



## DISASTER RECOVERY & RESTORATION SPECIALISTS

**24 Hour Emergency Services Hotline 1300 550 960**  
[juvenaire.com.au](http://juvenaire.com.au)



## Steve Thornton-Smith

Director

Juvenile is one of the largest independent disaster recovery, restoration and cleaning management companies in Queensland. We pride ourselves on having the ability to provide our clients with the experience and expertise needed to successfully manage and restore a damaged home or business back to its pre-loss condition. Juvenile has a hands on approach to all stages of the process from project management through to the final outcome – restoration. We deliver cleaning and restoration services for a range of specialised areas including water and storm damage, mould contamination, fire and smoke damage, crime and trauma scenes, methamphetamine drug labs and odour removal.

### **Our proven track record is based on:**

Dedicated teams who are qualified specialists in one or more disaster areas of; Fire & Smoke, Water and Storm, Mould remediation, Crime and Trauma Scene Bio-recovery and Biohazard situations.

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A communication system that guarantees fast response time and a single point of contact throughout the process capable of meeting set KPI's.

A ready supply of drying and cleaning equipment and products for speedy deployment to the disaster site.

Pack out system that allows for damaged contents to be restored in-house while your property is being restored.

A state of the art facility at Stapylton capable of cleaning, restoring and storing contents safely and securely.

Quality assurance standards applied to all stages of the project.

The implementation of environment management systems for a sustainable future.

Ongoing research and training so we are applying industry best practice at all times to ensure our team delivers the best outcome.

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## Mission Statement

To maintain our commitment to growth through continuous training and technology advancements paralleled with increasing our specialised services to meet our customer's needs while maintaining customer service satisfaction. Our dedication to heightening the standard of excellence within the industry contributes to our continued success and the challenging and rewarding work environment for our greatest asset, our employees.

## Our Vision

To maintain Juvenaire's professional image and reputation throughout the restoration industry for Juvenaire's main corporate clients; insurance companies and builders, by modernising the company and implementing software programs that increase productivity and efficiencies consistently throughout the operations; administration filtering through to the technicians, and enhancing Juvenaire's overall reliability and aptitude to complete all projects within set KPI's allowing for a solid foundation to be set for future business expansions and increased workload.





## Water & Storm

Juvenaire has been recovering water damaged properties and contents for over 16 years. We have specialty trained water technicians with fully equipped vans to attend to water, storm and flood affected properties.

When it comes to properties that have been damaged by water, an experienced, dedicated and motivated team is required to get the job done with a thorough understanding that time is critical in managing loss and costs, paralleled with minimising business and life disruptions.







## Inspection, Moisture Testing & Assessment

Water can cause significant damage to building and contents which requires thorough investigation, moisture testing and inspection. This process helps to determine safety issues, extent of water damage to affected materials, best drying procedures and items requiring urgent attention to minimise the loss of building fixtures, fittings and contents

Juvenaire's team of specialty trained and experienced technicians are here to take control of any situation regardless of the size of the loss and to make sure the client is cared for in a time of potential trauma.

## Water Extraction & Structural Drying

When water enters the building structure, not only are the floor coverings affected but the water is quickly absorbed through the pores of the building, such as floors and walls.

Drying of the building structure is critical

in the overall drying process not just drying the floor coverings.

Juvenaire ensures the building is properly dried and restored back to its pre-loss condition with minimal down time.

*“ Drying of the building structure is critical in the overall drying process and not just drying the floor coverings. ”*

## Contents Cleaning & Restoration

Water can cause extensive damage to contents particularly clothing, soft contents, paper, electronic, soft furnishings and carpets which if not dealt with quickly can cause staining, mould growth and permanent damage.



**Contents First**, a division of Juvenaire, has been especially set up to process, clean and store contents quickly and effectively, thereby reducing the cost of the claim substantially.

