

# Damage Assessment Training



**Help, Hope and  
Healing**

This Manual covers basic information  
for Damage Assessment for the  
MBC Disaster Relief Ministry

# Damage Assessment Training Manual

## INTRODUCTION

Southern Baptist Disaster Relief (SBDR) is a Christ-centered partnership of national, state and associational ministries serving through the local church to bring help, hope and healing to individuals affected by disasters. SBDR began in Texas in 1967 and has grown to be one of the largest and most respected disaster organizations in the US and around the world. Missouri Baptists are part of the network of Southern Baptist Disaster Relief ministries.

Damage Assessment is part of the Disaster Relief Recovery Ministry. While volunteers may take the classroom instruction at any point in their training, they should also have taken the applicable recovery training and have served on a recovery project before being activated as a damage assessor or placed on an assessment team. Other members of the assessment team should have had the Damage Assessment Training. An exception to this might be the Chaplain, although it would be helpful if he/she too has taken the Damage Assessment training.

## INITIAL ASSESSMENT

### **Observe and Report**

Missouri Baptist Disaster Relief (MBDR) responds to both natural and man-made disasters which vary greatly in severity, scope and nature. Although we are not equipped to address all needs, we fill our role(s) in the overall response of those disasters. We will work with other agencies involving governmental, community and religious organizations. We want to work in cooperation with those agencies as they fill their role and we fill ours. Always know who is in charge of the local disaster and who you will report to. Always honor the chain of command structures.

If a local disaster happens in your area, you are encouraged to take the initiative and gather information regarding the severity, scope and nature of the disaster. Asking "What is the extent of severity and are there ways we can respond?" is a good starting point. Local disasters do not always make the news and our MBDR leadership may not be aware that an area has been affected. Be the eyes and ears regarding your local area for a possible response. Then report that information to your Regional Director, the Missouri Baptist Convention (MBC) DR director, or both. They will make decisions as to the next steps.

Keep in mind that the accuracy of the information that you gather is vitally important to the initial response of the MBDR leadership. The information you pass on will be used for helping many people affected by the disaster. Accuracy, promptness and thoroughness will make a smoother response as we mobilize.

Various things can make information-gathering difficult but be persistent and respectful. Some things to consider when making the initial assessment would include (but not limited to):

- What is the geographic scope of the damage? (map it out if possible)
- What is the nature of the damage? (buildings, vegetation, etc.)
- What is the severity of the damage? (number of structures, people affected, etc.)
- What are the immediate needs of those affected? (food, water, shelter, medical, etc.)
- What are the limitations or restrictions of access to the affected area? (security, roads, governmental, etc.)

The initial assessment should be done as soon after the disaster strikes as possible. Areas may be restricted, but most often MBDR credentials will give us access. Respect the instructions/directions of the local authorities. Keeping good rapport with the community leaders builds a better working relationship. Know who is in charge of the local disaster and

make contact with them. This will likely be the local emergency management, police/sheriff, local law enforcement or other agency assigned for that purpose.

## **JOB ASSESSMENT**

There are a variety of ways that Property Owner Request for Assistance (see appendix) forms are collected. These may come through the Incident Command Center, from the local church, from partner agencies such as The American Red Cross, Salvation Army, FEMA, etc. They may even come from neighbors in the affected neighborhood as well as “cold calling” in the affected area. These requests can vary greatly in their degree of accuracy, urgency and job description. Therefore, the job of the MBDR Damage Assessment Team becomes a vital and important role in the MBDR work.

### **ASSESSMENT TEAM STRATEGY**

- Assessors should wear the MBDR shirt, gold cap, and credentials (badge). Assessors are not serving in the role of blue cap; therefore, the gold cap is the appropriate hat to wear while assessing. It is possible that the IMT may assign an assessment blue cap, but typically the Incident Management Team (IMT) will serve in that role.
- Assessors work under the direction of the IMT. (Usually reporting to the Operations Chief)
- It is suggested that some sort of MBDR identification be displayed on the vehicle, although not required.
- Assessors need to have some experience in the recovery area they are assessing (Flood, Chainsaw, Fire) in order to effectively and accurately assess and report the work needed.
- The assessment work should always involve a team of two to three persons.
  - A team could consist of husband/wife; trained assessor/chaplain; trained assessor/local volunteer
  - A male/female team other than husband/wife needs a third person along.
  - At least one of the team members needs to be the trained lead assessor with experience.
  - The second person is one who will provide support to the assessor and/or to the homeowner and provide a listening ear to encourage with emotional and spiritual support.
  - Taking a local person along will be able to assist with local areas, directions, connections with key people, and possibly even know personally some of the affected residents.
- Upon arrival to the disaster area, the assessor should report to the IMT. If no IMT has been established, know who is in charge of the disaster operation. Report to the appropriate agency informing them of the MBDR work and resources available. This often is the local emergency management office, fire department, police department or other designated center.
- The assessor(s) should obtain detailed maps of the affected area and map out the disaster path. The emergency management office may be able to provide this for you. (The IMT may already have this in place.)
- GPS systems have become more reliable and accurate in recent years. Dash-mount GPS systems and/or online mapping apps on your phone (if cell service is available) can prove to be extremely helpful. Download an offline map as an added resource.
- When multiple assessment teams are used, a master map should be marked off in grids which are assigned to the various teams. This reduces the likelihood of duplication and allows the teams to build relationships in that geographical area. (This is often done in the IMT office).
- Assessors should carry some sort of card or slip of paper that can give contact information to give to residents and/or other emergency personnel while in the field.
- Experienced assessors also need to take the initiative and opportunity to take less experienced assessors and train and develop lead assessors so that this area of MBDR can expand into qualified and well-trained assessment team members. Leaders develop leaders.

