

# Water Damage Mitigation and Restoration: Drying Interior of Home

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## Vyond Storyboard

**Business Purpose:**

**Target Audience:**

**Objectives:** By the end of this training learners will be able to:

- Apply the steps of the home drying process on various building materials found within homes.
- Summarize the interior home drying process.

### Notes for Developer

All **text in purple** are notes for the developer. Text in black and located in the “On screen” column is designated to show on screen in the video.

Unless otherwise noted in the description of the elements, all images and objects will fade in and out based on triggers indicated in the audio section.

Unless otherwise noted, the audio begins when the timeline starts, and remains with the duration of the video.

	Audio/Voiceover	On Screen text	On Screen Graphics/Animation
	Water Damage Mitigation and Restoration: Drying Interior of Home	Water Damage Mitigation and Restoration: Drying Interior of Home	Outside of home
1	<p>[Scott]: Okay Jordan, this is your first call. We'll listen for key words to indicate the loss category. Words like Drain, Toilet, Bad smell, and Debris in the water. These words indicate a level two job that requires personal protective equipment or PPE.</p> <p>[Jordan]: Okay, got it!</p>		<p>[Jordan is a new employee and Scott is in charge of training him] Two workers are sitting in a work truck. One looks at their mobile device as the notification for a new work order comes in.</p>
2	<p>[Scott]: Good morning, Mrs. Wilkinson. I'm Scott and this is Jordan. We're here to help. Can you tell us more about what's going on?</p> <p>[Mrs. Wilkinson]: I woke up to find water coming out of the bathroom and into the hallway.</p> <p>[Scott]: Ok, Jordan and I will take a look around and update you soon.</p> <p>[Mrs. Wilkinson]: Ok, right this way. I'm so glad you're here!</p>		<p>[Jordan is a new employee and Scott is training him] Two workers and a female customer walk into the living room of a home.</p>
3	<p>[Scott]: Alright, first we have to check the home for any safety hazards.</p> <p>[Jordan]: What kind of safety hazards?</p> <p>[Scott]: We're looking for things like electrical dangers, mold or mildew,</p>	<p>[time bullet points with actions and dialogue]</p> <p>Safety Hazards include:</p> <ul style="list-style-type: none"> <li>● Electrical Dangers</li> <li>● Mold or Mildew</li> <li>● Lead</li> </ul>	<p>Two workers take a look around the home, checking for safety hazards.</p>

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	<p>lead, and asbestos containing materials, often referred to as ACM's. Things such as power outlets, electrical wires, and appliances that have come in contact with flood water can pose a threat. These can become conduits for electrical currents. We're also looking for Mold or mildew.</p> <p>[Scott]: Alright, luckily there are no safety hazards present at this job.</p>	<ul style="list-style-type: none"> <li>Asbestos Containing Materials (ACM's)</li> </ul>	
4	<p>[Scott]: I'll explain the drying process before we begin. First, we'll confirm the source of the water, create a moisture map, and update you on our findings. Before we begin the drying process, you'll need to sign some paperwork. Then we can get started drying everything out. First, We will remove as much water as possible, then we'll place a commercial grade dehumidifier and air movers in the affected areas. Next, we'll detach all of the affected baseboards and bore holes into the drywall for the injection dry system to dry out the walls. After that, we'll remove damaged materials, and possibly place additional</p>	<p>[time bullet points with actions and dialogue]</p> <ul style="list-style-type: none"> <li>Discuss what occurred with the homeowner</li> <li>Explain the Mitigation Process</li> <li>Ask if the homeowner will be filing a claim with their insurance or paying out of pocket</li> </ul>	<p>The three are in the bathroom having a discussion, there is water covering the floor.</p>

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	<p>dehumidifiers and air movers. We'll return daily over the next three to five days to check on the drying process. When the affected areas are completely dry you can have contractors come in and restore your home. Do you have any questions for me?</p> <p>[Mrs. Wilkinson]: No</p> <p>[Scott]: Okay. Do you know if you'll be filing a claim with your homeowners insurance or paying out of pocket?</p> <p>[Mrs. Wilkinson]: I'm really not sure</p> <p>[Scott]: No worries, we will assess the damage and get you an estimate so you can make a decision. This can change once we have opened the structure and can see everything. We can't know for sure until then.</p> <p>[Mrs. Wilkinson]: Okay, thank you</p>		
5	<p>[Scott]: Let's get started!</p> <p>[Jordan]: I'm ready</p> <p>[Scott]: Okay, This leak is definitely coming from the supply line to the sink. That means this job is a category one, or freshwater. Next, we'll moisture map out the area. It's important to check all surrounding areas to get a clear picture of the</p>	<p>[time bullet points with actions and dialogue]</p> <ul style="list-style-type: none"> <li>● Confirm the source of the water</li> <li>● Moisture map the affected area</li> </ul>	<p>Two workers are in the flooded bathroom. Scott hands Jordan his moisture meter in time with the dialogue. Scott shows Jordan how to moisture map as the dialogue ends.</p>

