

DISASTER HANDBOOK



WHAT TO DO WHEN THE SMOKE CLEARS,
THE WATER SUBSIDES,
AND YOU ARE LEFT WITH A MESS!!



*"THE PROFESSIONALS WHO CARE ARE ALWAYS THERE WHEN
YOU NEED US!"*

EMERGENCY TIPS

NEWTON'S CLEANING SPECIALISTS IS A NAME THAT PEOPLE HAVE COME TO TRUST FOR OVER 35 YEARS IN VERMILION & CHAMPAIGN COUNTY & THE SURROUNDING AREA.

WE ARE VERY PROUD OF OUR RECORD OF CONTINUING EDUCATION & OUR MEMBERSHIP WITH SEVERAL DIFFERENT ORGANIZATIONS.



**FROM YOUR SMALL KITCHEN FIRE OR SOOT FROM YOUR FURNACE,
TO THE FIRE THAT NEARLY DESTROYS YOUR HOME,
NEWTON'S CLEANING SPECIALISTS HAS THE EXPERIENCE
TO SURVEY THE DAMAGES TO YOUR HOME & DETERMINE
THE PROPER & FASTEST ACTION TO TAKE IN ORDER TO**

MINIMIZE YOUR LOSSES AND GET YOUR HOME ON THE ROAD TO RECOVERY!

When Disaster Strikes..... One Call Does it All!

THERE IS OFTEN A FEELING OF CONFUSION AND HELPLESSNESS. FIRES BRING MORE SHOCK, FATIGUE, AND DESPAIR THAN ANY OTHER TYPE OF LOSS. WHEN THE SMOKE HAS CLEARED AND THINGS HAVE CALMED DOWN, WHERE DO YOU TURN?

FIRST, LET ME TAKE A MOMENT TO TELL YOU HOW SORRY WE ARE FOR YOUR LOSS. WE KNOW THIS IS A TIME OF CONFUSION FOR YOU, AND WITH THIS BOOKLET WE HOPE WE CAN HELP WITH THAT.

NEWTON'S CLEANING SPECIALISTS HAVE THE KNOWLEDGE, SKILL, AND RESOURCES TO HELP AT A TIME SUCH AS THIS. EVERY TECHNICIAN AT NEWTON'S IS EQUIPPED TO MEET THE SITUATION HEAD ON AND OUR EXPERIENCE AND RESOURCES ENABLE US TO RETURN YOUR THINGS BACK TO NORMAL AS EFFICIENTLY AS POSSIBLE.

THERE ARE TYPICALLY 3 PHASES INVOLVED IN FIRE DAMAGE RESTORATION AND RETURNING YOU AND YOUR BELONGINGS TO A PRE-LOSS CONDITION.

PHASE I

OUR EMERGENCY RESPONSE AND SERVICES

PHASE II

THE RESTORATION OF YOUR CONTENTS AND STRUCTURE

PHASE III

THE RETURN OF YOUR BELONGINGS AND YOUR HOME

THIS BOOKLET WILL GUIDE YOU THROUGH THESE PHASES, HOPEFULLY GIVING YOU A BETTER UNDERSTANDING OF WHAT WE WILL BE DOING FOR YOU AND WHAT YOU CAN EXPECT IN THE COMING MONTHS.

WE ASK THAT YOU KEEP THIS BOOKLET CLOSE AT HAND AND REFER TO IT OFTEN DURING THIS PROCESS. AS ALWAYS, WE ARE AVAILABLE TO YOU 24-HOURS PER DAY TO ANSWER ANY QUESTIONS YOU MAY HAVE.

The Phases of Restoration Services.....

PHASE I - 24-HOUR EMERGENCY SERVICES AND SECURING OF YOUR PREMISES

SECURING THE AREA TO PREVENT ANY FURTHER DAMAGE IS ALWAYS A MAJOR CONCERN. ANYTHING FROM YANDALS TO INCLEMENT WEATHER CAN INCREASE YOUR LOSSES. NEWTON'S CLEANING SPECIALISTS HAS READILY AVAILABLE MATERIALS AND SKILLS TO BOARD-UP OR OTHERWISE SECURE THE DAMAGED PREMISES IMMEDIATELY, THUS MAKING THE BEST ATTEMPT POSSIBLE TO KEEP FURTHER DAMAGES OR LOSSES FROM OCCURRING.