- Keep in mind that disasters affect people in different ways. Some may present themselves as rude, skeptical, angry, withdrawn and reserved, talkative, etc., and some may even downplay their need. Pay attention to the person and be ready to listen and care. Pray with them if appropriate.

## **ASSESSMENT TEAM PROTOCOL**

- Before beginning the assessment work, find out from the IMT or from state and/or local authorities concerning regulations and ordinances that may affect the cleanup work.
- It is best for the assessment team to approach the home/homeowner together. This is good for safety and integrity reasons, as well as the opportunity to establish trust and rapport with the assessment team and residents(s). This also makes a smoother transition for one to visit with the family while the other completes the assessment.
- As you approach a home/homeowner, be respectful of their property. Even if things are in a mess or completely destroyed, it is still their stuff. What may seem insignificant to you may be devastating to them. Demonstrate compassion and respect (words and actions).
- Make every attempt to contact the property owner. If you have in your hand a (signed or unsigned) Property Owners Request for Assistance form (see appendix), contact with the property owner is important. Any unsigned work orders need a property owners' signature before any work can begin (think of it as "right of entry").
- If the property owner is not present so that a signature can be obtained, make every attempt to get their signature. No work can begin until there is a signed work order release on file.
- Although it may appear that a specific family/home/structure is receiving help (either on their own or from neighbors), taking time get out of your vehicle to check on them is an important role of the damage assessors. Several things can be ascertained:
  - This could result in a ministry opportunity.
  - They have help, but inexperienced help can pose its own dangers.
  - They have help, but the job is just so large that our team and equipment can bring much needed relief.
  - Other needs may be discovered that we could meet or direct them to available resources.
  - Unseen or unforeseen dangers may be discovered by trained assessors that homeowners are not aware of and pose threats or hazards. (For example, the risks of black mold).
- Determine if there any immediate needs that are pressing. (food, water, medical attention, etc.).
- Never, EVER promise anything. The damage assessment team does not have the authority/responsibility of job assignment. That is the responsibility of the IMT office. The urgency of a situation can be communicated to the IMT team and it will be taken into consideration, but the damage assessment team cannot make those decisions.
- Ask permission before taking any photos. Some homeowners may be opposed to any pictures being taken for a variety of reasons.
- If the resident living in the affected home is not the property owner, both the resident and property owner's signatures must be obtained. Think of this as a "right of entry" from both the property owner and tenant.
- As you speak with the property owner (and/or resident), confirm they understand your role as the assessment team and what to expect if/when the recovery teams arrive to do the work. Remember: the assessment team cannot give any time or timeline of when the recovery team(s) will be assigned each work site.
- If neighbors request help, the assessment team should respond to their request appropriately. Take the initiative and complete a Property Owner's Request for Assistance form and secure necessary signature(s). This also opens up further ministry opportunities.
- Assessment forms (blank or completed), always remain in the possession of MBDR personnel.
- Note any special conditions on the form such as "On Hold Due to Gov't Regulations" etc., or other unique issues.

## **ASSESSMENT TEAM PROCEDURE**

- As you begin the assessment of the property, take note of the overall extent of the damage in general. Look for any unusual dangers, obstacles, barriers, power lines, compromised structures, pets, toxic chemicals, poison vegetation, snakes, etc. Look up, down and all around.
- Look for and take note of any and all utilities. (water and/or gas meter, propane tank, septic tank, lateral field, sewer cover, phone pedestal, etc.)
- Are neighbors affected by this property owners' trees, debris, fences, building, etc.? (To enter neighbors' property, a Property Owner's Request for Assistance form must be completed for that property as well).
- Are there any special circumstances regarding this job that needs special consideration? (Elderly, handicapped, sick, small children, etc.).
- Can heavy equipment be brought onto the property? Communication with the homeowner regarding the use of heavy equipment is important. They typically understand how heavy equipment expedites the work, but it can also damage lawns/yards.
- Determine where and how debris will be disposed. Depending on the type of disaster(s) and the type of debris being handled, there may be a variety of regulations, separation of materials, dumpsters, etc. Homes within city limits as opposed to rural homes can affect the disposal process as well. This is important information for the recovery teams to note, especially if work can be done without the homeowners' presence.
- Safety for yourself, our recovery teams and for the residents is and must be a priority. Use good common sense.
- Get to know the recovery teams/crews and their capabilities.

