When Disaster Strikes – Will you be you Ready?

OK – Disaster Struck -Were you Ready?

Summer Street
October 20, 2016
ARMA - Charlotte, NC
Agenda

• Disaster Planning & Recovery
• Case Study - Louisiana Floods
• More Disaster Planning
• Some basics on Document Restoration
• Unique media case study - Harvard
Disaster Planning...Do you do it?
What are the risks?

- Floods.

- After the Flood. Mold.
Historic Flooding in Louisiana 2016
Commercial and Residential Affected
Humans, animals, property, and records were at risk
All water is not created equal

**Clean Water (Category 1):** Water originating from a source that does not pose a substantial harm to humans.

**Grey Water (Category 2):** Water containing a significant degree of chemical, biological or physical contamination and having the potential to cause discomfort or sickness if consumed or exposed to humans.

**Black Water (Category 3):** Grossly unsanitary water containing pathogenic agents, arising from sewage or other contaminated water sources and having the likelihood of causing discomfort or sickness if consumed or exposed to humans. Examples: sewage, rising flood water from rivers and streams, ground surface water flowing horizontally into homes.
Let’s talk about the records...

• A city near Baton Rouge was completely underwater – and the documents were in the basement. More than 60 years worth of records were severely damaged.

• The basement was completely flooded with river water contaminated with fuel, sewage, organic materials, etc.

• Over 20,000 boxes of city documents were affected – multiple entities all in one room.
What they did right

- They knew to act fast and called in a document restoration contractor as soon as the area had access.
- They authorized implementation of the stabilization immediately and allowed the priority records to be packed out and frozen before they were able incur further damage.
- They had good relationships and communication channels between the different entities - court, police, and so on.
- They understood that the returned records needed extra treatment to be safely made available to the public after restoration.
Could have done better...

- Their retention schedule had not been enforced for 60 years - the vast majority of the records were able to be destroyed.
- They had no plan in place for disposing of damaged/unneeded documents - these costs add up quickly - especially when you are paying per pound.
- The storage location not ideal – basements & documents don’t mix.
- The pack-out should not have been completed by city employees with no training or oversight.
How not to pack out documents...
Let’s start from the beginning

• First things first...have a plan

• Second thing...educate yourself on your options now
A few disaster plan basics

- Know what are the immediate actions to be taken
- Know who are the first responders and what are their roles
- Keep a clean house
  - Accurate and simple inventory
- Identify priority materials
- Insurance coverage (due diligence clause?)
First things first ...

**Purpose of documents**
- Are these documents that are retained for legal reasons?
- How long do the documents need to be retained?
- Are there digital records in another location?
- Are these historical archives? What is the historical or sentimental value?
- If they can be replaced (books, journals, etc), what is the cost benefit analysis?

**Sensitivity of files**
- How much security is needed?

**Access to files and business continuity**
- What access level do you require?
Immediate actions

- In almost all situations, all materials should be frozen in order to halt further deterioration - the only exception would be jobs that can begin drying within 72 hours of a water incident.

Recovery Process:

- A detailed inventory is taken during initial pack-out.
- Based on job specifications, either low vapor pressure desiccant drying or vacuum-freeze drying will be employed.
- After the documents are dry, cleaning will be performed as necessary for the type and severity of damage.
- Gamma Irradiation will be recommended with black water damage.
Document Drying: Vacuum Freeze Drying

Description
- Batch processing
- Ultra low pressure
- Supplemental heat
- RESULT: sublimation of ice crystals
- STATE: Frozen

Preferred
- Wide range of materials
- For all coated paper documents
- Books
When does it work?

• Pros
  • A must for clay coated materials
  • Superior result when performed properly
  • No ‘wet’ phase = less risk for additional damage
  • No heat so over-drying not possible
  • Lower margins for human error

• Cons
  • Not scalable, can’t do onsite, small batches
  • Longer time frame – months not weeks
  • Equipment scarcity
  • Limited accessibility
Document Drying: Desiccant Air Drying

Description
• Air drying
• Controlled low humidity - less than 20% humidity @ 75 °- 80 ° F
• Temperature/air velocity speeds drying
• STATE: Non-frozen Preferred
• Large quantities
• General records
• Photos, x-rays
When does it work?

Pros
- Scalable
- Good for most materials
- On-site is possible
- Accessibility
- Over-drying not possible

Cons
- Higher mold potential without stabilization
- Not good for clay coated paper
- Labor intensive and results dependent on
Make sure to read the fine print...
Pricing

- Based on Cubic Feet
- Based on Drying Type
- Based on Cleaning Level
- Does it need to be de-odorized?
- Disinfected?
- Gamma Irradiated?
- Labor and Packout
- Ancillary services like scanning, copying, shredding
Contract Vehicles – State Contracts

- State of Georgia Contract
- Piggybacking available – Washington State
- GSA Pricing
- More importantly, allows quick contracting so we can respond to a government emergency without going through traditional process
- Time is the most important thing to save!
Harvard College Observatory Collection

- A photographic project of the night sky, started in 1889 and continued until 1992
- Over 500,000 images on glass plates – this collection represents 25% of the world’s total number of astronomical photographic plates
- January 2016 – the University had large water damage from underground city pipe burst
- Plates valued at $20K each
Well it is Harvard after all...
The Planning - the most critical step
The Process
The Process
The Process
THANK YOU FOR YOUR ATTENTION!

Any questions?