



PROPERTY RESTORATION

### Case Study: ROGUE VALLEY MANOR Medford, Oregon

Loss Event: Fire

Damage: Fire and smoke damage.

Rogue Valley Manor is a resort-style continuing care retirement community located in Southern Oregon on an expansive, 668-acre campus. The retirement community is home to nearly 1,000 residents. The property includes 3 high-rise buildings and 300 duplex/triplex style cottages.

#### THE PROBLEM

Combustible material within the gas fireplace caught fire and caused extensive smoke damage to the entrance, lobby and common areas of the building.

#### THE SOLUTION

Initially, five BELFOR employees from the Medford office immediately responded to assess and secure the site. Within 48 hours, a national project manager, three national supervisors, and 24 national technicians arrived and worked split shifts, day and night until all affected areas in the building had been cleaned in their entirety.

The common areas of the building, including three 10-story elevator shafts, had to be cleaned by hand to remove smoke particulates, which amounted to over 500,000 cubic feet. Spray on fire insulation had to be hand scraped which required the removal of the HVAC ducting and T-bar ceiling grid system.

To prevent business interruption, containment barriers had to be erected and torn down multiple times to allow work to continue while providing residents with safe and clean corridors into and out of the building at all times. Because some seniors have health sensitivities to smoke particulates, extreme care was taken to ensure the structural integrity of these barriers. Plus, air scrubbers ran 24/7 to guarantee high air quality in the common corridors.

BELFOR was able to conduct the mitigation project from start to finish with zero business interruption.



### 24/7 Emergency Number

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#### Commercial Services ▶

Fire Restoration | Water Extraction | Structural Cleaning & Decontamination | Dehumidification  
Mold Remediation | Corrosion Control | Smoke and Soot Removal | Structural Shrink Wrap  
Contents Restoration | Document and Media Recovery | Electronics Restoration  
Equipment and Machinery Repair & Rebuild | Environmental Services  
Semiconductor Services | Total Reconstruction Services | Consulting Services

#### Residential Services ▶

Smoke and Soot Removal | Water Extraction | Structural Dehumidification  
Structural Cleaning & Decontamination | Mold Remediation | Environmental Services  
Contents Restoration | Document and Media Recovery | Electronics Restoration  
Reconstruction Services