## **ASSESSMENT TEAM PREPARATIONS**

- The spiritual preparation of the assessment team is vital to a successful mission. Make sure the team is spiritually prepared as many "roadblocks" will be thrown to frustrate and distract the mission at hand. The "evil one" will already be at work. Remember, this ministry is as much of a spiritual ministry as it is a physical one.
- Remember to always remain flexible. Every call-out will be different, leadership will change, obstacles and distractions will happen, and things can change very quickly. That is the nature of DR work. Spiritual maturity and prayer can help in this situation.
- Don't be part of the problem, be part of the solution. Lead by example.
- Remember the assessment team is the "front line" of the MBDR work. You are the face of this ministry and you may be the very first help to arrive. Be prepared for a variety of reactions from residents.
- Keep a Christ focus and allow Him to lead you, protect you and give you opportunities to love on people.
- Take care of things before you leave home. Any unresolved issues from home can distract your work and mission.
- Make sure you have any prescription medications, credit cards, drivers license and insurance documents.
- Current tetanus and/or other shots need to be up to date.

- Emotional stress is part of disaster relief work. Remain aware of your emotional state as well as others on your team. Seeing constant destruction and overwhelmed residents can take a toll on your emotions. Participating in devotion times, debrief and prayer is vital to your spiritual and emotional health.
- You will walk away both exhausted and exhilarated. Allow God to use you.
- Consider transportation needs on the site. You may need to drive your vehicle.

## ASSESSMENT TEAM PAPERWORK

- The Property Owner's Request for Assistance form is vital to the effective work of MBDR.
- The first page of the request form will typically be identical for all recovery operations.
- Often various responses may have different forms, especially when responding to another state. Just work with the form provided and be familiar with it.
- Key points to always remember:

- Make sure all information is complete and legible (printing is preferred). Information that cannot be read is useless information.
- Include the name and phone number of the assessor on the form.
- The name and phone number(s) of the **property owner** is crucial.
- If someone other than the property owner is occupying the residence, their contact information and signature is required as well.
- Complete address including the city and state is extremely important. Any further instructions on locating property is also helpful.
- Assign a priority number on all work orders (description to follow). This is a must for effectively organizing the work orders.
- Special consideration for job priority is often given to the elderly, sick, or local emergency personnel, as well as police and fire personnel.
- More information is good information.

Region 4A Form 01/22/18

Received By	Tracking No. (Office)
Date Received	Cell Number

**PROPERTY OWNER'S REQUEST FOR ASSISTANCE**  
**SOUTHERN BAPTIST DISASTER RELIEF – REGION 4A**  
Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma

**THIS IS NOT A CONTRACT TO PROVIDE SERVICES**

<b>WORK NEEDED:</b>	<input type="checkbox"/> Chainsaw	<input type="checkbox"/> Mudout	<input type="checkbox"/> Temporary Roof	<input type="checkbox"/> Ashout	<input type="checkbox"/> Other
<b>OTHER NEEDS:</b>	<input type="checkbox"/> Boxes	<input type="checkbox"/> Chaplain	<input type="checkbox"/> Debris Removal	<input type="checkbox"/> Other	
Brief Description of Work/Need					
<b>PROPERTY OWNER INFORMATION:</b>					
Name					
Phone (H)		(W)		(C)	
Property Owner Email					
Insurance <input type="checkbox"/> Home Owners <input type="checkbox"/> Flood <input type="checkbox"/> No Insurance					
Property Owner Must Be Present During Work? <input type="checkbox"/> YES <input type="checkbox"/> NO					
Property Owner Permission to Take Pictures of Property? <input type="checkbox"/> YES <input type="checkbox"/> NO					
<b>PROPERTY DESCRIPTION:</b> <input type="checkbox"/> Primary Residence <input type="checkbox"/> Rental <input type="checkbox"/> Guest House <input type="checkbox"/> Vacant					
Address (Number & Street)					
City, State, Zip					
Property Type: <input type="checkbox"/> Single Family <input type="checkbox"/> Mobile Home <input type="checkbox"/> Apartment/Commercial <input type="checkbox"/> Modular Home					
<b>OCCUPANT INFORMATION:</b> <input type="checkbox"/> Significant Health Issues or Circumstances <input type="checkbox"/> First Responder					
<input type="checkbox"/> Elderly Living Alone <input type="checkbox"/> Other					
Name (If other than Owner)					
Phone (H)		(W)		(C)	

