

APPENDIX D

RECOVERY SUPPLIES and SERVICES TEMPLATES and INFORMATION

Appendix D discusses the value of stockpiling response and recovery supplies, and provides procedural templates for maintaining a stockpile and contacts with service providers and suppliers. It offers a checklist of the most commonly used supplies in response and recovery, and contains a name and address directory of national and regional service providers and suppliers.

D-1 Disaster Supply Stockpile -- Concept

Limited disasters (emergencies) plague organizations on a regular basis. The roof leaks. An air-conditioning system component malfunctions, sending water onto materials below. Pipes leak and drains back up. Most limited emergencies are water-related, but mold outbreaks also are a constant threat.

Quick response can make the difference between a minor annoyance and a costly event. The faster records are stabilized, the less damaged there will be. Having a disaster supply stockpile on hand allows staff members to begin responding immediately.

The following "Disaster Supply Stockpile" template is a checklist of materials needed for a limited water and fire disaster involving 12 to 16 cubic feet of records. Most of the items are readily available from local hardware, grocery, and drug stores. A few more specialized items may be purchased from archival, conservation and recovery suppliers generally located out of state. See the list in "Suppliers and Service Providers in Appendix D-3.

Agencies prone to major area-wide disasters (such as earthquakes and floods) should plan for a greater level of self-sufficiency and should stockpile additional specialized supplies that cannot be easily obtained locally.

Decide where and how to store the supplies. Avoid the areas that are most susceptible to leaks or flooding; this generally argues against storage in the basement. Interior closets are often good candidates. Some organizations divide the stockpile, storing two or more identical kits in different areas of the building as a hedge against disaster.

Store the supplies in sealed, waterproof containers so that even if there is some water in the area, the kit will be intact. Some recommend storing supplies in a 20- to 30-gallon heavy duty plastic garbage can (those with wheels are helpful), which can be transported easily to the site, and may have additional uses for debris removal. Some institutions put the supplies in milk crates, each shrink-wrapped in plastic and secured onto a dolly or hand truck.

Keep a copy of the stockpile checklist in each DPT member packet, showing the location of supplies and equipment kept elsewhere (e.g., mops, fans, dehumidifiers) and providing instructions on how to get access to storage locations. All members of the team should know the location of the stockpile.

It may be impractical to include some bulky or expensive items in the stockpile. Equipment such as de-humidifiers, fans and small tools may have to be borrowed from the agency maintenance department or other source. Arrangements for their use should be made ahead of time.

Creation of a large stockpile to handle major disasters may require storage of some of the more cumbersome equipment (generators, dehumidifiers, and so on) outside the building. Some public agencies can use a city or county warehouse for this purpose. Be sure you know how to get access to these areas, and be sure to inventory off-site supplies and equipment regularly.

D-2 Disaster supply stockpile policy & procedure

To ensure fast and effective response to emergencies, the agency maintains a stockpile of disaster recovery supplies. This section lists those supplies and their storage locations.

Include the following paragraph to designate where supplies are kept outside the building — for example, in a central warehouse or supply depot:

The location designation _____ (insert abbreviation or code you plan to use) refers to the facility located at _____ (insert exact street address, floor, etc.). To get access to this facility, contact _____ (name individual(s) who authorize and provide keys or access to the location, including office and after-hours phone numbers.) If this person is unavailable, contact in the following order:

Name/Title	Office Phone	Home Phone/Pager
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You may also note here the frequency of inventories and who is responsible for conducting them.

D-3 Records Disaster Recovery Supply Stockpile List. The following list of supplies provide for a relatively small emergency that includes bound materials, paper documents, and photographs (including microfilm).

The "Quantity Needed" column represents the minimum for recovering materials in a small water emergency (e.g., with about three - six file drawers or 12 cubic feet of damaged materials) when utilities are not disrupted.

The WEB version of this template contains expanded lists of supplies for medium and large disaster. As part of your planning, determine the scale and types of disasters for which you need to prepare, and increase the quantities accordingly. Depending on the type of situations you anticipate, some of these supplies may not be needed.

