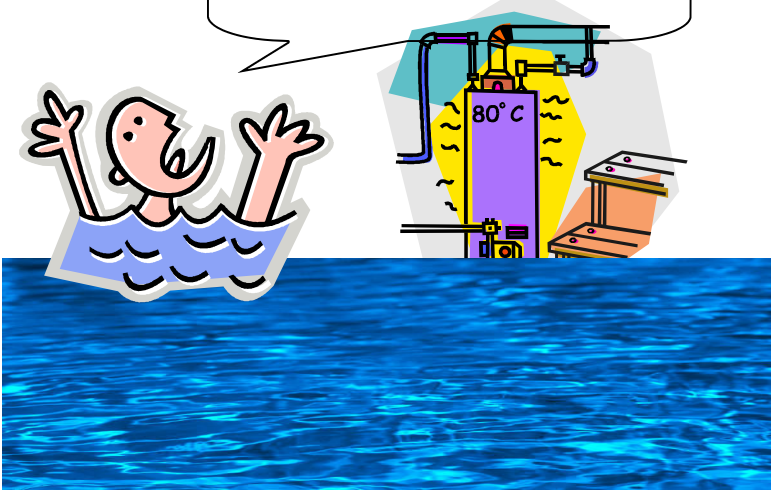


# Like 9-1-1, We Respond 24/7



*Help! I've got water  
flooding my house...*



This Information Is Presented To  
Educate Our Clients In The  
Solutions Concerning  
**Water Damage**

It is written with the homeowner in mind, but the principles can apply in a commercial situation.

**Sunshine Healthy Home**  
**314-770-1414**

**D**id you know that a water damage event will happen in the average home once every seven years? What is a water damage event? It's where the washing machine or it's supply hose bursts and/or leaks all over the floor. It's where it rains so much that the ground water floods into the low lying areas of your basement or house. It's the toilet running over and over and over. It's the water heater springing a leak, and you find it two days later. Now you are getting the point.

It is amazing that we need water so much for our everyday living, to nourish our body, to clean ourselves and our environment. It is also amazing what damage it can do if it gets into and is left in the wrong places. The common thread for almost all life forms is water or at least some moisture.

Why am I delving into the area of science here? The answer is that water is also an important requirement for mildew and mold to grow. The spores that can produce mold are everywhere in our environment. There are fellow inhabitants of the earth far more numerous than us.

When they have all the ingredients they need to proliferate, they do with a vengeance. The mold spores are microscopic and are everywhere. It is when they colonize that we are able to see the effects. And some feel the effects more than others, when their immune system over-reacts to the off-gassing of the mold colonies. A water event is the time that you have all four conditions for mold to start and grow way out of control, lack of air movement, lack of light, a food source, and water.

In a wet carpet for instance, there is no air movement or

light underneath. The small amount of dirt found in the fibers or even the cotton or jute backing makes for an excellent food source. And finally the water makes the recipe complete for disaster. In a wall, there again, the same ingredients, except the paper on the sheetrock, the latex paint, and the wood itself becomes the fodder for the opportunist mold to come together to be the visible green or black splotches that we see.

Current scientific belief is that if the water source is from clean (uncontaminated) source, you have about 24 hours before the molds get their act together, and start to cause problems. The mold colonies can become visible in another 24 hours. (48-72 hours from the addition of water.)



Mold damage can be devastating, and measures should be taken to avoid its occurrence. The most important measures are maintaining proper levels of temperature and relative humidity, good circulation of air, and clean,

clutter-free storage areas. Ideally temperature should never go above 70°F or relative humidity above 50%.

The higher the temperature and humidity, the greater the risk of mold. If a water-related emergency occurs, such as a flood or fire, wet materials should be dealt with immediately before mold growth develops. Once mold growth appears, the affected contents should be isolated from the rest of the environment. Special gloves and respirator should be worn when handling moldy materials. The items should be dried thoroughly and, once dry, the mold should be removed from them. A water damage restoration specialist should be contacted for advice on how best to deal with this particular situation.

