

# Damage Event Response

In an emergency, people usually react with a *'fight or flight'* emotion. Many times people want to help but are unsure what they should do and where to begin. With today's increased complex construction methods, building finishes and a wide variety of contents, doing the wrong thing can cause more damage than doing nothing. A restoration expert is highly trained and specialized in damage repair of all descriptions and the sooner they are on site, the greater the likelihood of reducing the size and cost of the loss event and its resulting damage.

The following points are intended to help **'Create Order from Chaos'** and give some starting points and setting of expectations.

First, there are three **SAFETY** principles that guide the response to every situation:

1. Worker safety – your safety comes first. Never run into a potentially dangerous situation without first assessing the risks and taking steps to reduce or eliminate those risks right from the start. Remember- as a Building Mgr/ Representative of the Company, you have an obligation to the people you are directly responsible for!
2. Occupant/Tenant safety – stuff is never as important as people. Make sure all occupants are accounted for and are safe/protected.
3. Building safety – taking steps to preserve the building and contents/belongings.

Once safety is dealt with, there are numerous things to do. What you do depends on your interest as a stakeholder.

## **Tenant's Responsibilities:**

1. Make alternate arrangements for pets. (Dogs, cats, fish, birds, etc)
2. Collect/secure all personal effects and valuables. If staying, remove from damaged rooms. If vacating, pack and remove the following: Currency, jewelry, medications, firearms/ammo, toiletries, important documents, personal electronics (phone, iPod, camera, etc).
3. To inform Genesis' Project Mgr if they have contents insurance or not.
4. If no insurance, they must remove ALL belongings from damaged room to storage or arrange to pay for services rendered. Genesis will donate the first 6 boxes to a tenant without insurance.

## **Resident Manager's Responsibilities:**

1. To assess risks and call in the appropriate resources (Property manager, restoration expert, plumber, electrician, security, firemen, police).
2. To inform the tenant's of their responsibilities.
3. To arrange for secure access by professional responders. To secure parking space for response crews as needed.
4. To inform professional resource of source/cause of damage, time of damage.
5. To perform initial 'walk through' with professional responders and introduce to affected occupants (this is a public relations managing tool).
6. To post public notices in elevators/stairwells/ entrances to inform occupants and visitors of work taking place and any safety issues.

## **Genesis' Responsibilities:**

1. Clarify 'Accountability' loop. Who is the PM, Supervisor, etc and contact info.
2. Clarify sub responder issue. Who is calling the plumber, electrician, security etc? Where is the invoice to be directed?
3. Is emergency response required? The PM will ask numerous questions by phone to help guide their decisions on calling in resources. Normally, we take care of all resources that deal with the 'resultant damage' while the Property Manager deals with any resources that deal with the 'cause'.
4. Genesis PM and/or Supervisor will first walk the site to assess safety risks, address hazards, assess initial damage and develop a plan to address mitigation.
5. Organize and lead a stakeholder meeting. This may be on a unit by unit basis between the occupants, the resident manager, the property manager, the adjuster. The purpose is to collaborate on the plan and develop a spirit of cooperation.
6. The PM is responsible for all communications with the stakeholders throughout the loss right until the final completion certificate is signed.

**Glossary of terms:**

**Mitigation** – to reduce or make less.

**Professional responder** – any person who by training, experience and licensing is hired to create a solution for the damage event.

**Personal Effects** – any item that should remain private or would be embarrassing if discovered by crews.

**Stakeholder** – any person with a direct interest in the outcome of the damage event.

Important Information:

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Starting in 1990, Genesis Restorations has progressed into a full service remediation, restoration and construction company. We provide commercial and residential building envelope restoration, full scope insured building damage repairs, and decontamination services for mold, asbestos and trauma scenes.

Genesis has created a skilled, experienced team that is passionate about providing services that truly emulate the companies' tag line:

**“CREATING ORDER FROM CHAOS”**

Genesis combines a thoroughly trained and certified team with the latest technology and equipment. Therefore, we are able to perform our job efficiently, meticulously and quickly deliver quality services that meet the high standards that our clients and customers expect and deserve.

We believe that all good business is done on the basis of trust and collaboration with you. We make every effort to communicate effectively to ensure our delivery exceeds your expectations.



# EMERGENCY TIPS

*when Disaster Strikes*



Distributed by:

**Genesis Restorations Ltd.**

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