

# Restoration Newsline

## Franchise of the Year

SERVPRO Team Wall, a leader in cleaning, restoration, and construction based in Maryland and Pennsylvania, has been named Franchise of the Year.

"Jim and Trish [pictured] are outstanding examples of what SERVPRO is all about: taking care of their customers, taking care of their teammates, and taking care of their communities," said Rick Isaacson, CEO of SERVPRO. "Since they joined the SERVPRO system in 2009, they have grown each year and never lost sight of the mission, vision, and purpose of SERVPRO."

SERVPRO Team Wall employs more than 150 crew members across their 12 locations in Maryland and Pennsylvania, focusing heavily on their construction team so they can truly make property damage "Like it never even happened.®"

"Like the proverb of the Chinese bamboo, we didn't get to where we are now without lots of hard work," Trish said. "We watered it, gave it sunlight, tended it for years and years, and then it felt like it grew 20 feet overnight!" ■



'TIS THE SEASON TO DECORATE

## SAFELY

Pretty lights, candles, and decorations are just a few of the items bringing charm and cheer to the holiday season - however, if they are not used carefully, your holidays may go from festive to frightening in a moment's notice. The American Red Cross offers the following safety tips to help greatly reduce the risk of fire in your home or business.

- ▶ Place Christmas trees, candles, and other holiday decorations at least three feet away from heat sources like fireplaces, portable heaters, radiators, heat vents, and candles.
- ▶ Make sure string lights and other holiday decor are in good condition. Do not use lights with frayed electrical cords. Do not string too many strands of lights together—no more than three per extension cord.
- ▶ Always unplug the Christmas tree and other lights before leaving the property or going to bed.
- ▶ Use only sturdy Christmas tree stands that are designed not to tip over. Keep curious pets and children away from Christmas trees.
- ▶ Keep burning candles on a solid surface where they cannot be easily knocked over. Monitor them closely and remember to always blow them out. Burning candles lead to nearly three times as many residential fires on Christmas Day, according to the National Fire Protection Association.
- ▶ Do not light the fireplace if you have hanging stockings or other decorations on the mantle that can overheat or catch fire.
- ▶ If you use a live Christmas tree, make sure it's fresh and keep it watered. To test if the tree is fresh, bend the needles up and down to make sure no needles fall off.

Your local SERVPRO franchise team wishes you a safe & happy holiday season! ■

**"If you will be traveling  
this holiday season, leave  
the heat on in your home,  
set to a temperature no  
lower than 55° F."**



## **EMERGENCY FIRE DAMAGE TIPS**



- ▶ Limit movement in the home to prevent soot particles from being embedded into the carpet and avoid tracking.
- ▶ Keep hands clean! Soot on hands can further soil upholstery, walls, and woodwork.
- ▶ If electricity is off, empty the freezer and refrigerator completely and prop doors open to help prevent odor.
- ▶ Wipe soot from metal kitchen and bathroom faucets, trim, and appliances.
- ▶ If the heat is off, pour RV antifreeze in the sinks, toilet bowls, holding tanks, and tubs to avoid freezing pipes and fixtures.
- ▶ Remove soot particles from plants with a damp cloth.
- ▶ Change HVAC filter but leave the system off until a trained professional can check it.
- ▶ Tape double layers of cheesecloth over air registers to stop particles of soot from getting in/out of the HVAC system.
- ▶ **Don't** attempt to wash any walls or painted surfaces without first contacting SERVPRO.
- ▶ **Don't** attempt to shampoo carpet, rugs, or upholstered furniture without first consulting SERVPRO.
- ▶ **Don't** attempt to clean any electrical appliances that may have been close to fire, heat, or water without first consulting an authorized repair service.
- ▶ **Don't** consume any food or beverages that may have been stored close to fire, heat, or water as they may be contaminated.
- ▶ **Don't** turn on ceiling fixtures if the ceiling is wet. Wiring may be wet or damaged and cause electrical shock.



*Let's Get Fired Up!* The SERVPRO First Responder Bowl will be played December 27th at SMU's Gerald J. Ford Stadium in Dallas, Texas. Kickoff time is 3:45/6:15PM EST.

"We are excited to have another terrific opportunity to express our appreciation for first responders," said Brant Ringer, executive director of the SERVPRO First Responder Bowl. "These heroes truly deserve our thanks, and for our community to be able to honor them in front of a national television audience on ESPN is very special."

