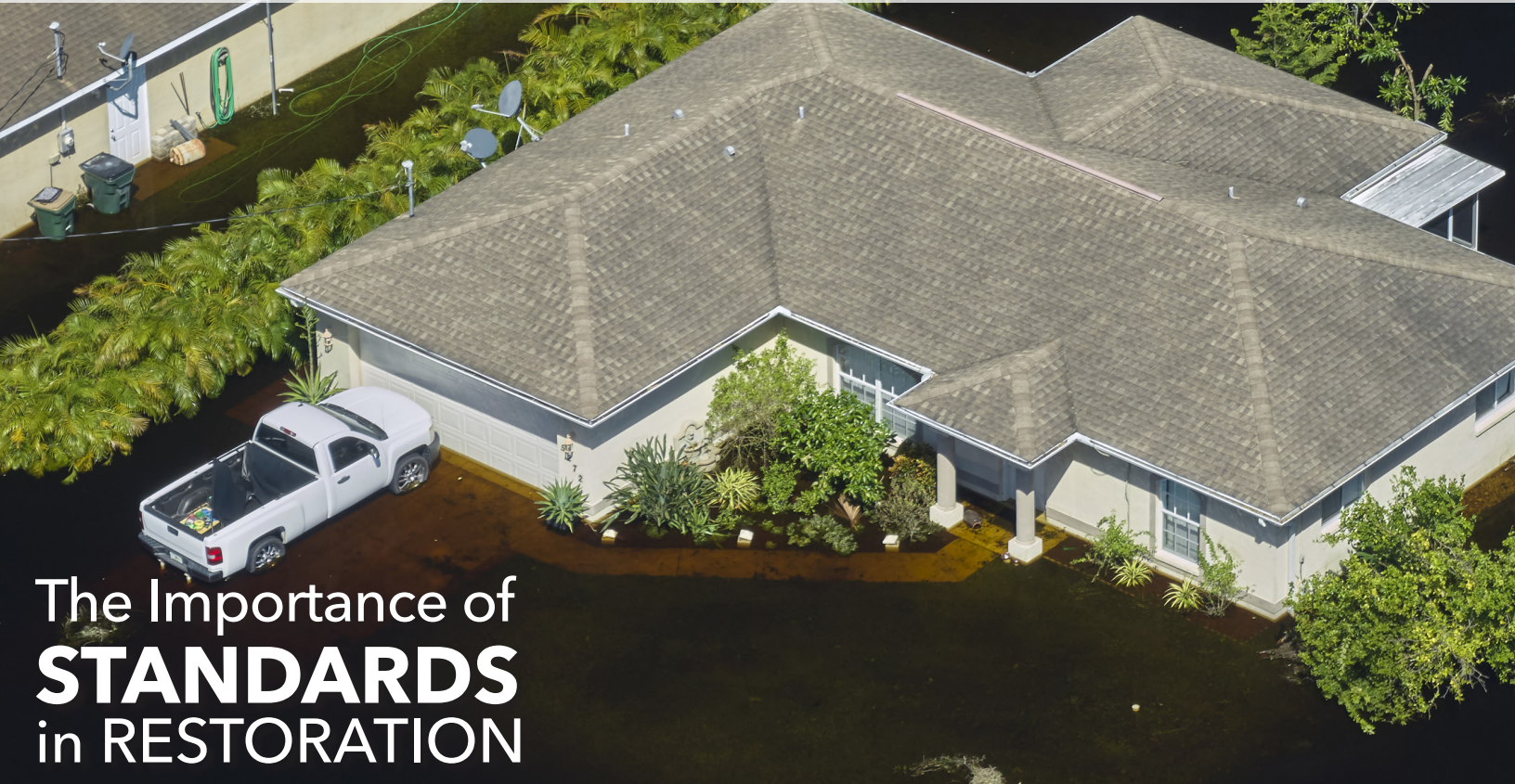


HEALTHY, WEALTHY & WISE

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The Importance of **STANDARDS** in RESTORATION

Heavy rains and strong winds blow through the area, leaving hundreds of homes and businesses damaged. Two families on the same street suffer similar water damage to their homes. Each has the same amount of water, same areas affected and similar types of materials and contents.

Two different restoration companies are called. Both contractors extract the water and set up drying equipment. Company A places 32 air movers and 6 dehumidifiers for 3 days at a cost of \$4,596* for drying equipment rental. Company B initially places 48 air movers and 8 dehumidifiers and takes 4 days at a cost of \$8,736*.

The difference is over \$4,000 between the two. What happened? Was Company A just better at drying? Was Company B dishonest? More importantly, how can you know?