### *Some of our industry training and education:*

These Certifications from the International Institute of Inspection Cleaning and Restoration, (IICRC):

- \* Carpet Cleaning
- \* Upholstery & Fabric Cleaning
- \* Water Damage Restoration
- \* Fire And Smoke Damage Restoration
- \* Applied Microbial Restoration Technician
- \* Rug Cleaning Technician
- \* Stone, Masonry, and Ceramic Tile Cleaning
- \* Health & Safety Technician
- \* Applied Structural Drying



## Questions and Answers

**Q: What are some of the biological problems I should be concerned about?**

**A:** Molds, mildew, fungi, bacteria are some of the main biological pollutants inside the house. Some, such as pollen, are generated outside the home. Mold and mildew are generated in the home and release spores into the air. Mold, mildew, fungi and bacteria are often found in areas of the home that have high humidity levels, such as bathrooms, kitchens, laundry rooms or basements or wherever a water event has not been properly attended.

**Q: How are biological contaminants transported through the house?**

**A:** Molds and dust mites thrive in areas of high humidity. Mold grows on organic materials such as paper, textiles, grease, dirt and soap scum. Mold spores float throughout the house, forming new colonies where they land. When these textiles are disturbed during vacuuming, making beds or walking on carpet, the dust particles become airborne, and can circulate through the indoor ventilation systems.

**Q: If I'm concerned about the biological contaminants in my home, what can I do to deal with the problem?**

**A:** There are no practical tests for biological contaminants for use by non-professionals. However there are signs to watch for. You can sometimes see and smell mold colonies growing on surfaces. Mold growth should be suspected wherever there are water stains, standing water or moist surfaces. Another means of detection is by the use of ultraviolet (UV) light. Under UV light, a microorganism growth will appear luminescent. But if they are suspected in the home, an investigation should be conducted to remove and control them because of the health consequences.

Prevent mold growth by keeping basements, bathrooms and other rooms clean and dry. Use a disinfectant to clean surfaces that have mold on them. If carpeting or furnishings become wet, they must be quickly and thoroughly dried or discarded.

Humidifiers, dehumidifiers and air conditioning condensing units

should be regularly cleaned with a disinfectant such as chlorine bleach or safe anti-microbial.

Keep humidity at acceptable levels (less than 50 %) and make sure there's plenty of ventilation, especially in areas where moisture tends to build up.

Vacuums with high efficiency filters or central vacuum systems can help reduce the airborne dust generated by vacuuming.

Mold spores are pollutants that are particulates--that is, they are particles so small that they "float" in the air. Larger particles settle out onto surfaces but very small particles stay suspended indefinitely.

### ***What are the health effects from biological pollutants?***

Allergic reactions are the most common health problems associated with biological pollutants. People differ in their sensitivity to biological allergens, some may have no symptoms while sensitive persons may have severe health problems. Some common symptoms are watery eyes, runny nose and sneezing, nasal congestion, itching, coughing, wheezing and difficulty breathing, headache, dizziness and fatigue. The most severe reaction to allergens is an asthma attack, which can be life-threatening. The American Lung Association reports there are nearly 10 million people in the US with asthma. Of these, over 2.5 million are children. There are over 4,000 deaths each year from asthma. The number of persons with asthma has been consistently increasing over the last 15 years. Airborne biological pollutants present a special risk to people with allergies and asthma.

Left unchecked, mold can continue to grow and cause health problems for sensitive people. Because there are no standards for "normal" levels of mold, tests are not usually conducted. When tests are made, it is to compare types and levels of molds in the house with molds in the outside air. Mold growing on surfaces can sometimes be seen (it is sometimes invisible) and smelled (it has a musty odor). Mold should be suspected wherever there are water stains, standing water, or moist surfaces. Some conditions indicating high humidity levels are condensation on windows or walls, water pooled in the basement and crawlspace, rotting wood

or other signs of water damage, use of humidifiers or un-vented kerosene and gas heaters. Damp carpet, walls feeling cold to the touch, and areas where there is poor ventilation such as closets, may have mold growing on them. Cooking and bathing without using an exhaust fan promotes mold growth in the kitchen and



bathroom. Firewood stored in the home can also promote mold growth. Mold also grows in wall cavities, under carpets, behind wall coverings, above ceilings and other places where moisture can accumulate undetected. Before testing for mold, an investiga-

tion can be conducted to find building components that are damp or wet.

