Appendix D: Recovery Services, Supplies, and Vendors


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 used 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. (512) 837-0479
8403 Cross Park Drive FAX (512) 837-9794
Suite 2-E
Austin, TX 78754
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.  
271 Madison Avenue Suite 908  
New York, NY 10016  
(212) 576-1346  
(212) 764-5640

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 flys, torn pages, covers, and cracked spines.

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

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

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

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,
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
2032 Plainfield Pike
Cranston, RI 02919
(401) 944-7115
(401) 944-6455
Contact: Dennis Almonte
Services: Freezer trucks, freezers, plastic milk crates

Eastman Kodak Company
Rochester, NY 14650
(800) 242-2424
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.
141 Moonachie Road
Moonachie, NJ 07074
(800) FILM-026
(800) 440-8500
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.
630 9th Avenue
New York, NY 10036
(212) 757-7836
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.
32 George Street
(617) 445-9493
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
Contact: Dennis Demers, Hank Demers
Services: Freezer storage (8,000 to 10,000 ft)

James L. Paradise Cleaning
72 Arcade Building
Providence, RI 02903
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
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
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
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
Contact: Peter Loos
Hours: 24 hours
Services: Freeze drying by arrangement

National Library Relocations
71 South Mall Drive
Comack, NY 11725
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.**
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**
450 Charles Street
Providence, RI
Contact: Dave Gillmore
Services: Freezer trucks, freezers

**Providence Cold Storage**
100 Kingley Avenue
Providence, RI
Contact: Peter Goff
Services: Freezer storage

**Providence Fire Restoration, Inc.**
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**
1122 Charles Street
North Providence, RI
Services: Equipment rental (generators, dehumidifiers, pumps, water vacuums, etc.)

**Rentals Unlimited**
426 Atwood Avenue
Cranston, RI
Services: Equipment rental (generators, dehumidifiers, pumps, water vacuums, etc.)

**Re-Oda Chem Engineering Co.**
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

Contact: Steve Spina
Hours: 8:30-5, M-F
Services: Equipment rental (generators, dehumidifiers, pumps, water vacuums, etc.)

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

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

Services: Freezer trucks, freezers

**Servpro of Rhode Island**
22 Minnesota Avenue
Warwick, RI 02888

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

Contact: Don Hartsell

**Rhode Island Rentals**
(800) 8RENT88
35 West Shore Road
(401) 738-3855
Warwick, RI
FAX (401) 732-5435

**RI School of Design**
(401) 454-6179
Nature Lab
Waterman Building
Providence, RI 02903

**Saugy, A., Inc.**
(401) 331-6390
31 Cross Street
Providence, RI

**Servpro of Rhode Island**
(401) 737-0602
22 Minnesota Avenue
Warwick, RI 02888

**Solex Environmental Systems**
(713) 963-8600
Geosource Plaza
1003 Wict Road/Suite 107
PO Box 460242
Houston, TX 77056
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  
71 Dexter Street  
Pawtucket, RI  
Services: Freezer trucks, freezers

Taylor Rental  
4166 Mendon Road  
Cumberland, RI  
Services: Equipment rental (generators, dehumidifiers, pumps, water vacuums, etc.)

Transport International Pool  
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. Miller Corrugated Box Co.
1 Campbell Street 289 Kilvert Street
Pawtucket, RI 02861 Warwick, RI 02886
(401) 722-2100 (401) 739-7020

U-Haul Co. United Box Co.
135 Mendon Road 30 India Street
Cumberland, RI 02864 Pawtucket, RI 02860
(401) 722-2100 (401) 739-7020

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. Fonseca Ice
1 Brook Street 540 Weeden Street
Providence, RI 02903 Pawtucket, RI 02860
(401) 331-8020 (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 Chambers Waste Systems
Narragansett, RI 02882 1615 Pontiac Avenue
(401) 789-5900 Cranston, RI 02920
(401) 463-6215
Ethafon (used for packing and shipping)
American Foam
61 John Street
Johnston, RI 02919
(401) 944-4990

