



# EAGLE RIDGE

## ACADEMY

Dear Eagle Ridge Academy Families and Staff,

On Oct. 20, our building project was complete, to include the auditorium, walking track, and activity fields. On Oct. 27, we had another type of facility project forced upon us, a project that included smoke and water damage due to a fire in the kiln room. The purpose of this letter is to provide you with details of the incident, our process of communication and recovery, and our next steps.

**Alert, Initial Response, and Communications:** Eagle Ridge Academy has preplanned standard operating procedures (SOP) in response to crisis situations. These SOPs include order of work, communications, and media relations.

- At 12:58 am, we received a phone call from our monitoring service that we had smoke in the kiln room, sprinklers were activated, and the Minnetonka Fire Department was onsite. The alarm was activated at 12:52 am.
- By 2:15 am, Mr. Mike Vruno, Building and Grounds, and I were onsite. George's Cleaning and Universal Cleaning were contacted and en route to prevent further water damage.
- By 2:20 am, EMC Insurance was contacted and an investigator and adjustor was assigned.
- By 4:00am, Communications were sent to staff, families, and school board cancelling classes for Oct. 27.
- By 4:30 am, Major television stations were notified and a Facebook posting was sent out.
- Daily updates were provided to staff and the board.

After response to the initial crisis and preliminary communications, we started work on assessment and recovery. By about 5:00 am, all standing water was removed and our focus turned to mildew mitigation. We also contacted a third recovery specialist, ServiceMaster Recovery Management. ServiceMaster Recovery Management was provided with authority over the other service providers to ensure ease of communication and improve efficiency of work. ServiceMaster is currently working with Minnehaha Academy in their restoration project.

By 8:00 am, the insurance representatives, investigators, and fire department representatives were onsite. This team observed the scene and interviewed contractors, electricians, and staff members. The investigators determined that the fire was caused by flammable materials placed too close to the kiln while in operation. The kiln, the electrical wiring, and the venting were all determined to be in working condition and in accordance with manufacturer specifications.

By 10:00am we started work on air quality and increased our efforts of mildew mitigations.

### **Air Quality**

- 100% outside air was brought into the air exchangers.

- Mavo Systems, and Industrial and Commercial Environmental Specialist, cleaned and decontaminated all air ducts.
- Management Services Incorporated replaced all current air filters with charcoal filters.
- Over 30 filtration devices were in place for at least 36 hours. We used three types of filtration systems.
- All dust was removed from affected and surrounding areas.

### **Moisture and Mildew Mitigation**

- Carpets and floors were vacuumed and cleaned and a mildew preventer was applied.
- Baseboard was removed from all affected walls to allow fans to dry.
- 1-foot of sheet rock was removed from the bottom of walls that were not drying to ensure air flow for quick drying.
- Infrared test was used to assess moisture in all spaces.
- Follow up assessments for moisture are conducted on a daily basis.
- Three classrooms have been closed until moisture is completely mitigated and will require more demolition.
- Schroeder Fire has inspected and reconnected the sprinkler system.
- Three banks of lockers and multiple cabinets will be moved to facilitate drying.

Rochon was onsite Monday morning to assess all reconstruction, which will begin the evening of Thursday, Nov. 2.

### **Losses**

- Baseboard and sheet rock in affected areas
- Some loss of computers, LCD projectors, and cords
- 90% of items in the kiln room to include equipment and student projects
- We will begin inventory and inspection of all equipment to determine other losses
- One day of instruction

Eagle Ridge Academy will treat last Friday as we would treat an inclement weather day. We will not make up the day at this point.

Please know that moisture and air quality were of the utmost importance and they have both been mitigated. We will continue to assess mildew and moisture issues and have two companies overseeing this concern to ensure accurate results and proper remediation.

We appreciate your patience and flexibility through this crisis. Please feel free to contact me at [julbrich@eagleridgeacademy.org](mailto:julbrich@eagleridgeacademy.org) if you have any questions or concerns. We appreciated your kind words and prayers throughout the process.

Sincerely,

Jason Ulbrich