## Commercial Water Restoration

Every major commercial water incident will be assigned to and run by a Juvenaire Project Manager. As there can be many variables, the Project Managers assist in:

- The initial inspection and consult on the extent of damage
- Determine the necessary scope of works and seamless coordination of supervisors and technicians for works to be carried out
- Communicate between owners, body corporate and tenants to keep all parties up to date and informed at all times
- Separate the costs to be supplied to appropriate parties
- Supply the reports required for appropriate parties
- Provide years of experience, and an extensive knowledge in understanding that speed and efficiency are paramount in minimising business interruption and further damage

## Sewage Contamination

Sewage is black water (category 3) contamination. This means it is highly contaminated making it extremely unsanitary and a high health risk.

Sewage back-flow poses a very significant threat to human health as it can carry a wide variety of pathogens and allergens. The severity of the health threat depends on the degree and extent of penetration into the building environment.

Effective restoration involves total decontamination of affected surfaces to ensure a safe, Habitable environment. Juvenaire prioritises category 3 jobs and has a technician on call after hours to ensure a fast response time in this type of emergency.

## Final Clearance Testing (sewage)

Successful cleaning of a property impacted by sewage contamination is only complete once final lab result tests have been cleared, giving your property a clean bill of health.

As a part of our quality assurance, final clearance testing is carried out to guarantee the safety and well-being of all persons residing or working with in the property.





## Mould Removal

Where there is moisture there is the potential for mould and Juvenaire can provide you with a solution!

If you find mould within your property, there is likely to be a source of moisture. When visual mould is found it is imperative to ensure the correct steps are taken to remove the mould. This includes discovering and rectifying the moisture problem whether from a leak or previous storm damage. Juvenaire provides a mould removal and cleaning service as well as mould prevention. Juvenaire work to expose the source of the moisture so that the re-occurrence of mould is less likely to occur in the future.







## Inspection

An on-site inspection is the most crucial step in identifying mould problems and in determining the best plan of action for treatment.

*“ Although identifying the visual mould is important, knowing the source of the mould is just as vital. ”*

Although identifying the visual mould is important, knowing the source of the mould is just as vital. Without identifying the source of the problem, even the best removal and remediation methods can become ineffective as mould will eventually resurface if not treated accordingly.

As specialists of the industry, we gather appropriate information which determines the best course of action

and remediation steps for permanent removal and best outcomes for our clients.

## The Remediation Plan

Remediation includes both the identification of and correction of the conditions that permit mould growth, as well as the steps to safely and effectively remove mould affected materials.

The remediation plan should include steps to permanently correct the water or moisture problem. The plan should cover the use of appropriate personal protective equipment. It should also include steps to carefully contain and remove mould affected building materials and its contents in a manner that will prevent further contamination followed by final cleaning, decontamination and clearance testing. The remediation plan can vary greatly depending on the size and complexity of the job, and may require revision in certain circumstances.

## The Right Contractor

Selecting the right contractor to handle remediation including the training and knowledge in their field of expertise is critical to the success of the clean-up.

With many years of proven experience in mould remediation, Juvenaire will ensure that appropriate steps have been put in place to assist in minimising disruption, containing the environment to prevent the spread of contamination and applying the necessary procedures to ensure the mould does not reappear.

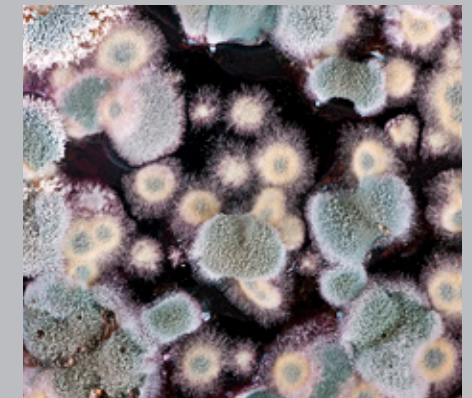


## Mould Sampling

As a part of Juvenaire's mould removal services, there are a number of reasons why mould samples must be considered.