SAFETY AND HAZARD CONTROL IS ANOTHER CLOSELY RELATED CONCERN ON LOCATION AFTER SMOKE HAS CLEARED. DISASTER AREAS CAN BE AND USUALLY ARE DANGEROUS. SAFETY, BOTH FOR THE PEOPLE AND THEIR BELONGINGS SHOULD BE OF PRIMARY INTEREST.

EMERGENCY NEEDS LIKE LODGING AND CLOTHING BECOME VERY IMPORTANT. WE KNOW THIS IS A VERY UPSETTING TIME FOR YOU AND THERE ARE CERTAIN ITEMS YOU WILL NEED FROM YOUR HOME IMMEDIATELY SUCH AS THE FOLLOWING: *(PLEASE CHECK THESE ITEMS OFF AS THEY ARE RETRIEVED, AND A TECHNICIAN WILL GO OVER THEM WITH YOU.*

_____ PLEASE SELECT 5 OUTFITS, INCLUDING SHOES, UNDERWEAR, SOCKS, AND OUTDOOR CLOTHING THAT WE CAN PROCESS FOR YOU RIGHT AWAY. THESE ITEMS CAN USUALLY BE RETURNED TO YOU WITHIN THE NEXT 2 DAYS.

_____ PERSONAL TOILETRY ITEMS THAT ARE SALVAGEABLE SUCH AS TOOTH BRUSHES, TOOTHPASTE, HAIR BRUSHES, MAKEUP, RAZORS, MEDICATIONS, DEODORANTS, AND THE LIKE.

_____ PAGERS AND CELL PHONES.

_____ IF YOU HAVE CHILDREN, ANY SPECIAL DISHES, SILVERWARE, DIAPERS, FAVORITE TOYS, SCHOOL BOOKS, AND/OR CLOTHING.

_____ ADDRESS BOOKS, BILLS, TAX PAPERS AND DOCUMENTS, BANK STATEMENTS, AND/OR INSURANCE DOCUMENTS.

_____ ALL JEWELRY, CHECK BOOKS, CREDIT CARDS, MONEY, VALUABLES, COIN COLLECTIONS, RARE STAMPS, AND FIREARMS. THESE ARE ITEMS THAT NEWTON'S WILL NOT BE ABLE TO REMOVE FROM THE HOME FOR YOU.

The Beginning of the Healing Process

PHASE II - RECOVERY AND RESTORATION OF YOUR BELONGINGS.

WITH PHASE I BEHIND US, PHASE II OF NEWTON'S RECOVERY PROCESS CAN BEGIN. THIS PHASE COVERS MANY, MANY DETAILS INVOLVED IN DIASTERS OF ALL TYPE, AND EVERY PROCESS WILL BE CUSTOMIZED TO YOUR SPECIFIC NEEDS.

ONCE AUTHORIZED, NEWTON'S IS READY TO BEGIN THE RESTORATION PROCESS OF SOILED AND DAMAGED BELONGINGS. AT THE BEGINNING OF THIS PHASE, WE WILL ASK YOU TO PROVIDE US WITH A LIST OF CONTENT ITEMS YOU THINK YOU WILL NEED PROCESSED QUICKLY SUCH AS COMPUTER EQUIPMENT, CAMERAS, AND WORK-RELATED ITEMS.

IF YOUR HOME HAS SUSTAINED MAJOR STRUCTURAL DAMAGE, YOUR POSSESSIONS WILL NEED TO BE TAKEN TO OUR PLANT FOR PROCESSING WHERE THEY WILL BE CAREFULLY RESTORED TO THEIR ORIGINAL STATE AND THEN CAREFULLY PACKED AWAY TO AWAIT THEIR RETURN TO YOUR HOME.

