

Appendix D: Recovery Services, Supplies, and Vendors

From Chapter 11 of the *Disaster Readiness, Response, and Recovery Manual* by the Disaster and Preservation Services Task Force of Rhode Island's Preservation Planning Project (1999).

See also: "[Emergency Management Suppliers and Services](http://www.nedcc.org/plam3/tleaf36.htm)" listed on-line by the Northeast Document Conservation Center <<http://www.nedcc.org/plam3/tleaf36.htm>>.

NOTE:

The vendors listed on the following pages represent only a sampling of the many suppliers available in Rhode Island and the Northeast and do not carry any endorsement by this committee.

The information in this manual is current for the time of publication [1999]. It is the user's responsibility to update the information periodically and to supplement it for particular locales.

SERVICES:

Adams/Emergency One
170 Armistice Blvd.
Pawtucket, RI 02860

(401) 723-8000

Contact: John Adams, Jay Kelley, Jerry Theroux
Hours: 8-5, M-F; 24 hour emergency service
Services: **Freeze drying**, freezer storage, moisture removal, moving of collections, on-site repair of material, refrigerant **dehumidification**, restoration of materials, soot and smoke odor removal, water pumping, water vacuuming
References: (1) Ann Vezina, American Universal Insurance, 144 Wayland Avenue, Providence, RI 02903 (401-351-4600)
(2) Bob Rocha, Liberty Mutual Insurance, 245 Waterman Street, Providence, RI 02906 (401-351-2200)
Provides "virtually unlimited" storage and freezer space that could be use for documents and books. Costs determined on an individual basis.

American Freeze-Dry, Inc.
411 White Horse Pike
Audubon, NJ 08106

(609) 546-0777

Contact: John Magill
Hours: 24 hour emergency service
Services: Cleaning of materials, **freeze drying**, freezer storage, fumigation, refrigerated trucks, smoke odor removal
References: (1) Brooklyn Historical Society (2) Dartmouth College (3) George Washington University (4) Harvard University
Offers **freeze drying** of books and office files, as well as artifacts of leather and wood. Can hold roughly 50 cubic feet of books or files. Costs vary according to the type and volume of material as well as the degree of saturation. Drying takes from 10 days to two weeks for totally wet books.

Other services include -20 degrees storage space for materials waiting to be freeze dried, storage for dried materials waiting to be returned (free for 30 days), pick-up and delivery, fumigation, cleaning, and smoke removal. They also maintain a supply of plastic milk crates. Libraries and other institutions may arrange for an annual service contract which functions as a **freeze drying** insurance policy and which varies in cost according to the size of the collection. For one fee, American Freeze Dry will handle all the **freeze drying** needed by the institution that year, including pick-up and delivery.

Blackmon Mooring Steamatic Catastrophe, Inc. (BMS-Cat)

One Summit Avenue Suite 202

(800) 433-2940

Fort Worth, TX 76102

(817) 926-5296

Contact: Pat Williams More

Services: **Freeze drying, thermal vacuum drying, vacuum freeze drying**, damage appraisal, document reproduction (microforms, photocopy, floppy disks), soot and smoke odor removal, fumigation, corrosion control of electronic equipment, debris removal, controlled demolition, cleaning of interiors (ceilings, walls, floors), cleaning and restoration of furnishings (wood, porcelain fixtures, office machines), inventory of materials, boxing of materials, transport of materials

References: (1) Texas State Capitol, Austin, TX (Senators' books/papers) Contact: Betty King 512-475-4271 (2) Wyoming State Library, Cheyenne, WY Contact: William Johnson 301-777-7281

BMS-Cat will assess damage, take inventory, box damaged materials, and either transport them to their plant or move equipment to the disaster site. Vacuum drying and **freeze drying** methods are used. It will clean facilities damaged by water, fire, smoke, odor, corrosion or hazardous materials contamination and it has recovery equipment to help restore computer equipment and data as well as document restoration. BMS-Cat offers document reproduction which includes photocopying, micro-reproduction, and copying of floppy disks. Costs are based on the volume of items to be restored and the degree of damage.