SECTION 1. SUPPLIES FOR PEOPLE				
ITEM	LOCATION	QUANTITY NEEDED	QUANTITY PRESENT	DATE CHECKED
Boots, rubber		1/person		
First aid kits		1		
Gloves, latex or rubber		3/person		
Dust/Particle Masks		2/person		
Protective clothing (e.g., rubber aprons, Tyvek coveralls)		1/person		

SECTION 2. RESPONSE SUPPLIES				
ITEM	LOCATION	QUANTITY NEEDED	QUANTITY PRESENT	DATE CHECKED
Hand trucks and utility carts or dollies		1		
Camera(digital, Polaroid)		100 exposures		
Clipboard		1		
DUCT TAPE		2 rolls		
Extension cords, 50-foot, grounded		2		
Flashlights, batteries, replacement bulbs		1 per dept.		
GARBAGE BAGS		1 box		
Labels, adhesive		Box of 20		
Lights, shop, & bulbs		1		
MARKERS, WATERPROOF		4		
NOTE PADS		1		
Paper towels or Hand wipes		1 carton		
PENS & PENCILS		4		
PLASTIC SHEETING		6 rolls		
Scissors		1		
TAPE, FILAMENT, DISPENSER		4 rolls		
Utility knives, extra blades		1		

SECTION 3. RECOVERY SUPPLIES				
ITEM	LOCATION	QUANTITY NEEDED	QUANTITY PRESENT	DATE CHECKED
Alcohol				
Blotter paper		50 sheets		
Book press		1		
Boxes, cardboard record/file storage*		10		
Boxes, polyethylene*		10		
Bread trays, plastic				
Buckets (for rinsing)		3		
Clothesline (nylon or 30-lb. monofilament)		100 feet		
Clothespins, plastic		100		
Dehumidifiers		1		
Fans		1		
Freezer bags, 1-gallon		50		
Freezer/waxed paper				
Garbage cans, plastic, 20- to 30-gallon				
Garden hoses & nozzles		1		
Interleaving paper (un-inked newsprint, or paper towels)		400 sheets		
Milk crates*		10		
Mylar sheets, 3-mil, 12" x 15"		25		
Photo trays or shallow dish pans (for rinsing)		3		
Tables, 6-ft., folding		2		
Temperature/humidity monitors and batteries ¹		1		

*Interchangeable with polyethylene boxes, plastic milk crates or cardboard boxes.

¹ Describe products/services available, payment terms, and any special arrangements, unique features, limitations, or other conditions.

D-4. Supply and Service Providers

Identify emergency service providers, suppliers and other resources needed in a disaster situation. Make these contacts before you confront a disaster, when you can calmly evaluate the suitability of a particular service or product and establish an understanding with the provider.

As each firm is contacted, address the following points:

Availability: Explain what resources you might need and find out what services, equipment, and/or supplies are available and at what price. Will it be possible for you to contact the provider and acquire the resource outside normal business hours? What is the expected delivery time of materials or services?

Payment Terms: Will the provider accept a standing purchase order, extend credit, or make some other arrangement so that after hour access to the resources is available?

Contacts: Ask the provider to supply the names and phone numbers of after hour contacts. Let the supplier know which agency staff are authorized to call for help.

Geographic proximity may be irrelevant when identifying qualified recovery and restoration services, particularly for the more technical services such as vacuum freeze-drying, on-site dehumidification, or video restoration. A few national companies have developed an understanding of the needs of government records and archival materials and have developed sophisticated services to address those needs. Many have mobile equipment and teams that can be on-site within a matter of a few hours. Others have developed ways to facilitate shipment of damaged materials.

Providers should understand and support your needs. Renew contacts annually. This facilitates learning of new resources that may have become available, and to update the contact information for your institution and the supplier

This section lists the sources of supplies and services that might be needed in a disaster.

Part A describes the uses and sources of supplies.

Part B describes specialized services such as drying, extermination and fumigation, fire damage restoration, freezing, and sources of information and referrals.

