



## BELFOR'S RAPID RESPONSE AFTER FIRE IN A MEDICAL CENTER

### INCIDENT OVERVIEW

An act of arson occurred in the restroom of a major healthcare facility in Belgium. A plastic dispenser of paper towels was set on fire, producing thick, highly toxic soot. The contamination quickly spread into a corridor providing access to several medical consultation rooms. As an immediate safety measure, the facility's technical department closed the affected wing, suspending all medical activities in this area.

### IMMEDIATE IMPACT:

- **Affected area:** Corridor, consultation offices and restroom.
- **Consequences:** All medical offices in the wing became unusable, including ophthalmology consultation rooms, dental practice, cardiology, and ultrasound imaging. The optical shop located in the same area was not directly damaged but remained inaccessible.
- **Key priority:** Rapid reopening while ensuring strict hygiene and patient safety standards.

### STAKEHOLDERS INVOLVED:

- Client (a leading healthcare provider in Belgium)
- Insurer
- HVAC cleaning subcontractor
- Coordination with internal services and appointed experts



### BELFOR'S IMMEDIATE RESPONSE:

Thanks to the existing framework agreement, BELFOR was mobilized immediately. Emergency intervention started the day after the request, allowing for rapid damage assessment and stabilization of the situation.

- **Project duration:** 6 working days
- **Team size:** 3-4 technicians on-site daily
- **Total effort:** 24 man-days



**EMERGENCY MEASURES:**

- Secured and partitioned the damaged corridor
- Assessed corrosion risks
- Implemented temporary solutions to stabilize operations

**RESTORATION PROCESS:**

- Rapid mobilization and safety controls
- Corrosion risk assessment
- Meticulous decontamination of surfaces and sensitive equipment
- Ventilation duct cleaning in collaboration with the subcontractor
- Adjustment of cleaning products and dilution rates to meet medical standards

**Ensuring Continuity:** BELFOR maintained daily and transparent communication and reports with the client, the appointed expert, and third-party partners. This proactive coordination allowed consultations to resume gradually, based on medical priorities.

**OUTCOME:**

- Medical offices reopened in phases
- Full compliance with healthcare hygiene and quality standards
- Sensitive equipment successfully restored and validated for use
- Client expressed high satisfaction with BELFOR's responsiveness and professionalism

**CHALLENGES AND COMPLEXITY:**

- Strong pressure from the hospital's direction to reopen quickly for scheduled consultations.
- Active hospital environment requiring strict safety and hygiene standards and contamination control.
- Complex scheduling: work had to be coordinated with doctors' availability to minimize disruption.
- No HVAC plans available: BELFOR had to create on-site drawings and adapt the restoration strategy in real time.

**TAKEAWAYS:**

- **Coordination is critical:** In healthcare environments, flexibility is key to align restoration work with medical priorities.
- **Plan for missing technical documentation:** Always be ready to perform on-site assessments and create contingency plans.
- **Proactive communication:** Daily updates with stakeholders prevent delays and ensure transparency.
- **Technology and know-how:** Use appropriate products and dilution rates to protect sensitive medical equipment. Our experts used tailor-made solutions to ensure that everything was restored to its original condition.
- **Continuous protection:** We implemented rigorous protocols to protect the equipment throughout the work.
- **Rapid mobilization matters:** Framework agreements with insurers enable immediate response and minimize operational downtime.