BMS-Cat suggests that the prospective client complete their emergency response form which provides information helpful to expedite action by BMS-Cat. This form is not binding and would be kept on file.

Booklab, Inc.
8403 Cross Park Drive
Suite 2-E
Austin, TX 78754

(512) 837-0479

FAX (512) 837-9794

Contact: Gary Frost

Hours: 8-5, M-F

Services: Disaster planning advice, disaster recovery advice and assistance, rebinding, restoration of materials

Primarily deals with binding and boxing. However, it does do conservation work, preservation photocopying, and encapsulation. Prices vary. For example, conservation is \$55 per hour with a minimum charge of \$150.

For preservation photocopying, the cost for a book of 100 - 200 pages is \$42.

Care of Collections, Inc. (212) 576-1346
271 Madison Avenue Suite 908 (212) 764-5640
New York, NY 10016

Contact: Nonna Rinck, Steven Rinck
Services: Cleaning of materials, mold removal, repair of materials (on-site)
References: (1) New York Public Library, (2) Harvard University Club Library, 27 West 44th Street, New York, NY 10036 (3) Angler's Club Library, Angler's Club of New York, 101 Broad Street, New York, NY 10004
Offers vacuuming and dusting of books, shelves, and paper materials; mold removal; and on-site repair of flies, torn pages, covers, and cracked spines.

Conservation Center for Art and Historic Artifacts
264 South 23rd Street (215) 545-0613
Philadelphia, PA 19103

Contact: Glen Ruzicka; Jill Rawnsley
Hours: 9-5, M-F
Services: Disaster planning advice, disaster recovery advice and assistance, on-site repair of materials, restoration of materials, restoration of photographic materials, rebinding, sorting.
CCAHA will answer questions over the phone, help in disaster planning, provide on-site assistance during an emergency, and assist in restoration of water-damaged photographic materials.

Crystal Restoration, Inc. (401) 822-1010
1 Coventry Shoppers Park
Coventry, RI 02816

Contact: Thomas L. Marcotte
Hours: 7-6, M-F; 24 hour emergency—(401) 397-9020
Services: Soot and smoke odor removal, water pumping, water vacuuming
Will clean rugs, draperies, walls, and windows.

Document Reprocessors (800) 4-DRYING
5611 Water Street (800) 437-9464
Middlesex, NY 14507

Contact: Quinten Schwartz
Hours: 24 hours
Services: **Air drying** of materials, cleaning of materials, **freeze drying**, freezer storage, fumigation, inventory of materials, rebinding, reshelving of materials, restoration of materials, smoke odor removal
References: (1) Jeffrey Krull, Allen County Library, Fort Wayne, Indiana (15, 000 books, 1987) 219-424-7241 (2) Fred Matthews,

Dalhousie University Law Library, Halifax, Nova Scotia
(90,000 books, 1985) 902-221-5373

The company is equipped to freeze dry books and documents either at its plant or in one of seven mobile drying chambers which are transported to the disaster site. Three of these chambers are mounted on a trailer chassis and are self-contained with their own power source. They have a capacity of 640 cu. ft., which corresponds roughly to 10,000 books or 13 million documents. A drying cycle takes seven to seventeen days, depending on the moisture content of the materials being dried. Moisture content is measured with a gauge following **freeze drying**. Two 8,000 book chambers are also available, as are two 500 book chambers.

East Greenwich-Browns Dairy (401) 944-7115
2032 Plainfield Pike (401) 944-6455
Cranston, RI 02919

Contact: Dennis Almonte
Services: Freezer trucks, freezers, plastic milk crates

Eastman Kodak Company (800) 242-2424
Rochester, NY 14650

Services: Film restoration advice and recommendations
Kodak will give advice on dealing with flood or fire-damaged film, but does not have the facilities or personnel to provide restoration service.

