

Aftermath[®] **Service Guide**

Providing compassionate assistance to individuals and communities affected by traumatic events.

Table of Contents

To Our Customers	1
Before We Begin	2
For Your Safety	3
Bloodborne Pathogen Protection	4
Supervisor Responsibilities	5
Site Assessment & Setup	6
Service Description	7 - 8
Asbestos & ATP Testing	9
Satisfaction Guaranteed	10
FAQ	11 - 14

To Our Customers

Thank you for choosing Aftermath. Our hearts go out to all those affected by a traumatic event. “The Aftermath Way” is our pledge that ensures every home or place of business is properly remediated. We want to free you to focus on what’s truly important during a traumatic event. Our commitment to excellence ensures that the last thing you have to worry about is the safety of your home or place of business. We have also established a network of reputable regional and national partnerships and resources to assist you after our on-site work is completed. Please take a few moments to review those resources provided within this booklet or visit our resource guide found at Aftermath.com/ResourceGuide. Additionally, our team of dedicated professionals is available 24/7 to answer any of your questions.

Our Regards,
The Aftermath Family

While the crew is preparing to begin remediation

We would like to take a moment to explain the difference between Aftermath services and standard cleaning services.

We are not a janitorial or maid service. Blood and biological remediation is a highly specialized activity. Our only business is biohazard remediation, or to properly clean up the effects of any unforeseen situation involving blood or body fluid.

Our goal is to sanitize the area while removing the visual effects and make it safe for your family and others to enter without the risk of health issues. This can also help protect the value of the property. We will perform an ATP (Adenosine 5 Triphosphate) pre- and post-test (see page 9 for more information) on the affected areas of your home or business to confirm that all structures have been fully disinfected.

Our services require proper training, certification, licensing and equipment and should not be attempted without these tools. If you at any point ever have a concern or question, we will work to resolve the situation as quickly and safely as possible. Please do not hesitate to bring any issues to our attention. **Our phone lines are staffed 24/7/365.**

Every site is assigned a team consisting of:

1. On-site supervisor: _____
Phone: _____
2. Certified Technicians
Lead Technician: _____
Technician: _____
3. Customer Care Specialist: _____
Phone: (630) 551-0735
4. Center of Excellence: 877.493.4604

ATTENTION:

FOR YOUR SAFETY

Before work begins, zones are established for everyone's safety. These zones are described starting on page six. Entering these zones presents hazards to you and our workers. If you should have any questions or need to enter these zones, please talk to the supervisor before entering.

Employee Safety

To ensure that our technicians have a safe working environment, we must follow strict OSHA (Occupational Safety and Health Administration) and state regulations concerning Bloodborne Pathogens and Personal Protective Equipment.

Bloodborne Pathogens (BBP) are micro-organisms such as HIV, Hepatitis B, Hepatitis C, tuberculosis, or other communicable diseases, that may be found in blood or other organic matter and can cause disease in humans. Personal Protective Equipment (PPE) is used to create a barrier against BBP transmission, allowing technicians to work with a reduced risk to their health.

While wearing PPE, temperatures must be monitored to ensure the safety of our employees. As recommended by OSHA, the temperature of the work environment is evaluated every hour. To do so, Aftermath uses a standard Wet Bulb Globe Test to determine the temperature and humidity stresses on the body. The reading from the wet bulb globe apparatus regulates the length of time employees can remain in PPE and the control zone they are working in. In some extreme cases our technicians are only allowed short spans of work time before exiting the control zone and doffing their PPE.

In this event, the crew will take a short break to re-hydrate for their safety and protection. During this break they will perform tasks that do not require strenuous labor or a fully-encapsulating suit.

Universal Precautions

It is OSHA policy to treat all biological material as if it is infectious. Biological material will be cleaned and remediated in the same manner at every home and business, regardless of the presence or absence of disease. In addition to proper cleanup and protective procedures, all non-cleanable items affected by blood or tissue will be disposed of according to federal and state guidelines.

Aftermath crews utilize four main types of PPE:

**Class II Bloodborne Pathogen Rated Suits:**

Full-body suits with hoods. These suits are used once and then properly disposed. Therefore, a technician may use several suits per day depending on conditions. Technicians are also required to use a new suit every time they enter and exit the affected area to avoid cross-contamination.

**High Risk Latex Gloves:**

Extra-thick and durable gloves that extend to the forearm. Three to five times as thick as the gloves a surgeon uses. Our technicians must use two layers of gloves to protect against possible tears and to prevent infection when removing contaminated suits.

