



The Waterford - Senior Health Care Facility Spokane, Washington

The Waterford on South Hill is a premiere senior's living residence in Spokane Washington. Built in multiple phases from 1992 to 1997, the Waterford is operated by Touchmark Living Centers and features a full range of services including independent living, an Alzheimer's wing and nursing care.

The Problem:

After only seven years of service, the hot water system in the Health Center wing was failing regularly due to pinhole leaks in the copper piping. The leaks were leading to frequent tenant interruptions, property damage and other problems for residents & staff. After spending more than 2 years replacing pipes to no conclusion, Touchmark sought to find a solution that would both resolve the pinhole problem *and* satisfy the strict requirements of the Department of Health in Olympia Washington. Under DOH requirements, all renovation activities must pass an extensive review evaluating how the project would impact the health considerations of residents

The Solution:

Seeking an alternative to repiping, Touchmark received industry referrals and contacted ACE DuraFlo about their ePIPE® in-place pipe restoration system. To satisfy the stringent DOH requirements, the ePIPE® project had to meet all of the following criteria: allow residents to continue to live in their units without being moved or adversely affected, provide unencumbered access between residents and nursing staff, preserve cold running water in all units at all times, minimize the duration of hot water interruptions, permit zero trip hazards in any walkway, assure that all entrances and exits remain secure (particularly in the Alzheimer's wing), and avoid any airborne hazards such as drywall dust or other contaminants. Clearly, replacement was not an option.

With these strict limitations defined, the ePIPE team completed the project on schedule in less than two months, while the regular operation of the facility remained virtually unaffected. Nursing and resident care continued to be administered without limitation and maintenance staff returned to productive work rather than chasing leaks. When asked for his evaluation of the project, Director of Operations James Engstrom commented, "ACE DuraFlo was great to work with. The company really appreciated the complexities of a health care environment and went to great lengths to meet our needs."