FilmLife, Inc. (800) FILM-026
141 Moonachie Road (800) 440-8500
Moonachie, NJ 07074

Contact: Marvin A. Bernard
Hours: 9-5, M-TH
Services: Film restoration of water-damaged roll film, filmstrips, microfilm, motion picture film
References: (1) Anna Ferguson, Films & Recordings Section, Louisiana State Library, PO Box 131, Baton Rouge, LA 70821 (2) Lane Bonham, Audio Visual Center, University of New Orleans, Lake Front, New Orleans, LA 70122

Specializes in cleaning and restoring dirty and scratched film as well as film which has been water-damaged. The company can handle wet roll-type films, filmstrips, microfilm and motion picture film--no photos or slides. FilmLife recommends that any wet films which are to be sent to them for processing should be drained of excess water to prevent the emulsion layer from floating off and sealed in plastic bags to maintain a humid environment.

Guffanti Film Labs, Inc. (212) 757-7836
630 9th Avenue
New York, NY 10036

Services: Film restoration of water-damaged roll film
Guffanti will re-wash and dry roll films and negatives, no photos or slides.

Iron Mountain Records Management Co. (617) 445-9493
32 George Street FAX (617) 445-5706

Boston, MA 02119

Contact: Jane A. Ferris
Hours: 9-5, M-F
Services: Disaster recovery advice

Iron Mountain is known primarily for its storage sites for business records.
They offer a team approach to disaster recovery advice and assistance.

**J. O. Demers Wholesale
171 St. Augustine Street
Woonsocket, RI 02895**

(401) 769-5400

Contact: Dennis Demers, Hank Demers
Services: Freezer storage (8,000 to 10,000 ft)

**James L. Paradise Cleaning
72 Arcade Building
Providence, RI 02903**

(401) 421-3042

(401) 849-6644

(401) 789-8806

Contact: James L. Paradise
Hours: 8-4:30, M-F; 24 hour emergency service
Services: **Freeze drying**, moisture removal, refrigerated trucks, soot and smoke removal, water pumping, water vacuuming
References: (1) Jeff Gorman, Aetna Insurance, 1100 Reservoir Avenue, Cranston, RI 02919 401-785-1783 (2) Don Bullock, M&S Claims Service, PO Box 8248, Cranston, RI 02920 401-944-5850

Specializes in restoration of the physical building.

**M. F. Bank - The Restoration Company
6659 Peachtree Industrial Blvd.
Suite AA
Norcross, GA 30092**

(800) 843-7284

(617) 933-8590 (Boston)

Contact: David Lazar
Hours: 24 hours
Services: **Air drying** of materials, cleaning of interiors, cleaning of materials, disaster recovery advice and assistance, soot and smoke odor removal

References: (1) Lesley Pierce, American Conservatory Theater, 450 Geary Street, San Francisco, CA (2) Jim Culp, Western Carolina University, Hunter Library, Cullowhee, NC

The company will refurbish hi-tech materials such as computers and HVAC systems as well as books and documents. **Air drying** of books and documents can be done on-site or in their drying rooms. A specialist can be sent from the Boston office within hours of the disaster.

**Marcello M. Thos Inc.
105 Harris Avenue
Providence, RI 02909**

(401) 331-8168

Services: Freezer trucks, freezers

**McDonnell Aircraft Company
Department 256, Building 102
Post L140**

(314) 234-9121

**PO Box 516
St. Louis, MO 63166**

Services: ***Thermal vacuum drying***

**Munters Moisture Control Services
16 Hunt Road
Amesbury, MA 01913**

(508) 388-5020

Contact: John Sikora
Hours: 8-5, M-F; 24 hours answering service
Services: ***Dehumidification, air drying*** of materials ("low vapor pressure ***air drying***" in controlled area of chamber), water vacuuming, water pumping, moisture removal

References: Upon request

Formerly known as Cargocaire Moisture Control Services, the company has been in the ***dehumidification*** business for over 50 years. Water damage restoration and moisture control constitute 70% of the company's revenue. MMCS prefers that institutions allow a representative to complete a survey of institutional facilities prior to disaster. For a fee, a representative will note the layout, location and types of electrical outlets, docking areas, alternate routes to the institution, and names of relevant institutional personnel. This information will be maintained in computer files to be accessed at the report of a disaster.

MMCS monitors all drying with instruments used by MMCS employees. Cost estimates are provided after an evaluation of the damage. After restoration, the work and the results are documented; reports can be made available to insurance companies, adjusters, and property owners. Equipment can be rented.

