When Disaster Strikes – Will you be you Ready?

OK – Disaster Struck -Were you Ready?

Summer Street

October 20, 2016

ARMA - Charlotte, NC

POLYGON

Always By Your Side.

Agenda

- Disaster Planning & Recovery
- Case Study - Louisiana Floods
- More Disaster Planning
- Some basics on Document Restoration
- Unique media case study - Harvard

POLYGON

Always By Your Side.

Disaster Planning…Do you do it?

What are the risks?

- Floods.

- After the Flood. Mold.

POLYGON

Always By Your Side.

Historic Flooding in Louisiana 2016

POLYGON

Always By Your Side.

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.

POLYGON

Always By Your Side.

Let’s talk about the records…

POLYGON

Always By Your Side.

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.

POLYGON

Always By Your Side.

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.

POLYGON

Always By Your Side.

How not to pack out documents…

POLYGON

Always By Your Side.

Let’s start from the beginning

- First things first…have a plan
- Second thing…educate yourself on your options now

POLYGON

Always By Your Side.

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?)

POLYGON

Always By Your Side.

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?

POLYGON

Always By Your Side.

If you choose to restore...

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.

POLYGON

Always By Your Side.

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

POLYGON

Always By Your Side.

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

POLYGON

Always By Your Side.

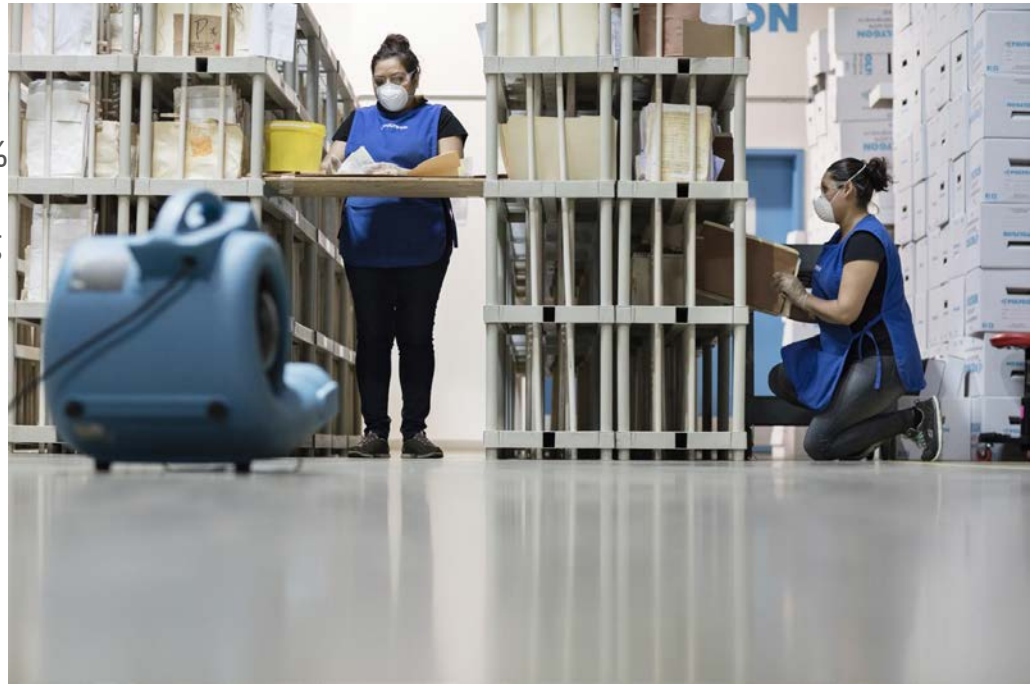
Document Drying: Desiccant Air Drying

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



POLYGON

Always By Your Side.

When does it work?

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

- Cons
  - Higher mold potential without stabilizati
  - Not good for clay coated paper
  - Labor intensive and results dependent o

POLYGON

Always By Your Side.

Make sure to read the fine print…

POLYGON

Always By Your Side.

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

POLYGON

Always By Your Side.

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!

POLYGON

Always By Your Side.

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

POLYGON

Always By Your Side.

The Plates

Always By Your Side.

POLYGON

Well it is Harvard after all….

POLYGON

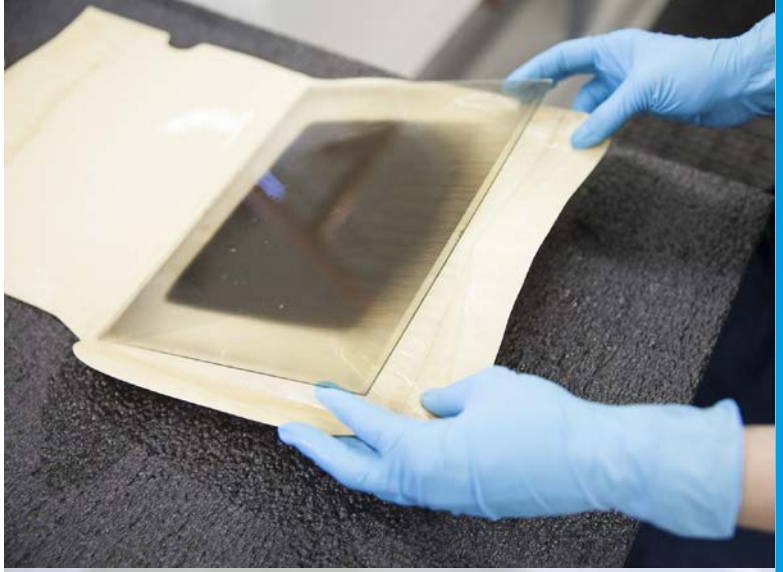
Always By Your Side.