The institutional checklist should be organized to reflect for each type of supply or service the following basic information:

Company: _____
Phone: _____ Fax: _____
Address: _____
Notes:² _____
Date of Last Contact: _____

<u>After-Hours Contacts</u>	<u>Home Phone</u>	<u>Cell Phone/Pager</u>
Primary: _____		
Back-up: _____		

Include multiple providers of the supplies and services based locally, regionally, and nationally, especially if your organization is vulnerable to area-wide natural disasters. Also, if some of these supplies are kept in the in-house stockpile, note those locations.

D-5 Supplies and services

D-5-1 General sources for supplies

Appliance stores: Source for fans, dehumidifiers, etc.

Archival and conservation supply stores, art supply stores: for blotter paper, Remy and other specialized paper and fabric and book conservation and recovery supplies and equipment.

Department stores: Source for general purpose equipment such as folding chairs, tables, etc.

Drug stores: Source for several general-purpose supplies, alcohol, first aid materials, safety supplies, etc.

Grocery stores: Source for general purpose supplies such as cleaning products and supplies, clothesline and clothespins, freezer paper and waxed paper, garbage bags and cans, garden hoses, paper towels, rubber gloves.

Hardware & home center stores: Source for building materials, generators, tools, garden hoses, etc.

Janitorial service and supply stores: Source for cleaning and disinfecting supplies.

Office supply stores: Various materials (clipboards, note pads, markers, labels, scissors, utility knives, etc.) that may be needed for recovery operations.

Safety supply stores: Source of personal safety supplies such as protective clothing, first aid kits, hard hats, etc. Local ones may be identified in the telephone book Yellow Pages under headings like "Laboratory Equipment & Supplies" and "Safety Equipment & Clothing."

D-5-2 Supplies and uses

² Describe products/services available, payment terms, and any special arrangements, unique features, limitations, or other conditions.

The "Suppliers and Service Providers: Readiness Review Sheet" in this section explains how these supplies are used and provides some recommendations such as appropriate composition, types, and sizes.

Alcohol: Used to remove mold.

Blotter Board: To dry drawings and other oversized material.

Book Press: Used for pressing dry or nearly-dry bound volumes to reduce cockling and distortion of pages.

Boots, Rubber: Worn by workers in wet areas.

Bread Trays: Used for stacking maps and oversized documents for transport and air-drying. Trays can sometimes be borrowed from bakeries.

Buckets, Large: To keep microfilm and other photographic materials wet until reprocessed

Camera: To document disaster conditions.

Chairs, Folding: Used for work stations.

Chemical Sponges: To remove soot from edges of bound records

Clothesline and Clothespins: Used for air-drying pamphlets, photographs, other materials.

Clothing, Protective: see "Safety supplies" and "Hardware." Provide clothing to insure worker safety during salvage operations. This may include dust/particle masks, work gloves, rubber/latex gloves, hard hats, rubber aprons, rubber boots, and "Tyvek" coveralls.

Containers, Cardboard Record Storage: Used for packing and removing undamaged records from disaster site to temporary storage. Cardboard boxes should be 200-lb. test and stocked in two sizes: 1 cubic foot (12" x 15" x 10") and 1.5 cubic foot (12" x 18" x 12").

Containers, Milk Crates: Used for packing damaged records destined for cold storage and freeze drying.

Dehumidifiers (portable and industrial): Used for reducing humidity in rooms and buildings, particularly when normal air-conditioning is unavailable.

Dry Ice: May be used to keep materials cool during transport or while awaiting transport.

Fans, Industrial: Used to increase air circulation, particularly in spaces where records are being dried, as air movement increases evaporation and reduces the risk of mold.

Freezer Bags: To separate wet bound materials going to cold storage

Fungicide: Used to treat mold-infested materials and spaces.

Garbage Cans, Plastic: Used for cleaning or rinsing dirty materials and for storing and transporting materials and supplies.

