

# Rolyn

## Corporate Newsletter

Fall 2010

Hello,

Welcome to the Rolyn Companies Fall e-newsletter.

After one of the worst summers ever, in fact The Weather Channel officially ranked the DC metro area as having the worst weather of any metropolitan area in the country due to high temperatures and terrible storms, the cooler temperatures of fall are an especially welcome relief. As we enter this season of Thanksgiving, I'd like to take the opportunity to thank our clients who place their confidence in us, and our strategic partners and subcontractors who help us meet the needs of our clients every day whether it's a major disaster, everyday emergency, infection control containment project, or renovations, rebuilding, and repairs. Our industry can easily be one of feast or famine, but we at Rolyn are very thankful for the ongoing work that comes our way and the many relationships we've enjoyed.

Click below on the articles of interest. If you have a question or possible article topic, please e-mail [newsletter@rolyncompanies.com](mailto:newsletter@rolyncompanies.com).

Regards,  
Sam Bergman  
CEO

P.S. Download and print Rolyn's [emergency contact information and services](#) listing to keep nearby should you have a facility emergency.

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**Rolyn**

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# Water Damage to Property: Prevention, Assessment, Remediation



Probably the most common type of damage Rolyn sees in buildings is water damage. Weather events, such as hurricanes and flooding, are often the cause of water damage, but most often we see water damage from unexpected interior sources. This article discusses how water damage typically occurs in buildings, steps to prevention, how to recognize when professional drying services are warranted, and why complete drying is imperative.

## Sources of Water Damage

The sources of water damage in buildings fall into three categories:

- leaks through the building envelope
- water supply pipes
- drain and HVAC pipes

Water leaks through the building envelope typically show up during major weather events. Water infiltrates through the roof, windows, doors, or other penetrations in the building envelope during heavy rains. Buildings with pitched roofs are especially prone to ice damming in winter months.

The most severe source of water damage is from water supply pipes. These may be water lines for the fire sprinkler system, restrooms, kitchen/break rooms, utility sinks, or other uses. Fire sprinkler heads often get broken off by hotel guests or contractors working

in the building, or they freeze during extremely cold weather. Other water supply lines may break due to age, faulty installation or valves, malfunctioning fixtures such as toilets, or cold weather freezing. Supply line water damage is most severe because it usually happens after normal business hours, and the rate of water flow into the building is high, causing major damage in a short amount of time.

Water drainage pipe systems such as the sewer lines, HVAC, and air conditioning and refrigeration condensate lines are another source of water damage. Typically a clogged line or broken condensate pump is the cause of a pipe break or leak from the drainage system. While the volume of water may not be high, the contaminated water or hidden slow leak can present unique challenges.

## Prevention

There are steps to take to prevent these sources of water damage. Properly maintaining the building envelope, inspecting and repairing window caulking and clearing roof drains for example, can help prevent water infiltration and the resulting damage.

To prevent ice damming of roofs make sure the ceiling of the heated space below the attic is well insulated, especially where it meets the eaves, verify attic ventilation is working, and install soffit vents. Other preventive measures, especially in colder climates, are to install electric heat tape in a zigzag pattern along the lower roof edge, or when reroofing, install a waterproof membrane below the roofing material from the roof edge to 24 inches past where the interior wall intersects the roof.

While it's hard to prevent accidental breaks of sprinkler heads or other supply pipes, knowing where and how to shut off the main water supply can reduce the amount of damage done. We've seen many instances where water was gushing from a supply pipe for hours until the water supply valve could be located. Fire sprinkler systems should be inspected, tested and maintained according to National Fire Protection Association standards. Periodically check fittings, valves and pumps for proper operation.

# Water Damage to Property: (continued from page 1)

Make sure floor drains in utility closets, kitchens and restrooms are clear. Flush condensate drain lines and clean and inspect drain pans. To prevent pipes from freezing, insure they are properly insulated, are located in heated spaces, or install electric heat tape. If your building has older water lines, it may be a good idea to have a thorough inspection done or consider proactively relining the pipes with one of the epoxy pipe lining technologies now available.

## Assessment

If left undetected, minor water leaks can cause major damage to the structure and lead to mold growth. So, detecting water leaks early is important. Routinely inspect for discoloration or staining on ceiling tiles and drywall, damp carpets or flooring, discolored or damp wall or roof insulation. Once any kind of water intrusion or leak is found, be sure to fix the source of the problem so it won't repeat in short order. Mold can begin growing within 48 hours, so a slow leak may not have caused much water damage, but can still cause mold to grow behind walls or in other hidden spaces. So call in an industrial hygienist to assess the severity and recommend a remediation protocol.