### These include:

1. In order to ascertain the true extent of mould contamination
2. Post remediation clearance testing for quality control
3. Species identification to determine the toxicity and health risks to humans



## Final Clearance Testing

Several air and surface samples should be taken in the remediated area. Juvenaire's qualified team of air quality specialists carry out all the appropriate microbial testing to ensure safe occupancy to affected areas once the project has been completed.





## Fire & Smoke Damage

When it comes to commercial and domestic fires, business disruption, loss of income and life disruptions are just a few key concerns that can be significantly affected. Through years of experience, Juvenaire has recognised this and the stress that it can bring to those affected.

Juvenaire has Project Managers that understand the need to get your property and home up and running ASAP and can plan restoration works according to the immediate tasks required to do so. To help get your property back on its feet, call Juvenaire and have a Project Manager meet you to begin the clean up process.







## Inspection, Chemical Testing & Assessment

Fire causes significant damage to the building and contents which requires thorough inspection, chemical testing and assessment. This process helps to determine safety issues, possible corrosion and items requiring urgent attention to minimise loss of building fixtures, fittings and contents.

Juvenaire's team of trained and experienced technicians are here to take control of any situation regardless of the size of the loss and to make sure the client is cared for in a time of potential trauma.

## Structural Cleaning & Restoration

With extensive experience in the industry, regardless of the building materials, Juvenaire technicians are trained to restore all internal and external surfaces such as walls, ceilings, windows, flooring, brickwork, including air conditioning and

ventilation ducting. Juvenaire has the capability to meet all your cleaning and restoration needs.

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*“ If smoke and soot are not dealt with quickly it can cause permanent odour, staining and corrosion. ”*

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## Contents Cleaning & Restoration

Smoke residue from the fire can cause extensive damage to contents particularly clothing, soft contents, paper, electronics, soft furnishings and carpets which if not dealt with quickly can cause permanent odour, staining and corrosion.

**Contents First**, a division of Juvenaire, has been specially set up to process, clean and store contents quickly and

effectively, thereby reducing the cost of the claim substantially.



## Technical Restoration (Electronics & Machinery)

Electronic equipment and machinery are surprisingly resilient if properly restored after fire and smoke damage. Juvenaire has been trained by Asset Recovery Technologies (Americas leading specialist in electronic and machinery recovery) in using the latest state of the art cleaning and restoration techniques for stabilization and recovery of electronic and machinery equipment.

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## Odour Control

Extensive odour normally follows every fire. Chemicals caused by the burning materials are released into the atmosphere and are absorbed into the pores of the building materials trapping the odour, which if not treated properly can cause health issues for those who reside in the property.

Detailed cleaning of the building structure and its contents is critical to the removal of the smoke odour. Juvenaire's technicians are trained in this process to ensure the property is left odour free.



## Home Contents Cleaning

Juvenaire is one of Queensland's Premier Disaster Recovery, Restoration and Content Management Specialists providing full turnkey cleaning and restoration services in-house. With state of the art technology and facilities, Juvenaire is capable of cleaning, restoring and storing contents safely and securely.

Juvenaire is dedicated to achieving the highest standard of content restoration. Throughout the restoration process each item is vigorously monitored and checked allowing for optimal results. Customer satisfaction is of utmost priority and Juvenaire endeavours to guarantee this.







## Pack Outs/Content Categories

Juvenaire's content processing system begins on-site where the categorisation of contents is critical. Juvenaire has an experienced team of technicians that are trained to first identify and separate contents into specific categories and then pack and remove efficiently, effectively and carefully on-site.

Juvenaire's Smart Pack Inventory allows for specific categorisation of contents. These categories affect where these items are designated in the warehouse and in turn how these contents are processed.

## Content Management System

This revolutionary new technology utilises Ipad and app technology to improve time management and costs by inventory listing, planning and scheduling cleaning of contents, documenting unrestorable items and preparing high quality reports. This

process is more efficient and allows for a fast turnaround giving Juvenaire the capabilities and the advantage to handle small - large content jobs that most other restoration companies could not handle. Juvenaire has the capability to meet all your cleaning and restoration needs.