Gloves, Rubber or Latex: To protect response and recovery workers from dirt and contaminants

Hand Trucks, Carts, and Dollies: Used for transporting materials within the site and to transport.

Hoses, Garden, and Nozzles: Used for cleaning dirt/mud from material,

Humidity and Temperature Monitors (e.g., hygrometer, hydro-thermometer, hydro-thermograph): Monitors temperature and humidity levels in rooms and facilities to ensure that they are sufficiently low for the return of record material.

Labels, Adhesive: Used for labeling boxes and other general purposes.

Masks, Dust or Particle: Protection of workers against mold and particulates.

Milk Crates: Used for packing wet/damaged records materials for transport. May sometimes be borrowed from dairy providers or grocery stores. Note that the ribs of these crates will cause wrinkling/distortion of wet paper files/documents, if used to hold, transport, or freeze them—correctly packed cardboard boxes are best for this.

Mylar: Individual sheets may be used to separate wet paper documents. Available from conservation suppliers and sometimes from art supply stores.

Newsprint, Un-inked: Used for interleaving wet materials to increase evaporation. May be available from local newspapers.

Paper, Blotter: see "Art supplies." Used in drying loose paper materials.

Paper, Freezer or Waxed: see "Grocery, Hardware, & Home Center Stores." Used to separate individual volumes prior to freezing.

Paper Towels: Used for general cleaning and other purposes (HandiWipes also work). May also be used to interleave bound volumes during air-drying.

Photo Processing Trays: Used for rinsing photographic materials, diskettes, and other small items; shallow dish pans serve the same purpose.

Photographic Supplies and Processing: Source of film and processing services that may be needed to document damage and recovery activities.

Plastic (Polyethylene) Sheeting: Used for a variety of purposes: to protect shelves, cabinets, furniture, equipment from continuing threat of water; as temporary window covering; etc. 6-mil polyethylene is stronger, but 4-mil (the minimum acceptable weight) is less expensive. Should generally be purchased in 100-foot rolls.

Polyester, Spun (e.g., Pellon and Reemay): Used for interleaving materials printed on coated paper (e.g., yearbooks, many art books) to prevent pages from sticking together.

Respirators: Used when mold or other biological contaminants are present. In case of dust, dust/particle masks are adequate.

Tables, Folding: May be needed for temporary work space or for air-drying operations. Size of 6' x 30" is recommended. May sometimes be borrowed from churches, civic organizations, etc.

Tape: May need duct tape (particularly if surfaces are wet), filament tape, tape dispensers, etc. for sealing boxes, affixing plastic sheeting over cabinets, shelves, etc.

Wet-Dry Vacuum: Used for removal of standing water.

D-5-3 Services

Cold Storage: Cold storage facilities can be used for temporary freezing and storage of collections while awaiting further decisions and action. Freezing will ward off the risk of mold and prevents further swelling and distortion of paper-based materials.

Conservator: Provides advice on stabilization and salvage; performs conservation treatments on affected items. Conservators typically provide advice and treatment on only a specific format of materials. You will need a paper and book conservator for records recovery, not a metal or textile conservator.

Data Processing Specialist: Provides consultation on data processing functions, including restoration of equipment, recovery of software and data files.

Data Recovery Service: Performs restoration of data on magnetic or optical media.

Dehumidification Service: Several national companies and some local ones provide portable dehumidification equipment that can dry out buildings, furnishings, and collections on-site.

Equipment Rental Company: Provides rental of maintenance, repair and other equipment. May also rent emergency/portable generators, heavy duty work lighting and power cables for use in temporary work/recovery areas.

Fire Restoration: Companies that provide smoke odor removal for buildings and furnishings. A few also deodorize and clean affected materials in the collection. Some will trim soot-damaged books and arrange for rebinding.

Freeze-Drying Service: May provide vacuum (thermal) drying or vacuum freeze-drying of collections. It is important to know which method each vendor uses. Several national companies provide this service, using portable equipment and mobile salvage teams.

Fumigation Service: Treats mold-infested materials.