RECONSTRUCTION OF YOUR HOME CAN BE A SLOW, PAINSTAKING PROCESS AS ALL PARTIES INVOLVED WANT TO MAKE SURE THAT YOUR HOME IS RETURNED TO A PRE-LOSS CONDITION. SINCE THIS CAN SOMETIMES TAKE 3-4 MONTHS, WHEN YOU QUICKLY PROVIDE US WITH A LIST OF ITEMS YOU WILL NEED BACK BEFORE YOUR HOME IS COMPLETED, WE CAN KEEP YOU MORE COMFORTABLE DURING THIS PROCESS. AS SUCH, IF WE ARE ASKED TO GO THROUGH YOUR CONTENTS TO LOOK FOR ITEMS THAT HAVE BEEN FORGOTTEN, IT TAKES VALUABLE MAN HOURS AWAY FROM THE RESTORATION TIME, THUS LENGTHENING THE MOVE BACK TIME. WITH THIS IN MIND, IT WILL BE VERY HELPFUL FOR BOTH OF US FOR YOU TO PROVIDE US WITH THIS LIST AS QUICKLY AND ACCURATELY AS POSSIBLE.

PLEASE CONSIDER CONSULTING WITH A FAMILY MEMBER OR FRIEND AS YOU PREPARE THIS LIST. THEY MAY BE OF GREAT ASSISTANCE TO YOU AS THEY HAVE NOT SUFFERED THE PERSONAL LOSS AND DEVASTATION AS YOU HAVE.

_____ PLEASE CHECK HERE WHEN YOUR LIST OF REQUESTED ITEMS HAS BEEN PROVIDED TO NEWTON'S.

An In-depth Look at the Process of Removing and Restoring Your Possessions....

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- ✚ EXTENSIVE FIRE DAMAGE TO A HOME REQUIRING A PACK-OUT INDICATES THAT STRUCTURAL DAMAGE IS HEAVY, RESULTING IN STRUCTURAL REBUILDING. AS OUTLINED PREVIOUSLY, THIS USUALLY INVOLVES ABOUT 3-4 MONTHS.
 - ✚ BECAUSE MUCH OF THE STRUCTURE WILL BE DISMANTLED FOR REPAIRS, THE CONTENTS ARE NOT SAFE FROM THEFT OR DAMAGE FROM FOUL WEATHER AND MUST BE REMOVED.
 - ✚ AGAIN, AT THIS POINT, IT IS IMPORTANT TO GO OVER THE LIST OF THINGS YOU WILL NEED IMMEDIATELY AND HAVE THEM REMOVED, AS WELL AS A LIST OF THINGS YOU WILL NEED IN THE NEAR FUTURE. PLEASE REFER TO THE LIST OF ITEMS THAT HAS BEEN PROVIDED FOR YOU AND CHECK THEM OFF AS THEY ARE OBTAINED.
 - ✚ FURNITURE IS COVERED WITH BLANKETS AND LOADED INTO MOVING TRAILERS.
 - ✚ LARGE MISCELLANEOUS CONTENTS SUCH AS LAMPS, PICTURES, AND SMALL APPLIANCES ARE WRAPPED IN BLANKETS, IF NECESSARY, AND ARE LOADED INTO THE MOVING VAN.
 - ✚ CLOTHES ARE LABELED AND BOXED FOR DEODORIZATION AND LAUNDERING.
 - ✚ BREAKABLES SUCH AS NICK KNACKS, DISHES, AND ACCESSORIES ARE WRAPPED IN WRAPPING PAPER AND ARE BOXED FOR TRANSPORTATION.
 - ✚ ALL CONTENTS THAT CAN BE CLEANED WILL BE RESTORED AND ODORS ERADICATED AT OUR FACILITY, AND ALL ITEMS THAT CANNOT BE CLEANED AND RESTORED WILL ALSO BE COLLECTED, REMOVED, AND INVENTORIED TO BE TURNED OVER TO YOUR ADJUSTER FOR REPLACEMENT.
 - ✚ SPECIAL UPHOLSTERY FABRICS, MATTRESSES, AND BOX SPRINGS WILL BE TREATED ACCORDING TO SPECIFIC REQUIREMENTS AND WILL BE COMPLETELY DEODORIZED DEPENDING ON THE EXTENT OF DAMAGE.
 - ✚ WOOD FURNITURE THAT HAS BEEN SUBJECTED TO EXTREME HEAT AND SOOT BUT SUFFERED NO DAMAGE TO THE FINISH WILL BE TREATED BY A "FEED THE WOOD, FEED THE FINISH" RESTORATION PROCESS THAT WILL RESTORE THE ITEM WITHOUT DISTURBING THE ORIGINAL DEPTH, GRAIN, OR STAIN. AFTER THIS IS COMPLETED, THE ITEM WILL BE PACKED AWAY IN A SEALED VAULT FOR YOUR INSPECTION AT A LATER DATE.
 - ✚ ALL ITEMS THAT HAVE BEEN RESTORED AND PROCESSED WILL BE KEPT ON SITE AND MADE AVAILABLE TO YOU AT A MUTUALLY CONVENIENT TIME AND WITH APPROPRIATE NOTICE BEING GIVEN FOR YOU TO VIEW YOUR ITEMS FOR APPROVAL AND ACCEPTANCE DURING THE PERIOD YOUR HOME IS BEING COMPLETED. SHOULD AN ITEM NOT RESTORE TO YOUR EXPECTATIONS, THE ITEM OF CONCERN WILL BE BROUGHT TO YOUR ADJUSTER'S ATTENTION FOR CONSIDERATION OF REPLACEMENT.