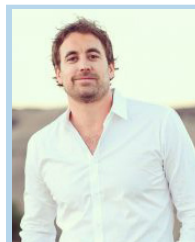
**Rates may vary and are based on zip codes and drying equipment models.*

Property losses like storm damage, fires, plumbing failures and sewage backflow cause significant damage to buildings and personal property. There is also the risk of sickness to building occupants exposed to contaminants. Families and businesses can be disrupted or displaced for days or even weeks. These disasters require professional attention to ensure that structures are returned to a pre-loss and healthful condition.

See "Leak STOPPED: Now What?" on next page



WATER | MOLD | FIRE | PLUMBING | REPAIRS



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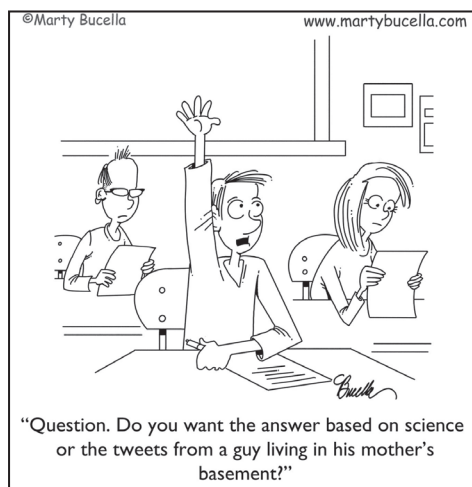
When a property owner suffers a loss, they want to know that:

- All necessary work is done
- The work is done safely
- The work is done in a timely manner
- No costly unnecessary work is done

In other words, property owners want a good job without getting ripped-off. Insurance companies that pay the majority of these losses want the same things. In addition, the insurance company wants to keep the insured property owner as a customer. How the professional restoration company performs the work will determine if all of these objectives are met.

Professional restoration contractors who understand and abide by published industry standards and guidelines are the best hope for property owners and insurance companies looking for a successful outcome in these difficult situations.

The Good Life



Good Clean Funnies

Why can't your nose be 12 inches long?

Because then it would be a foot.

Why was the broom late?

It overswept.

What do you call a bear with no teeth?

A gummy bear.

Looking at the scenario above, it might be easy to jump to the conclusion that Company B is overcharging the client for additional unnecessary drying equipment. But let's look a little closer.

First off, we need to know how each company calculated the number of air movers and dehumidifiers to place on the job. The Institute of Inspection Cleaning and Restoration Certification publishes the IICRC S-500 Standard and Reference Guide for Professional Water Damage Restoration. The S-500 supplies a formula to calculate drying equipment needed at the beginning of a water loss. In this example, Company B used the calculation correctly. Company A merely guessed how much equipment to use or simply didn't have enough.

Company B followed the IICRC S-500 Standard and monitored drying conditions daily, adjusting equipment and documenting drying progress in all affected materials. Company A left and did not return until day 3.

Company B used inspection instruments as outlined in the IICRC S-500 Standard to assure that drying goals were met and that all materials were dried to pre-loss condition. Drying took 4 days. Company A assumed that everything was dry enough after 3 days and needed the equipment on another job.

3 months later, the home dried by Company A is found to have significant mold damage caused by excessive moisture left in materials. Correcting this mold damage requires the removal of cabinets, flooring and wallboard in the kitchen at a total cost of \$18,000 and a five-week disruption to the lives of the residents.

The home dried by Company B is clean and dry, the storm damage repaired and the family's life back to normal. Along with experience, training and integrity, the application of industry standards plays a significant role in the success of **ServiceFirst Restoration** on restoration projects of all types and sizes.



Cheesy CONFETTI Rice

Directions

In a 2 quart saucepan over medium heat melt butter and stir in rice and onion. Cook over medium heat, stirring constantly, until rice turns golden brown, about 8 to 10 minutes.

Ingredients

- 1/4** cup butter
- 1** cup uncooked long-grain rice
- 1/4** cup chopped onion
- 2 1/2** cups water
- 1** (4 ounce) cup diced green chiles, drained
- 1** tablespoon chicken bouillon
- 1** cup shredded Monterey Jack cheese
- 1/4** cup sliced ripe olives
- 1/2** (4 ounce) jar diced pimento peppers, drained
- 2** tablespoons chopped fresh parsley

Slowly add water, green chiles and chicken bouillon. Bring mixture to a boil, reduce heat and cover. Simmer until rice is tender, about 25 to 30 minutes. Stir in cheese, olives, pimientos and parsley.

Prep Time: 10 mins

Cook Time: 40 mins

Total Time: 50 mins

Recipe courtesy allrecipes.com

3 Habits to Improve Your "HEALTHSPAN"



Living longer doesn't happen by accident or by genetics alone. Lifestyle decisions about what we eat, whether we exercise and how we manage stress have a big impact on how well we age.