Magnetic Media Restoration: Recovers and duplicates magnetic media including computer tapes, audio cassettes, videotapes, etc.

Microform Restoration: Cleans and duplicates microform materials.

Moving and Relocation Service: May be needed if operations must be moved to another location.

Mycologist: Assists in identifying source of mold outbreak and may assist in recommending treatments and evaluating fumigation services.

Smoke and Soot Removal: see "Fire restoration."

Space, Drying: Off-site area in which drying operations can be carried out.

Space, Office and Storage: Off-site space in which routine office functions can be carried out or in which unaffected materials can be housed, if the building is unsuitable.

Trailer Rental (cargo and mobile home/office): May provide off-site space in which drying or other operations can be carried out if the building is significantly damaged.

Trucking Service: Provides transportation of materials to off-site storage space, freezer facilities, or restoration services.

Trucking Service, Refrigerated: Provides transportation of materials to off-site storage space, freezer facilities, or restoration services. Used when mold is a risk and warrants refrigeration, or when previously frozen materials are transported.

Videotape Restoration: Cleans, stabilizes, and duplicates damaged videotape materials. Others as needed:

D-5-4 National and Regional Suppliers, Service Providers and Information Assistance Resource List

Inclusion in this list does not imply endorsement, and omission of any supplier from this list does not indicate censure.

Since most of the firms included on this list have been involved in disaster recovery operations in government offices, libraries, archives, and records centers, they are likely to be sensitive to the special requirements of a wide range of record media formats.

Traditional archival, conservation and library suppliers carry many basic disaster recovery supplies such as Mylar, blotting paper, etc. You may request their catalogs by letter, phone, or, in many cases, online.

You can identify many other local resources through the Yellow Pages. Look under headings such as: *dehumidifying equipment*, which also includes firms that provide dehumidification services on-site and/or at their plants; *fire and water damage restoration*; *janitor service* for assistance with basic clean-up; *pest control services*, which will include fumigation as well as extermination; *smoke odor counteracting service* for firms that specialize in cleaning and deodorizing; and *water damage restoration*.

Before including any organization in your records disaster preparedness, response, and recovery plan's list of suppliers and service providers, contact the company to verify the information, identify a contact person, gather cost estimates, ascertain other specific terms, and evaluate their knowledge and ability to provide the supplies and services you will need.

Data Recovery Services

Excalibur, Inc.

Data Recovery Division
101 Billerica Ave. Building 5
North Billerica MA 01862
(800) 726-3669

Salvage of Computer Media

MJF Associates

10692 Crestwood Drive
Manassas, VA 22110
(800) 544-3282

Data Recovery Service

Rapid ReFile, LLC

6324 Winside Drive
Bethlehem, PA 18017
(877) 597- 2743

Data Recovery Service

Restoration Technologies, Inc.

3695 Prairie Lake Court
Aurora, IL 60504
(800) 421-9290

Recovery of Electronic Equipment

Information And Referrals

American Institute for Conservation

1156 15TH Street NW Suite 320
Washington, DC 20005
(202) 452-9545

Referral to Conservators

International Association of Refrigerated Warehouses

1500 King Street Suite 201
Alexandria, VA 22314
(703) 373-4300

Directory of members refrigerated warehouses

National Archives and Records Administration

Conservation Lab
8601 Adelphi Road, Room 1400
College Park, MD 20740-6001
(866) 272-6272

Information

National Center for Film and Video Preservation

American Film Institute
2021 North Western Avenue
Los Angeles, CA 90027
(323) 856-7600

Information

National Fire Protection Association

1 Batterymarch Park
Quincy, MA 02169
(800) 344-3555

Information on Fire Safety Standards & Practices

Pest Control Services, Inc.
469 Mimosa Circle
Kennett Square, PA 19348
(610) 444-2277

Consultation on Pest Control, Mold, and Fumigation

SOLINET

(Southeastern Library Network, Inc.)
1438 West Peachtree Street, N.W., Suite 200
Atlanta, GA 30309-2955
(800) 999-8558 national WATS