I, (Print Name) \_\_\_\_\_  
hereby release from liability and agree to hold harmless the Southern Baptist Convention Disaster Relief  
Volunteers, their representatives, agents and or employees for any damage or injury that may occur on my  
property, including personal property or to my person, which may occur during the cleanup operation. I  
further understand and agree that there is no warranty, implied, written or oral, for any work performed on  
my property by said volunteers. **I understand that the Southern Baptist Disaster Relief is a volunteer  
organization that has limited volunteers, limited financial and material resources, and makes no  
guarantee that said service will be provided. Additionally, I further understand THAT THIS IS  
NOT A CONTRACT TO PROVIDE SERVICES!**

**Must be signed before work can be assigned to a team**

Property Owner's Signature	Date

Work Complete By (Blue Cap)	Date Completed

- Make sure the property owner understands they are not signing a contract but giving permission to enter their property as volunteers to assist in the clean up of their property. This is a "hold harmless agreement." It is not a contract to provide services.
- Consistency in setting job priorities is a critical aspect of damage assessment.
- Noting team classification needed for the job is helpful but not necessary in making team assignments.
- Diagram the property and damaged areas on the diagram portion of the Area Assessment Form. Make sure to note utilities, obstacles, area to collect debris, etc. This gives a good snapshot of the property area and is very helpful to both the Operations Chief and the recovery team blue hat.



## **ASSESSMENT TEAM – CHAINSAW RECOVERY ASSESSMENT**

Assigning a priority to a given job is most often a judgment call by the assessor. Different assessors may arrive at different conclusions for various reasons at a specific work site. However, in order to maintain a degree of standardization and consistency so that everyone “speaks the same language,” the following guidelines should be followed as much as possible.

### **SUPPLIES ESSENTIAL FOR THE ASSESSOR(S) – CHAINSAW RECOVERY:**

Personal protection of the assessor(s) is very important. Please take all precautions to keep yourself safe. Items that are essential that you have and use:

- Keep a supply of Bibles, water and snacks on board.
- Forms, clipboard, pens, and basic essentials for conducting the damage assessment.
- GPS device and/or maps.

### **STEPS IN ADDRESSING THE HOMEOWNER – CHAINSAW RECOVERY:**

- Many times, the resident is not able to live in the house and may or may not be at the affected residence. It often will save time to call in advance to make an appointment to meet at the home.
- Take your time with the assessment. Conversation needs to happen both for information gathering as well as for ministry. They likely need to tell their story.
- Explain to the resident that no work will be done without their permission.
- It is important that the resident/homeowner understands what and how the process of cleaning up the property will happen. If heavy equipment will be used, they need to understand and agree to any ruts or damage to their yards that will be caused by heavy equipment and is acceptable.
- Be sure to communicate and record explicit instructions as to what the homeowner may or may not want done. For example, they may also want to save some of the wood for firewood. Although we do not cut firewood, we can separate wood that can be cut later. This needs to be clearly documented.





- **Basic rule of thumb:** the damage is present but has not affected function of the home or property and is not urgent to be removed in a timely fashion. The debris can remain even for a few weeks without being a problem. It may need cleared/cleaned but is not pressing.
- Trees/limbs in yard but not preventing access to any necessary areas. They may be in the yard but require little or no chainsaw work. It may only be small limb and brush removal.
- **DECLINED JOB**
  - Too dangerous due to utilities, access, lack of signature, homeowner declined help, etc.

#### **TEAM CLASSIFICATION – CHAINSAW RECOVERY:**

- **Type A Team**
  - Experienced crew with proper equipment for handling dangerous and large debris.
- **Type B Team**
  - Limited crew experience with limited equipment. Reasonable level of difficulty and danger.
- **Type C Team**
  - Can cut up limbs on ground or debris removal only.

#### **ASSESSMENT TEAM – FLOOD RECOVERY ASSESSMENT**

Flood recovery is a very emotional experience for the homeowner. You are dealing with many of their personal belongings, keepsakes, photos, and sentimental items that are treasured beyond their monetary value. Many of their belongings, if not all have been contaminated and must be discarded. Discarding them to the street or dumpster can be difficult if not a very traumatic experience. Be patient, caring and take time if needed.

#### **SUPPLIES ESSENTIAL FOR THE ASSESSOR(S) – FLOOD RECOVERY:**

Personal protection of the assessor(s) is very important. Please take all precautions to keep yourself safe. Items that are essential that you have and use:

- Disposable suits. Wear as needed.
- Rubber boots. You will be walking in contaminated areas and possibly in wet/muddy conditions.
- Gloves (surgical gloves can work well as you can dispose of them from house to house).
- When entering an affected structure, using a N95 or equivalent respirator is important, especially in hot climates.
- Flashlight and extra batteries. Electricity is usually off in the homes and the ability to clearly see the damage is much easier using a good LED flashlight.
- Trash bags or plastic covering on your vehicle seats may be helpful to protect your own vehicle from contamination.
- Hand sanitizer.
- Basic hand tools if needed including a tape measure. Laser tape measure can prove very helpful.
- Keep a supply of Bibles and water and snacks on board.
- Forms, clipboard, pens, and basic essentials for conducting the damage assessment.

