning among are facilities for disaster management

- Incorporate community support and involvement (e.g., media alerts, news, and transportation).
- Develop in advance strategies for transferring patients, as needed.
- Develop strategies for sharing supplies and providing essential services among participating facilities (e.g., central sterile department services, and laundry services).
- Identify sources for emergency provisions (e.g., blood, emergency vehicles, and bottled water).

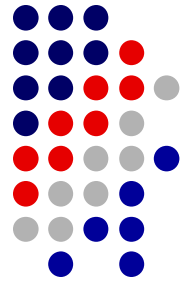
Medical services and infection control

- Use alcohol-based hand rubs in general patient-care areas.
- Postpone elective surgeries until full services are restored, or transfer these patients to other facilities.
- Consider using portable dialysis machines.+
- Provide an adequate supply of tetanus and hepatitis A immunizations for patients and staff.

Climate control

- Provide adequate water for cooling towers.§

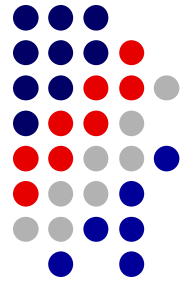
CDC Guidelines for Environmental Infection Control



- Regardless of the original source of water damage (e.g., flooding versus water leaks from point-of-use fixtures or roofs), remove wet, absorbent structural items (e.g., carpeting, wallboard, and wallpaper) and cloth furnishings **if** they cannot be easily and thoroughly cleaned and dried within 72 hours (e.g., moisture content <20% as determined by moisture meter readings); replace with new materials as soon as the ***underlying structure is declared by the facility engineer to be thoroughly dry.*** 18, 266, 278, 1026 Category IB

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Familiar? IC Risk Assessment

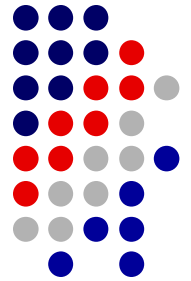


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Risk Group	Construction Activity			
	Type A	Type B	Type C	Type D
Group 1	I	II	II	III / IV
Group 2	I	II	III	IV
Group 3	I	III	III / IV	IV
Group 4	I-III	III / IV	III / IV	IV

Infection Control involvement at Class III and IV





Accreditation Program: Hospital Emergency Management

Standard EM.02.02.03

As part of its Emergency Operations Plan, the [organization] prepares for how it will manage resources and assets during emergencies.

Rationale for EM.02.02.03

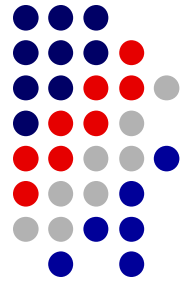
The [organization] that continues to provide care, treatment, and services to its [patient]s during emergencies needs to determine how resources and assets (that is, supplies, equipment, and facilities) will be managed internally and, when necessary, solicited and acquired from external sources such as vendors, neighboring health care providers, other community organizations, state affiliates, or a regional parent company. The [organization] should also recognize the risk that some resources may not be available from planned sources, particularly in emergencies of long duration or broad geographic scope, and that contingency plans will be necessary for critical supplies. This situation may occur when multiple [organization]s are vying for a limited supply from the same vendor.

“The [organization] should also recognize the risk that some resources may not be available from planned sources, particularly in emergencies of long duration or broad geographic scope, and that contingency plans will be necessary for critical supplies.

This situation may occur when multiple organizations are vying for a limited supply from the same vendor.”



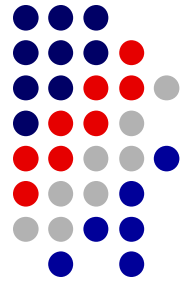
Good contractors will...



- Respect life and death impact of their work
- Accept greater costs to do job right
- Protect their employees at all costs – physically (PPE) and financially (Insurance)
- Work together with Facilities and IC
- Keep you informed
- Save you money and liabilities

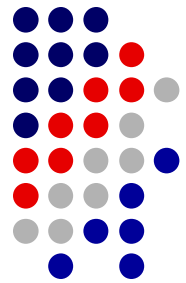
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Type I versus Type II errors

We need professional assistance.	In fact, Yes	In Fact, No
Decision is Yes	Get Help – Well Done!	Type II error – MY liabilities
Decision is No	Type I error – HUGE liabilities	Not a disaster



Water Damage Mitigation Class



Proper mitigation is key in keeping claim costs at a minimum.

Understanding the water mitigation process (and its pitfalls) can make all the difference in managing the cost and magnitude of water damage.

THE RIPPLE EFFECT is a half-day course that explains the processes involved in water damage mitigation and restoration, as well as ways to ensure fast, accurate, and cost-effective services are provided.

THE RIPPLE EFFECT program offers instructor-led classroom study, group discussion, and live, hands-on water restoration demonstrations. Participants will have an opportunity to flood a 500 square foot training facility and observe the various tools and techniques employed to assess, mitigate, and fully dry the structural materials.

Classroom discussions focus on the public health and safety issues associated with prolonged water exposure in water loss situations and the procedures and technologies required to address each class of contamination.

By the end of the course, attendees will have a greater understanding of **THE RIPPLE EFFECT** and the challenge of staying current with drying technologies.



THE RIPPLE EFFECT CLASS SCHEDULE

MAY 28, 2009

- 7:30 REGISTRATION & CONTINENTAL BREAKFAST**
- 7:30-8:00 Flooding of Restoration Training Center
- 8:00-8:20 DEMO: Water Extraction
- 8:25-8:35 Introduction
- 8:35-8:50 Drying Fundamentals, Industry Standards and Principles of Drying
- 8:50-9:10 Articles of Detection and Introduction to Inspection and Extraction Equipment
- 9:10 BREAK**
- 9:35-10:05 Drying Equipment Defined
- 10:05-10:30 Drying Through Psychrometrics
- 10:35-11:00 DEMO: Inspection/Detection Equipment
- 11:00-11:20 A Certified Industrial Hygienist Discusses Health and Safety Issues
- 11:20-11:40 Prolonged Risk
- 11:40-11:55 Involvement of Experts
- 11:55-12:15 Commercial Water Loss Case Study
- 12:00 LUNCH (provided)**



**SPACE IS LIMITED
SIGN UP TODAY!**

THE RIPPLE EFFECT

COURSE REGISTRATION

5.28.2009

REGISTRATION FEE: \$20 PER OFFICE

INCLUDES: CONTINENTAL BREAKFAST, LUNCH, WIRELESS INTERNET ACCESS, COURSE BOOKLET AND MATERIALS.

PRIMARY REGISTRANT

TITLE

COMPANY/AGENCY

PHONE

E-MAIL

REGISTRANT #2

E-MAIL

REGISTRANT #3

E-MAIL

RESPOND BY FAX: 877.956.8846 OR
E-MAIL: ceo@jorestoration.com

FEES PAYABLE BY CHECK, CASH OR CREDIT CARD

CHECKS MADE PAYABLE TO "J.C. RESTORATION, INC."
MAIL TO: CEC/NDOMANUS
3200 SQUIBB AVENUE, ROLLING MEADOWS, IL 60008

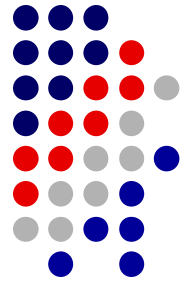
PLEASE PHONE IN CREDIT CARD INFORMATION
CASH PAYMENTS RECEIVED IN PERSON ONLY



jcrestoration.com

Michael Collins, FCHOHW

- 800.956.8844 - office
- 630.546.8599 - cell



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