

Cleaning Up the Aftermath of Water Damage

Special Report for Homeowners
and Non-Professionals

Jon-Don

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My house is flooded. What do I do?

Recent storms and flooding have prompted many people to seek out advice on how to restore their property after severe water damage.

As the leading supplier to the disaster restoration and recovery industry, Jon-Don has created this special report to advise homeowners and non-professionals on how to safely restore their property.

ALWAYS HIRE A PROFESSIONAL.

Water damage caused by backed up sewers and toilets, leaky roofs, or floods can pose serious health risks. Mold and mildew, bacterial contamination,

and structural instability can lead to severe injury, lifelong health problems, and even death.

Due to the seriousness of the threat posed to human life, Jon-Don recommends that property owners seek out a trained water loss professional.

Professional water loss restoration contractors are trained in the science of structural drying. They know how to treat mold contamination, how to clean ventilation systems, wall cavities, crawl spaces, electrical systems, and how to properly restore your home or business to its pre-loss condition.

What to look for in a water damage professional

- **Proper certifications** – Your contractor should hold training certifications from the Institute of Inspection, Cleaning, and Restoration Certification (IICRC) or a similarly accredited organization.
- **Multiple restoration services offered** – Water damage restoration usually involves more than just drying out a structure. Mold remediation may be required, contents cleaning, or other services related to the loss. Look for a company that offers multiple services to ensure they can address the full needs of your job.
- **24/7 emergency response** – The number one enemy after a water loss has occurred is time. The longer a structure remains wet, the more dangerous the situation becomes. Choose a company that offers 24/7 availability and be wary of anyone who is unwilling to come out right away.
- **Testimonials and referrals** – The company you choose should be able to provide positive reviews from local customers. If others in your community were satisfied with their work, there's a good chance that you will be too.
- **Professional contract for services** – Before any work is started, the company should provide you with a contract that outlines the scope of the work to be done and the prices that will be charged. Some companies will charge by the hour, others a flat fee, so make sure you're aware of their pricing structure before you sign.

Important Safety Precautions

1. Get immunized.

Contact your doctor and make sure all your immunizations are up to date. In the event of a wound or broken skin that comes into contact with potentially contaminated material, a tetanus vaccination may be needed.

2. Do not enter a structure until a professional says it is safe to do so.

Under no circumstances should you enter a building that has not been checked for structural damage. Fatal consequences can result from standing water and debris that's been compromised by exposed electrical circuits.

Wet sheetrock ceilings can collapse without notice. And wet contents (like carpet) can weigh several times their natural weight when waterlogged.

Gas lines may also have been compromised, so you should immediately contact your utility provider to shut off service.

3. Wear proper safety gear.

Trained water restoration professionals always wear the following Personal Protective Equipment (PPE) before they enter a contaminated structure, and we urge you to follow their lead. This includes protective coveralls, gloves, eyewear, and boots/footwear.

4. Get a professional inspection.

Even if the damage doesn't seem "that bad," before you begin installing replacement drywall or flooring, have all flooring and structural materials tested by a professional to make sure they are structurally dry.

Just because a surface looks or feels dry to the touch, doesn't mean it is actually dry. Your professional will use a moisture meter and/or a thermal imaging camera to detect invisible moisture that can still pose a threat.

Other Helpful Resources

- www.FEMA.gov
- www.EPA.gov
- www.OSHA.gov
- www.IICRC.org

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