

# Rolyn

## Corporate Newsletter

Fall 2011

Hello,

Here is your Rolyn Companies Fall e-newsletter.

Where did the summer go? It seems like school was only just starting and now the holiday season is in full swing. Fall in the DC Metro area was cut short in late October with the earliest snowfall in over thirty years! The Northeast suffered significant power outages, always the number one threat to businesses during winter weather. According to long range forecasts, this was just an introduction to another cold and snowy winter thanks to La Niña, though the Midwest and Great Lakes are expected to see the brunt of it instead of the Northeast. Check out the [2012 Farmer's Almanac](#) for their winter weather predictions for your area.

I hope you enjoy this issue of Rolyn's corporate newsletter. Best wishes to you and your family this holiday season!

Regards,  
Sam Bergman  
CEO

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**Rolyn**®

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# Case Studies Recently Posted

Case studies provide real world examples of problems and situations that building owners, managers, and tenants find themselves in and the solutions Rolyn provides. Rolyn's website has many case studies available for each property type – commercial office/retail, educational, healthcare, hospitality, industrial, multifamily, and residential. Some of the most recent case studies are highlighted below.

## Mold Remediation

This educational case study is about mold remediation services Rolyn performed at several schools for a public school system over the summer break. The hot and humid weather in the Mid-Atlantic created perfect conditions for mold growth, but in a surprising location! Rolyn's experienced and trained mold remediation technicians ensured they didn't create more problems by spreading mold spores.



## Preconstruction Services

This multifamily case study describes how a condominium homeowner's association (HOA) needed Rolyn's help after one of their buildings suffered a devastating fire. Many property owners don't realize what can go



wrong until it does. There is much to be done between the initial emergency response and the reconstruction. Read how Rolyn helped get this HOA back on track by representing their interests, preventing additional damage to the building, and preparing everything for the reconstruction to begin.

## Fast-Track Reconstruction

Following a flood in a student dorm, this college needed to get the residential housing facility back in order as soon as possible.



The challenges were many – a tight deadline, students needing access to move their belongings and a graduation ceremony taking place next door. Learn how Rolyn overcame these challenges to reconstruct the dorm and meet the client's needs.

Visit Rolyn's website to read additional case studies for your property type:

- [commercial office/retail](#)
- [educational](#)
- [healthcare](#)
- [hospitality](#)
- [industrial](#)
- [multifamily](#)
- [residential](#)

# Reducing the Spread of Infections Using Rolyn's Disinfection Services



Rolyn offers indoor air remediation and surface sterilization services for a variety of property types including hospitals, nursing homes, childcare centers, schools, and hotels. Indoor air quality can be a concern for any occupant, but especially those with respiratory illnesses such as asthma, children, the elderly, and those with compromised immune systems. In addition, contaminated surfaces help spread bacteria and viruses.

Rolyn's indoor air remediation and sterilization services use a proprietary "green" technology called SteraMist™ to deactivate viruses and kill bacteria, spores, mold and fungi in the air and on surfaces, quickly and effectively. Following outbreaks or viruses such as MRSA, Norovirus or other highly contagious illness by a hotel guest, hospital patient, university student, cruise ship passenger, etc., Rolyn technicians use a portable "point and shoot" SteraMist unit to quickly sterilize high risk/high touch surfaces. To sterilize both air and surfaces, they place a mobile SteraMist unit in the space.

Studies in hospitals show that spray and wipe cleaning leaves between 30% and 60% of surface microorganisms. The SteraMist treatment removes 99.9999% of all microorganisms by aerosolizing a 7.5% hydrogen peroxide solution to create reactive oxygen species in a fine mist. Click [here](#) to see test data for various microorganisms.

Rolyn's trained technicians are ready to respond at a moment's notice to sterilize surfaces using the portable unit. Over the last several months, Rolyn has used this technology in two hospitals. In the first hospital, Rolyn technicians used the portable SteraMist cleaning system to disinfect and kill mold spores on specialty equipment in an operating room. A manual cleaning would not have been able to get into the nooks and crannies of the equipment. In the second hospital, mold was found in HVAC ductwork that was to be removed and replaced. The client decided it would be best if the mold was eliminated before dismantling the ductwork to ensure patient safety. Rolyn's SteraMist system efficiently and effectively killed the mold so that the ductwork could be safely removed.

Rolyn has also provided disinfection services in homes where residents are hypersensitive to mold. For example, one home had already been treated by a professional mold remediation firm, but one of the occupants was hypersensitive and needed the higher level of mold elimination that Rolyn's SteraMist treatment provides. Rolyn treated the entire home and the occupants' symptoms subsided.

# What is Your Business' Ready Rating™?

The American Red Cross Ready Rating™ program, first created in 2008, is a free, self-paced program designed to help businesses, organizations and schools become better prepared for emergencies. This program is a great starting point for businesses, organizations and schools who are just getting started, or the program can complement existing preparedness activities and plans.