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## Contents Cleaning & Restoration

Smoke residue from the fire can cause extensive damage to contents particularly clothing, soft contents, paper, electronic, soft furnishings and carpets which if not dealt with quickly



can cause permanent odour, staining and corrosion.

## Drying/Odour Control Rooms

Juvenaire's facilities are designed to accommodate a variety of contents that have been affected by a disaster. Water affected contents with high moisture levels are immediately assigned to a drying room to prevent further damage.

Highly contaminated contents that have been restored can sometimes retain strong odours. Juvenaire has extensive experience in providing odour control solutions and can remove or neutralise these odours by the implementation of smoke odour eliminating techniques such as ozone technology. Which technique is used, depends on the content and its contamination.

## Hoarder Cleaning

- Hoarder and clutter clean up
- Sorting of contents

## Hard Contents Cleaning

The Fireline Ultrasonics Cleaning System uses cavitation technology as a method of cleaning hard contents that have suffered fire, water, and sewage and mould contamination. Ultrasonic cavitation is a technique that uses high frequency sound waves to agitate water generating bubbles. These bubbles enlarge and then implode producing millions of microscopic jets of liquid that gently remove contaminants embedded on hard contents.

This unique cleaning method is ideal as the process is efficient and yields consistent results. With the Ultrasonic Cleaning System, Juvenaire has the ability to restore and recover a continually expanding list of previously unrecoverable items.



## Our Service

Juvenaire's qualified technicians are trained in the safe and effective clean up and removal of biohazard materials such as blood, body fluid and tissue removal for all situations including:

- Suicides
- Homicides
- Accidents
- Unattended Deaths



# Forensic Clean up

Juvenaire provides a unique service of forensic scene bio-recovery to assist those in unpleasant and tragic circumstances.

Unfortunate and unpredictable events occur every day including homicides, suicides, fatal accidents and natural and unattended deaths. These can be traumatic circumstances that are left for family, friends or colleagues to manage and clean up. Juvenaire provides a full

forensic scene clean up service eliminating the unwanted and upsetting task of cleaning up after such tragic events.

Juvenaire's services extend to homicide, suicide, blood, unattended death and filth clean ups. Juvenaire provides a 24/7 emergency hotline and qualified technicians prepared for all circumstances, as we strive to provide the most professional, discreet and courteous service at all times.

## The Health Risk

Forensic scenes contain contaminants such as blood, body fluids, tissue, brain matter, bone fragments and possible decomposition which can be a high health risk if contact and transmission occur. Precautionary methods are recommended and designed to prevent the transmission of any possible diseases including HIV, hepatitis B virus and

hepatitis C virus. Although skin provides some protection, it is not recommended to proceed with the cleaning process without a professional.

Juvenaire's trained technicians are equipped with all appropriate PPE wear and associated safety equipment, procedures and processes to eliminate the risk of possible contraction of infection or disease. These actions are also to

protect any current future inhabitants of the property and ensure a safe and exceptionally clean environment.

## The Process

At Juvenaire we specialise in all areas of forensic scene bio-recovery including in home, industrial, business, outdoor and vehicle cleaning. Each project requires a unique cleaning method varying on the

extent of contamination. The technicians will assess the situation on site arrival, follow a consistent process and adjust to each individual circumstance.

If an incident is deemed a homicide, Juvenaire's specialists are trained to recognise suspicious objects or evidence. If evidence is found it is approached carefully and preserved on scene for the police to collect.





## How Methamphetamine Affects your Home

The manufacturing of the illicit drug meth has increased in homes, apartments, caravans, hotels, garages and commercial buildings. Manufacturing methamphetamine involves a cooking process where mixtures of dangerous chemical vapours permeate all porous surfaces, filling the property with harmful chemicals.