#### **STEPS IN ADDRESSING THE HOMEOWNER – FLOOD RECOVERY:**

- Many times, the resident is not able to live in the house and may or may not be at the affected resident. It often will save time to call in advance to make an appointment to meet at the home. You may also find they are still living in

the home as they have nowhere else to go and are living in compromised conditions. Either way, a phone call in advance may prove beneficial.

- Take your time with the assessment. Conversation needs to happen both for information gathering as well as for ministry. They will likely need to tell their story.
- Explain to the resident that no work will be done without their permission. However, they do need to clearly understand what needs to take place so that safe living conditions can be restored. More work may be required than they are expecting. This needs to be clearly and effectively communicated.
- It is important that the resident/homeowner understands completely the process of cleaning out their home. They may be thinking only their affected belongings will be cleaned out. However, they need to understand to prevent black mold from forming, the necessity of removing flooring, (possibly sub-floor), drywall, insulation, cabinets, flooring, tubs/showers, etc. is essential for safe living conditions.
- Be sure to communicate and record explicit instructions as to what the homeowner may or may not want done. Some homeowners/residents will limit us to how much work they will allow.
- Make sure they understand that in order for the house to be clean and sanitized that Shockwave treatment must be applied for effective sanitation of the home.

#### **STEPS IN ASSESSING THE DAMAGE – FLOOD RECOVERY:**

- It is essential for a thorough assessment to be completed; the assessor needs to have experience in working flood recovery. The work that is to be done can be different depending on a number of variables. Only someone who has worked flood recovery will understand this.
- Be familiar with the Assessment – Flood Recovery form and fill out completely.
- Noting the water level of the home is important from both inside and outside the home. Long term flooding will leave a more definitive water line. Flash flooding may or may not leave a definitive water line which is why direct communication with the affected residents is important to determine which homes were flooded.
- Determining the type of home and foundation is extremely important. Does this home have a crawl space; basement; concrete slab; combination? What type of structure: concrete/cinder block; frame structure; what type of siding? All of these things are important.
- If there is a basement, is there outside access or is access only through the home?
- Has the home taken on mud/silt? Is there insulation in the flooring that will need removed? Duct work?
- What is the approximate square footage of the home? Number of bedrooms/bathrooms?
- What about appliances? (refrigerator, range, water heater, washer/dryer, furnace, etc.)
- Are there any toxic chemicals biohazards such as sewage backed up into the home?
- Where will debris be collected and what is the distance from the home? Can heavy equipment be used?
- Is water and electric available and if so, where are they located? Is there any kind of working drain?

- Is the area easily accessible for the MBDR team's equipment? Can trailers and heavy equipment navigate into the neighborhood? Are there any special parking restrictions?
- Will dumpsters be available, or will debris be discarded to the street (or other location)?
- Be informed and aware of any local regulations and/or restrictions. Make sure of your information.
- Be aware of animals of all kinds that will take refuge in homes after a flood drives them out of their natural habitat.
- Is mold visible and if so note where, how much, how high on walls, etc.?
- Are there any signs of asbestos or other dangerous materials?
- Note types of wall coverings and floor coverings.
- Fill out the Assessment – Flood Recovery form completely and legibly.
- Note any special instructions, requests, specific needs, etc.
- More information is always good information.

Region 4A Form 01/22/18

Assessor	Tracking Number (Office Use)		
Phone #		Job Priority	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>
Date			

## ASSESSMENT – FLOOD RECOVERY

**SOUTHERN BAPTIST DISASTER RELIEF – REGION 4A**  
Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma

ATTACH THIS FORM TO "PROPERTY OWNER REQUEST FOR ASSISTANCE"