The bowl celebrates our neighbors, family and fellow citizens who serve as first responders protecting and preserving peace in our communities. For more information, visit [firstresponderbowl.com](http://firstresponderbowl.com). ■



# CHRISTMAS FUDGE

## Ingredients:

- 4.5 cups sugar
- 1 can (12oz) evaporated milk
- 1/2 cup butter, cubed
- 2 packages (11.5oz each) milk chocolate chips
- 4.5 cups mini marshmallows
- 2oz unsweetened chocolate, chopped
- 3 cups chopped walnuts, toasted
- 2 tsp vanilla extract
- 4oz white baking chocolate, melted

## Directions:

1. Line a 13x9 pan with foil + coat with cooking spray
2. In a heavy Dutch oven, combine sugar, milk and butter. Bring to a rapid boil over medium heat, stirring constantly. Cook & stir for 5 minutes then remove from heat.
3. Stir in chocolate chips, marshmallows and chopped chocolate until melted. Fold in walnuts and vanilla. Immediately spread into pan. Drizzle with melted white chocolate; cool completely.
4. Using foil, lift fudge out of the pan. Remove foil and cut into squares. Store between layers of waxed paper in an airtight container. Enjoy!



## WORD SEARCH



- Bells
- Candle
- Carols
- Christmas
- Fireplace
- Frosty
- Jingle
- Presents
- Reindeer
- Santa
- Sleigh
- Stockings
- Tree
- Twinkle Lights
- Wreath

F	W	E	S	M	F	E	C	O	D	J	C	S	G	A
R	O	C	P	A	Z	K	V	W	I	M	T	U	K	F
O	F	A	R	M	N	T	N	B	H	Q	Q	O	F	
S	X	L	E	H	R	T	G	E	G	M	C	N	D	C
T	C	P	S	E	B	L	A	I	G	E	O	L	H	L
Y	C	E	E	S	E	Z	L	H	T	A	E	R	W	N
Z	U	R	N	A	M	E	K	S	D	D	I	O	V	X
E	H	I	T	R	L	S	G	G	O	S	R	I	V	L
E	L	F	S	K	G	N	J	H	T	C	V	Z	O	F
Q	F	D	N	U	I	F	N	M	S	L	E	I	G	H
A	E	I	N	K	W	B	A	S	L	O	R	A	C	C
N	W	H	C	A	V	S	R	E	I	N	D	E	E	R
T	A	O	U	Y	C	Y	B	D	N	N	K	U	P	R
E	T	H	H	F	Z	C	R	O	K	U	V	J	R	Q
S	U	M	M	I	P	D	S	L	L	E	B	W	J	H



**SERVPRO**

Cleaning. Restoration. Construction.

Why take the risk? Call a SERVPRO franchise professional.  
Working to make it "Like it never even happened."



As seen on CNN, Headline News, Fox News,  
The History Channel, HGTV, DIY,  
Food Network, NBC Sports, and CBS Sports.

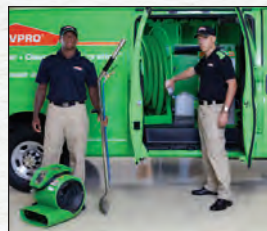


From all of us, to all of you,  
Happy Holidays & Happy New Year!



With more than 50 years of industry experience, SERVPRO is a leader of fire, water, mold, and other specialty cleanup and restoration services. Our network of more than 2,050 franchises has responded to property damage emergencies ranging from multi-million dollar large losses to those suffered by individual businesses and homes. Providing coverage in the United States and Canada, SERVPRO has earned the trust of major insurance companies, commercial clients, and countless homeowners.

Editor: Casey Watkins



**SERVPRO® SYSTEM SERVICES  
RESIDENTIAL & COMMERCIAL**

**Restoration:**

- Water Removal and Dehumidification
- Fire, Smoke, and Soot
- Mold Remediation
- Construction
- Catastrophic Storm Response
- Document Drying

**Cleaning:**

- Bioremediation and Vandalism
- Ceilings, Walls, and Hard Floors
- Air Ducts and HVAC
- Deodorization

\* Services vary by location

\* 24 hour emergency water removal

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