**Chemical Resistant Boot Covers:**

Protect boots and feet from contamination. Easily removed to prevent cross-contamination with clean areas.

**Full Face Respirators:**

Filter air and prevent disease transmission through sensitive facial tissue.

Remediation Process & Regulations

The Site Compliance Remediation Report (SCRR) generated for your home or business will provide a detailed view of all these proper cleanup and protection measures followed by Aftermath to ensure the highest quality remediation. The SCRR lays out the Aftermath process steps with the corresponding regulatory requirements set forth by OSHA, the EPA, the DOT, and state environmental agencies, as well as best practices & recommendations by NIOSH and the CDC under which these measures were developed.

Supervisor Responsibilities

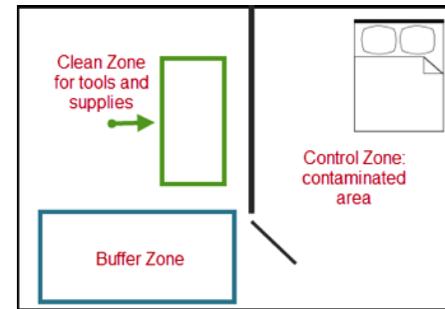
While we are on site, I will be:

- Your point of contact for all concerns. I'm here to help.
- Enforcing safety protocols for our crew and your family or business.
- Directing the crew on proper procedures, processes and chemical mixtures.
- Documenting the scope of work in a Site Compliance Remediation Report (SCRR), including photos, room measurements and diagrams.
- ➔ The SCRR will serve as your final compliancy report detailing services, treatment and correlating regulations that govern this type of work.
- ➔ Upon completion of recommended service and payment in full for services, you will be presented with a Certificate of Treatment.
- Providing updates every few hours throughout the process. If you wish to alter the frequency of updates, please let me know.
- Administering an on-site ATP surface test to confirm the presence and concentration of biological materials. This will include a pre- and post-test of each affected area.
- Working in the Aftermath vehicle. I need to be able to document our work via computer and typically the Aftermath vehicle is the only viable Clean Zone space where this can occur.

1. Hazard & Site Assessment and Job Setup:

Before any work begins in the home or business, the supervisor will complete an initial walk-through and OSHA-mandated employee-safety hazard assessment of the scene. They will typically take digital photographs of situation to document for scoping and estimating purposes only. The supervisor determines and communicates the scope of work to our certified technicians and support teams. The supervisor will also review with you our service agreement and estimated cost for the scope of service.

Before we begin work, we use OSHA's recommended cross-contamination protocol to create separate "zones" in and around the affected area:



- Control Zone
- Buffer Zone
- Clean Zone

As part of the zone setup, we use hazard warning tape and plastic sheeting across doorways or other separation barriers to prevent additional cross-contamination and to alert workers/others of danger.

2. Estimate for Our Services

We will work with you to determine the appropriate scope of services for your particular situation, and we will provide our professional recommendation for the level of service we feel would provide the best outcome.

You should receive an Initial Estimate for our services when you sign our Service Agreement. If you did not receive an Initial Estimate, please contact our corporate office at (630) 551-0735 immediately.

Change Orders/Scope Changes. While we make every effort to provide an accurate Initial Estimate, the biological materials may have spread farther than we are able to visually see during the initial walk-through. For example, fluids may have seeped through carpeting, padding, sub floors, and into floor joists. Or it may be more difficult to remove flooring glue or other structural obstacle. However, we will not be able to visualize this until we have begun removing the above layers of flooring. If they are contaminated, we will generally recommend removing all layers of saturated materials and properly disposing of them in bio boxes, but this can add time and cost to your Initial Estimate. If we determine any change to our estimated price, we will immediately contact you to discuss additional actions and will provide a revised estimate or options.

3. ATP Pre-Test:

Taken to determine initial microorganisms present. See page 9 for more details.

4. Biohazard Removal:

Once setup is complete, the biological removal begins. The crew will start by removing all visible blood and biological fluids in accordance with Aftermath policy and procedure while adhering to OSHA, CDC, NIOSH & EPA regulations and guidelines. This may include but is not limited to the removal and disposal of affected structural surfaces such as flooring, sub-flooring, drywall, etc., and all non-porous items compromised by biological fluids or other potentially infectious materials unless otherwise directed by the client.

This is the first and most dangerous step of the remediation to improve safety conditions within the Control Zone.