**You Can Be Confident Newton's Knows
What to Do With Your Possessions....**

Clothing, Drapery, and Fabrics

ALL FABRIC FURNISHINGS HAVE TO BE PROMPTLY AND PROPERLY CARED FOR. CLOTHING SHOULD BE DEODORIZED, CLEANED, AND RETURNED AS SOON AS POSSIBLE. UPHOLSTERED FURNITURE REQUIRES PROFESSIONAL ATTENTION IN ORDER TO BE SUCCESSFULLY CLEANED AS DO DRAPERIES AND CURTAINS. NEWTON'S CLEANING SPECIALISTS HAS THE MOST MODERN EQUIPMENT, TECHNIQUES AND TRAINED AND CERTIFIED PERSONNEL TO CLEAN AND SANITIZE SMOKE OR WATER DAMAGED FABRICS SAFELY. KNOWING EXACTLY WHAT TO DO CAN OFTEN MEAN THE DIFFERENCE BETWEEN RESTORATION AND SALVAGE.

Carpet and Floor Cleaning

CARPETING IS OFTEN REMOVED FROM A LARGE LOSS, BUT WHEN IT IS NOT DAMAGED ENOUGH TO BE REPLACED, IT WILL BE HANDLED BY PROFESSIONAL EXPERTS. NEWTON'S CLEANING SPECIALISTS IS PARTICULARLY PROUD OF THEIR CARPET CARE SPECIALISTS. CLEANING, DEODORIZATION, REPAIR, OR WATER EXTRACTION IS HANDLED QUICKLY, EFFICIENTLY, AND PROPERLY BECAUSE WE KNOW THE PROPER CLEANING AND DRYING METHODS TO SAVE TIME AND MONEY.

Smoke and Odor Control

REMOVING AN UNDESIRABLE ODOR AND KEEPING IT AWAY CAN BE A VERY SPECIALIZED SKILL. THE SOURCE HAS TO BE REMOVED, SEALED, OR OTHERWISE CONTROLLED SO THAT FOLLOWING NEUTRALIZATION THE ODOR DOES NOT RETURN. DIFFERENT ODORS REQUIRE DIFFERENT TREATMENT. SOME CAN BE MASKED WHILE OTHERS MUST BE CHEMICALLY NEUTRALIZED. NEWTON'S ODOR CONTROL SPECIALISTS ARE FULLY EQUIPPED AND PROFESSIONALLY TRAINED TO BE ABLE TO TAKE CARE OF THAT UNDESIRABLE SMELL. FOR CHEMICAL FOGGING TO EXPOSURE TO OZONE, NEWTON'S CLEANING SPECIALISTS IS READY.