These dangerous chemicals emit fumes which are absorbed and contaminate property carpets, wallboards, ceiling tiles, wooden items, kitchen benches and utensils, children's toys, clothing, linen and other fabrics, books, documents and furniture. Determining the extent of contamination is necessary in deciding which internal structures and contents need removal or a thorough clean.

## Methamphetamine Clean up

Juvenaire recognises the manufacture of illicit drugs predominantly Methamphetamine, as a significant issue that has become widely recognised. Clandestine drug labs or Methamphetamine labs, commonly known as meth labs, speed, crank, crystal, and ice labs produce harmful chemicals

that can significantly affect your health. A successful Methamphetamine lab clean up involves meth testings (pre and post) and meth samples.

These are only some of the necessary decontamination methods required to appropriately remediate a home where methamphetamine was made.

Juvenaire has a vast knowledge and understanding of methamphetamine contamination and the health risks associated with methamphetamine labs. Juvenaire offers experienced technicians with extensive training in pre and post testing and can provide reports offering the most effective and appropriate decontamination and remediation procedures to ensure the contaminated home returns to a safe living environment.

### Pre and Post Testing

Pre and Post testing is an essential requirement needed to determine the level of methylamphetamine present on inside surfaces and contents. In Australia according to the Australian Crime Commission (ACC) the presence of methylamphetamine if found at levels greater than 0.5 micrograms is unacceptable. Using a qualified

technician for pre-remediation testing identifies hazards at your home, provides an indication of the level of contamination and provides information on the necessary steps needed to clean your home to a safe liveable level. Chemicals and hazards may not be visible to the naked eye and this is why a professional is needed.

As pre testing is necessary to determine

the levels of contamination, post testing is essential to determine your home has been successfully decontaminated and is safe to live in. Occupational Health and Safety requires a final report and clearance from a qualified scientist providing the tick of approval presenting a safe and completely cleaned and decontaminated property.



## Physical procedures for odour removal

- Eliminate the source.
- Clean the contaminated area.
- Recreate the conditions of contamination.
- Sealing the source.
- The right process.



# Odour Removal

When it comes to odour removal, Juvenaïre has extensive experience in providing solutions to handle most situations. Juvenaïre provides services in ozone technology and other smoke odour elimination technology.

### So what is Odour?

Odour is a gas which must have a transport mechanism from the source to where it is detectable.

### How is odour transmitted?

An increase in humidity amplifies odour as does the increase in temperature and evaporation. The penetration of odours into soft furnishings is greatly increased by extreme temperatures. Unfortunately there is no one solution that can be applied to all odours. Understanding what is causing the odour allows Juvenaïre to put the steps in place to eradicate the odour.

### How is odour detected?

Odour is detected by the human nose called the sense of olfaction. The nose contains millions of olfactory receptor neurons situated in the nasal cavity which detects the presence and intensity of odour. The odour enters the nose and mouth and strikes the mucous membranes where the sensation of smell is transmitted to the brain by the olfactory

nerve. The sensation of smell terminates in the olfactory lobe which is located in the brain's lower frontal lobe. The olfactory lobe, in turn, interprets the sensation as a smell. From there, the interpreted sensation, in combination with experience, knowledge and suggestion, form a judgment as to whether the smell is good or bad.

Odour is interpreted by sensation,

experience, knowledge and suggestion. There are two types of odours, "real odour" a pure sensation of smell transmitted to the olfactory lobe by the olfactory nerve and "psychological odour or heightened awareness", odour that people think they smell based on experience, suggestion and past experience. This is the most difficult odour to address for the restoration technician.







## Types of Asbestos

Asbestos is commonly referred to by three types:

- Chrysotile (White Asbestos – belonging to the serpentine group)
- Crocidolite (Blue Asbestos – belonging to the amphibole type)
- Amosite (Brown or Grey Asbestos – belonging to the amphibole group)

# Asbestos Removal

The removal of Asbestos Containing Material can be a high risk process because there is often a significant disturbance of the asbestos containing material and thus a potential for exposure to respirable airborne asbestos fibres.