Property Owner			
Work Location			
<b>TYPE OF BUILDING</b>		<input type="checkbox"/> Detached Home <input type="checkbox"/> Mobile/modular Home	
<input type="checkbox"/> Out Building		<input type="checkbox"/> Attached Home/Apartments <input type="checkbox"/> Other	
<b>DAMAGE DESCRIPTION</b>			
Water Level (inches)	Basement	1 <sup>st</sup> Floor	Other
Mud/Debris Depth (Inches)	Basement	1 <sup>st</sup> Floor	Other
Mold Visible?	<input type="checkbox"/> Basement <input type="checkbox"/> 1 <sup>st</sup> Floor <input type="checkbox"/> Other		
Damaged Area	<input type="checkbox"/> Foundation <input type="checkbox"/> Exterior Walls <input type="checkbox"/> Interior Walls <input type="checkbox"/> Floors		
Number of rooms?	Basement: <input type="checkbox"/> 1 <sup>st</sup> Floor: <input type="checkbox"/>		
Water	<input type="checkbox"/> ON <input type="checkbox"/> OFF	Electricity	<input type="checkbox"/> ON <input type="checkbox"/> OFF
If Water OFF, is water available from nearby source? <input type="checkbox"/> YES <input type="checkbox"/> NO			
Location of Water Source			
Hazards			
<b>WORK DESCRIPTION</b>			
<input type="checkbox"/> Tear Out <input type="checkbox"/> Power Wash <input type="checkbox"/> Disinfectant Spray			
<b>TO BE REMOVED</b>			
<input type="checkbox"/> Bathroom Appliances	<input type="checkbox"/> Bathroom Cabinets	<input type="checkbox"/> Contents (Clothing/Personal)	
<input type="checkbox"/> Debris, Mud, Silt	<input type="checkbox"/> Drywall	<input type="checkbox"/> Flooring (Basement)	
<input type="checkbox"/> Flooring (First Floor)	<input type="checkbox"/> Furnace	<input type="checkbox"/> Furniture	
<input type="checkbox"/> Insulation	<input type="checkbox"/> Kitchen Appliances	<input type="checkbox"/> Kitchen Cabinets	
<input type="checkbox"/> Paneling	<input type="checkbox"/> Water Heater		
Exceptions:			
Location for Salvaged Items			
Dumpster Required? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> Dumpster on Site? <input type="checkbox"/> YES <input type="checkbox"/> NO			
If NO, where will debris be Stacked/Separated?			
If YES, but dumpster unavailable, May debris be Stacked at curb? <input type="checkbox"/> YES <input type="checkbox"/> NO			
If Dumpster required, Homeowner is responsible for obtaining and payment.			
Assessor's Comments (Notes)			
Continue on back of form as needed			

### Assessor Instructions:

1. Determine priority based on Special Needs of Owner and work requested. (See Property Owner Request for Assistance and Assessment-Priorities document).
2. Complete "Assessment – Property Area" and attach to Assessment form.

## JOB PRIORITY CLASSIFICATION – FLOOD RECOVERY:

- **PRIORITY #1: MAJOR DAMAGE, URGENT NEEDS**
  - Heavy mold presence
  - Serious medical conditions of the residents
  - Emergency Operations Personnel (police, fire, EMT, emergency responders, city personnel, etc.)
  - Disabled homeowners/veterans; local clergy; elderly residents
  - No insurance or under-insured
- **PRIORITY #2: AVERAGE TO MINOR DAMAGE, TYPICAL NEEDS**
  - Home is damaged and family is still living in the home or temporarily relocated
  - Minor or early signs mold presence
  - No insurance – under-insured
  - Families with small children
  - Residents with illness
  - Working families
- **PRIORITY #3: MINIMAL DAMAGE, NON-URGENT NEEDS**
  - Flooding confined to crawl space or unfinished basement

- Rental properties (Only removal of personal items)
- Fully insured
- Flash flooding caused wet conditions, but will not require a tear out
- Outbuildings, garages, barns, etc.
- Home will be condemned, but personal belongings need removed
- **DECLINED JOB**
  - Commercial Businesses
  - Schools and government buildings
  - Not a primary residence
  - Home is likely or will be condemned
  - Job presents dangers to our volunteers that would prevent safe working environment

### **GENERAL INFORMATION AND GUIDELINES**

Anyone who has been affected by a disaster needs assistance of some kind. We will attempt to look at all homes and buildings, but are dependent upon available resources. All contacts are ministry opportunities.

- **Mobile Homes**
  - Mobile homes with original pressed wood or plywood flooring are generally unsafe due to the danger of falling through the floor and generally contain little or no drywall. Removal of wall material may compromise the structural integrity of the home. Mobile homes should be inspected to ensure safe working conditions. Also, IMT may give instructions as to whether mobile homes we will or will not work on mobile homes.
- **Modular Homes**
  - Modular homes generally have stable floors and are generally the same construction as traditional homes. Modular homes should be inspected to ensure safe working conditions and advisability of doing the work.
- **Commercial Property**
  - Disaster Relief does not generally do commercial property, but each situation should be evaluated based on specific circumstances.
- **Church Buildings**
  - Church building should be given a high priority if manpower and equipment is available to complete the scope of the work.
- **Rental Property**
  - The Home Owner Request for Assistance form MUST be signed by the property owner. Rental properties may or may not be done. Seek advisement from the IMT office.

Priorities may be adjusted or work declined on a variety of reasons. Availability of resources, time constraints, accessibility of the site, ability to dispose properly of debris, unsafe conditions, etc. Use good common sense. It is impossible to outline every scenario that could happen, but good common sense and safety must guide our decisions.

## **SORRY WE MISSED YOU – DAMAGE ASSESSMENT – CHAINSAW & FLOOD RECOVERY**

Forms will be provided from the IMT that will allow you to leave contact information for the homeowner. These forms can be used to leave if you find a home that has apparent damage where help may be needed. Or it may be that you were following up on a work order and did not find the homeowner at home. Either way this gives the correct contact information for the homeowner to follow-up if help is still needed. Use these forms as necessary.

