

# Missouri Statewide Disaster Assistance Intake

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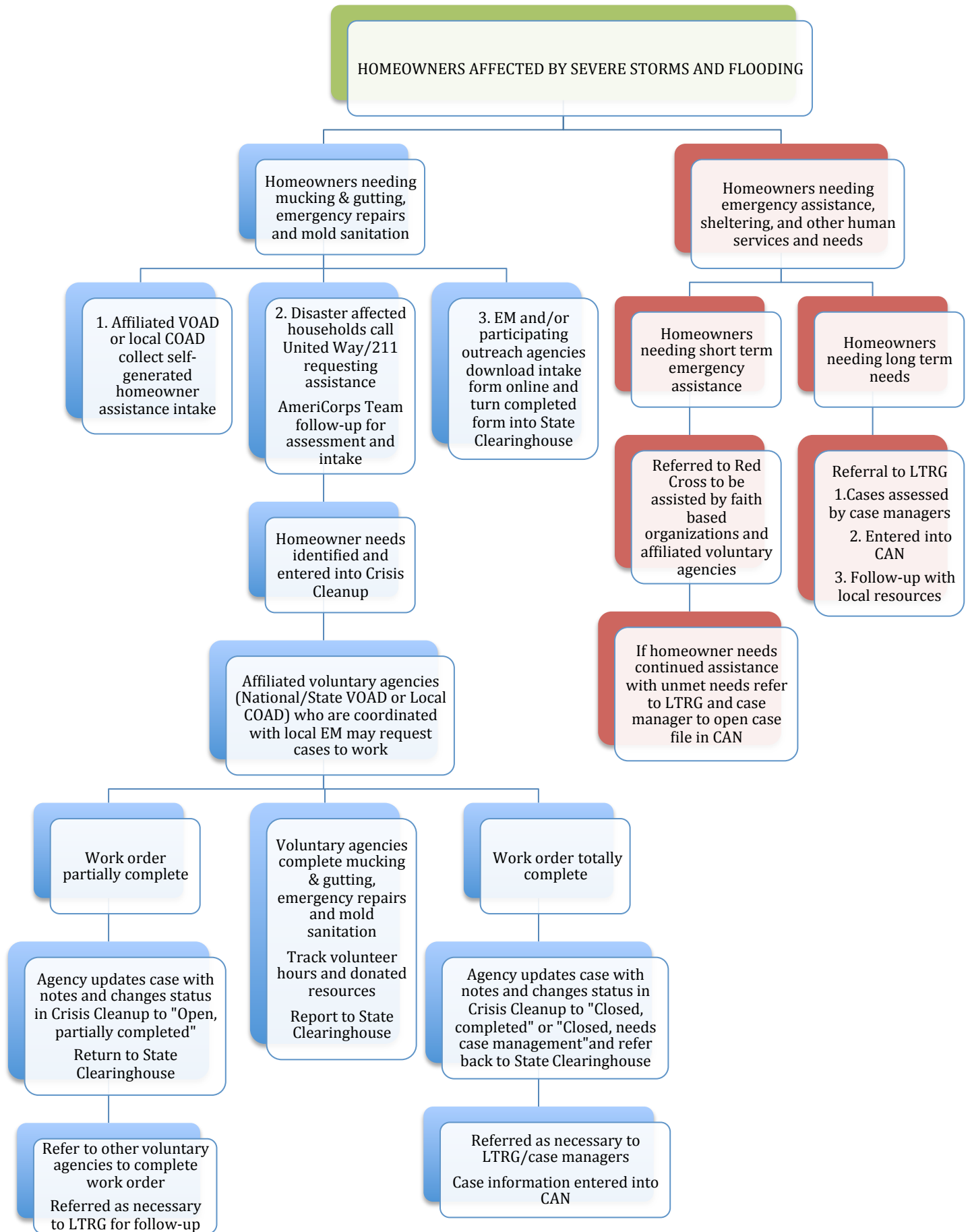
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# Missouri Statewide Survivor Assistance Intake System – Delivery of Assistance Flow Chart



# Missouri Statewide Disaster Assistance Clearinghouse Intake System

## Purpose:

- Develop a statewide comprehensive understanding of disaster impacted households to inform planning and decision making for survivors requesting assistance from voluntary organizations
- Identify and prioritize vulnerable and at-risk survivors for expedited services to enable life-sustaining support
- Promote multi-agency collaborative and complimentary services to maximize the beneficial value to each affected family and community across Missouri
- Identify underserved areas to adjust resources to address unmet needs
- Provide valuable resource assistance to survivors that can be tracked and in turn contribute to long-term recovery/case management as necessary
- Document volunteers and donations through a database system that can benefit communities and the State of Missouri during recovery.

## Scope of Incident and Terms

Incidents begin and end locally, and most are wholly managed at the local level. Many incidents require unified response from local agencies, NGOs, and the private sector, and some require additional support from neighboring jurisdictions or the State. A small number require Federal support. National response protocols recognize this and are structured to provide additional, tiered levels of support when there is a need for more resources or capabilities to support and sustain the response and initial recovery.