Waterlogged books can be treated if they do not contain coated paper. The wet books are removed to the MMCS facility and placed in a "low vapor pressure ***air drying***" chamber. Each book is monitored for temperature and moisture content. Drying can be done on-site if the space the wet books are in is an enclosed one; books and room can be dried at the same time. In this case, the institution can use its own staff for some of the monitoring and thus, reduce costs.

**National Information Surety Corp.
1250 Wilson Road
Fall River, MA 02720**

(401) 351-4550 (Prov.)
(508) 676-3434

Contact: Peter Loos
Hours: 24 hours
Services: ***Freeze drying*** by arrangement

**National Library Relocations
71 South Mall Drive
Comack, NY 11725**

(516) 543-2821

Contact: Scott Miller
Services: Moving of collections, equipment rental (book trucks, vacuums, dollies, bins, ramps, cartons), inventory of materials, cleaning of materials (vacuuming services), boxing of materials

Specializes in moving institutional collections and shifting collections after disasters.

New Haven Cold Storage Corp. (203) 722-3120
1 Brewery Street
New Haven, CT 06511

Services: Freezer storage, cold storage warehouse
Warehouse has 2 million cu. ft. of space at temperatures of -5 degrees, -10 degrees and -20 degrees F. Blast freezing and long-term storage is available.

Ocean State Dairy Distributors (401) 331-3024
450 Charles Street
Providence, RI

Contact: Dave Gillmore
Services: Freezer trucks, freezers

Providence Cold Storage (401) 421-3200
100 Kingley Avenue
Providence, RI

Contact: Peter Goff
Services: Freezer storage

Providence Fire Restoration, Inc. (401) 725-3380
PO Box 15145
Riverside, RI 02915

Contact: Christopher Howe, Jr.
Hours: 24 emergency service
Services: Carpet cleaning, soot removal, smoke removal, water vacuuming, water pumping, moisture removal
Deals primarily with the physical building and offers help with sewer back-up, deodorizing, water removal as well as vandalism damage. Hourly rates. Square footage rates.

Quality Rental (401) 723-5555
1122 Charles Street
North Providence, RI

Services: Equipment rental (generators, dehumidifiers, pumps, water vacuums, etc.)

Rentals Unlimited (800) 234-6343
426 Atwood Avenue (401) 942-3766
Cranston, RI

Services: Equipment rental (generators, dehumidifiers, pumps, water vacuums, etc.)

Re-Oda Chem Engineering Co. (216) 247-4131 (collect)
100 Industrial Parkway
PO Box 424
Chagrin Falls, OH 44022

Contact: Skip McLaughlin

Services: Soot removal, restoration of materials, cleaning of materials

Offers a service called "Booksave" which removes soot, smoke and dirt from the covers and textblock edges of the book by a chemical/oxidative process. Since oxidation of organic material is a factor in deterioration, this method is not recommended for rare or valuable materials. The company will ship the necessary boxes, labels and insurance during transit and processing. Re-Oda will pay freight charges both ways for 500 or more books. They will clean the carbon soil from the outside and deodorize each book. Wet or water-warped books cannot be processed. Estimated cost is \$1.95 to \$2.95 per book.

Rhode Island Rentals
35 West Shore Road
Warwick, RI

(800) 8RENT88
(401) 738-3855
FAX (401) 732-5435

Services: Equipment rental (generators, dehumidifiers, pumps, water vacuums, etc.)

RI School of Design
Nature Lab
Waterman Building
Providence, RI 02903

(401) 454-6179

Contact: Steve Spina

Hours: 8:30-5, M-F

Services: Freeze dryer (cylinder shaped, 5'x 2.5')

The freeze dryer runs on a slow cycle; therefore the drying process can take from one week to ten days.

Saugy, A., Inc.
31 Cross Street
Providence, RI

(401) 331-6390

Services: Freezer trucks, freezers

Servpro of Rhode Island
22 Minnesota Avenue
Warwick, RI 02888

(401) 737-0602

Contact: Manny Farias

Hours: 8-5, M-F; 24 hour emergency service

Services: Fire prevention, moisture removal, water vacuuming, water pumping, fumigation, soot removal, smoke removal

References: Nationwide Insurance, Pawtucket Mutual, Brown University, Amica Insurance

Primarily concerned with physical building, carpets, draperies and furniture. Costs are per square foot, per unit or per hour.