### **THE END RESULT**

When working as a MBDR Assessment Team, you will encounter many opportunities to both listen and share your faith. Keep in mind that at the time the best thing you can do is listen. Listen to their stories. Love them. Pray with them. And above all, allow God to lead you and give Him the glory for it all. Thank you for serving in MBDR!

Received By		Tracking No. (Office)	
Date Received		Cell Number	

## **PROPERTY OWNER'S REQUEST FOR ASSISTANCE**

### **SOUTHERN BAPTIST DISASTER RELIEF – REGION 4A**

Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma

### **THIS IS NOT A CONTRACT TO PROVIDE SERVICES**

<b>WORK NEEDED:</b>	<input type="checkbox"/> Chainsaw	<input type="checkbox"/> Mudout	<input type="checkbox"/> Temporary Roof	<input type="checkbox"/> Ashout	<input type="checkbox"/> Other
<b>OTHER NEEDS:</b>	<input type="checkbox"/> Boxes	<input type="checkbox"/> Chaplain	<input type="checkbox"/> Debris Removal	<input type="checkbox"/> Other	
<b>Brief Description of Work/Need</b>					
<b>PROPERTY OWNER INFORMATION:</b>					
Name					
Phone (H)		(W)		(C)	
Property Owner Email					
Insurance	<input type="checkbox"/> Home Owners <input type="checkbox"/> Flood <input type="checkbox"/> No Insurance				
Property Owner Must Be Present During Work?	<input type="checkbox"/> YES <input type="checkbox"/> NO				
Property Owner Permission to Take Pictures of Property?	<input type="checkbox"/> YES <input type="checkbox"/> NO				
<b>PROPERTY DESCRIPTION:</b>	<input type="checkbox"/> Primary Residence <input type="checkbox"/> Rental <input type="checkbox"/> Guest House <input type="checkbox"/> Vacant				
Address (Number & Street)					
City, State, Zip					
Property Type:	<input type="checkbox"/> Single Family <input type="checkbox"/> Mobile Home <input type="checkbox"/> Apartment/Commercial <input type="checkbox"/> Modular Home				
<b>OCCUPANT INFORMATION:</b>	<input type="checkbox"/> Significant Health Issues or Circumstances <input type="checkbox"/> First Responder				
	<input type="checkbox"/> Elderly Living Alone <input type="checkbox"/> Other				
Name (If other than Owner)					
Phone (H)		(W)		(C)	

I, **(Print Name)** \_\_\_\_\_

hereby release from liability and agree to hold harmless the Southern Baptist Convention Disaster Relief Volunteers, their representatives, agents and or employees for any damage or injury that may occur on my property, including personal property or to my person, which may occur during the cleanup operation. I further understand and agree that there is no warranty, implied, written or oral, for any work performed on my property by said volunteers. **I understand that the Southern Baptist Disaster Relief is a volunteer organization that has limited volunteers, limited financial and material resources, and makes no guarantee that said service will be provided.** Additionally, I further understand **THAT THIS IS NOT A CONTRACT TO PROVIDE SERVICES!**

**Must be signed before work can be assigned to a team**

Property Owner's Signature		Date	
Work Complete By (Blue Cap)		Date Completed	



Assessor		Tracking Number (Office Use)	
Phone #		Job Priority	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>
Date			

# **ASSESSMENT - CHAINSAW**

## **SOUTHERN BAPTIST DISASTER RELIEF – REGION 4A**

Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma

**ATTACH THIS FORM TO “PROPERTY OWNER REQUEST FOR ASSISTANCE”**

Property Owner	
Work Location	

### **TEAM SKILLS REQUIRED**

Ground Only ☐ Climbers ☐ Roofs & Ladders ☐ Rigging ☐

Other

### **HEAVY EQUIPMENT NEEDED**

Skid Steer ☐ Man Lift ☐ Other

### **HAZARDS (Describe here and note location on Assessment – Property Area Form)**

Electrical

Other

### **WORK DESCRIPTION**

<input type="checkbox"/> Downed trees that prevent the reestablishment of power to the home?		
<input type="checkbox"/> Trees/limbs blocking entrance to the house or driveway?		
<input type="checkbox"/> Trees on House?	<input type="checkbox"/> Roof Punctured	
<input type="checkbox"/> Damaged trees that should be taken down	No.	Max Diameter:
<input type="checkbox"/> Trees/limbs near house, preventing necessary repairs	No:	Max Diameter:
<input type="checkbox"/> Trees/limbs on Out Buildings	No.	Max Diameter:
<input type="checkbox"/> Large trees in yard, cut up for removal	No:	Max Diameter:
<input type="checkbox"/> Trees/limbs in front yard, cut up for removal	No:	Max Diameter:
<input type="checkbox"/> Trees/limbs in back/side yard, cut up for removal	No:	Max Diameter:
<input type="checkbox"/> Hangers (Unable to access from ground)		
Location to stack cut trees and brush		
Special Instructions/Assessor's Comments (Notes)		
Continue on back of form as needed		

