

## Fire and Smoke Damage

### Do:

- Restrict your movement around the house, so that soot particles don't get stuck on upholstered furniture and carpets.
- Keep your hands clean. Sooty hands will dirty upholstered furniture, walls and wood.
- Remove dry soot from upholstery, curtains and carpets by vacuuming them up or blowing on them.
- Put down clean towels or old sheets on throw rugs, upholstery or high-traffic carpeted areas.
- Empty freezers and fridges, and leave their doors open if there is no more humidity.
- Clean the chrome on sink taps in the kitchen and bathroom, as well as on household appliances, and protect it by applying a thin coating of Vaseline or oil.
- Wash both sides of your plant leaves.
- Change your central heater filters.
- Glue two layers of cheesecloth over the air diffusers of your heating or air conditioning system.

### Don't:

- Try to wash the walls or other painted surfaces without first speaking with a GUS professional.
- Try to wash carpets and upholstered furniture without first consulting with your GUS professional.
- Clean electrical devices, televisions, radios or any other device that was near or in contact with a source of heat, water or fire without first consulting an authorized service centre.
- Use products or drink canned or packaged beverages that were near sources of fire, smoke or water (they could be contaminated).
- Use lighting fixtures or fans suspended from wet ceilings.
- Entrust your clothes to a cleaner who is not familiar with damage restoration. An inadequate cleaning could irrevocably imbed the smell of smoke into your clothing.

## Vandalism

### Do:

- Immediately wash the exterior of the house, using a garden hose, to remove damage caused by eggs.
- Use a damp (not wet) cloth or sponge to remove food that has been recently spilled on your carpet or upholstered furniture. Lightly move the cloth or sponge over the food, absorbing it as you go. Rubbing can damage tissue fibres.
- Vacuum in order to remove pieces of glass on carpets and furniture.
- Keep any containers of any paint, ink or cosmetic products left behind so that their composition can be determined.

### Don't:

- Try to remove paint, ink or cosmetic stains.
- Use damaged electronic devices.
- Throw out pieces of wood, broken furniture, porcelain objects or any other artwork.

# Damage Dos and Don'ts

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## Hazardous waste (sewage, blood contaminants, etc.)

### Do:

- Stay away from the contaminated area.
- Immediately call emergency services if the situation is life-threatening.
- Consider all body fluids to be dangerous contaminants.
- Turn off all heating and ventilation systems in the case of sewage backup.

### Don't:

- Try to wash anything.
- Touch or handle objects that could have been contaminated by body fluids.
- Eat, drink, smoke, apply makeup or put in contact lenses when you are in contaminated areas.
- If you have already been in contact with contaminants, consult a doctor immediately.

## Water damage

### Do:

- Remove as much water as possible using a mop or absorbent cloths.
- Remove lamps and other objects from tables and wipe them off.
- Remove cushions and pillows from sofas and put them somewhere where they can dry easily.
- If the floor is carpeted, put furniture on pieces of aluminum paper or blocks of wood.
- In the summer, turn on your air conditioning system—it will help with the drying process.
- Remove coloured throw rugs lying on top of carpets to avoid discoloration.
- Move paintings and other objects of value to a safe and dry area.
- Open suitcases and put them in sunlight if possible, to help them dry thoroughly.
- Pick up all small items, such as toys, from the floor.

### Don't:

- Leave wet fabric in place. It must be dried as quickly as possible. Hang furs and leather separately to air dry.
- Leave books, magazines and other coloured items on wet carpets and floors.
- Try to vacuum water.
- Use televisions or household appliances that are on wet carpets or floors, and especially not on concrete floors.
- Use lighting fixtures or fans when the ceilings are wet. Stay away from rooms where the ceilings are about to collapse from the weight of water.