Fans*

First Aid, Supplies*
Tierney Safety Products, Inc. United Surgical Centers
472 Smith Street 380 Warwick Avenue
Providence, RI 02903 Warwick, RI 02888
(401) 421-8160 (401) 781-2166

Fishing Line* (used for air drying pamphlets, etc.)
R & Y Shop Shore Line Bait & Tackle
215 Putnam Pike 103 Wellington Avenue
Johnston, RI 02919 Newport, RI 02840
(401) 231-7610 (401) 847-7384

Flashlights*

Garbage Bags*

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

Gloves*
Leonard Safety Equipment Inc. Richardson Corp.
253 Waterman Avenue 220 Broad Street
East Providence, RI 02914 Providence, RI 02903
(401) 434-4660 (401) 521-5832

Hardhats
Coventry Safety Equipment, Inc. Dulgarian Brother's Clothing,
702 Washington Street Equipment, and Supplies
Coventry, RI 02816 835 Westminster Street
(401) 823-3030 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. Office Warehouse
42 Oriental Street 200 Hillside Road
Providence, RI 02908 Garden City Center
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 Robert Chase
State Archives State Archives
(401) 277-2353 work (401) 277-2353 work
(401) 253-6142 home (401) 274-6214 home

Ann Morgan Dodge Lynda Ross
Brown University Cranston Public Library
(401) 863-1502 work (401) 943-9080 work
(401) 272-5007 home (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

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<thead>
<tr>
<th>J &amp; S Pallet Co.</th>
<th>Oakwood Products Co.</th>
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<tbody>
<tr>
<td>23 Maple Street</td>
<td>326 South Pier Road</td>
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<tr>
<td>Cumberland, RI 02864</td>
<td>Narragansett, RI 02882</td>
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<tr>
<td>(401) 723-0223</td>
<td>(401) 783-5455</td>
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<th>Turnquist Lumber Co., Inc.</th>
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<tr>
<td>Hartford Pike</td>
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<tr>
<td>Foster, RI 02825</td>
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<td>(401) 647-2383</td>
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#### Paper, Blotting

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<th>Art Supply Warehouse, Inc.</th>
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<tr>
<td>14 Imperial Place</td>
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<tr>
<td>Providence, RI 02903</td>
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<td>(401) 331-4530</td>
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#### Paper, Freezer* (used to wrap individuals books prior to freezing)

#### Paper Towels*

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<tr>
<th>American Supply Corp. of RI</th>
<th>Service Paper., Inc</th>
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<tr>
<td>373 Richmond Street</td>
<td>179 Broad Street</td>
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<tr>
<td>Providence, RI 02903</td>
<td>Cumberland, RI 02864</td>
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<tr>
<td>(401) 331-1071</td>
<td>(401) 722-1234</td>
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<tr>
<th>Shur-Az</th>
<th>Toppa Co.</th>
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<tr>
<td>871 High Street</td>
<td>951 Aquidneck Avenue</td>
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<tr>
<td>Central Falls, RI 02863</td>
<td>Middletown, RI 02840</td>
</tr>
<tr>
<td>(401) 723-0116</td>
<td>(401) 846-5133</td>
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#### Paper, Silicone

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<th>Talas</th>
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<tr>
<td>213 West 35th Street</td>
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<tr>
<td>New York, NY 10001</td>
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<tr>
<td>(212) 736-7744</td>
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#### Paper, Waxed*

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

<table>
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<tr>
<th>Commercial Plastics &amp; Supply Corp.</th>
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<tr>
<td>69 Narragansett Avenue</td>
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<tr>
<td>Providence, RI 02907</td>
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<tr>
<td>(401) 941-5200</td>
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#### 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.       Marion's Sew & Vac
  380 Jefferson Blvd.       234 Pulaski Blvd.
  Warwick, RI 02888        Bellingham, MA 02019
  (401) 739-5443           (508) 883-4777