#### **Assessor Instructions:**

1. Determine priority based on Special Needs of Owner and work requested. (See Property Owner Request for Assistance and Assessment-Priorities document)
2. Complete “Assessment - Property Area” and attach to Assessment Form

Assessor	Tracking Number (Office Use)		
Phone #		Job Priority	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/>
Date			

# **ASSESSMENT – FLOOD RECOVERY**

## **SOUTHERN BAPTIST DISASTER RELIEF – REGION 4A**

Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma

**ATTACH THIS FORM TO “PROPERTY OWNER REQUEST FOR ASSISTANCE”**

Property Owner			
Work Location			
<b>TYPE OF BUILDING</b>		<input type="checkbox"/> Detached Home	<input type="checkbox"/> Mobile/modular Home
<input type="checkbox"/> Out Building	<input type="checkbox"/> Attached Home/Apartments	<input type="checkbox"/> Other	
<b>DAMAGE DESCRIPTION</b>			
Water Level (inches)	Basement	1 <sup>st</sup> Floor	Other
Mud/Debris Depth (Inches)	Basement	1 <sup>st</sup> Floor	Other
Mold Visible?	<input type="checkbox"/> Basement	<input type="checkbox"/> 1 <sup>st</sup> Floor	<input type="checkbox"/> Other
Damaged Area	<input type="checkbox"/> Foundation	<input type="checkbox"/> Exterior Walls	<input type="checkbox"/> Interior Walls <input type="checkbox"/> Floors
Number of rooms?	Basement:	1 <sup>st</sup> Floor:	
Water	<input type="checkbox"/> ON <input type="checkbox"/> OFF	Electricity	<input type="checkbox"/> ON <input type="checkbox"/> OFF
If Water OFF, Is water available from nearby source?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
Location of Water Source			
Hazards			
<b>WORK DESCRIPTION</b>			
<input type="checkbox"/> Tear Out	<input type="checkbox"/> Power Wash	<input type="checkbox"/> Disinfectant Spray	
<b>TO BE REMOVED</b>			
<input type="checkbox"/> Bathroom Appliances	<input type="checkbox"/> Bathroom Cabinets	<input type="checkbox"/> Contents (Clothing/Personal	
<input type="checkbox"/> Debris, Mud, Silt	<input type="checkbox"/> Drywall	<input type="checkbox"/> Flooring (Basement)	
<input type="checkbox"/> Flooring (First Floor)	<input type="checkbox"/> Furnace	<input type="checkbox"/> Furniture	
<input type="checkbox"/> Insulation	<input type="checkbox"/> Kitchen Appliances	<input type="checkbox"/> Kitchen Cabinets	
<input type="checkbox"/> Paneling	<input type="checkbox"/> Water Heater	<input type="checkbox"/>	
Exceptions:			
Location for Salvaged Items			
Dumpster Required?	<input type="checkbox"/> YES <input type="checkbox"/> NO	Dumpster on Site?	<input type="checkbox"/> YES <input type="checkbox"/> NO
If NO, where will debris be Stacked/Separated?			
If YES, but dumpster unavailable, May debris be Stacked at curb?		<input type="checkbox"/> YES	<input type="checkbox"/> NO
<b>If Dumpster required, Homeowner is responsible for obtaining and payment.</b>			
Assessor's Comments (Notes)			
Continue on back of form as needed			

**Assessor Instructions:**

1. Determine priority based on Special Needs of Owner and work requested. (See Property Owner Request for Assistance and Assessment-Priorities document).
2. Complete “Assessment – Property Area” and attach to Assessment form.

Assessor		Tracking Number (Office Use)	
Phone #		Date Assessed	

# **ASSESSMENT - PROPERTY AREA**

## **SOUTHERN BAPTIST DISASTER RELIEF – REGION 4A**

Arkansas, Texas-TBM, Texas-SBTC, Missouri, Louisiana, Oklahoma

**ATTACH THIS FORM TO APPROPRIATE ASSESSMENT FORM**

Property Owner	
Work Location	

In the space below sketch an outline of the property and indicating dimensions. Indicate slope of land by arrows. Locate and outline the house, garage and other buildings on property, giving dimensions as appropriate. Draw and label (by name if possible) frontage roads (streets) adjoining property, driveway(s) & fences. Locate and identify septic tank and drain lines. Locate and identify water source, well, cistern water lines, water meter, gas meter, sewer cleanouts, and sprinkler heads. Locate propane tank and line or natural gas lines. Locate and identify areas to be sifted. Identify significant trees to be saved and those to be cut down. Suggest location for saved salvage, debris bins, hazardous waste, cut logs, brush debris. Locate Power Poles and Power Lines. Indicate **North** direction of property on drawing with arrow and letter.

**Use back or attach additional sheets as needed.**