A high degree of control is therefore essential for the safe removal of Asbestos Containing Material (ACM). People within the asbestos work area need to have protection that is adequate to

control the exposure risk at the same time ensuring no asbestos contamination occurs outside the asbestos work area.

The work practices and precautions that need to be adopted for the removal of Asbestos Containing Material (ACM) vary considerably, depending on the type of ACM involved, the condition and location.

## Asbestos Containing Material

Asbestos Containing Material (ACM) was used extensively in Australian buildings and structures, plant and equipment, ships, trains and motor vehicles during the 1950s, 60s, 70 and early 80s and uses including friction materials and gaskets were only discontinued on 31 December 2003.

As a guide, homes built from 1988 onwards should be asbestos free, while homes built before 1984 may contain significant asbestos sources.

## Diseases Associated with Asbestos

Asbestos related disease is generally associated with long term exposure to asbestos in an occupational setting.

Asbestos exposure has been linked to a range of diseases including:

**Pleural plaque** – Thickened patches of scar tissue on the pleura (lining) of the lung

**Asbestosis** – Progressive scar tissue inside the lungs that impairs breathing

**Lung cancer** – can develop decades after the asbestos exposure. Smokers

and people with asbestosis are most susceptible.

**Mesothelioma** – A type of cancer that affected the pleura, the covering of the lung and linings of the chest wall and diaphragm. It can develop decades after the asbestos exposure.



## Air-Conditioning Cleaning

Modern air conditioning systems deliver the majority of air we breathe through a spider web of ducting situated above ceiling space, normally out of sight and out of mind. Have you ever wondered how clean the air really is that is coming out of the grill and into your living or working environment?

The filters used in air conditioning systems are not designed to keep out all the dust therefore dust accumulates within the air conditioning system itself. Under the right conditions this accumulated dust combined with moisture can provide an ideal breeding ground for mould and mould spores which ultimately can contaminate the living and working environment.