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	damage. We'll check the floor, walls, and cabinets here in the bathroom and in the adjoining rooms.		
6	<p>[Scott]: Mrs. Wilkinson, I have an update for you.</p> <p>[Mrs. Wilkinson]: oh, great!</p> <p>[time passes]</p> <p>[Scott]: I need you to sign these forms before we can begin working.</p> <p>[Mrs. Wilkinson]: no problem!</p>	<p>[time bullet points with actions and dialogue]</p> <ul style="list-style-type: none"> <li>● Update the homeowner on your findings and plan</li> <li>● Have the homeowner sign a 'work authorization/release of liability' form before getting started.</li> </ul>	<p>Scott and Jordan are in the living room with Mrs. Wilkinson. She looks worried.</p> <p>Transition between dialogue to show passage of time.</p>
7	<p>[Scott]: Okay Jordan, now we need to remove the water from the flooring. Here in the bathroom we'll suck up the water with a Portable extractor. In the hallway we'll need to start by sucking up as much water as possible, then we'll remove these wet baseboards and detach the carpet from the tack strips and lift the padding, if possible. We'll place the air movers between the padding and floor.</p> <p>[time passes]</p>	<p>[time bullet points with actions and dialogue]</p> <ul style="list-style-type: none"> <li>● Remove all water from th flooring</li> <li>● For carpet: detach from tack strips and set up air movers under the carpet</li> </ul>	<p>Scott and Jordan are back in the flooded bathroom.</p> <p>Transition between dialogue to show the passage of time.</p>

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8	<p>[Jordan]: We've vacuumed up as much water as possible.</p> <p>[Scott]: Excellent, now we need to set up our commercial grade dehumidifier.</p> <p>[transition]</p> <p>[Scott]: Now we'll bore one inch holes every six to eight inches along the wall where the baseboard was. These holes will later be hidden when the baseboards are replaced. We need to verify whether there is insulation in the wall cavity, if there is we'll have to make a one foot cut along the entire bottom perimeter of the affected wall to remove the wet insulation. Finally, we will set up our injection dry system by placing these air hoses into the bore holes.</p> <p>[Jordan]: What about the hallway?</p> <p>[Scott]: Good point, Jordan. We'll need to repeat these steps in the hallway to make sure all of the affected areas are thoroughly dried.</p>	<p>[time bullet points with actions and dialogue]</p> <ul style="list-style-type: none"> <li>● Set up a commercial grade dehumidifier</li> <li>● Remove baseboards from the entire affected area</li> <li>● Bore 1 inch holes every 6-8 inches along the baseboard line</li> <li>● Set up injection dry system</li> </ul>	<p>Scott and Jordan are in the bathroom, most of the water is gone. The camera is zoomed in on them at the base of a wall.</p>
9	<p>[Scott]: Alright, the water is turned off. We will need to add compression caps on the water lines to ensure the water doesn't come out from here</p>	<p>[time bullet points with actions and dialogue]</p> <ul style="list-style-type: none"> <li>● Disconnect pipes and P trap</li> </ul>	<p>Scott and Jordan are in the bathroom, most of the water is gone. The camera is zoomed in on them working under the sink.</p>

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	during repairs. Then we'll detach the P trap and remove the vanity. We've got our air movers and dehumidifiers set up, since this is a large bathroom.	<ul style="list-style-type: none"> <li>● Add compression caps to the water lines</li> <li>● Remove vanity</li> </ul>	
10	<p>[Scott]: Alright Mrs. Wilkinson, we are all done for now. Jordan and I will return each day for the next three to five days to check on the drying process. Once everything is fully dry you can hire contractors to come in and restore your bathroom and bedroom.</p> <p>[Mrs. Wilkinson]: Thank you so much for all your help today! Here's a little something for your trouble.</p>	<p>[time bullet points with actions and dialogue]</p> <ul style="list-style-type: none"> <li>● Update the customer</li> <li>● Return every day for 3-5 days or until the area is fully dried.</li> </ul>	<p>Scott and Jordan are in the living room with Mrs. Wilkinson. She looks relieved.</p> <p>Mrs. Wilkinson hands Scott and Jordan a tip.</p>