### ***What can be done to control molds?***

Keeping surfaces clean and dry is the most effective method of preventing and removing mold. In particular, bathroom surfaces and fixtures should be cleaned to remove soap scum and body oils; running an exhaust fan during and after showering and bathing helps reduce moisture levels. Other areas of the house should also be kept clean and dry. If carpeting or other furnishings have become wet, they must be dried very quickly and thoroughly to prevent mold growth. Textiles that have been wet for several days cannot often be saved.

Hard surfaces with mold growing on them should be cleaned with a disinfectant. Textiles should be cleaned in accordance with label directions.

***Molds, excessive moisture and other biological organisms can cause many undesirable health effects***

Microorganisms will permanently damage the materials supporting them. They will stain textiles and decrease the strength of the fabric. The scattered spots known as foxing on paper prints or drawings is damage resulting from these growths. Leather is particularly susceptible to the actions of microorganisms and will be stained and weakened by them. As a by-product, fungi can produce organic acids that will corrode and etch inorganic materials.

Rh (relative humidity) levels should be routinely monitored. Spore germination is less likely to occur if Rh is controlled between 45% and 55%, but Rh should be kept below 65%. When Rh levels rise above 65%, the use of portable dehumidifiers will be necessary to reduce the moisture content of the air. A temperature between 64 degrees F to 72 degrees F should be targeted. These levels only decrease the potential of germination and growth; they do not eliminate it. Therefore, other factors, such as adequate air circulation should be maintained; a fan will help to increase circulation.

Some of the test equipment we use:





## ***Nine important things to remember if you do get water in your home:***

**First:** Stop the source. Turn off main valve to the whole house if need be. Don't know where or how? *Now* is the time to learn. Ask a spouse, plumber, the handy-man neighbor, whoever. It will save you a lot of grief later. A few minutes saved may make gallons of water difference and subsequently the time it takes to clean it up.



**Second:** Check the **SAFETY**. Turn off any breakers to the affected rooms and unplug any electrical appliances, until you know for certain they are safe. Watch your step as mud and water can be slippery. Rescue the most valuable items, sentimental things first. In this situation, time is of the essence.

**Third:** Protect your home from further damage. Cover holes in roof or move damageable items to higher ground, if not possible to move large furniture, set up on wood blocks or Styrofoam, as rust and furniture marks are the hardest to remove from carpet.

**Fourth:** Evaluate the situation. How much water got in the house? If it is a small to medium amount **and** it is clean water (rain, or tap), then you can probably handle it, **and if** it only effects hard surfaces and floors.

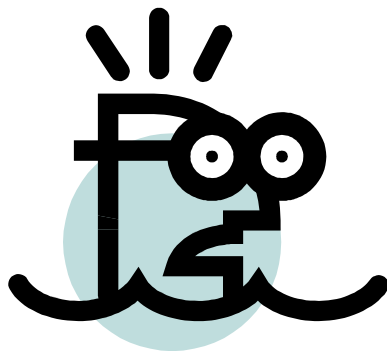
**Fifth:** Call your insurance agent if it is beyond your scope. The faster you get going the more you save, and less headaches for everybody.

**Sixth:** If you can, sweep out, mop and/or wet-vacuum as much water as possible, and wash and dry any fabrics that you can. Get as many fans as you can to start air movement. Air movement is as important as temperature for drying purposes. Is the humidity outside and temperature such, that you may open windows and doors? You also have to think about security issues if you can not stay there. Dehumidifiers can lower the room humidity and thus cause the surfaces to dry faster, you can rent those from rental

stores. If the carpets have gotten wet, it is prudent to call a professional restoration company immediately, since water can run underneath the surface and cause problems later, such as mildew, molds and *bad odors*. A good carpet cleaning and/or restoration company has the tools to test to see where the water is EVEN BELOW the obvious surface. Yellow Van Cleaning Services is certified, trained, and has the equipment and experience to do the job right for you.