Assessing whether you need to call in a professional after a water leak can be somewhat unclear. The volume of the water leak, whether the water is clean or contaminated (sewer or other contaminants), and the degree of damage to insulation and interior finishes are all factors to consider. In general, the best course of action is to call in a water remediation professional that can properly assess the situation for you.

Rolyn recommends our clients call us for water leaks because we have properly calibrated moisture meters and thermal imaging cameras to quickly assess the level of water damage to various materials in the building. If we determine there is no need for our services and the cleaning crew mopping did the job, we don't charge the client. If we do find high moisture readings, then we can immediately begin drying to prevent mold growth. Once mold forms, what should have been a water remediation job becomes a much more costly and disruptive mold remediation project. The saying "Better safe than sorry" definitely applies when there's a water leak – call Rolyn.

## Remediation

Professional water remediation firms follow standards for drying and should have certifications from organizations such as the Institute of Inspection, Cleaning and Restoration Certification (IICRC) and the American Indoor Air Quality Council (AIAQC). These standards specify detailed procedures for cleaning and drying following water damage of different types. Dehumidifiers, trailer-mounted types for larger jobs, and fans should be set as soon as possible to begin drying the space. Moisture measurements should be taken to confirm humidity levels and determine when drying is complete. Typically an industrial hygienist will do a final assessment and give final clearance.

Complete drying is imperative to prevent mold growth and the risk of lawsuits that may result from building occupants. A recent review of lawsuit verdicts includes the following examples:

- An office building owner in North Carolina had to pay \$1.8 million to a plaintiff who worked in the building and attributed his vertigo to mold in the building.
- An apartment building owner in California had to pay \$1.06 million to a plaintiff who was a tenant and attributed her brain injury including memory loss, headaches, and toxic encephalopathy from being exposed to mold in her apartment.
- An apartment building owner in Michigan had to pay \$925,000 to a plaintiff who was a tenant who attributed her asthma to the owners failure to follow a strict protocol for drying out her apartment after a leak from an upstairs bathroom contaminated it, failure to repair or replace the carpeting that was soiled and tainted by mold and fecal matter, and allowed the condition to exist for an unreasonable length of time.

Rolyn's clients can rest assured that we train and certify our water and mold remediation technicians, have our own drying equipment and moisture meters to ensure complete drying, and are experts at setting up containment barriers to prevent the spread of contaminants to unaffected areas.

# New Emergency Preparedness Guides Available: Small/Medium Businesses, Hospitals and Assisted Living Facilities

Several new guides are available at no cost for emergency preparedness planning for small to medium-sized businesses, hospitals, and assisted living facilities. These guides will be of interest to administrators, planners, facility managers, emergency managers, risk managers, and others responsible for emergency planning and preparedness for their organizations.

## Small and Medium-Sized Businesses

The Small Business Administration (SBA) has new disaster recovery and planning resources available especially for small and medium-sized businesses. When it comes to disaster recovery, small and medium-sized businesses need to plan differently than their larger counterparts. Although they may have fewer resources, smaller organizations are more flexible. This can mean quicker decision making and adapting more easily during recovery. However, even the most nimble company must have a plan. The SBA recently launched the [PrepareMyBusiness.org](https://www.preparemybusiness.org) website which provides free tips for small businesses including a preparedness toolkit, over 20 planning checklists, and best practices for testing preparedness plans.

## Hospital Guides

Two new guides from the Agency for Healthcare Research and Quality (AHRQ) are available for download at **no cost** and can help hospitals make important decisions about how to protect patients and healthcare workers during emergencies. The [Hospital Evacuation Decision Guide](#) provides hospital evacuation decision teams with organized and systematic guidance on how to consider the many factors that bear on the decision to order an evacuation. In addition, the guide can assist decision teams in identifying some of the special situations, often overlooked, that may exist in their facility or geographic area that could affect the decision to



evacuate. The [Hospital Assessment and Recovery Guide](#) helps hospitals with the initial assessment of a hospital facility following a natural or manmade disaster, terrorist attack, or other catastrophic event. These guides also look at how hospital personnel have coped under emergency situations in the past to better understand what factors should be considered when making evacuation, shelter-in-place, and reoccupation decisions.

