

# EMERGENCY TIPS

The following Emergency Tips were compiled by members and staff of the National Institute of Disaster Restoration, based on their wide experience with various types of damage. It is not likely that your situation will require all of these procedures, so apply those which common sense indicates are appropriate.

## IMPORTANT NOTE TO HOME OWNERS

Your loss *may not be covered* if you do not take prudent and quick actions to preserve, protect and secure your home from additional damage. This is especially important in water damage situations!



## SERVICES PROVIDED

### RESTORATION:

- Water Removal and Structural Drying
- Emergency Tarp and Board up Services
- Pack Outs and Contents Restoration
- Contents Inventory Service
- Electronics & Equipment
- Fire, Smoke and Soot
- Dry Ice Blasting
- Mold Remediation

### CLEANING:

- Deodorization
- Air Ducts and HVAC
- Tile Floors, Walls & Counters
- Carpet, Upholstery, Specialty Rugs
- Biohazard Crime Scene and Vandalism

**TELL YOUR INSURANCE  
PROVIDER THAT YOU PREFER  
NORTHSTAR RESTORATION  
SERVICES**

# \$250 OFF

**\*ANY INSURED PROPERTY  
DAMAGE LOSS**

\*GREATER THAN \$1000

COUPON MUST BE PRESENTED ON FIRST DAY OF  
SERVICE. OFFER NOT VALID WITH ANY OTHER  
OFFERS, DISCOUNTS, OR PROMOTIONS.

# WHAT TO DO WHEN DISASTER STRIKES

EMERGENCY TIPS FOR YOUR HOME



## 24 HOUR EMERGENCY RESPONSE



**WATER**



**FIRE**



**REPAIR**



**MOLD**



**TOLL FREE**

# 866.439.9318

[www.NorthstarRestorationServices.com](http://www.NorthstarRestorationServices.com)

# WHO IS NORTHSTAR

NorthStar is your certified connection to a broad-spectrum of residential and commercial restoration services, including:



**Emergency Water**



**Emergency Fire**



**Mold Remediation**



**Repair & Remodeling Services**

Supported by our 24 hour service team, we are committed to nothing less than your utmost satisfaction and peace of mind. Our company has the tools, products, and certifications to ensure the job gets done fast and done right.

## NORTHSTAR COVERAGE AREA

**ANTIGO • EDGAR • HATLEY**

**KRONENWETTER • MARATHON**

**MARSHFIELD • MEDFORD • MINOCQUA**

**MOSINEE • OSHKOSH • PLOVER**

**RHINELANDER • RIB MOUNTAIN**

**SCHOFIELD • STEVENS POINT • STRATFORD**

**TOMAHAWK • WAUPACA • WAUSAU**

**WESTON • WISCONSIN RAPIDS**

**WITTENBERG • WOODRUFF**

**AND EVERY SMALL TOWN IN BETWEEN!**

## FIRE & SMOKE DAMAGE

After a fire, it is natural to want to jump in and clean the building and contents. Timely action can be a great help, but incorrect action can jeopardize or impede satisfactory restoration.

- Clean and protect chrome trim on faucets and other bright work by washing with detergent and applying a coating of Vaseline or vegetable oil.
- Blow off or brush-vacuum loose smoke particles from upholstery, draperies and carpeting.
- Open windows for ventilation if weather permits.
- Empty refrigerators and freezers if electricity is off, and prop open doors with a rolled towel or newspaper to allow for air circulation.
- Remove pets to a clean environment if heavy fire residues are present.
- Change HVAC filter, but leave your system off until a trained professional can check the system.
- Tape double layers of cheesecloth over air registers to stop particles of soot from getting in or out of the HVAC system.
- Limit movement in home to prevent soot particles from being embedded into upholstery and carpet.

- Do not touch anything with your bare hands. Oil from your hands can permeate upholstery, walls and woodwork, causing additional damage.
- Do not wipe or attempt to wash fire residues from walls, ceilings or other absorbent surfaces.
- Do not use carpeting or upholstered furniture impacted by heavy smoke residues or debris.
- Do not use food items or canned foods exposed to heat.
- Do not turn on computers, TVs, stereos or electrical appliances until they have been cleaned and checked.

## WATER DAMAGE FROM CLEAN WATER

Water damage arises from fire damage, broken pipes, blocked drains, malfunctioning appliances, storms and other causes. The appropriate treatment depends on the nature of the damage. Some water carries contaminants and should be considered hazardous (See Water Damage from Contaminated Water). Whatever the origin, the prospects for restoration depend largely on the speed with which your building and personal property can be dried. Even clean water can generate mildew and other bacterial growth if neglected.

- Call NorthStar Restoration Services to process a water damage situation properly, with the appropriate commercial drying equipment.

Note: Prompt dry-out action in this regard is recommended to prevent further damage and personal loss. Prompt dry-out of water damaged property is the best action to prevent the growth of mold and other microbials. The longer you wait, the worse the situation may get.

- Call a qualified remediation contractor at NorthStar Restoration Services for mold and fungal damage.
- Open drawers and cabinet doors for interior drying, but do not force open stuck drawers or doors.
- Place aluminum foil squares or china saucers under furniture legs to avoid carpet staining.
- Ventilate wet areas. Turn on air conditioning for accelerated drying in the summer.

## WATER DAMAGE FROM CONTAMINATED WATER

Raw sewage and flood waste contain bacteria and other micro organisms which are extremely hazardous to human health. These can be transmitted by touching contaminated areas on shoes. Children, elderly, and pets are especially vulnerable. Frequent hand washing is an important preventative measure. Absorbent materials such as carpeting and drywall most likely will not be restorable after direct contact with sewage or flood contaminated water.

- Treat all water-impacted surfaces and furnishings as toxic, until property is decontaminated.
- Keep children and pets out of contaminated areas.
- Call NorthStar Restoration Services for this type of damage.

- Remove standing water from flat surfaces by sponging and blotting and take up saturated rugs and carpeting when hardwood floors are at risk.
- Stay out of rooms where ceilings are sagging from retained water.
- Transport computers to a dry environment, remove cases and blow dry with low pressure air, Remove lamps, telephones, decorative items and any other pieces from wet furniture tops.
- Freeze valuable books and documents to retard mildew growth until drying can be performed.

- Operate TV's, vacuums or appliances in wet areas.
- Use heat to dry closed building interiors: mildew and expanded moisture damage can result.
- Leave wet fabrics in place: space them apart and let them dry as soon as possible.

- Use over the counter germicidal products on contaminated surfaces. They do not fully eradicate bacteria and other micro organisms.

## VANDALISM DAMAGE

Vandalism often involves spray paint on walls, defacement of furnishings or the spreading of noxious substances. Prompt action can often minimize the effect and make restoration more successful.

- Hose down or wash egg damage on building exteriors as soon as possible.
- Vacuum glass particles from carpet and upholstery.
- Save containers and cans of spray paint which can reveal the composition of inks and pigments.
- Attempt to remove ink, paint or cosmetic stains: they can be permanently set if not handled properly.
- Operate damaged electrical appliances.
- Discard furniture wood chips, broken pieces from porcelain, furniture or art objects.
- Do not attempt to remove chemical stains, including ink or paint.

## HARMFUL WASTE

(Sewage, Blood-borne Pathogens, etc.)

- Stay out of affected areas.
- Call emergency service personnel if the situation is life-threatening.
- Treat all bodily fluids as if they are contaminated.
- Attempt cleanup of any kind.
- Touch or handle items that might be contaminated with bodily fluids.