**Seventh:** If the water that has come in is from rising flood waters, or unsanitary sources, such as tubs or sinks it is called “gray water” and precautions must be taken. Use gloves, rubber boots and use disinfectants on surfaces during and after the drying process. Call 314-770-1414 for recommendations. (A free service to the readers of this booklet.)

**Eighth:** If there is an unusual amount of water, or it has set long enough on the floor it probably means that the water has started to permeate the walls. A professional is needed to handle this kind of disaster for you. Removing sheetrock or baseboards and forcing dry heated air into the cavities to prevent mold and mildew from starting is necessary. A professional restoration company like **Sunshine Healthy Home** and others, can apply anti-microbial (chemicals to prevent mold from starting and also deodorizes at the same time) to all surfaces and even into wall cavities sometimes without removing the wall surface, (certainly an advantage, it can save time and money, and for your convenience it gets your life put back together sooner.)



Many times, at this point, the cost of the remedy has usually gone way above what your deductible for your home insurance is. If that is the case, then it only makes sense for you to do the basics, call your insurance agent and request that a professional restoration company come and do the job “Right”. Most people only

think of getting the water out of the carpet but, “Right” includes not only the water extraction, but working to prevent long term damage to the structure, including walls & ceilings. Quick drying of all surfaces including under carpets and the carpet pad is necessary. “Right” even relates to Indoor Air Quality. Why? Water left in the wrong places can mildew, thus the molds mildew and fungus releases spores into the air which can make you and your loved ones sick later.

A professional restoration company uses professional equipment such as high powered fans called turbo dryers, dehumidifiers, and test equipment to tell actually where and how much water got in. That is the only way to truly put the rooms back into pre-disaster condition, putting your home and life back in order. When a major situation like this occurs no one can twitch their nose and make it all magically disappear, but a professional restoration company can help you through with a minimum of stress.

**Ninth:** On the other hand, if the source is sewage, **USE EXTREME CAUTION.** Keep pets and children away. You are dealing with a health hazard. You **must have professional help** as this situation is beyond the scope of home-owners. The pollutants in this “black water” have been known to kill. What drastic measures need to be taken? All carpet and pad must be thrown away, sheet rock removed and carted away, and remaining structures must be disinfected and sanitized. A professional restoration company is a life-saver in a situation like this.

## ***EMERGENCY TIPS FOR WATER DAMAGE***

Water is an essential part of our lives, it is beneficial, helpful, and life saving. It has many good qualities, but under some circumstances, although it usually cleans, it can damage articles. The harmful effect of water is sharply reduced by prompt and wise action. Some procedures are obvious; others require foresight and experience. This list of **Emergency Tips** has been compiled from many years of experience in water damage repair & cleaning.

## ***Sunshine Healthy Home Recommends: DO'S***

- Remove as much excess water as possible by mopping and blotting.
- If the outside Humidity above 60 %, use dehumidifiers if available.
- Use fans to circulate air and assist drying if the damage just happened.
- Wipe water from wood furniture after removal of lamps and tabletop items.
- Lift draperies off carpet, loop through a plastic (not wire) coat hanger and place the hanger on the drapery rod.
- Prop up wet furniture cushions for even drying.
- Remove wet area rugs or other floor coverings.
- Open furniture drawers, closet doors and luggage to enhance drying (do not force, however).
- Move photos paintings, and art objects to a safe, dry location.
- Remove wet fabrics and dry them as soon as possible. Hang furs and leather goods to dry separately at room temperature.
- Remove damp books from shelves; spread out to dry or freeze them. If damage occurs during a cool season leave heat on 70 °F; if damage occurs in summer, use an air conditioner if available.
- Leave the premises if the water is contaminated with sewage. This is a major health and structural hazard.
- Remove and prop up wet upholstery cushions for even drying (check for possible bleeding).
- Place aluminum foil, china saucers or wood blocks between furniture legs and wet carpeting.
- Open suitcases and luggage to dry, in sunlight if possible.
- Punch small holes in sagging ceilings to relieve trapped water (don't forget to place pans beneath!).