## Assisted Living Guide

The Assisted Living Federation of America (ALFA) recently published an **Emergency Preparedness Tool Kit** which is **free to members**. Dealing with a crisis can be one of the most stressful situations faced by administrators and managers of a senior living community. The tool kit contains resources to create an emergency response plan that best meets the needs of assisted living residents – including a detailed guide about how to respond to specific emergency situations as well as emergency-planning forms, checklists, and much more. Visit [ALFA.org/EmergencyPreparedness](https://www.alfa.org/EmergencyPreparedness) to download/purchase.

# One Step Further – A Live Disaster Drill from Incident to Moving Back In

Rolyn Companies recently participated in a live emergency disaster drill for a healthcare client (who wishes to remain anonymous) in Baltimore, MD. Even though Rolyn has been in the disaster recovery business for over 30 years, this was the first time a client had invited us to be a part of their drill, which we thought was a great idea. Read on to learn more about disaster drill planning and what the Client and Rolyn both learned from the experience.

## Background

The Client is a non-profit, behavioral health residential treatment center for girls, ages 13 to 21, located in Baltimore, Maryland. The Client has two buildings totaling 200,000 ft<sup>2</sup> providing living quarters for about 75 residents, classrooms, gymnasium, dining, and offices. As a behavioral health facility, The Joint Commission requires them to conduct two live emergency preparedness drills per year to maintain their accreditation. When the Director of Facilities and Safety Manager arrived in 2008, they began their disaster planning efforts. They worked with a consultant to write a disaster plan specific to their facility and then began holding table top and live drills.

## Hazard Vulnerability Assessment

To decide what type of drills to run, the Client uses a hazard vulnerability assessment. The assessment looks at the probability, impact and readiness of a facility to prioritize the threats they need to train for. This particular scenario, a direct hit by a tornado to a building tearing off a portion of the roof, was chosen because it was high on their hazard vulnerability assessment. This particular drill would, for the first time, test their ability to safely evacuate clients to severe weather safe areas inside the facility and to an alternate partner facility. In the past they've run live drills for power outages and water outages.

Originally, they considered water outages a lower priority, but after experiencing two community water main breaks, they increased the probability of occurrence and ran the drill. As a result they now have plans in place to bring in 6,000 gallon tanker trucks of water, and they installed a pump to be able

to pump water into the building or into their onsite water tower.

## Live Drills versus Table Tops

When asked about the use of table top drills versus live drills, both the Director of Facilities and Safety Manager agree that table top drills help them plan for the live drill, but only a live drill provides the opportunity to see what can happen unexpectedly and how people handle it. During a table top drill there are “injects”, or unexpected situations meant to simulate something not going according to plan. However, during a live drill, the “injects” become the things that really would go wrong, so it gets you much further toward truly being prepared for the actual threat. The Director of Facilities noted that blueprints and control diagrams can be outdated or simply wrong, so until you actually test you don't know for certain how systems in your facility really function. For example, when they tested for a power outage, the restroom lighting wasn't on the emergency circuit and even more concerning, some of the automatic door locks remained locked because the magnetic locks were on batteries, but the controller wasn't. So when the power went out the controller could no longer communicate with the door locks to unlock them.



# One Step Further – A Live Disaster Drill

## (continued from page 4)

### Bringing Rolyn to the Drill

While The Joint Commission and most disaster plans focus on “continuity of business operations”, few plans or live drills address what happens after the immediate emergency and/or the evacuation is completed. There’s little mention of how to stabilize and mitigate additional facility damage, clean up the destruction to the building to get it ready for reconstruction, completing the construction, and how you’ll operate during this time. The Director of Facilities and Safety Manager knew that for them to really be prepared they needed to include firms such as Rolyn to understand these “after” aspects of the disaster.

The Director of Facilities noted, “Having Rolyn participate in the drill added tremendously because they brought their knowledge and experience. Staci Begal (Rolyn’s Healthcare Sales) has responded to disasters such as Hurricane Katrina, so her perspective was very valuable. For example, Staci saw the need for setting up perimeter security because we have medications on campus and an event like this would likely be on the news. Needing that level of security hadn’t occurred to us, but she’s right.”

### The “After” Portion of the Drill

During the drill a call was made to Rolyn’s 24/7 emergency number and a supervisor arrived on scene to assess damage. Because the damaged building had asbestos, Rolyn made calls immediately to an industrial hygienist, an asbestos remediation firm, the Maryland Department of the Environment (needed for permitting), and arranged for emergency temporary power and fuel. Meanwhile, the Director of Facilities called in others they would need to begin making repairs to the building including an electrician, architect, a structural engineer, roofing engineer, and roofing contractor, etc. Including these outside organizations in the drill allowed the Client to really get an idea of how long response and mobilization might take, the coordination needed, and what they would need to do to get clients and staff back into the damaged building.