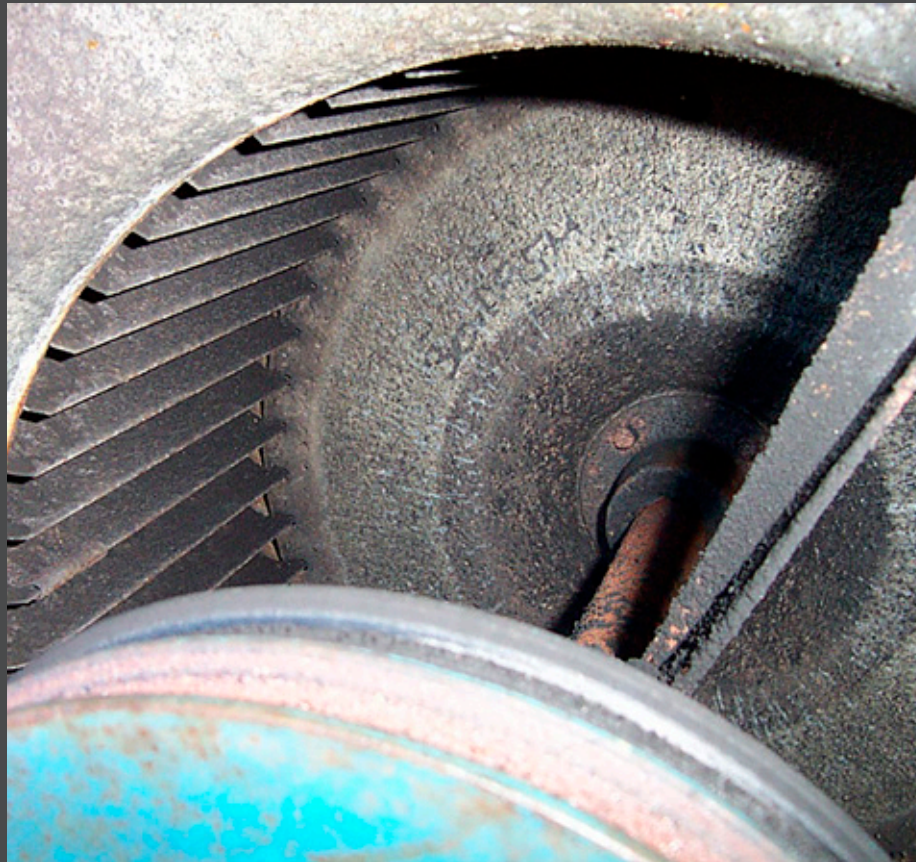


Where warm air meets cold surfaces such as the cooling coils of the air conditioning system or where the air enters the room via the supply air grill, moisture can form. Where there is moisture, there is the potential for mould.

“ The filters used in air conditioning systems these days are not designed to keep out all the dust ”

Mould can grow on virtually any substance, as long as moisture or water, oxygen and an organic source are present. Mould reproduces by creating tiny spores, (viable seeds) that usually cannot be seen without magnification. It's these spores that continually float throughout the air conditioning system and its ducting and into the indoor environment in which we breathe.

Mould spores in high concentrations; where there is consistent exposure can cause common symptoms such as sneezing, nausea, headaches, red itching skin, breathing disorders, loss of appetite and constant fatigue.



HVAC Systems (Heating Ventilation and Air Conditioning) should be inspected and cleaned on a regular basis to ensure that the systems are clean and free of mould.

“ HVAC Systems (Heating Ventilation and Air Conditioning) should be inspected and cleaned on a regular basis ”

Juvenaire employee's are a highly trained team of specialised technicians who have the ability to carry out the cleaning of the air conditioning

systems to a very high standard leaving your system not only hygienically clean but healthy as well.

### Benefits of regular cleaning

- system will operate more efficiently
- system will use less power
- system will last longer
- less corrosion on coils
- cleaner air dispersion into environment
- minimises health issues eg. asthma, sore dry eyes, headaches and colds



The Australian Standards (AS 3666.2) clearly states that all air conditioning ducting should be inspected on an annual basis and if found dirty, must be cleaned.

### Juvenaire - A Goldmorr Licenced Applicator

Juvenaire is a licenced applicator of Goldmorr Systems and their products; the fastest and most effective products specifically designed for the removal and suppressant of mould and mould spores from air conditioning systems.





## Our hoarder cleaning services:

- Hoarding and Clutter Clean up
- Sorting of Contents
- Recovery of Valuables and Sentimental Items
- Paperwork Recovery and Storage
- Photo Documentation
- Itemised Inventory
- Deep Cleaning



## Hoarder Clean up

Juvenaire provides a specialised cleaning service for severely cluttered homes or for people hoarding rubbish and possessions in their homes. No job is too big or small. We have qualified technicians that are trained in the most efficient clean up and recovery methods to make the job hassle free, leaving a clean and safe home to live in again. Our hoarding clean up service is more than just a disposal service. Our

technicians will help you sort through your contents, to make sure we recover all items that you require daily as well as recover valuable items, documents, photographs and sentimental items that may have been lost in the clutter. Each home is different and Juvenaire will evaluate each individual situation and develop a plan of action that is unique for that person to achieve the best results or desired outcome.

Juvenaire does not enter a home and simply throw all the belongings out. Our technicians are trained to sort through the clutter and chaos and recover valuable items and dispose of the unwanted ones. We provide a 24/7 emergency hotline to call any time to begin the clean up process as well as to provide support in your decision to clean up your home. Here at Juvenaire

we understand that hoarding and severe clutter can be embarrassing but our technicians are there to help and are caring, non-judgemental and discreet, making the clean up as painless and stress free as possible. Help is just a call away. If you or a loved one needs help with hoarding, let us assist!





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