Required PPE:



5. Personal Property Removal & Content Manipulation:

This is the process of moving personal property and contents within the control zone in order to gain access to all structural surfaces requiring our services. This is different from the personal property removal and personal property cleaning.

Crew sanitizes and removes any personal property from the Control Zone to a non-affected area. Personal property disinfecting and sanitizing is typically not covered by insurance. Any personal effects that need to be sanitized are often paid by the customer. Coverage determination can be made between the insured or family and the insurance carrier.

All valuables will be itemized. Any loose coins, money, jewelry, or items you value will be sealed and you will be immediately notified.

Required PPE:



6. Surface Preparation:

This is the process of removing all carpet, miscellaneous flooring, padding, tack strips, nails, wall fasteners, and any other foreign objects from all surfaces. This includes removal of any remaining dirt, dust and debris within the control zone to properly make ready the area for structural cleaning, disinfecting and deodorizing; according to EPA-mandated disinfectant instructions.

Required PPE:



7. Structure Cleaning, Disinfecting & Deodorizing

The crew will conduct in three stages a process of 1) Cleaning 2) Disinfecting and 3) Deodorizing, using an EPA-rated disinfectant and other specifically formulated chemicals. This 3-step process is necessary to ensure proper sanitization of all structural surfaces in the Control Zone. The chemicals used in this process must stay wet on the surface for a period of time (the cure or dwell time) in order to properly disinfect the surface per CDC and EPA guidelines.

The 3-stage wash is the only way to properly disinfect surfaces of your home or business and a requirement to receive our Certificate of Treatment.

Required PPE:



8. Sanitizing the Path of Extraction:

The 3 stage sanitization process is also used to disinfect the walkway or route used by first responders, coroners, medical examiners, family members, and Aftermath crew to navigate through the property. During their involvement with the incident, this area may potentially have been cross-contaminated. In many instances traces of fluid and other potentially infectious materials are tracked through this route. Once all Aftermath materials and supplies have been removed the path of extraction is sanitized in reverse.



9. ATP Post-Test:

Taken to confirm microorganisms have been remediated. See page 9 for more details.

10. Final Site Inspection & Breakdown:

The supervisor will complete an inspection of the completed processes throughout the control zone and path of extraction to confirm the work has been completed to Aftermath standards and specifications. Final photographs are taken to document completed services. The technicians begin to breakdown zones, loading and securing of all remaining materials, general debris, medical waste containers, and equipment. The biohazard containers are individually manifested for tracking and transportation.

The supervisor will then conduct a final walk through with the client to explain the work performed, identify any problem areas, provide any recommendations, ensure satisfaction with service, and completes final paperwork. The supervisor will also clarify if repair or restoration services are needed in which case we will provide referrals to our trusted partners at your request.

You will be asked to answer survey questions about our service at this time. If you are not 100% satisfied, please let us know so that we can address any remaining concerns.

Asbestos Protocol:



Aftermath does not perform asbestos abatement work. Therefore, if your home or business contains popcorn ceilings, tiles that may contain asbestos or any other possible source of asbestos, the crew will take the following actions:



Aftermath will first arrange for a qualified and licensed third-party testing facility to test for the presence of asbestos in the rooms that have been affected by the biological materials. While waiting for the facility to generate its test results, Aftermath will clean and remediate all applicable areas and surfaces except for those ceilings, tiles, or other surfaces that may contain asbestos materials. **No cleaning or remediation will be**

performed on those surfaces until testing confirms whether asbestos is present or not.

If the results show that there is no asbestos in the home, Aftermath will complete the remainder of its work in all affected areas.

If the results show that there is asbestos in the home, Aftermath will isolate the asbestos-containing material surfaces using plastic sheeting either covering the floor tiles or anchored approximately 1 foot below a popcorn ceiling in order to avoid continued contamination of the home or business. In addition, our customer service team can work with you to explain how you can go about having your home remediated for asbestos.

ATP Testing:

ATP, or adenosine triphosphate, is a high-energy molecule that is used by living cells as their primary source of energy to drive cell chemistry. Living organisms, such as bacteria, produce and break down ATP in order to drive a number of biological processes including muscle contraction, and the creation of different proteins.

Industry/Customer Type	Pass/Fail (Surface Type Affects Limits)
RLU = Relative Light Units	
Food Processing/Manufacturing	RLU = 0
Food Transportation	RLU = 0
Clean Room (IT Development)	RLU = 0
Residential	RLU = 4000 or less

Aftermath strives for a zero RLU reading on the areas we cleaned, after every full-service cleanup (one that includes our proprietary Biowash process). If the ATP test alerts us to a failure, we will re-clean the affected area until we meet our goal. Paired with our 100% satisfaction guarantee, this ensures our customers receive the best protection available.

100% Customer Satisfaction

Each and every customer is treated with dignity and compassion. The entire Aftermath family will assist in any way possible before, during and after the service. We stand behind our work 100% and will work to resolve any situation that arises.

The on-site supervisor will thoroughly explain every step of the process, contact the customer with updates throughout the job (including any possible changes to the initial estimate), and provide them with this family resource guide. Our goal is to provide the customer with as much information as possible empowering the customer to choose what's best for the family.

Center of Excellence:

877.493.4604

Corporate Headquarters:

630.551.0735

Mailing Address:

Aftermath Services LLC
75 Executive Drive, Suite 200
Aurora, IL 60504

inquiries@aftermath.com

Aftermath is dedicated to providing the highest level of service and takes pride in our customers' complete satisfaction. If any issues should arise, or if you should have any questions following service, feel free to contact your supervisor or Customer Care Specialist. We are always here for you. If you should need anything, please let us know.

Frequently Asked Questions

What regulations does Aftermath have to follow?

We specialize in biohazard remediation solely; we do not perform any other type of remediation or restoration, such as water, fire, asbestos or mold. Given the risks associated with blood and biological matter, the biohazard remediation industry is regulated by the Occupational Safety & Health Administration (OSHA), Environmental Protection Agency (EPA), Department of Transportation (DOT) and state environmental agencies. In addition, the Center for Disease Control (CDC) and National Institute of Occupational Safety & Health (NIOSH) have published extensive guidance and protocols, all of which are designed to ensure the safety of our employees and those entering the premises after we have completed our services. We must also follow strict protocols for transportation, tracking and disposal of any regulated medical waste.

How often do workers take breaks? Why did you use so many personal protective suits?

The number of suits and gloves worn by our employees is impacted primarily by time, temperature and the physical activity required. Infectious disease and heat stress are real risks to us and your personal safety and property liability. Any time an employee leaves the affected zone, they will remove all gear and when they re-enter the affected area, they will don new suits and gloves. This prevents cross contamination. We follow OSHA heat-stress prevention protocols to ensure employees are not overheating within fully encapsulating suits. These protocols recommend periodic rest periods for the employees based on the temperature, humidity and level of physical exertion. While we make every attempt to utilize these break times for non-manual services such as paperwork, we also must abide by best practices and safety measures set by OSHA.

What is the supervisor doing when he is not working in the scene with the technicians?

Supervisors primary responsibility is to direct the crew, prepare cleaning agent mixtures and, most importantly, ensure that his/her crew performs services to the highest quality and in compliance with all applicable laws, regulations and best practices. In addition, he/she is required to extensively document the services being provided in order to ensure such compliance. Much of this work must be completed in a clean area or in our trucks, which are outfitted to be mobile office units.

Frequently Asked Questions

Why clean the entire room, not just the specific spot or area?

You may choose to have us perform a more limited scope, but we will typically recommend cleaning of all surfaces (walls, floor, ceiling). In addition to the highly visible biological fluids resulting from a traumatic event, there are typically invisible/less visible fluids and associated pathogens which pose just as great a risk. The most effective method to ensure disinfection of all pathogens is a comprehensive cleaning of all surfaces in the primary affected room and potentially other secondary affected rooms (e.g. by serious odor which likely indicates bacterial spread).

How long will it take to complete services?

That depends. You will be provided a written estimate once we have completed our initial discovery that outlines the scope of work and the expected duration to complete our services. We understand that frequently there is an urgency to complete our services and we will work with you on a schedule that best fits your requirements. Aftermath does however follow strict processes which include proprietary and industry best practices, as well as regulatory requirements (e.g. bloodborne pathogen protection and environmental waste disposal laws). These processes are designed to deliver the highest quality of services for you, and to protect the safety of anyone that comes in contact with biohazards. What we do is not a standard janitorial service – it is more accurately compared to hazmat remediation or asbestos removal because of the associated safety risks and regulations. We do not take shortcuts in our cleaning process, nor in our safety precautions, so some tasks may be lengthened due to proper protocol. All compliance activity is documented in the paperwork you will receive.

Is it normal to have a lingering chemical smell?

Yes, generally the smell from our proprietary cleaning agents will dissipate with time, and you should not experience any odor from biological fluids after we complete a full bio-wash. Airing the rooms will help any remaining chemical fumes to dissipate. All Aftermath cleaning agents are EPA approved and Material Safety Data Sheets are available on request. If you experience an extended odor, please contact customer service at 877-493-4604.