Furniture Restoration

WOOD FURNISHINGS MAY REQUIRE CLEANING AND/OR RESTORATION WITH ANYTHING FROM WET WASHING TO PAINTING OR REFINISHING. THE NEWTON'S TEAM KNOWS THAT A PERSON'S BELONGINGS CARRY MORE THAN JUST MONETARY VALUE AND WE WILL WORK TO RETURN THINGS TO NORMAL AS QUICKLY AS IS REASONABLE AND STILL ENSURE FINE QUALITY RESULTS.

Water Extraction

WATER IN THE WRONG PLACE CAN BE DESTRUCTIVE. NEWTON'S CLEANING SPECIALISTS IS PREPARED TO EXTRACT DAMAGING WATER FROM CARPETS AND UPHOLSTERY. BEING ABLE TO REACT QUICKLY AND EFFICIENTLY IS THE KEY TO SUCCESSFUL WATER EXTRACTION AND DRYING. DISINFECTANTS AND/OR ANTIMICROBIAL TREATMENTS MUST BE PROPERLY APPLIED TO PREVENT FURTHER DAMAGE.

The “Do’s” Of Fire Damage....

DO.....

- + OPEN WINDOWS FOR VENTILATION
- + CHANGE FURNACE FILTERS IF BLOWER IS OPERATING
- + EMPTY FREEZER AND REFRIGERATOR COMPLETELY IF ELECTRICITY IS OFF SECURING DOORS SO THEY ARE PARTIALLY OPEN
- + POUR ANTIFREEZE IN TOILET BOWELS, SINKS, AND TUBS TO PREVENT FREEZING IF THE HEAT IS OFF AND YOU ARE IN A GEOGRAPHICAL AREA WHERE FREEZING IS PREVALENT IN THE WINTER TIME
- + WASH PLANTS WITH WATER ON BOTH SIDES OF LEAVES (WATER SOFTENER IN WATER HELPS.)
- + REMOVE PETS TO CLEAN ENVIRONMENTS
- + WIPE WATER FROM WOODEN FURNITURE AFTER REMOVAL OF LAMPS AND TABLE TOP ITEMS
- + PROP WET UPHOLSTERY CUSHIONS UP FOR EVEN DRYING (CHECK FOR POSSIBLE DYE TRANSFERS)
- +
TURN ON AIR CONDITIONING FOR MAXIMUM DRYING IN SUMMER, OPEN WINDOWS SLIGHTLY TO SPEED DRYING IN WINTER
- + REMOVE ORIENTAL OR AREA RUGS FROM WET WALL-TO-WALL CARPETING OR WOODEN FLOORING
- + OPEN DRAWERS AND CABINET DOORS FOR COMPLETE DRYING (DO NOT FORCE THEM OPEN)
- + OPEN SUITCASES AND LUGGAGE TO DRY AND PLACE IT IN THE SUNLIGHT IF POSSIBLE

The “Do Not’s” Of Fire Damage

Do Not.....

- # WIPE OR ATTEMPT TO WASH WALLS, CEILINGS, OR OTHER ABSORBENT SURFACES
- # USE UPHOLSTERED FURNITURE IF IT CAN BE AVOIDED
- # USE EXPOSED FOOD ITEMS, OR CANNED GOODS, WHICH HAVE BEEN SUBJECTED TO EXCESSIVE HEAT
- # USE TELEVISIONS, STEREOS, OR ELECTRICAL APPLIANCES UNTIL THEY HAVE BEEN CLEANED AND CHECKED
- # SEND SMOKED GARMENTS TO AN ORDINARY DRY CLEANER - IMPROPER CLEANING MAY SET SMOKE AND ODOR INTO THE FABRIC
- # LEAVE WET FABRICS IN PLACE AND PILE FURS AND LEATHER GOODS WITH OTHER ITEMS OF CLOTHING
- # USE YOUR HOUSEHOLD VACUUM TO REMOVE WATER
- # USE TELEVISIONS OR OTHER APPLIANCES WHILE STANDING ON WET CARPETS OR FLOORS, ESPECIALLY NOT ON WET CONCRETE
- # TURN ON CEILING FIXTURES IF CEILING IS WET - SPEND TIME IN ROOMS WHERE CEILINGS ARE SAGGING FROM RETAINED WATER
- # USE DO IT YOURSELF, HOME CARPET OR UPHOLSTERY CLEANERS

What to Expect When Your Belongings are Returned to You....

MOST PEOPLE HAVE A MISCONCEPTION ABOUT THEIR BELONGINGS AND THE CONDITION OF THEM WHEN THEY ARE RETURNED. IF YOU HAD A NICK OR SCRATCH

IN YOUR FAVORITE END TABLE BEFORE THE FIRE, YOU WILL HAVE THAT SAME NICK OR SCRATCH IN YOUR TABLE AFTER THE PIECE HAS BEEN CLEANED AND IS RETURNED TO YOU. YOUR BELONGINGS ARE RETURNED TO A PRE-FIRE CONDITION. A LOT OF PEOPLE BELIEVE EVERYTHING WILL LOOK BRAND NEW. IT WILL NOT AND IT CANNOT BECAUSE IT IS NOT NEW.

IF YOU FIND YOU NEED SOMETHING THAT HAS BEEN PACKED AWAY, PLEASE GIVE THE OFFICE NOTICE OF THE ITEMS YOU NEED, MAKE A LIST OF THEM, AND REQUEST THEM AT ONE TIME. IN OTHER WORDS, PLEASE DO NOT CONTINUALLY STOP BY THE PLANT UNANNOUNCED REQUESTING AN ITEM HERE AND THERE. AS EXPLAINED IN PHASE II, YOUR ITEMS ARE STORED TO BE KEPT CLEAN AND SECURE WHILE YOUR HOME IS BEING REBUILT. AS SUCH, YOUR POSSESSIONS ARE NOT READILY AVAILABLE TO US, BUT CAN ALWAYS BE OBTAINED.

WE CAN **ALWAYS** GET TO YOUR ITEMS IF YOU NEED US TO, BUT YOU SHOULD BE AWARE THAT IT MAY NOT BE AS INSTANT AS YOU FIRST THOUGHT IT WOULD BE. WHEN REMOVING AN ITEM FROM YOUR STORAGE, WE WILL ASK YOU TO SIGN A RELEASE SLIP FOR THOSE ITEMS FOR SAFETY PRECAUTIONS. THIS ALLOWS US TO KEEP TRACK OF YOUR POSSESSIONS AND THEIR WHEREABOUTS.

AFTER THE COMPLETION OF OUR RESTORATION PROCESS, YOU WILL BE CONTACTED, AND DEPENDING ON YOUR ADJUSTER'S SCHEDULE, YOU WILL THEN SET UP AN APPOINTMENT WITH THE ADJUSTER AND A MEMBER OF OUR STAFF TO GO OVER YOUR CONTENTS. YOUR ADJUSTER IS THE ONLY ONE WHO CAN HELP YOU WITH THE PROCESS OF APPROVING OF OR REJECTING YOUR ITEMS. PLEASE DO NOT ASK NEWTON'S STAFF WHAT THEY THINK YOUR ADJUSTER WILL OR WILL NOT DO, AS WE SIMPLY CANNOT ANSWER THAT TYPE OF QUESTION. WE CAN, HOWEVER, ADVISE YOUR ADJUSTER OF YOUR CONCERNS AND WHAT WE HAVE DONE TO TRY TO RESTORE AN ITEM.

PLEASE KNOW THAT NEWTON'S STAFF IS HERE AND ALWAYS AVAILABLE TO ANSWER ANY QUESTIONS YOU HAVE OR ADDRESS ANY AREAS OF CONCERN, SO PLEASE DON'T HESITATE TO CONTACT US!

AS "THE PROFESSIONALS WHO CARE", IT'S OUR GOAL TO HAVE YOU SMILING AT THE END OF THIS DEVASTATING PROCESS, AND WE CAN MAKE IT HAPPEN!!



NOTES