



# Case Study

**Case Study:** Large Regional Health Care System | 1806 Madison Ave. Toledo, Ohio (*client confidentiality preserved*)

**Average Loss Amount:** \$831,270.46

**Type of Loss:** Contaminated flood water in 100-year-old building

## OVERVIEW

In August of 2018, following a large rainstorm in Toledo, Cousino Restoration responded to an emergency call for a flooded “food desert” supermarket and community education center maintained by a large regional health care system. This four-story brick building was built in 1925 with 33,400 SF of total floor space and had been refurbished by the health care system as a neighborhood social outreach and charity program. All 4 floors and basement flooded when the clogged roof drain systems failed during the storm, making this a “black water” loss.

As the trusted “healthy building” partner of this health care system, Cousino Restoration was called to extract the standing water and dry out the building while salvaging as much of the building and contents as possible. Because the water came through the building and clogged roof drains, and because this facility provided food and health care to the community, it was categorized as a “black” water loss, the most serious. Cousino Restoration, along with county health officials, and the owner’s own hygienists and safety professionals, formulated a careful response and remediation plan, which was followed to a successful end. This building was back to serving the community by the end of the year.

## WORK PERFORMED

- **EMERGENCY PROJECT DESIGN & PLANNING** – On emergency basis, Cousino Restoration planned and designed a four story water damage remediation/mitigation and restoration project for an 100-year-old, complicated medical facility and “food desert” community outreach project.
- **PROJECT PERFORMANCE (EMERGENCY REMEDIATION PHASE)**– Working with the health care client, its insurance carrier, its industrial hygienist, and the local Health Department, Cousino Restoration immediately evacuated all standing water (deemed category 3 “black water” by virtual of likely bacterial contamination), torn out unsalvageable drywall, carpeting, and other soft building materials, applied biocides and mold-preventatives, cleaned and mitigated all surfaces, and dried out the structure using commercial drying equipment and HEPA air-scrubbers.

- **PROJECT PERFORMANCE (RESTORATION PHASE)** – After all mitigation work was successfully completed and the project cleared for rebuild by the health department and environmental consultants, Cousino Restoration restored the building to its pre-flood condition, using skilled construction and mechanical trades.

## CONTRACT MANAGEMENT

- **24/7 RESPONSE CAPABILITY** – Project design and damage mitigation efforts were emergent in nature and required heavy staffing to meet deadlines needed to avoid mold and biohazard growth.
- **TRAINED, QUALIFIED, ER AND CLEANUP PERSONNEL, EQUIPMENT AND MATERIALS** – This project required project managers and field staff trained and experienced in (1) emergency “black water” water damage response and remediation, (2) working in medical and food facilities that are subject to a wide range of internal and external infection control processes and rules, and (3) construction knowledge related to old buildings and their structural and mechanical systems. It also required water commercial grade water evacuation and drying equipment, HEPA air-scrubbing equipment, various biocidal chemicals and sanitizers, and, eventually, skilled trades.
- **SITE DOCUMENTATION AND CONTRACTOR’S OWN ACCOUNTING** - Because this project was funded by a cost-conscious private insurance carrier, and because abatement was paid for on a cost-plus/time and materials pricing basis, careful tracking of project labor and other costs were needed.

Restoration Starts Here.

## UNIQUE CHALLENGES

Many complexities and unique challenges were presented in repairing this building. Some of them include:

- Age of the building and its mechanical systems, and piecemeal construction over 100 years.
- Multiple layers of flooring and wall coverings trapped water and contaminants, complicating demolition, dehumidification, and decontamination efforts.
- Multiple tenants and stakeholders, including insurance carrier who sought to limit scope and safety measures.

## ACCOMPLISHMENTS

- Completed large emergency building flood and water damage to 100 year old building within 5 months.
- Rapid response mitigated damages to building's components and prevented emergence of mold growth and bacterial/biohazard contamination within first week.
- Worked closely with owner's Safety Health division professionals as well as county health officials to decontaminate complicated multi-use building.

## PROJECT HIGHLIGHTS

- Assembled and guided multidisciplinary stakeholders, consultants, and contractors to successful project conclusion.
- Balanced insurance carrier's low-claims-cost goals with need for safe and proper work measures to stay within client's budget.