Frequently Asked Questions

Is my estimate a not-to-exceed?

Generally speaking, our initial estimates accurately assess our anticipated final invoice. If we anticipate any change to our initial estimate, we will immediately give you a revised estimate for your approval. We will not do any further work until you have approved this price change; we want you to feel empowered to control the work being done at your home or business. Before we leave, we will give you a summary of our anticipated invoice.

There are two primary reasons that our initial estimate may change: (1) because of complicating factors impacting our originally-estimated scope of work, or (2) because you select a different scope of work (for example, you may choose to have us do a full bio-wash after initially requiring a “bio removal only” scope).

Complicating factors can affect the original estimate because of the added labor time & supplies that are required; for example, if a tile floor is heavily glued down but must be removed, it will impact estimated labor hours. Alternatively, biological fluids can sometimes spread farther than we could see during our initial walk-through. Fluids may have soaked through sub flooring and into the floor joists, and we may not have been able to identify this until we removed carpeting.

Where is the invoice sent and when should it be expected?

Aftermath’s invoice is generated upon completion of work and is submitted directly to your insurance carrier if you have coverage, with a copy provided to the contract signer. An Aftermath Client Services Representative will keep you informed of the status of payment of our invoice by your insurance carrier. If there is no insurance coverage, or your insurance provider does not pay our invoice in full, we will work with you to assist in obtaining alternate financial resources for payment of our services, such as submitting a claim for victims’ assistance recovery if applicable or utilizing Aftermath’s financial assistance program. It is our belief that no one should suffer additional financial hardship in a situation where trauma has occurred, and we will work with you to resolve any issues. If at any time you have questions regarding your invoice, please call us at 877-493-4604.

For more FAQs, visit us at www.Aftermath.com/ResourceGuide

Frequently Asked Questions

Will my insurance cover this?

Every loss is unique and while we cannot make any guarantees regarding your coverage, in most circumstances, homeowners insurance does cover our services.

- **If you have coverage:** we will submit the bill to your carrier and work with them directly to resolve payment. You will only be responsible for your deductible.
- **If you do not have coverage:** we have payment options available and can also assist with third-party sources of funding:
 - Victims’ compensation assistance
 - Discount programs
 - Payment plans
 - Aftermath’s financial assistance and discount program, if eligible
 - Can estimate your out-of-pocket expenses after reviewing the site and obtaining an assesment of the work needed

What happens with my deductible?

It is up to the insurance company to waive your deductible; we are not authorized to make that decision. You will be responsible for your deductible, whether that leaves a balance due with Aftermath or with another post-loss contractor. However, if you have a balance due with Aftermath because of your deductible, and you cannot afford to pay that balance, you can apply for our hardship program to see if you are eligible for a discount off of your account balance.

Additional Aftermath Information

- Tax ID Number: 45-1509720
- US DOT ID Number: 1407143

The following documents are available to download from our online Resource Guide found at Aftermath.com/ResourceGuide:

- **Material Safety Data Sheets (MSDS):** These forms contain all relevant information pertaining to the chemicals used at your home or business by Aftermath.
- **Certificate of Insurance:** Proof of Aftermath’s insurance coverage is found on our Certificate of Insurance.
- **Compliance Executive Summary:** A comprehensive summary of all laws and regulations governing our industry.

The Aftermath Way®

**The beginning of recovery,
not the end of the tragedy.**

The Aftermath Way is more than just a cleaning regimen - it's a mind-set that is instilled in each and every employee. The Aftermath Way prescribes that each customer deserves the highest quality service and to be treated with the utmost compassion, dignity and respect. Each cleaning is tailored to not only completely remove all visual and hidden biological elements, but to be done in a manner that is sensitive to the customer's emotions. Discreetly marked vehicles and a culture of confidentiality actively protect client privacy.

Every job is approached with the customer's needs and employee safety as the top priority. All work is strictly documented in our Site Compliance Remediation Report (SCRR) which provides specific details of the work performed and applicable laws and best practices.

Aftermath will work directly with insurance companies when applicable and when no insurance is available, we will work with our customers to ensure that every family in need is helped.

Aftermath stands by our work through a certificate of treatment and 100% satisfaction guarantee. This certificate can be used as documentation that the affected structure was properly disinfected and sanitized, safeguarding the value of one's property. Aftermath guarantees all work to be completed to the customer's satisfaction.

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