XAVIER UNIVERSITY

Office of Physical Plant
3800 Victory Parkway
Cincinnati, Ohio 45207-5411

P 513-745-3151
F 513-745-1926
www.xavier.edu/plant

OFFICE OF PHYSICAL PLANT PROCESS FOR WATER DAMAGE INCIDENTS [DRAFT 4]

Background

The physical environment can be subjected to water damage in a variety of ways – roof leaks, ground water, fire protection systems, heating and cooling systems, domestic water, sanitary drains, condensate drains, sewer back-ups, etc. Each one of these may constitute a different category of risk and potentially a different process to mitigate and restore.

Process

All:

1. Any individual who encounters an incident must immediately contact the Office of Physical Plant.

Physical Plant's prioritized response will be:

1. Assess the situation. If this is a minor incident, stop the flow of water and contact Building Services personnel to perform cleanup (see definitions below).
2. If this is a major incident, stop the flow of water if possible, then contact one of the following key individuals in the order listed:

Jim Bergen	(513) 900-0669
Joe Frecker	(513) 477-0840
Stacy Decker	(513) 439-3225
Mark Hanlon	(513) 378-0532
Larry Prues	(513) 379-5556
Dave Lococo	(513) 675-7105
Bob Sheeran	(513) 324-3480

   One of these individuals will become the Incident Manager and will make all decisions thereafter.
3. Maintain a good photographic record for insurance purposes.

Incident Manager:

1. Notify all other key individuals of the incident.
2. Take the necessary steps to make certain the area affected is not being re-contaminated.
3. Categorize the incident (see definitions below).
4. Take immediate steps to mitigate cost and further damage. If the scope of the incident is at a scale that in-house personnel can manage, contact Building Services for extraction and drying resources. If the incident exceeds in-house capabilities contact one of the following companies in the following order:

   Brock Restoration (need contact name, phone numbers, email, etc)

Office of Physical Plant
3800 Victory Parkway
Cincinnati, Ohio 45207-5411

P 513-745-3151
F 513-745-1926
www.xavier.edu/plant

APKE (need contact name, phone numbers, email, etc)
SBM (need contact name, phone numbers, email, etc)
Flawless (need contact name, phone numbers, email, etc)
Servepro (need contact name, phone numbers, email, etc)
Calloway (need contact name, phone numbers, email, etc)
Cintas. (need contact name, phone numbers, email, etc)

5. Contact Risk Management and follow the procedure outlined in the *XU Risk Management & Insurance Office Claims Process* for *Damage To University-Owned Buildings, Property, Equipment.*
6. Except for classrooms, if the function of the rooms affected can no longer be performed for a period of time contact the appropriate department or division to relocate the function.
7. If the area affected involves a classroom, determine whether classes need to be rescheduled and/or relocated by contacting the Office of the Registrar, Musketeer Mezzanine in Fenwick Place (513) 745-3941 to relocate classes.
8. Often mitigation includes extraction and air movers. The Incident Manager should communicate to those affected the length of time necessary for this equipment to be in operation. See *Special Requirements for Resolution of Water Damage in Residential Facilities* (below) for communication requirements when residential facilities are involved.
9. Contract the necessary repairs and restore the site.

Special Requirements for Resolution of Water Damage in Residential Facilities

It is important to have the primary point of contact be the Office of Residence Life. These individuals know the student's schedules and have the ability to contact them directly. So it is essential that they be informed of all aspects of the work.

1. Follow the process above appropriate to the situation.
2. If the students are present, ask that they relocate anything that might be damaged to a safe area.
3. Ask the students to gather wet clothing and other material to be washed.
4. If students are not present, move wet clothing into the tub/shower area and move anything that might be damaged to a higher area. Careful photographic records are a must to address any potential claim of loss, damage or theft of any items.
5. Once the source of the water is fully controlled, inform Office of Residence Life who will inform the students how long it will take to perform repairs and dry out the space.
6. Inform Office of Residence Life who will inform the students how long the blowers must run and that they are running to minimize the possibility of mold formation.
7. If mold is present, notify Office of Residence Life, remove damaged drywall, treat wall cavity with bleach, dry the area and repair and paint the drywall per the *Physical Plant Procedure for Repairing Drywall*.
8. Once the Incident Manager approves the restoration work, notify Residence Life.
9. Remove all work product and materials.
10. Notify Building Services that the room needs to be inspected and if necessary, final cleaned.
11. Once the cleaning is completed, restore the area to its original layout.
12. Notify Office of Residence Life that the work is complete and the space is ready to be occupied.

XAVIER UNIVERSITY

Office of Physical Plant
3800 Victory Parkway
Cincinnati, Ohio 45207-5411

P 513-745-3151
F 513-745-1926
www.xavier.edu/plant

Definitions

1. Minor incident - One to two rooms are affected. Drywall repair is not required. Mold is not eminent. Nature of any physical damage is limited to the floor and possibly ceiling tiles in the room below.

2. Major incident - Multiple rooms affected. Mold is eminent and drywall repair is required.

3. Category 1 Water – That which is clean at the releasing source and does not pose a hazard if consumed by humans. Category 1 water may become progressively contaminated as it mixes with soils on or within floor coverings or building assemblies (walls, decking, subflooring). Time and temperature, which promote the growth and amplification of microorganisms in water can cause Category 1 water to degrade. Examples: burst water pipes, failed supply lines on appliances, vertically falling rainwater.

4. Category 2 Water – That which begins with some degree of contamination and could cause sickness or discomfort if consumed by humans. As with Category 1 water, time and temperature can cause Category 2 water to become progressively more contaminated.

5. Category 3 Water – That which is highly contaminated and could cause death or serious illness if consumed by humans. Examples: sewage, rising flood water from rivers and streams, ground surface water flowing horizontally into homes. There are two ways in which water enters a building as a result of wind storm damage:

   The first involves falling or windblown rainwater that enters as a result of damage to roof components or wall assemblies. The second involves horizontally traveling ground surface water (Category 3) containing silt and soil contaminants that infiltrate into structures, generally through doors or around foundation walls. This ground surface water (storm surge) may accumulate to a depth of several inches or several feet. When structures are partially submerged or remain substantially flooded for weeks, far more elaborate procedures usually are required.

   Most microorganisms (fungi, bacteria) typically require five conditions for germination, growth, amplification and dissemination. Generally, they include:

   - organic food source, especially cellulose (e.g., paper, wood), which are found in abundance in construction materials
   - moisture, even high humidity (67% RH plus)
   - moderate temperature – 68-86°F/20-30°C
   - stagnant air
   - time – several hours to several days

   Anything that can be done to control or minimize these optimum conditions will prolong the time required for microbial growth and reduce the cost to mitigate and repair.