

## Critical Moments: WATER DAMAGE GUIDE

- If possible, locate and stop the source of the water. Be cautious of slippery floors.
- If possible, document damage with notes and pictures.
- Contact your insurance agent in order to file a claim and to verify your coverage.
- Call a water damage restoration professional.
- Begin clean-up and drying promptly to avoid bacteria and secondary moisture problems. Antimicrobial solutions should be applied several times.
- Remove as much furniture, art, and valuables from the area as possible. Hang furs and leather goods to dry separately at room temperature, or in sunlight.
- Place wood block, plastic wrap, or aluminum foil under furniture legs to prevent staining of carpet from casters and metal pads.
- Remove oriental rugs and throw rugs from the area.
- Remove as much water as possible by mopping and blotting. Do not use a household vacuum to remove water.
- Open drawers, doors, and cupboards to allow air movement to circulate in these areas.
- Lift draperies off of carpet, loop them over a plastic coat hanger and hang them from the rod.
- Prop up wet furniture cushions so that they dry evenly.
- Punch small holes in sagging ceilings to drain water, catching the drips in buckets.
- Remove damp books from shelves and store in a dry room. Books and other documents can also be frozen to temporarily prevent further damage until they can be properly dried.
- In cold weather, leave the heat on, and in hot weather use air conditioning. DO NOT open doors and windows when dehumidifiers are in use.
- Avoid electrical shock! Do not use electrical appliances on wet carpets or floors. NEVER STAND IN WATER UNLESS ALL POWER HAS BEEN DISCONNECTED.
- Carpet contaminated by sewage or flood water should be removed immediately.