### Biggest Challenge

The Safety Manager said the biggest challenge planning this drill was finding a partner close enough who was willing to serve as the intake facility for their evacuated mock patients. Most suitable facilities they approached weren’t interested in doing a live evacuation drill. Once they found a drill partner, it was a challenge coordinating between the two organizations. Planning took six months and involved developing the protocol for receiving patients and continuing to provide all client related services, notifications, security, payroll, billing, etc. and visits to their location, about 40 minutes away. Their partner plans to do a similar drill with the Client returning the favor by receiving their evacuated patients. Both organizations are learning a lot from their drill partnership. For example, the Client realized that when it’s their turn to take in evacuees, they need to have a medication refrigerator in the space they’ll use for storing/dispensing their medications. The Joint Commission audited the partner organization a few weeks after the drill, giving a passing grade.

### Lessons Learned

The Client reviews and assesses every live drill to develop a plan for improvement with corrective actions. So far they have sixteen corrective actions from this drill. For example, during the drill the Incident Commander’s communication protocol called for issuing the “whoop” signal and then using the public address system to announce the evacuation instructions. However, the specific microphone used during the drill did not work. As a result they will now test the public address system periodically, which hadn’t been done in the past.

The most surprising outcome of the drill, according to the Safety Manager, was the realization that medication refills or replacements may not be possible if their partner pharmacy were also crippled in the disaster. During drill scenario reviews beforehand, the medical department hadn’t realized that without normal pharmacy access there would be a real problem meeting client medication needs. The drill clearly pointed out the need for a backup plan,

# One Step Further – A Live Disaster Drill (continued from page 5)

since getting new prescriptions for 60-80 patients couldn't possibly be done in a timely manner and could present distractions from other important tasks.

## Advice to Others

Getting top management buy-in is very important so that everyone in the organization takes the live drill and preparation for it seriously. The Director of Facilities says it's also important to have a framework such as the hospital incident command system (HICS) to establish communications, ground rules, roles and responsibilities, and ensure everyone is using the same lingo. In the first drill they did, people weren't clear what their roles were or how to relate to others. Now everyone generally knows what their roles are during the drills and it flows more smoothly. Using the table top drill as preparation for the live drill works very well. The Maryland Emergency Management Agency (MEMA) participated in their live drill which was very useful. MEMA provides insight into state and other local resources that

are available such as transportation, traffic control, evacuation escort, and debris removal, in addition to their knowledge of emergency management best practices.

## You Don't Know What You Don't Know

After participating in our first live drill, Rolyn hopes more of our clients will utilize our services to assist them. We offer a site survey as part of our Priority Service Agreement, but the live drill helps both the client and Rolyn understand how to work better together for a successful disaster response in the future. Staci commented, "The live drill made me realize how important it is for everyone to practice their disaster roles which may be very different from their day-to-day role. With enough practice, when the actual disaster happens, moving into their disaster role will be second nature." Rolyn appreciated the opportunity and congratulates the Client on their efforts to take their live drill one step further.



# What's New at Rolyn

## Homes for Our Troops Making a Difference - Rolyn Proud to Participate

Homes for Our Troops is a national non-profit focused on building specially adapted homes for severely injured veterans. Army SFC Steven Holloway was hit by a sniper's bullet while a patrol leader on a mission to train Iraqi



Police in Mosul, Iraq. After being transported to Landstuhl, Germany, Steven underwent several surgeries before being stabilized and transported to Walter Reed and eventually, Tampa VA Hospital. He is now a paraplegic as a result of his injuries. SFC Holloway and his wife, Laurie and their three children were living in a townhouse that didn't have complete handicap accessibility. Homes for Our Troops presented a beautiful, handicapped accessible home in Wellington, FL to Steven and his family on August 21, 2010. The new home allows Steven more independence and less reliance on others for some of his daily needs. Rolyn Companies' Delray Beach, FL office was proud to participate in a small way by donating the ADA compliant safety accessories for the home. To learn more visit <http://www.homesforourtroops.org/site/PageServer?pagename=StevenHolloway>.