Extending your lifespan shouldn't be the only goal. Focus on maximizing the number of healthy years of your life. By increasing your "healthspan" - how many years you live without serious disease - you can enjoy your life well into your 80s and beyond.

Here are three essential habits to incorporate into your life to help improve your healthspan.

1. Invest in your health like you do your finances - You need to learn more about your family's medical history and how lifestyle changes can improve your healthspan.

Talk with your doctor about your current health status and work with them on setting realistic goals you can work on over time. By creating a plan and making small incremental changes to your lifestyle, you can reap dividends in healthier years now and in the future.

2. Prioritize socializing and happiness - Having healthy, stable, strong relationships positively impacts your healthspan.

According to studies, there is a direct correlation between social connections and longevity. People who have strong social ties with their friends, family and community are happier, healthier and live longer than those who are less well-connected.

Optimism is also associated with healthy aging and longevity. Make it a point to schedule regular calls, meet-ups and activities with people you care about.

3. Find a primary care physician - Establishing a relationship with a primary care physician (PCP) and getting annual check-ups is vital to improving your healthspan. A PCP will get to know you and monitor any changes to your health that could otherwise be missed if you don't have a regular doctor.

Cracking the Gender Barrier for WOMEN in Tech



Women in tech: The current landscape

- There is a sizable gap with women and minorities in tech careers. While women make up approximately half of the U.S. workforce, they are critically underrepresented in the technology sector, making up only 28% of the industry. These numbers are even lower for African American, Asian and Hispanic women.

Closing the gap - While hiring initiatives and higher education outreach are fundamental efforts to promote change, some experts believe closing the gap depends on reaching girls while they are still young, ensuring they stay informed, engaged and inspired.

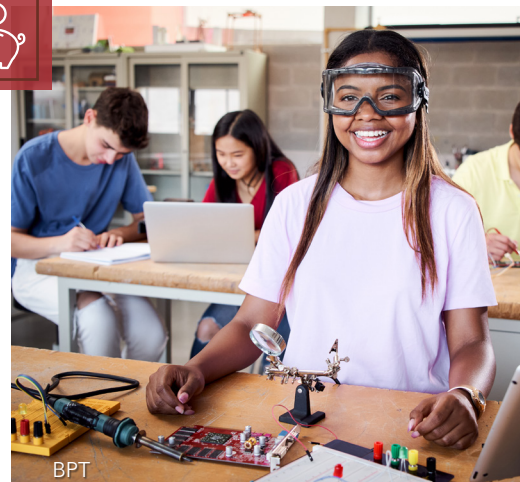
Group efforts inspire change - More organizations are recognizing the importance of exposing girls to science, technology, engineering, and math - commonly called STEM -

and adopting social responsibility programs to make a difference.

Many of these programs across the country are introducing middle school girls to STEM by building their digital fluency and technology confidence while also encouraging curiosity in tech careers.

Empowering girls throughout the entire year - Even while school is out, it's important to keep girls engaged in STEM. The summer months can be the ideal time to explore new hobbies and activities that promote curiosity and competency in technology.

Experts agree that preparing today's youth for the careers of tomorrow has never been more crucial. By opening the conversation and providing opportunities to young girls, the future will be brighter for everyone.



Technology jobs continue to evolve, offering career opportunities as well as job security. Traditionally these jobs have been filled by men, but industry leaders and educational experts are calling for change.



4 Tips to HELP with Back-to-School Prep

Here are some tips and tools to help your whole family stay on track during the shift from summer to school mode.

1. Tackle time management - Keep on top of everyone's schedules. Create one big family calendar where everyone can see it (like on your fridge or other central location). Everyone should add all appointments, activities and events each week. Use color-coded markers for each family member and one color for everyone.

2. Make mealtimes easier - Plan ahead for speedy breakfasts, packable lunches, after-school snacks and easy-to-prepare meals for busy weeknights.

Involve kids in the planning by asking what they want to eat for each meal, while intro-

ducing different colors based on each of the food groups to create balanced meal.

3. Get ready for the move to campus - For college students, printing a packing list is essential. They can share the list with family and friends to get everyone's advice. Once their list is complete, they can print out their finalized list for packing and shopping, crossing off items they've already gotten.

Printing out pictures of family (and pets) from their phone will reduce homesickness, while also making a welcome addition to their dorm room decor.

4. Stay organized at every stage - Each year also brings with it a new slew of important papers to keep copies of. Scanning them digitally will help ensure you will always have them when you need to reference them.



As the school year approaches, parents and kids, especially those who are college-bound, can feel overwhelmed to get ready for this big transition.



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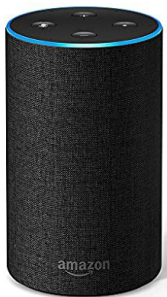
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