Solex Environmental Systems
Geosource Plaza
1003 Wict Road/Suite 107
PO Box 460242
Houston, TX 77056

(713) 963-8600

Contact: Don Hartsell

Services: **Air drying** of materials, **dehumidification**, moisture removal (floors, walls, furnishings, computers), removal of airborne contaminants (soot, asbestos, PVCs)

References: (1) Cody Memorial Library, Southwest University, Georgetown, TX 78626 512-863-1561 (2) Houston Public Library, Walter Branch, 7660 Clarewood Drive, Houston, TX 77036 713-771-5797

Formerly known as Airdex, this fire and water recovery service specializes in drying out buildings and their contents, including walls, floors, ceilings, furnishings, and computers. Solex does not dry wet books. Other services include emergency environmental control, provision of temporary heating or air conditioning, removal of soot from air conditioning systems and removal of airborne contaminants (soot, asbestos, PVCs).

Tarpy's (401) 272-1280
71 Dexter Street
Pawtucket, RI

Services: Freezer trucks, freezers

Taylor Rental (401) 658-4030
4166 Mendon Road
Cumberland, RI

Services: Equipment rental (generators, dehumidifiers, pumps, water vacuums, etc.)

Transport International Pool (401) 453-5313
Providence, RI

Contact: Rich Moreau

Services: Freezer trucks, freezers

The price of a truck is \$900 a month, 4 cents a mile, \$1.75 per refrigeration unit.

Supplies

Note: Items with asterisks (*) may also be found in local supermarkets, houseware, hardware, or department stores.

Alcohol*	(used to remove mold from bookcovers)	
Boots*	Richardson Corp. 220 Broad Street Providence, RI 02903 (401) 521-5832	
Boxes Cardboard		
	Action Container Corp. 1 Campbell Street Pawtucket, RI 02861 (401) 722-2100	Miller Corrugated Box Co. 289 Kilvert Street Warwick, RI 02886 (401) 739-7020
	U-Haul Co. 135 Mendon Road Cumberland, RI 02864	United Box Co. 30 India Street Pawtucket, RI 02860
Cameras, Disposable*	(useful for providing a record of the disaster scene) CVS Pharmacy	
Chemical Light Sticks	(a source of emergency lighting) Benny's Home & Auto Stores, Inc.	
Dehumidifiers*	Marine Dehumidification Co. 103 Foster Street Peabody, MA 01960 (508) 927-1680	
Dry Ice		
	Corp Brothers Inc. 1 Brook Street Providence, RI 02903 (401) 331-8020	Fonseca Ice 540 Weeden Street Pawtucket, RI 02860 (401) 728-4710
	South Elmwood Ice Co., Inc. 1750 Elmwood Avenue Warwick, RI 02888 (401) 467-9100	
Duct Tape*	(best type to use if surfaces are wet)	
Dumpsters		
	Beck Bros. Rubbish Removal Narragansett, RI 02882 (401) 789-5900	Chambers Waste Systems 1615 Pontiac Avenue Cranston, RI 02920 (401) 463-6215

Ethafoam (used for packing and shipping)
American Foam
61 John Street
Johnston, RI 02919
(401) 944-4990

Fans*

First Aid, Supplies*

Tierney Safety Products, Inc.
472 Smith Street
Providence, RI 02903
(401) 421-8160

United Surgical Centers
380 Warwick Avenue
Warwick, RI 02888
(401) 781-2166

Fishing Line* (used for air drying pamphlets, etc.)

