

A company you can trust



André Robichaud,
B.Sc - Manager

Régis Bergeron,
President



MATTHEW DESROSIERS – The Construction News & Report Special Feature

When disaster strikes your property, it's important to hire a restoration company with a proven record of quality work and customer satisfaction. That's why D&G Construction has focused on becoming just that.

With a history in forestry, logging and construction, the company has moved into restoration as its primary business.

"We still have the construction part and the heavy equipment," said Andre Robichaud, manager at D&G Construction. "Seven years ago, we branched off into environmental work, like fuel spills, transport rollovers and petroleum services. Anything that has to do with restoration, so environmental, water damage, fires..."

The company's experience in construction has given them a distinct advantage when it comes to environmental projects, and also restoration. They own various pieces of heavy equipment, including dozers, backhoes, loaders, dump trucks, excavators, and two 10,000-gallon tankers.

"We need that heavy equipment to do our spills," said Robichaud. "We're pretty much self-sufficient when it comes to that. We've been extremely busy with our environmental spills because we're pretty much the only ones who are self-sufficient and have everything from A to Z."

In this line of work, it's very important to have all the necessary equipment to do the job right, he said. It's also important to have properly trained workers.

On average, the company maintains between 15 to 25 workers who receive training through the Institute of Inspection, Cleaning and Restoration Certification (IICRC).

Through the certification program, the company has technicians who are certified in water damage, fire and smoke, applied structural drying, and upholstery.

"This is something we emphasize a lot," Robichaud said. "It you want to stay ahead of everyone else, we believing in training. New methods and new techniques to stay competitive."

In order to guarantee the quality of their work, D&G doesn't stop training their team. There's always more to learn, and always ways to improve.



Fuel Spill at Remi Lake in Moonbeam. D&G Construction's specialized spill response team remediated seven properties. The remediation consisted of soil removal, boathouse reconstructions and landscaping.

D&G Construction is always ready to take your call

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“There’s at least one guy per month that’s going somewhere to get some sort of training, whether it’s a seminar or to get another ticket.”

If their equipment and emphasis on training isn’t enough to set D&G Construction apart from their competition, their specialty in asbestos (type three) removal puts them over the bar.

The focus in recent years on asbestos removal has led to increased government regulations.

“It’s really strict,” Robichaud explained. “The training part of it (includes) sending your guys to school and getting them to pass (a series of) tests. The Ministry is really involved in asbestos. That’s why it’s specialty work.”

Unlike some other type of training, you can’t send a worker for a day training session on asbestos removal and put him on the job site the next day.

However, it’s not enough for D&G Construction to be the best trained, the best equipped, and have the highest quality of work. They also lead the way in customer satisfaction.

“We take great pride in customer service,” said Robichaud. “We’re in a small town. Almost everybody knows everybody. There’s a lot of word of mouth. So if we’re always there for the client, people will hear about it. The word gets around, and that’s why we’ve been getting a lot of jobs from home owners.”

Service starts with attitude, and that’s something the company’s president, Regis Bergeron, established from the start. Bergeron is a firm believer that when the phone rings, someone should be ready to answer it. If a customer calls, one of his technicians will be sent out right away.

To that end, he established the company’s 24-hour emergency response.

“You can get a hold of us,” said Robichaud. “If you call our number, someone’s going to answer, and someone’s going to be there within, I’d say five or 10



Workers and heavy equipment performing soil remediation work. D&G Construction has TSSA registered petroleum mechanics on staff to perform complete service station installations to routine pump/nozzle maintenance.

minutes.”

It’s important to respond quickly, he said.

“We want to be the first ones there, and we try to do the job quickly. When you move a client’s basement, they want to be back in there as fast as possible, so we restore their basement as fast as possible. That’s what sets us apart.”

Although they work fast, what’s more important is that the quality of work is there so they don’t have to come back, he said.

“We do it right the first time. You’re in and out. Sometimes it may take an extra day or two to do the job, but you know what? You do it right the first time, and you won’t have to go back in.”

This level of workmanship would not be possible without the team of technicians D&G Construction has working for them.

“The guys are dedicated

to their job,” said Robichaud. “They really take pride in their work.”

Whether it’s to take time to train and learn new techniques, or working overtime on an overnight call, it’s hard to find one guy in the company who isn’t willing to put in the work that’s asked of him.

“The guys here aren’t scared to work. They’re not afraid to put in overtime or extra hours. Rarely will you get a ‘no’ from the guys to work, and that’s what we need since we’re 24 hours.”

Their willingness to put in a full day’s work was put to the test this past summer, as a large fuel spill in cottage country polluted not only a large area of soil, but the lake as well. It also caused damaged to docks, boat houses and cottages. Robichaud said seven properties were affected.

Over the winter, a cottage’s 500-litre fuel tank

began leaking diesel at a very slow rate. However, when the snow began to melt in May, the fuel ran deep into the ground, across the road, and into the lake. There was a large plume of diesel on the water, he said.

When D&G Construction arrived on the scene, they immediately isolated the problem, removing the fuel tank. They then teamed up with some engineers and placed marine booms on the lake to contain the spill.

Because diesel won’t just go away over time, they had to dig down to the clay and remove the soil.

“We dug up the insured’s

property, moved his house and replaced it. We dug up the road, we dug up some of the property on the other side of the road (too),” said Robichaud.

After 500 truckloads (approximately one million kilograms) of contaminated soil were hauled from the site, they pumped the fuel from the lake into their water tankers to be disposed of.

The next phase of the job was restoration. They had to rebuild several boat houses, decks, and sheds.

“That was a very time demanding job,” said Robichaud. “We did the environmental part (the fuel spill), and we did the restoration (rebuild) and construction (haul and back-fill) part of it also.”

D&G Construction is part of a fast-growing network of restoration specialists who are members of the Canadian Disaster Restoration Group (CDRG). Members are independent restoration companies who have agreed to work together on large-scale projects, should the need arise.

The CDRG specializes in various forms of restoration

work, however, it also provides disaster response services. In the event of a large-scale natural or man-made disaster, the CDRG is able to mobilize various restoration companies in the area to the site within hours. With over 90 members across the country, the CDRG has one of Canada’s largest equipment fleets at its disposal.

“The goal is to set up some independent contractors all across Canada that are all tied up together as a team,” said Robichaud. “If a huge catastrophe happens, the CDRG has contractors across Canada. Even though we’re independent, we’re all working together.”

As a team of hard-working, socially responsible restoration experts, D&G Construction is able to deal with any disaster in Northern Ontario, big or small. With a strong focus on customer service, they ensure that you feel comfortable, even in the middle of a stressful restoration project.

There’s no better company to trust with your home.

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