The Ready Rating program helps to make preparedness efforts measurable. At the heart of the program is an online 123-point preparedness self assessment. Member organizations commit to improving their score each year to maintain membership. Along the way, program members gain access to tips and best practices information. Working through the assessment from the initial baseline score essentially guides organizations through the preparedness steps – instead of cumbersome and complicated, preparedness planning becomes simple and approachable. Ready Rating program members benefit by improving their preparedness levels as demonstrated by an average increase in their Ready Rating assessment score of 14% the first year, and a dramatic 50% in the second year!

In February 2011, the Ready Rating program was made available nationwide and incorporated an updated assessment which better aligns with the Department of Homeland Security Private Sector

Preparedness Guidance (PS-Prep). Rolyn Companies joined Ready Rating during this past summer by signing up online and found it was easy to complete the baseline assessment. The tips and resources available are very helpful as Rolyn continues its efforts to improve organizational preparedness. For more details and to join, visit [www.readyrating.org](http://www.readyrating.org).



# What's New at Rolyn

## Rolyn's Rockville, MD Training Room Now Open

As mentioned in the last newsletter, Rolyn's recently expanded offices include a new state of the art training facility.



The space can accommodate 50+ people for large group meetings or training, and a moveable partition allows reconfiguration of the space into two smaller meetings rooms. Rolyn plans to use the new space for in-house employee training and meetings, and to host guests and vendors. Some of the training classes offered for property and maintenance managers include, mold, water removal, asbestos, safe lead practices, disaster planning for facilities and others upon request. If your company is located in the DC metro area and interested in using the space or attending a Rolyn training course, please call Melissa Ronis at 301-468-1553.

## Hurricane Irene and TS Lee Response

On Labor Day weekend 2011, Rolyn's emergency services crews labored over the holiday weekend to help commercial and residential property owners with wind and water damage from Hurricane Irene and Tropical Storm Lee. Crews from our Florida, Texas and Georgia offices joined forces with our offices in the Mid-Atlantic region, especially Virginia Beach, DC Metro and the Philly/New Jersey areas which were heavily affected. Rolyn mobilized its tractor trailers full of equipment to Virginia Beach. In all, Rolyn provided emergency services to nearly 50 properties including many hotels, office buildings, apartments, a country club, hospitals, restaurants and retail

stores. In New Jersey, we worked on seven industrial properties that were flooded. We also assisted with smaller issues such as homeowners with flooded basements or roof damage from falling trees. Even today, Rolyn continues to assist many with the reconstruction efforts for these clients.

## Follow Us on LinkedIn

Rolyn Companies now has a [LinkedIn](#) page where you can follow us. You'll find information about Rolyn's services, employees, and client recommendations. LinkedIn just recently added the ability to provide status updates, so you'll also find updates about new services, case studies and industry information. Rolyn's LinkedIn page focuses on our services for commercial property owners and managers. If you are interested in our residential homeowner services, you can "like" us on [Facebook](#).

## Rolyn Sponsors TAHFM Sporting Clay Event in Houston

Rolyn Companies was pleased to be a station sponsor for the first ever Wack 'Em & Stack 'Em Sporting Clays Tournament of the Texas Association of Healthcare



Facilities Management. The event was held October 20<sup>th</sup> in Houston, TX with over 100 in attendance. A sporting clays tournament is similar to a golf tournament, but instead of hitting golf balls into holes, players shoot at clay birds or targets at each shooting station throughout the course. A great time was had by all including Rolyn's Staci Reznik, Healthcare Sales who hosted Brett Rowley with Off-Duty Services! To learn more about this unique sport click [here](#).



# New Emergency Water Supply Guide for Hospitals

Water supplies can be interrupted by a variety of causes including natural disasters, construction damage, community water system failures, or acts of terrorism. However, hospitals and other healthcare facilities need water for the critical care they provide to patients. For example, a water outage could affect hand washing, dialysis, flushing toilets,



bathing patients, food preparation, cleaning and sterilization of surgical instruments, fire suppression sprinkler systems, and much more. While most healthcare facilities have an onsite backup emergency generator to provide electricity during an electric utility outage, many healthcare facilities do not have a backup emergency water supply.

Recently the Centers for Disease Control and the American Water Works Association published the “Emergency Water Supply

Planning Guide for Hospitals and Health Care Facilities” to provide healthcare facility managers and emergency preparedness managers information to create an emergency water supply plan. Hospital and healthcare personnel participated on the core strategy team to develop the guide, plus they conducted interviews with 12 healthcare facilities that had experienced water supply interruption emergencies. This guide brings together best practices and industry experience -- the result is a practical, no-nonsense approach.

Every healthcare facility should have a plan in place for response and recovery following a water supply interruption. This new guide addresses:

- who should be on the planning team
- how and what background and water usage information to obtain
- how to analyze emergency water supply alternatives
- how to develop and exercise your plan

Using this guide, a healthcare facility manager can initiate or supplement efforts to meet the standards already set forth by The Joint Commission Emergency Management Standards (EM.02.02.09). The guide is intended for use by any healthcare facility regardless of its size or patient capacity. Appendices include case studies, an example plan, a loss of water scenario, water use audit forms, and information about use of portable water flow meters. Download the guide [here](#).