R & Y Shop
215 Putnam Pike
Johnston, RI 02919
(401) 231-7610

Shore Line Bait & Tackle
103 Wellington Avenue
Newport, RI 02840
(401) 847-7384

Flashlights*

Garbage Bags*

Garbage Cans, Plastic* (for cleaning, storing, and transporting materials)

Gloves*

Leonard Safety Equipment Inc.
253 Waterman Avenue
East Providence, RI 02914
(401) 434-4660

Richardson Corp.
220 Broad Street
Providence, RI 02903
(401) 521-5832

Hardhats

Coventry Safety Equipment, Inc.
702 Washington Street
Coventry, RI 02816
(401) 823-3030

Dulgarian Brother's Clothing,
Equipment, and Supplies
835 Westminster Street
Providence, RI 02903
(401) 331-1994

Leonard Safety Equipment
253 Waterman Avenue
East Providence, RI 02914

Hoses* (needed for cleaning dirt and mud from materials)

Labels, Pressure Sensitive

Gem Label & Tape Co.
42 Oriental Street
Providence, RI 02908

Office Warehouse
200 Hillside Road
Garden City Center

(401) 274-0040

Cranston, RI 02920
(401) 946-7040

Staples, Inc.

Milk Crates* (containers for storing, transporting, and freezing wet materials)

Newsprint The following have contacts with local newspapers to obtain unprinted newsprint:

Timothy A. Slavin
State Archives
(401) 277-2353 work
(401) 253-6142 home

Robert Chase
State Archives
(401) 277-2353 work
(401) 274-6214 home

Ann Morgan Dodge
Brown University
(401) 863-1502 work
(401) 272-5007 home

Lynda Ross
Cranston Public Library
(401) 943-9080 work
(401) 461-3531 home

Kevin Logan
University of Rhode Island
(401) 792-2594 work
(401) 783-6495 home

The Providence Journal-Bulletin

Staff members have been notified of our commitment and will honor your requests.

The Journal switchboard (277-7000) has the phone numbers of on-duty staff members and is open

8:00 a.m. - 6:00 p.m.

Monday through Friday

8:00 a.m. - 2:00 p.m.

Saturday and Sunday

8:00 a.m. - 2:00 p.m.

Holidays

The numbers to access are:

Press Superintendent

(401) 277-2928

Press Room Office

(401) 277-7929

Plate Room

(401) 277-7936

Production Department Managers:

Robert A. Shadrick

(401) 277-7472

George E. Wood

(401) 277-7457

Peter A. Carnevale

(401) 277-7599

The press offices are staffed from 7:00 a.m. to 4:00 p.m. Monday to Saturday and from 9:00 p.m. to 4:00 a.m. seven days a week.

Not operational:

New Year's Day

Memorial Day

Independence Day

Victory Day

Labor Day

Columbus Day

Veterans Day

Thanksgiving Day

Christmas Day

Pallets

J & S Pallet Co.
23 Maple Street
Cumberland, RI 02864
(401) 723-0223

Oakwood Products Co.
326 South Pier Road
Narragansett
RI 02882
(401) 783-5455

Turnquist Lumber Co., Inc.
Hartford Pike
Foster, RI 02825
(401) 647-2383

Paper, Blotting

Art Supply Warehouse, Inc.
14 Imperial Place
Providence, RI 02903
(401) 331-4530

Paper, Freezer* (used to wrap individuals books prior to freezing)

Paper Towels*

American Supply Corp. of RI
373 Richmond Street
Providence, RI 02903
(401) 331-1071

Service Paper., Inc
179 Broad Street
Cumberland, RI 02864
(401) 722-1234

Shur-Az
871 High Street
Central Falls, RI 02863
(401) 723-0116

Toppa Co.
951 Aquidneck Avenue
Middletown, RI 02840
(401) 846-5133

Paper, Silicone

Talas
213 West 35th Street
New York, NY 10001
(212) 736-7744

Paper, Waxed*

Plastic Sheeting (to protect files, furniture, and equipment from water damage)

Commercial Plastics & Supply Corp.
69 Narragansett Avenue
Providence, RI 02907
(401) 941-5200

Plastic Wrap*

Shovels*

Sponges*

Water Detectors Alarms

Alarm Devices Supply of RI, Inc.
115 Niantic Avenue
Cranston, RI 02907
(401) 944-3501

Wet/Dry Vacuums*

J. F. Chronley, Inc.
380 Jefferson Blvd.
Warwick, RI 02888
(401) 739-5443

Marion's Sew & Vac
234 Pulaski Blvd.
Bellingham, MA 02019
(508) 883-4777