## Rolyn Speaks to Contingency Planning Group

Michael Rabil, one of Rolyn's more experienced Supervisors/Project Managers,



spoke at the Contingency Planning Association of the Carolinas (CPAC) Columbia, SC chapter meeting in October. Michael's talk was titled, *Disaster Ready – Facility Disaster Preparedness*. The presentation focused on the need to go beyond disaster planning for IT systems and the safety of building occupants to include disaster recovery and mitigation plans for the building itself. He discussed ways to avert possible damage and how to restore the facility quickly with the least business disruption. Rolyn would like to thank the Columbia chapter president, Tim Lord, for the opportunity to bring this information to the chapter. CPAC is a professional

peer group which shares information, education and resources in contingency planning in North and South Carolina. CPAC supports proactive preparation for business resumption in the event of an unplanned interruption that adversely affects the operation of the organization. To learn more visit [www.cpaccarolinas.org](http://www.cpaccarolinas.org) where you can also register for the upcoming 12th Annual Symposium being held in Charlotte, NC on December 2-3.

## TAHFM Holds Regional Certification Courses in Houston

The Texas Association of Healthcare Facility Management held regional certification courses in October. Rolyn Companies' Dickinson, TX office was pleased to sponsor the Certified Healthcare Facilities Manager (CHFM) Prep Course program held in Houston, Texas on October 21, 2010. Over 20 attendees took advantage of this ASHE developed educational program intended to aid CHFM candidates in their preparation for the exam. The one-day program, led by an ASHE faculty member, presented material from the five subject areas of the CHFM exam. Attendees could sit for the certification exam the following day.

## Rolyn Sponsors CAI Gold Coast Golf Tournament

Rolyn's Delray Beach, FL office was pleased to be the Hole-in-One Sponsor for CAI Gold Coast Golf Tournament held October 15. Held at the Quail Ridge Country Club in



Boynton Beach, the event was a sellout with over 140 golfers. Rolyn was anticipating presenting an award to the lucky golfer making a hole-in-one, but unfortunately, none of the golfers made their dream shot during the tournament. Jason Bolin, General Manager of Rolyn's FL office commented, "CAI's property managers and HOAs are an important segment of Rolyn's client base, so we were happy to give back to them in this way. Everyone really seemed to enjoy themselves." A portion of the event proceeds were donated to Habitat for Humanity of South Palm Beach County.

# New Private Sector Preparedness Certification Available



While the public sector has done much to prepare for disasters and emergencies, the fact remains that most private sector organizations have done little, if anything. According to the *2008 Natural Disaster Business Risk Study*, commissioned by FM Global, 96 percent of financial executives said their companies have operations exposed to natural catastrophes, such as hurricanes, floods and earthquakes, but less than 20 percent indicated that their firms were “very concerned” about such natural disasters negatively affecting their bottom line. The study also reported:

- While 80 percent of companies are located in regions exposed to hurricanes, nearly 50 percent reported they are not well-prepared for a hurricane.
- While 90 percent of companies are located in regions exposed to floods, more than 60 percent indicated they are not well-prepared for a flood.\*

To address this gap (and a recommendation from the 9/11 Commission) the Department of Homeland Security (DHS) created the voluntary Private Sector Preparedness Accreditation and Certification Program (PS-Prep) whose goal is to improve national private sector preparedness for disasters and emergencies. PS-Prep is a partnership between DHS, the American National Standards Institute's

(ANSI), American Society for Quality (ASQ), more specifically the American National Accreditation Board (ANAB) and the private sector. PS-Prep enables private entities to receive certification for their efforts in organizational business continuity and disaster/emergency management.

Over the next several months, the ANAB will develop and oversee the certification process, manage the accreditation, and accredit qualified third parties to carry out the certification in accordance with the accepted program procedures. DHS has announced the adoption of three preparedness standards. Private sector entities may apply any one of the following standards to become certified:

- [ASIS SPC.1-2009](#) Organizational Resilience: Security, Preparedness, and Continuity Management Systems - Requirements with Guidance for Use (available free of charge)
- British Standard 25999-2:2007, Business continuity management. Specification (available for a nominal charge from [BSI](#))
- [NFPA 1600](#) Standard on Disaster/Emergency Management and Business Continuity Programs 2007 Edition (available free of charge)

It is likely that in the near future your customers will demand this certification to ensure their own resiliency; much like ISO standards drove quality. So, having this certification first can set you apart from your competition. In addition to improving a business's continuity of operations, obtaining the certification may **reduce insurance premiums, eliminate liability, minimize loss, or satisfy compliance requirements from regulators**. You're better off planning for the worst now – before an emergency situation occurs and the stakes are the highest. To learn more about the certification program visit <http://www.fema.gov/privatesector/preparedness>

\* FM Global surveyed 100 financial executives from U.S.- and Canada-based corporations with at least US\$1 billion in annual revenue. [http://www.fmglobal.com/press\\_release/2008/FMGStudy\\_080608.html](http://www.fmglobal.com/press_release/2008/FMGStudy_080608.html)