

Frozen pipes burst overnight — pharmacies kept open and sanitary.

How a national pharmacy chain kept its stores open and sanitary through a winter-storm system that burst pipes and flooded locations — so communities never lost access to their prescriptions.

THE EMERGENCY

Subfreezing temperatures burst pipes across a national pharmacy chain.

In 2021, a winter-storm system brought subfreezing temperatures across several U.S. regions. At a national pharmacy chain, **frozen pipes burst at multiple store locations** — flooding floors, damaging infrastructure, and raising the risk of contamination.

Restrooms were knocked offline, creating sanitation concerns for staff and customers alike. The bigger threat was closure: if the damaged stores went dark, **local communities could lose access to essential prescriptions** during a public emergency. At the peak, LDR was fielding as many as 15 frozen-pipe calls a day across the chain.

The pharmacy needed flood cleanup, contamination control, and sanitation across many sites at once — handled with care for the sensitivity of pharmacy operations. They called LDR.

At a Glance

CLIENT	National pharmacy chain — multiple locations
INDUSTRY	Pharmacy · Healthcare
SCENARIO	Winter-storm system, 2021 — burst pipes and flooding
SERVICES	Flood cleanup & water removal · Contamination control · Portable restrooms
OUTCOME	Pharmacies kept open and sanitary · prescriptions uninterrupted



a national pharmacy chain — 2021

A multi-location response built for the sensitivity of pharmacy operations.

Fielding as many as 15 frozen-pipe calls a day, LDR's emergency team coordinated a **multi-location response plan tailored to pharmacy operations** — mobilizing crews across regions and working with facility managers to prioritize the hardest-hit stores and keep operations continuous.

- ✓ **Flood cleanup and water removal** to protect infrastructure and reduce store downtime
- ✓ **Contamination control** to restore safe, sanitary conditions in affected areas
- ✓ **Portable restrooms deployed** to keep sites sanitary for staff and customers while plumbing was offline
- ✓ **Crews mobilized across regions** with a national footprint sized to the storm system
- ✓ **Hardest-hit locations prioritized** in direct coordination with facility managers

Pharmacies open, prescriptions flowing, through the freeze.

The pharmacy chain stayed open and sanitary through the winter-storm system, and customers in affected areas kept getting their medications and healthcare essentials **without interruption** — public-health needs met while store downtime was held to a minimum. Done.

What a burst-pipe emergency teaches healthcare-retail teams

🛡️ **Closure is the real cost**

For a pharmacy, a shuttered store cuts a community off from prescriptions — keeping the doors open is the whole job.

🛡️ **Volume needs a network**

Fielding 15 emergency calls a day across regions takes a footprint that can mobilize crews everywhere at once.

🛡️ **Sanitation keeps sites legal and open**

Portable restrooms and contamination control let a store keep operating while its plumbing is out of service.

🛡️ **Sensitive operations need a careful hand**

Flood cleanup around a pharmacy's inventory calls for a plan built for that environment, not a generic one.

The next freeze will find the weak pipe first.

Put a team in place that can clean up, control contamination, and keep every location open when it does.

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