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The Miller Express

Fall 2014

In This Issue

- Miller Restoration Announcements
- An Article for Everyone
- Word of the Day
- Around the Community
- Equipment Update
- Up Coming Events
- Education

Industry Links

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



Miller Restoration DKI Announcements

People on the move:

We are pleased to announce the return of Ryan Boudens, estimator to Miller Restoration and the hiring of Ken Wirt, Water Technician Supervisor. Our technical crews have also grown with some new additions. Welcome Hillary Peel, Chris Tuttle, Cheryl Durante and Seward Billard to the Miller Restoration team!

Miller Restorations Preferred Partner list:

Economical
Intact
Portage Mutual
Desjardins Group
Bertie and Clinton
Cayuga Mutual
RSA Insurance
TD Insurance
CAA Insurance
Dufferin Mutual
Townsend Mutual
Norfolk Mutual
Wawanesa Insurance
Guarantee Insurance

An Article for Everyone:

Halloween History & Origin

Halloween is the one of the oldest holidays still celebrated today. It's one of the most popular holidays, second only to Christmas. While millions of people celebrate Halloween without knowing its origins and myths, the history and facts of Halloween make the holiday more fascinating.

Some people view Halloween as a time for fun, putting on costumes, trick-or-treating, and having theme parties. Others view it as a time of superstitions, ghosts, goblins and evil spirits that should be avoided at all costs.

As the Christian debate goes on, celebrating Halloween is a preference that is not always viewed as participating in an evil holiday. Halloween is often celebrated with no reference to pagan rituals or the occult.

Halloween History

Halloween is on October 31st, the last day of the Celtic calendar. It was originally a pagan holiday, honoring the dead. Halloween was referred to as All Hallows Eve and dates back to over 2000 years ago.

All Hallows Eve is the evening before All Saints Day, which was created by Christians to convert pagans, and is celebrated on November 1st. The Catholic church honored saints on this designated day.

Origin of Halloween

While there are many versions of the origins and old customs of Halloween, some remain consistent by all accounts. Different cultures view Halloween somewhat differently but traditional Halloween practices remain the same.

Halloween culture can be traced back to the Druids, a Celtic culture in Ireland, Britain and Northern Europe. Roots lay in the feast of Samhain, which was annually on October 31st to honor the dead.

Samhain signifies "summers end" or November. Samhain was a harvest festival with huge sacred bonfires, marking the end of the Celtic year and beginning of a new one. Many of the practices involved in this celebration were fed on superstition.

The Celts believed the souls of the dead roamed the streets and villages at night. Since not all spirits were thought to be friendly, gifts and treats were left out to pacify the evil and ensure next years crops would be plentiful. This custom evolved into trick-or-treating.

Word of the Day

Palaver \puh-LAV-er\
Noun

1 : a long discussion or meeting usually between persons of different cultures or levels of sophistication

2 idle talk : misleading or beguiling speech

"I don't know how you can stand to listen to that *palaver*," said Rachel, as she switched off the talk show her brother had been listening to on the radio.

Around the Community

Fall Fashion Show – Pelham Cares

Curt Wilkens of Miller Restoration presented Sandra Warden of Pelham Cares Board of Directors, a cheque for \$3,000. Proceeds from the Fall Into Fashion Show, held on September 21st at Peninsula Lakes Golf Club, will benefit the Pelham Cares "Home for Good" Campaign. Thank you to the Miller Restoration Team, local businesses who presented fashions at the show, vendors, prizes sponsors, Peninsula Lakes, Pelham Cares Volunteers, and of course the attendees for their part in this wonderful event!



Fire at Local Winery destroys garage

By Penny Coles, Niagara Advance

Monday, September 29, 2014 3:41:18 EDT PM



"Fire destroyed a garage at Lailey Vineyard on the Niagara River Parkway in NOTL Monday, but a quick response from the town's volunteer firefighters saved the nearby Lailey home and a cold storage building adjoining the garage. Penny Coles/Niagara Advance" NA



Miller Restoration Crews were on site and hard at work creating a temporary production site set up for their annual harvest. Thanks for all their hard long hours.

Popular donut shop to reopen in near future

By Ray Spiteri, Niagara Falls Review

Monday, April 7, 2014 2:41:41 EDT PM



John Tu, co-owner of Country Fresh Donuts, and his wife Mary, outside of their business after a car crashed through the front window shortly before 2 a.m. on Monday, April 2014. They hope to reopen the popular donut shop at the corner of Jepson St. and Victoria Ave., in Niagara Falls. MIKE IBATTISTA/NFR

And Now.....



Thanks to Miller Restoration, looking good and ready for business soon...

Equipment Update: Tools and Products Used in Restoration Services



Ultrasonic Cleaners

An **ultrasonic cleaner** is a cleaning device that uses ultrasound (usually from 20–400 kHz) and an appropriate cleaning medium (sometimes ordinary tap water) to clean delicate items. The ultrasound can be used with just water, but use of a cleaning medium (e.g. solvent, degreaser, etc.) appropriate for the item to be cleaned enhances the effect.

Ultrasonic cleaners are used to clean many different types of objects, including jewellery, lenses and other optical parts, watches, dental and surgical instruments, tools, coins, fountain pens, golf clubs, firearms, industrial parts and electronic equipment. They are used in many jewellery and watch workshops, and electronic repair workshops. Ultrasonic cleaning uses high frequency sound waves to create cavitation bubbles in a liquid. These cavitation bubbles release energy which have a scrubbing effect on contaminants adhering to substrates like metals, glass, and ceramics. This action also penetrates blind holes, cracks, and recesses, and is able to thoroughly remove all traces of contamination tightly adhering or embedded onto solid surfaces.

Water or other cleaning solutions (e.g. solvent, degreaser, etc.) can be used, depending on the type of contamination and the item to be cleaned.

Contaminants can include dust, dirt, oil, pigments, rust, grease, algae, fungus, bacteria, lime scale,

polishing compounds, flux agents, fingerprints, soot wax and mold release agents, blood and other biological material, and so on.

Ultrasonic cleaning can be used for a wide range of shapes, sizes and materials. There must be sufficient space around the object in the ultrasonic cleaner so that the cleaning medium can reach all the areas to be cleaned.

Up Coming Events.....

Miller Restoration's Curt Wilkens is headed to Ottawa with fellow DKI members to attend the Annual **IBAO Conference!**

Miller Restoration will be supporting the **Autism Ontario Niagara Region Chapter** at their Moonlight Magic Soiree on November 29, 2014. All of our staff will be enjoying an evening of dinner and dancing for a great cause.

December 10, 2014 Miller Restoration will be attending the **OIAA Toronto** Christmas party in Toronto.

Education

The Miller Restoration "Road Show" continues to make the rounds to our brokers presenting RIBO Education seminars for their accreditations. We have 6 seminars ready and waiting for your staff. We can arrange it as a breakfast or lunch seminar, and the best part is NO CHARGE! Contact Curt Wilkens at 905-688-9224 to book your in house seminars today. cwilkens@miller-restoration.com

Contact Us:

**104 Dunkirk Road
St. Catharines Ontario L2P 3H5
Phone 905 688-9224/Watts 1-800-267-9195
Fax 905 688-9290
<http://www.miller-restoration.com>**

Watch for us on:

