

# ACT

***Advance Catastrophe  
Technologies, Inc.***

1-888-747-1515 • [www.actcat.com](http://www.actcat.com)



**WATER**



**FIRE**



**MOLD**



**STORM**



***Putting Your World Back Together***



**P**ressures from the daily operations of a facility can be naturally challenging even without a disaster.

A disruptive event such as flood, fire, smoke or storm, **will** adversely affect the continuity of your business

and **can** put the safety and comfort of your residents at risk. But it doesn't have to be so disruptive.

## Who we are.

When disaster strikes we're there to put your world back together! Advance Catastrophe Technologies, Inc. (ACT), a leader in disaster response, is on site within minutes ... 24 hours a day ... 365 days a year ... from coast to coast. With our certified staff and cutting-edge technology, we provide turnkey disaster recovery and restoration services.

## We've got you covered.

Facilities routinely practice disaster drills but don't plan ahead for the actual effects of a catastrophe. It is a daunting task to prepare for a disaster without knowing in advance what or when or where they will occur. To mobilize a wide range of expertise for a wide range of disasters in multiple locations across the country would require an enormous amount of resources.

That's why more and more companies like yours are turning to ACT for immediate disaster response and expert property restoration to pre-loss condition ... or better. ACT specializes in serving senior living facilities. We know precisely how to manage your event in order to minimize resident, employee and property interruption.

Get prepared ... ACT today!

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# Senior Living Disaster Response Program

## What we do.

When you have experienced a disaster or catastrophe at your property, you need minimal disruption in your resident's lives and immediate response to reduce further property damage at the lowest possible cost. The impact of a disaster on your property almost always results in multiple recovery issues. A fire causes physical damage with resultant smoke, soot and odor problems. Since fire is extinguished with water, mold and water damage are present. ACT delivers rapid emergency stabilization and turnkey service to your damaged facilities within minutes. Just one call ... and you're covered.



**ACT**  
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Technologies, Inc.*



### WATER

**ACT** will restore your property to pre-loss condition due to water damage from broken or frozen pipes, sprinkler head breaks, toilet overflows, bathtub overflows, storm damage from hurricanes, tornados, wind, ice, roof leaks and any other water related damage.

### FIRE AND SMOKE

**ACT** will restore your property due to fire or smoke damage. Our services include cleanup of smoke and soot, dry down due to water damage from extinguishing the fire, content cleaning and storage, document and data restoration.

### MOLD

**ACT** can assist your staff as needed to resolve any microbial issues.

### STORM

**ACT** responds to storm damage due to hurricanes, tornados, ice or wind.

## How we are different.

**ACT** specializes in the Senior Living industry. Our top priorities include:

- Health, safety, and well being of residents and staff... always the number one priority.
- Maintaining indoor air quality standards and controlling airborne contaminants.
- Preserving medical records and patient confidentiality which is critical to patient care and personal privacy. We understand HIPPA and other regulatory directives.
- Business/resident care continuity ... not disrupting business and patient care is always a priority.

**ACT** has the size to respond to any size loss. ACT's large inventory of equipment and trained personnel allows ACT to respond to multiple clients in multiple geographic areas simultaneously.

**Advance Catastrophe Technologies, Inc.** ... *putting your world back together!*

SERVICES

# One Focus.

Disaster Response

# One Company.

Advance Catastrophe Technologies, Inc.

# One Call.

1-888-747-1515



## Why ACT?

The most respected names in the senior living industry choose ACT because ...

### SPECIALIZED

ACT is experienced in responding to senior living disasters ... we know senior living.

### SINGLE POINT CONTACT

ACT provides a one stop solution for all disasters.

### STEWARDSHIP OF COSTS

ACT understands your industry and cuts costs in every area possible to maximize value.

### TEAM APPROACH

ACT works closely on each project with your team while at the same time respecting boundaries.

### CUSTOMIZED

ACT develops a customized plan that best responds to your loss and service standards that best fit your organization.

### RESPONSIVE

ACT responds within minutes to calls from across the nation ... 24/7/365.

### NO FEES

ACT will place all your properties into ACT's senior living disaster response program at no cost. It's like having an insurance policy without having to pay any premium until you use our services.

### CUSTOMER FOCUS

ACT focuses on your needs... not the size of the loss. From a tub overflow to a major hurricane, our focus will not change.