Information & Referrals, Disaster Planning & Training

Intergovernmental Preparedness for Essential Records
c/o Georgia Archives
5800 Jonesboro Road
Morrow, GA 30260
(678) 364-3806

Disaster Planning & Training

Recovery Services

American Freeze-Dry Operations, Inc
1722 Hurffville Rd, Bldg 2A
Depford, NJ 08096
(866) 939-8160

Variety of Recovery Services

**Blackmon-Mooring-Steamatic Catastrophe, Inc.
(BMS-CAT)**
303 Arthur Street
Fort Worth, TX 76107
24-hour hotline: (800) 433-2940

Various Recovery Services

Belfor Property Restoration
185 Oakland Ave Suite 300
Birmingham, MI 48009
(800) 856-3333

Full Recovery Services

Eastman Kodak Co.
(800) EKC-TEST (800-352-8378): 24-hour hotline

Reprocessing - at No Charge - of Kodak Film and Microfilm

Film Technology
726 North Cole Avenue
Los Angeles, CA 90038
(323) 464-3456

Restoration of 16- and 35 mm Movie Film

Fuji Photo Film, USA, Inc.
(800) 366-3854

Reprocessing of Fuji film & Microfilm

Contact nearest Fuji office, and ask for technical specialist
in the Document Products Office to arrange for salvage

Heritage Restoration
(866) 402-0061 24/7 hotline

Midwest Freeze Dry
7326 North Central Park
Skokie, IL 60076
(847) 679-4756

Vacuum Drying

Munters Moisture Control Services

Munters has regional offices throughout the country; contact the national headquarters (800-843-5360) or regional office, Kent WA 253-859-6340.

Dehumidification and Vacuum Drying

Restorative Cleaning Solutions, Inc

888-287-8755 24/7 hotline

Full Recovery Services

Sterilizing Services

6005 Boat Rock Blvd
Atlanta, GA 300336
(404) 344-8423

Ethylene Oxide Fumigation

Unsmoke Systems, Inc.

4660 Elizabeth Street
Corapolis, PA 15108
(800) 332-6037

Variety of Recovery Services and Supply & Equipment Sale

Supplies

Lab Safety Supply

P.O. Box 1368
Janesville, WI 53547-1368
(800) 356-0783

Wide Range of Protective Clothing and Safety Supplies

ProText

PO Box 864
Greenfield, MA 01302
(301) 320-7231

Collapsible Polyethylene Boxes & Emergency Supply Kits

D-5-5 Professional Consultants in the Pacific-Northwest Region

The following list includes some of the professional consultants in the pacific-northwest that provide document and data recovery consultation and/or services that may be useful in carrying out disaster recovery activities. Inclusion in this list does not imply endorsement, and omission of any professional consultant or consulting service from this list does not indicate censure.

Archives and Records Management Division

Office of the Secretary of State

1129 Washington St. SE
P.O. Box 40238
Olympia, WA 98504
(360) 753-1801

Specialty: government records
Freeze drying services

Gudrun Aurand

Restoration
NW 321 Harrison
Pullman, WA 99163
(509) 334-9732

Book and Document

Barbara Engstrom

Northshore Art Conservation
815 Clay Street
Port Townsend, WA 98368
(360) 385-7522

Professional Conservator

First Team-Titan
4949 Randolph Rd. N.E.
Moses Lake WA 98837
(509) 762-1332

Storage, vaulting, recovery, hot-site

Pacific Northwest Paper Conservation Services
316 21st Ave SE
Olympia, WA
(360) 570-9909

NARA, Pacific-Alaska Region
6125 Sandpoint Way N.E.
Seattle, WA 98115
(206) 336-5115

Daniel-Harry Steward
810 19th Ave
Seattle, WA. 98122
(206) 329-0127

Thompson Conservation Laboratory
7549 N Fenwick
Portland, OR 97217
(503) 735-3942

Specialty: textual records, rare books

Mark C. Valentine
3327 Colby Ave
Everett, WA 98201
(425) 258-6767