• ***Call Sunshine ASAP!!!! 314-770-1414***

**• *Sunshine Healthy Home Recommends:***  
***Do Not.....***

- ***Do not*** leave books, magazines or other colored items on wet carpets or floors.
- ***Do not*** use your household vacuum to remove water.
- ***Do not*** use TVs or other appliances while standing on wet carpet or floors, especially not on wet concrete floors.
- ***Do not*** turn on ceiling fixtures if ceiling is wet, and keep out of rooms where ceilings are sagging from retained water.
- ***Do not*** go into rooms with standing water if the electricity is still on.
- ***Do not*** lift tacked down carpet without professional help. Lifting the carpets incorrectly could promote shrinkage or backing deterioration.
- ***Do not wait*** to call for professional help. Damage from the water and bacteria growth can begin within hours.

One of the hidden dangers of water damage is MOLD. If not detected and treated properly within 48 hours, mold can create serious ongoing consequences. Inhabitants of the structure may experience repeated sickness. We at Yellow Van Cleaning Services have non-invasive methods for detecting moisture and effective methods for treating mold and mold spores

James Lee is the owner of Sunshine Healthy Home. He and his employees are certified with the IICRC as Cleaning and Restoration Technicians. His local company is ready to serve you - call 314-770-1414 today!

## *How some of our clients feel about our work*

“Sunshine Healthy Home has gone above and beyond - they were here within 15 minutes of our ‘flood’ - even hauled out every wet box, dry box, and furniture. Carpets were cleaned later to perfection. A+ to Sunshine Healthy Home. I will sing your praises. Thank you.” Joyce Large, Chesterfield, MO

“Promptness in answering our calls. When we have had pipes break, hot water heater leaks, etc. Sunshine Healthy Home came within 15 minutes relieving us of much anxiety, frustration & fear of damage. They did an excellent job of cleaning our rug downstairs when the hot water heaters sprung a leak and a great job of drying the carpet. “  
Bill Rezniko, Creve Coeur, MO

”We had our carpets cleaned three times in the last two years with three kids and two dogs in the house. Sunshine Healthy Home by FAR did a much better job than all the others combined. We couldn’t be more pleased. Not only our carpets cleaner than they have ever been, but Sunshine Healthy Home’s customer service is #1!!”  
Mr. Michael Kneemueller, Chesterfield, MO

“Excellent Service. On time. Extra care on carpet preparation!”  
Mr. David Anthes, Chesterfield, MO

“Cleaning crews were very professional and courteous. They paid special attention to my most problem areas and it paid. We will be sure to use this company again.” Mrs. Samson, Chesterfield, MO

“Loved the Job! I’ll recommend your service to all my friends.”  
Mrs. Brooke Ungar, Chesterfield, MO

“Mr. Lee was very professional and courteous. He worked hard and was eager to do a good job. I’ll definitely recommend your company.” Mrs. Lynne Harman, Chesterfield, MO

“Beautiful Job! Very pleased!”  
Mrs. Anna Anthes, Chesterfield, MO

“Wonderful! Very polite, professional and quality of work was superior. We’ll refer and use again.” Mrs. Lewallen, Glencoe, MO

“Outstanding! Job done with expertise and the customer was always treated with kindness and respect.”  
Mrs. Jeanie Heskett, Chesterfield, MO

## *Different Ways of drying your home and the Equipment we may have to use*

### **Extraction**



### **Drying**



**Important Numbers**

**Insurance Name** \_\_\_\_\_

**Insurance claim #** \_\_\_\_\_

**Agents Name** \_\_\_\_\_

**Agents Number** \_\_\_\_\_

**Fax Number** \_\_\_\_\_

**Adjusters Name** \_\_\_\_\_

**Adjusters Number** \_\_\_\_\_

**Fax Number** \_\_\_\_\_

**Date of Loss** \_\_\_\_\_ **Time** \_\_\_\_\_

**First Notified Who** \_\_\_\_\_

**At What Time** \_\_\_\_\_

**Sunshine Healthy Home  
Cleaning & Restoration  
314-770-1414**

**Other Numbers :**

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