### TRUSTWORTHY

ACT's goal is to develop a long term relationship. This is our goal with every client, to earn your trust and your respect

ACT's vision is to be ... *the restoration company of choice by America's leading industries.*

BENEFITS

# Recent Success Stories



**Clinton, AR** – ACT responded to senior living facilities after multiple tornados struck north central Arkansas.



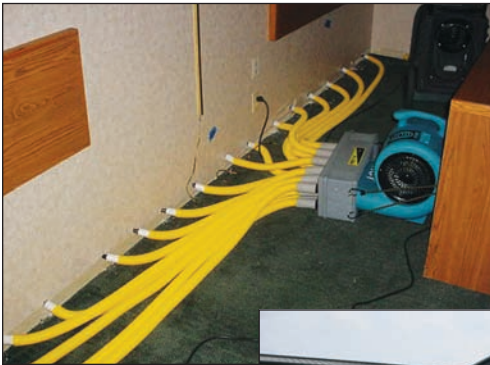
**“E**arlier this year one of our locations suffered a significant fire loss. ACT helped coordinate the reconstruction effort. I was very impressed with their response and ability to get the job done.  
–Steven Stradley, Sunwest Management

**San Diego, CA** – Extensive smoke damage due to the wild fires affecting both the interior and exterior. Every square inch was cleaned to remove soot and smoke damage. All work was performed while the facility was 100% occupied.

**Oklahoma City, OK** – Extensive smoke and fire damage shuts down a large retirement and assisted living center. Every square inch of the public areas, meeting rooms and guest rooms were cleaned per industry smoke damage standards. ACT helps return residents and staff to normal operations and lifestyle.



**“T**he ACT team built great rapport with the owner of our three properties in New Orleans. Here was a guy whose business had been devastated and he knew that he would owe at least \$1 million in deductibles. The ACT guys worked so well with him and helped him get through this intrusion into his life. They even did some work on his own home.  
–Sally Brand, Sage Hospitality Resources



**Harlingen, TX** – A large senior living facility received extensive damage from Hurricane Dolly. ACT staged equipment and manpower near the hurricane strike zone to respond immediately. Utilizing infrared moisture detecting equipment to determine full extent of water migration ACT then extracted water, dried down the property and assisted staff and residents.

**Houston, TX** – In the aftermath of Hurricane Ike, ACT responded to an assisted living and memory care center. With the power out in most of the Houston area, ACT brought in large generators to power up the property. ACT dried and cleaned the damaged rooms and helped in returning the residents within days of the storm.



**Wilmington, DE** – Two separate losses affected this property within a two week time frame. One loss resulted in heavy water damage due to a ruptured water line. The second resulted in fire damage throughout the structure. ACT mitigated both losses promptly and efficiently for the client.

**“T**he first time we worked with ACT we had a sprinkler break and it went down four floors. It was Christmas Eve and their response was amazing. They were in there pronto soaking up water and we were drying within hours. These guys are just great at what they do.”  
–Lea Firestone, A.G. Hospitality Management Services



# be proACTIVE...

add your properties to ACT's growing list of senior living clientele. Peace of mind is just a moment away when you partner with ACT. Make the call ...

## TO PLAN AHEAD: 1-316-613-3902

To participate in our nationwide senior living disaster response program you simply need to:

- Sign ACT's memorandum of understanding.
- Provide ACT with a list of your properties.
- Provide ACT with a letter of introduction.

**ACT** will do the rest ...

- Send out information packets to your properties.
- Introduce the program to your staff.
- Develop the service standards with your team.
- Place all your properties into our client database.
- Maintain quarterly contact with your properties.

*And most importantly ...*

- Respond to your needs when a disaster occurs.

It is that simple. You now have peace of mind knowing that you have the most respected restoration company in the country ready to respond to your disasters.

## IN AN EMERGENCY: 1-888-747-1515

*After your call ...*

**ACT** will record contact information and details of the disaster on our initial contact report, then within minutes dispatch our first responder (team of pre-qualified disaster recovery vendors located throughout the nation) to your property.

**ACT's** first responder will assess the situation upon arrival to determine the scope of work. ACT will then determine based on the client's service standards the appropriate response to the loss.

**ACT** will communicate to the client the status of the loss and a plan of action will be put in place to return the clients property to pre-loss condition.

**ACT** team will provide updates via e-mail. These updates will be communicated to the proper personnel per the client's service standards. Updates continue throughout the project until complete.

**ACT** will coordinate all insurance, vendor, restoration, and reconstruction activities until the property is returned to pre-loss condition.

