



## Common crime scene cleaning questions for Victim Advocates

- **What does a clean-up actually look like (i.e.. removing carpet)?**  
Our defining line is "safe" we won't clear a scene until we can claim it as safe. After that each scene looks different and is based on a variety of factors from home ownership vs rental, condition of the materials, and most importantly the impacts on the survivor/family.
- **How can you stay safe on scene (COVID, bed bugs, bodily fluids, etc)?**  
In general the same practices you are using in the "real-world" apply here as well. Where possible avoid sitting - especially on soft or porous surfaces - and avoid contact with bodily fluids. Use a hand sanitizer as soon as possible after leaving the scene. Wash and dry clothes on hot immediately if you suspect exposure to bed bugs.
- **What does clean-up potentially cost?**  
In the end most victims don't ever see these charges however, the average crime scene cleaning is \$1,800-\$2,300. On rare occasions they can be significantly more and occasionally less depending on wide array of factors but we will always work with the victim as needed to find an equitable solution.
- **Who pays? (Insurance, Family, CVC, etc)?**  
Contaminations, insurance coverage, and policies vary widely. **At the time of service** all WE ask is that someone agrees to be the primary contact to work with us to get paid for our services. Beyond that we pursue every other of payment before we go to the victim's family. We always take into account the victim and their well being first, including the occasional need to pay quickly to help put this behind them.
- **Can 70 Services clean furniture mattress etc.?**  
This depends on several factors. But unlike other companies, we will try especially if is requested by the client. Mattress should almost always be disposed but box springs can remain if unaffected.
- **Will you personally answer when we call?**  
Yes, we are available 24/7 just like you. In the rare instance we don't answer your call before it goes to VM, Please leave US a message or call right back. We want to help but we can't call you back if the numbers you use are blocked.
- **How long does the service take?**  
We are typically on scene within 2 hours of the initial call (unless the victim has other special requirements). The service usually requires between 4-6 hours.
- **What kind of vehicle does 70 Services drive?**  
We try to limit our presence and be as discrete as possible, so we drive trucks with limited markings on them (small window sticker only as a visual confirmation).
- **Can you address odors?**  
Unless a scene wasn't discovered for more than 24 hours, there usually isn't any significant odor but if odors are present, yes we can help mitigate them as needed.
- **Do we interact with the victims' families?**  
Yes we do. But it's always either Jason or Jamie.
- **Do animals need to leave?**  
No, however we prefer that they are secured if possible to reduce stress on them as well.

### Other useful considerations and information we need to best serve the victim and their families

Who is our contact at the scene (name and phone number)?

Is there a visual identifier of the correct property (White Toyota Truck in front, etc.)?

Did the victim survive?

Will there be family members at the scene?

Is the carpet/flooring affected?

Is there any structural damage bullet holes, etc that you can identify?

Are there firearms at the scene that will remain or need to be secured?