

Operating since 1978, Lydale is one of Western Canada's most trusted disaster clean-up, restoration, and reconstruction specialists. Lydale's success has been built on the principles of honesty, integrity, open communication, and continual training and education. Our team members are committed to excellence in all of these areas and hold themselves to the highest professional and ethical standards.

As Good As News

LYDALE'S UPDATES AND INFORMATION FOR INSURANCE PROFESSIONALS AND THEIR CLIENTS

Enjoy our newsletter – and keep in touch!

As Good as News is intended to be both informative and interesting. Your comments and suggestions are welcome! Please address your comments or inquiries to:

Jaimie Peters
Marketing/New Business Development
E-mail: jpeters@lydale.com
Phone: (306) 934-6116 (Saskatoon)

If you have received this newsletter in error and would like to update your company's contact information, please contact Jaimie Peters.

Where there's smoke . . .

. . . the fire itself can be the least of your problems

It took just one vehicle with electrical problems to start a fire at the OK Ford dealership in Lac La Biche. The problem was, the fire started slowly, in the service department, on a Saturday in early December.

The car was completely destroyed, but the real damage was the smoke damage it caused throughout the entire 16,500 square foot building. It seemed as though nothing escaped the smoke – every tool, every piece of paper, everything.

The next day, a Sunday, Lydale's Edmonton Cleaning Manager, Rod Trobak, had driven the 225 km northeast from Edmonton and was on the scene with the insurance adjustor. Rod quickly realized his Edmonton crew would need extra help, so he called on the Lydale branches in Saskatoon and Regina. Within two days, the expanded crew was on the scene and had started the restoration.

The crews worked through the Christmas season, and by the new year things gradually began to get back to normal. For Brad Musat, the owner of OK Ford, every day the dealership was closed meant another lost sale and lack of service to his

customers, who come from all over northern and eastern Alberta. "I really appreciate the patience of our customers through all of this," says Brad. He is also grateful to Lydale and their work to get business back to normal. "They were very good," he says. Everyone worked together, including some of Brad's employees who worked at restoring some of

their special tools and equipment.

The Lydale team's immediate response, even during the year's most popular holiday, had the dealership open again by the end of the Christmas season. Brad points out that, "Now, nobody would even know there was a fire." For the people at Lydale, that is the goal, every time.

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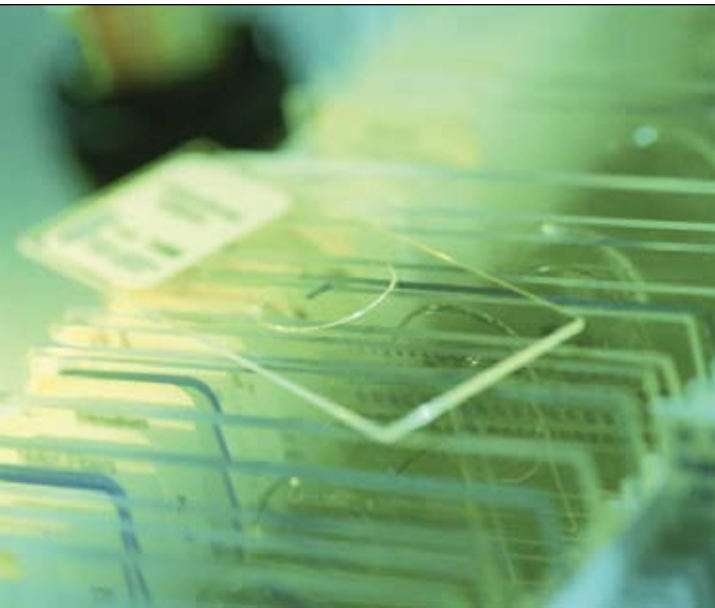
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Of mold and microbes

In this case, the little things really do count



Ken Conn, of Saskatoon's Lydale office, is used to working in a "negative" environment to produce positive results. In fact, he deliberately created the negative environment – or, more specifically, negative air flow – when working on a unique project at Royal University Hospital in Saskatoon.

The problem area was the pathology file storage area in the basement of the Planning Building at RUH. The basement had suffered extensive water damage, causing mold to develop. The entire storage area would need meticulous cleaning, including every one of Pathology's glass microscope slides in storage. Lydale was awarded the contract in December 2006.

The first step for Lydale was to create a negative air space, which means that within the problem area no air – and, most importantly, no airborne microbes – would escape. The negative air pressure is used to essentially seal off the work zone. As Ken describes it, "It's like putting the entire space in a big plastic bag."

This type of cleaning uses three stages of rooms. The "dirty room" is the problem area; the "transition room" is where all items are cleaned; and the "clean room" is where the restored items are kept. The detailed work at RUH involved almost four months of intense labour, and was completed at the end of April.

"Ken and his staff at Lydale did an excellent job," says Lori Karnes, Acting Lab Manager for Anatomic Pathology. They were always so pleasant whenever

I was there. They have been meticulous in their labeling of our material, and I commend them for the quality of their performance."

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LYDALE

Western Canada's trusted specialists for disaster clean-up, restoration and reconstruction.

*Please direct comments and suggestions for **As Good as News** to Jaimie Peters, Saskatoon – jpeters@lydale.com.*

- Saskatoon 1-877-333-9444 or (306) 934-6116
- Regina 1-877-333-9442 or (306) 751-4868
- Prince Albert 1-877-959-3253 or (306) 922-3355
- Edmonton 1-866-457-1200 or (780) 822-1200
- Calgary 1-877-844-1200 or (403) 571-1200
- Lethbridge 1-877-380-6222 or (403) 380-6222

MAY 2007

Drop by and say hi!

Lydale will be attending the following:

IBAS Convention Tradeshow
(Insurance Brokers' Association of Saskatchewan)

October 11-13, 2007

Visit our booth at the tradeshow on:

Thurs., October 11, 2007

Radisson Hotel
405 20th Street E
Saskatoon, SK

IIBAA Annual Convention
(Independent Insurance Brokers Association of Alberta)

May 25 – 28, 2008

Visit our booth at the tradeshow on:

**Sun., May 25 and
Mon., May 26, 2008**

Westin Hotel
320 4th Ave SW
Calgary, AB

"We were truly blessed to have Lydale in our home. They were the first to correctly diagnose the cause of our mold problem as insufficient insulation. Their honesty and attention to detail were of great value. While our experience was a bad one, they helped us all feel much better, and made the entire process of repairing our home a very pleasant one."

Sincerely, Catherine and Rob Benham