



The Miller Express

Summer/Fall 2013

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Industry Links

- IICRC Institute of Inspection, Cleaning & Restoration Certification
www.iicrc.org
- RIA Restoration Industry Association (formerly ASCR)
www.restorationindustry.org
- DKC Disaster Kleenup International
www.dki.ca
- OIAA Ontario Insurance Adjusters Association
www.oiaa.com



Miller Restoration Disaster Kleenup International... New look!!

The new look is an exciting change for Miller Restoration. Recently our membership company Disaster Kleenup Canada underwent a name change and combined forces with Disaster Kleenup International, which is now known as DKI. The brand name DKI is well known through the United States and overseas. The name change was to strengthen the branding of all DKI members globally. We are excited about the change to DKI and the possibilities of being part of a international network.

Big Brothers Big Sisters Baseball Report:

This past summer Miller Restoration held their Annual Charity Baseball Tournament in conjunction with Big Brothers and Big Sisters of St. Catharines, and another great year it was. The rain held off and we had a fun filled day of soft ball which generated over \$5000.00 in proceeds that went directly to Big Brothers and Big Sisters of St. Catharines/Thorold. Congrats to our winner Verge Insurance and our consolation winner, Whites Restoration. Thanks to all who volunteered and participated, we will see you all next summer.

New Web Launch:

Please be sure to check out our Miller Restoration website. The new website was launched earlier this summer. We also have Facebook, Linkedin and Twitter followers, like us on Facebook and follow us on twitter for up to date industry info, feeds and stories.

Word of the Day

serotinal \si-ROT-n-l, ser-uh-TAHYn-l\ , *adjective*:

pertaining to or occurring in late summer.

Botanists use the word serotinous to describe late-blossoming, and **serotinal** refers to the late-summer season of the year, especially used in descriptions of life-histories of freshwater organisms (Allaby 1985).

-- Robert J. Whelan, *The Ecology of Fire*, 1995

The night condenses into me, allays the bonds of my **serotinal** blight. Count Dracula and I share in this flight: we seek moist shadows underneath the quays, in marrow-darkness bid our bodies twist.

-- Philip K. Jason, *Near the Fire*, 1983

Equipment, Tools and Products Used in Restoration Services

At Miller Restoration, one of our frequent "go to" items in day to day remediation is the ozonator. Anytime we want to get rid of unwanted odors, an ozonator will be incorporated in the cleaning process

How Ozone Functions

The charge of ozone particles is static, with both a negative and positive electrical force contained within the atoms. This is one of the reasons it is so unstable--meeting other particles usually results in an exchange of charges as the ozone trades electrons so it can switch back to being oxygen again. This also changes the particles it comes in contact with, in a process known as oxidation, where the outside particle gains an oxygen atom and bonds into a different substance. This is same process that turns pennies green and make metals rust, but it is also useful for purifying air and water.

Ozonators create ozone from oxygen molecules, usually by applying ultraviolet light in the same method that creates the earth's ozone layer. This ozone gas is released into air or water and allowed to pass through it. Since the ozone readily oxidates, it will soon disperse and be turned back into oxygen, but in the process it removes odors and contaminants. Odors are created by unwanted particles floating through the air. When we breathe in these particles, our senses read them and produce the sensation of particular smells. Ozone unites with these particles, oxidizes them and changes them into less potent substances that do not produce the same odor.

Read more: http://www.ehow.com/how-does_5220281_ozonator-work_.html#ixzz2fuhv88Gx

People on the Move:

Miller Restoration is proud to announce the appointment of Curt Wilkins, C.I.P. as our Business Development Manager, Curt is a Chartered Insurance Professional and brings with him over 13 years of experience in the insurance industry as a property/investigation specialist. Welcome aboard!

This past summer also saw one our lead water technicians, Ryan MacGregor, join the Project Coordinator team. Ryan has been with Miller Restoration for over 4 Years and brings with him a vast knowledge of the technical aspects of the restoration industry. Ryan holds all lines of Restoration Certification. Ryan has also been involved in teaching our Education seminars and will continue to assist in future training. His attention to detail and expertise in his fields has made him a valuable asset to the Miller team.

An Article for Everyone

Did you know how many uses Vics Vaporub has??!!

Decongest Your Chest

The most common use of Vicks is to decongest your chest and throat area. When applied to the upper chest, it provides excellent relief of cough and congestion symptoms.

On Your Tootsies

Applying Vicks to your feet provides nighttime cough relief. Generously rub VapoRub all over your feet and cover them with socks. Within moments your cough will subside.

Achy Breaky Muscles

Vicks relieves sore, overworked muscles. It increases circulation and provides almost instant aid. Use a generous portion and apply it all over the aching area. (Be sure to warn your bed-mate.)

Get Rid of Nasty Nail Fungus

Rub VapoRub on your **toenails** if you suspect you have a fungus. Within days, the nail will turn dark--this means the Vicks is killing the fungus. As your toenail grows out, the dark part will grow off and you will have fungus-free feet. Keep applying the ointment over a period of two weeks to fully cleanse nail beds of any remaining bacteria.

Stop Your Cat from Scratching

Cats are notorious for scratching every hard surface they get their claws on. To prevent Miss Kitty from ruining your doors, walls, and windows, apply a small amount of VapoRub to these areas. Cats detest the smell and will steer clear. Vicks can also be applied to your arms and legs if your kitty is prone to scratching you.

Pet Pee-Pee Deterrent

If your dog or cat is not yet potty trained, put an open bottle of Vicks on the area he or she likes to mark as their territory. The smell will discourage them from lifting their legs and wetting your rug.....cont.....

Up Coming Events.....



Miller Restoration will be attending the “Moustache Bash” being presented by Youngs Insurance Brokers Inc. October 16 2013 at Casa Dante Hall in Welland. All proceeds go to Movember Canada (for prostate cancer). Contact Lauren Gallaccio lgallaccio@youngsinsurance.ca for more information

Watch for details: LADIES NIGHT 2013 being hosted by Tracy Holmwood on behalf of Pelham Cares and Gillians Place. Date and details to follow.

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Headaches Be Gone

Rub a small amount of Vicks VapoRub on your temples and forehead to help relieve **headaches**. The mentholated scent will release pressure in your head and instantly relieve pain.

Humidify Your Sleep

Vicks VapoRub can be used in special types of humidifiers and vaporizers. Ensure your humidifier has an aromatherapy compartment before using. The humidifier will circulate Vicks throughout the air and keep you breathing easy all night long.

Paper Cuts and Splinters

To prevent infection and speed up healing time, dab a small amount of Vicks on any small cut or splinter.

Ticks and Bugs

If you get bitten by a tick, apply Vicks immediately. The strong odor might help get the critter to release itself and stop bugging you.

Reek-free Racehorses

Professional racers smother VapoRub under the nostrils of racehorses on race day. The strong stench deters the stallions from the alluring odor of the female pony and keeps them focused on the race.

Go Away Mosquitoes

Vicks wards off mosquitoes. Apply small dabs of Vicks VapoRub to your skin and clothes and mosquitoes will steer clear. If you do get bitten, apply Vicks to the area and cover it with a Band-Aid to relieve itching.

Around the Community

Tracy Holmwood recently joined the board of directors for Pelham Cares. Pelham Cares Inc. is a non-profit volunteer organization that helps the residents of Pelham in times of need. Pelham Cares is near and dear to our hearts, as local residents we believe that being involved in our community is important and as business owners we are able to support this great organization.

Education

Evan Bowslaugh, Ryan McGregor and Curt Wilkens have been busy over the last few weeks presenting Education seminars accredited by RIBO to our local brokers. We have completed 6 sessions and are prepared to assist your staff.

Currently we have 6 seminars ready and waiting for your staff, and we bring breakfast or lunch to your office and the best part is NO CHARGE! Contact Curt Wilkens at 905-688-9224 to book your in house seminars today

For our Real Estate clients we are finalizing our curriculum to obtain our RECO accreditation for a Mould Management course. We hope to contact our local agents and launch RECO training later this fall.