The Planning - the most critical step

POLYGON

Always By Your Side.

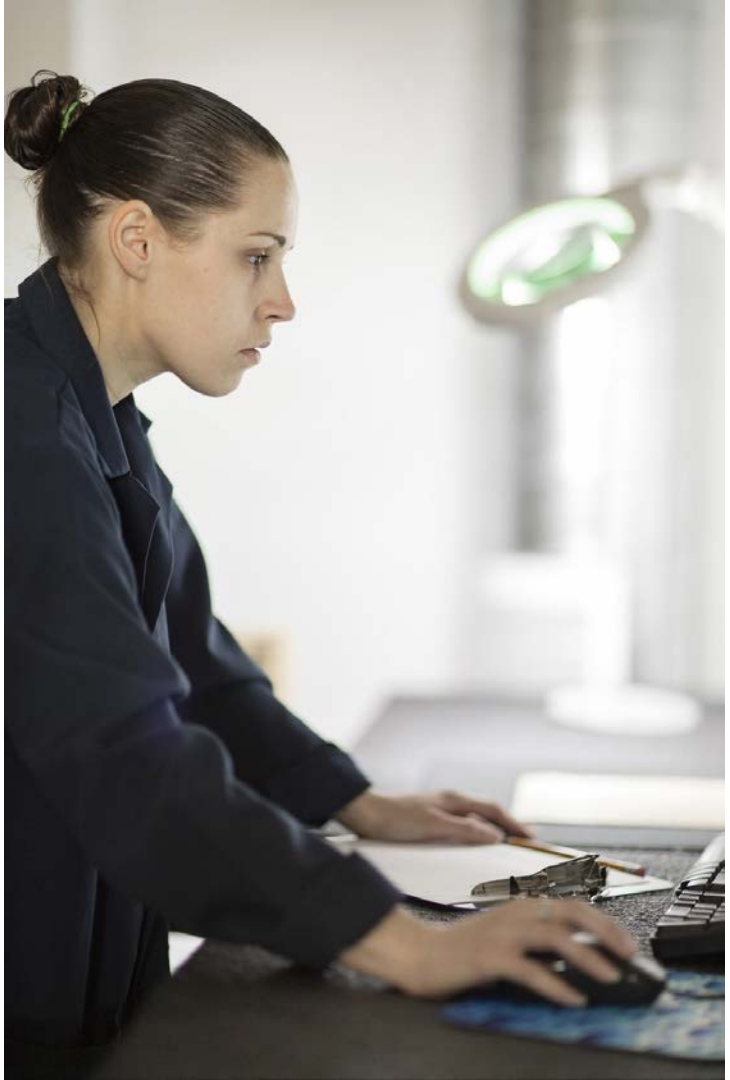
The Process



POLYGON

Always By Your Side.

The Process



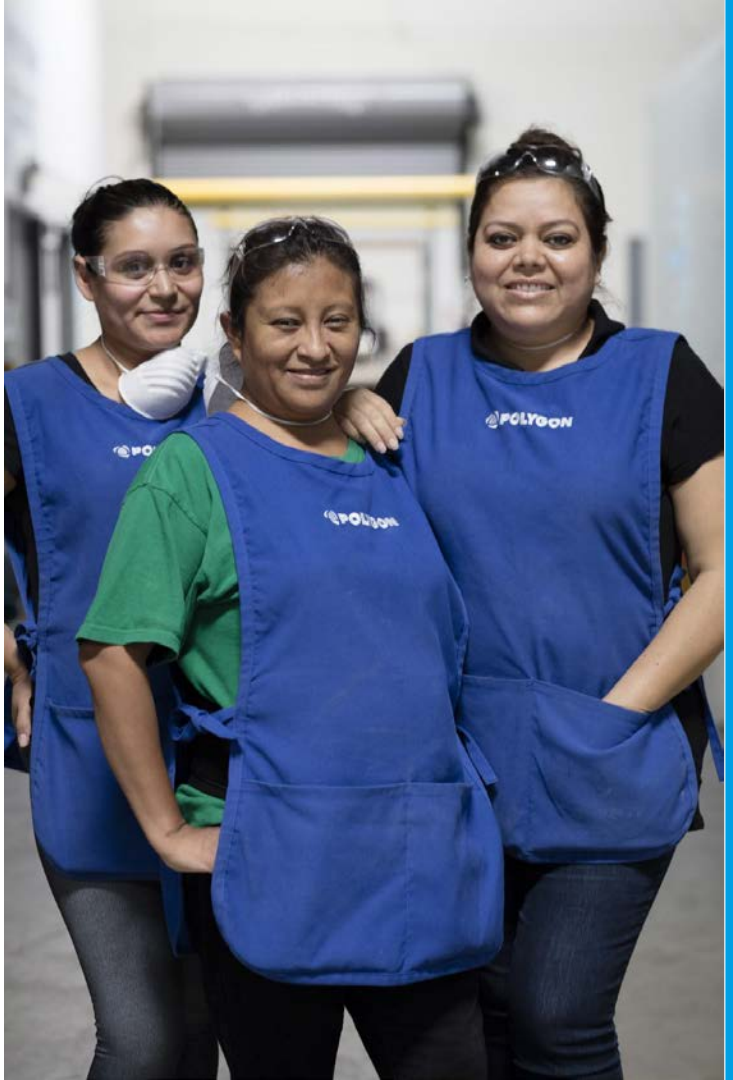
POLYGON

Always By Your Side.

The Process

POLYGON

Always By Your Side.

THANK YOU FOR YOUR ATTENTION!

Any questions?