Leaders at all levels must cooperate and communicate within engaged partnerships to develop shared goals and align capabilities in a coordinated, collaborative means where no one agency or organization is overwhelmed in times of crisis.

**Missouri Flood Response Affiliated Volunteer Agencies** are National/State VOAD or Local COAD Organizations that are currently providing assistance to disaster survivors in Missouri and fully integrated within the coordinated emergency management framework.

**Convergent Groups** include agencies that may have a distinguishable identify, organizational structure and collective desire to assist. These groups have no affiliation with emergency management at the local, state, tribal or federal level and are acting independently outside of the recognized coordination system of the impacted jurisdiction.

## **Homeowner Assistance Request Intake**

### **Option 1:**

Affiliated VOAD and COAD organizations enter self-generated homeowner assistance requests into Crisis Cleanup ([www.crisiscleanup.org](http://www.crisiscleanup.org)) by logging in under the “Midwest Winter Floods” incident and entering case information.

### **Option 2:**

Affected disaster households may call United Way/211 and request assistance with cleanup, emergency home repairs or mold. The United Way/AmeriCorps Disaster Team follows up with survivors to address needs and complete intake information as necessary, enters the cases into the statewide assistance database and posts the cases onto Crisis Cleanup.

### **Option 3:**

Emergency Management and/or participating outreach agencies download Homeowner Assistance Request Intake Form from [www.acstl.org](http://www.acstl.org) website. EMA and local agencies distribute and assist homeowner in completing first three shaded sections of the assistance request form: Homeowner information, Access and Functional Needs, and Resources Needed, as well as the Release and Waiver of Liability. Completed Assistance Request Forms are e-mailed to the Statewide Disaster Assistance Clearinghouse at [missourifloodresponse@gmail.com](mailto:missourifloodresponse@gmail.com) or faxed to 314-772-7109. The Disaster Assistance Team follows-up on the intake information as necessary, enters the case into the statewide assistance database and posts the case onto Crisis Cleanup.

## **Survivor Assistance Request Follow-Up**

### **Option 1:**

Homeowner Assistance Request Intake Forms locally generated and entered onto Crisis Cleanup by affiliated VOAD or COAD Organizations that “claim” cases and take responsibility for completing necessary cleanup, emergency home repair and/or mold suppression. The organization refers back to the State Clearinghouse following work to report completion of a safe, sanitary and secure home, identifies outstanding needs to be completed by another organization to totally satisfy the assistance request or for referral to LTRG/case management

### **Option 2:**

Homeowner Assistance Requests that are collected through United Way/211 will be entered into the statewide assistance database as well as Crisis Cleanup. Affiliated National/State VOAD and Local COADs may view population of cases online at [www.crisiscleanup.org](http://www.crisiscleanup.org). For agencies and organizations interested in work orders, they may contact the State Clearinghouse at 314-539-4041 or via e-mail at [missourifloodresponse@gmail.com](mailto:missourifloodresponse@gmail.com) to request a batch of intake numbers online. Once organization has completed work orders, reports progress and updates notes on homes to the State Clearinghouse, agency may then proceed with continued batches of assigned work orders.

### **Option 3:**

Homeowner Assistance Requests that are collected by Emergency Managers, outreach agencies, MARCs or online will be collected by the State Clearinghouse and entered into both the statewide assistance database as well as Crisis Cleanup. Affiliated National/State VOAD and Local COADs and Voluntary Agencies may view population of cases at [www.crisiscleanup.org](http://www.crisiscleanup.org). For agencies and organizations interested in work orders, they may contact the State Clearinghouse at 314-539-4041 or via e-mail at [missourifloodresponse@gmail.com](mailto:missourifloodresponse@gmail.com) to request a batch of intake numbers online. Once organization has completed work orders, reports progress and updates notes on homes to the State Clearinghouse, agency may then proceed with continued batches of assigned work orders.

## Missouri Flood Response Taskforce

### Homeowner Assistance Request Intake Form

*Area in grey to be completed by homeowner:*

**HOMEOWNER INFORMATION**

Name: \_\_\_\_\_  
 Primary phone #: \_\_\_\_\_  
 Address damaged: \_\_\_\_\_  
 City, county, zip code: \_\_\_\_\_

Assessment Completed By: \_\_\_\_\_ Work Order Completed By: \_\_\_\_\_  
 Date: \_\_\_\_\_ Date: \_\_\_\_\_  
 Time: \_\_\_\_\_ Time: \_\_\_\_\_  
 Referral to Other Agency: \_\_\_\_\_

Type of work needed: \_\_\_ Personal Item Salvage \_\_\_ Temporary Housing \_\_\_ Tree Work \_\_\_ Home Repair  
 \_\_\_ Muck and Gut \_\_\_ Mold/Water Damage \_\_\_ Other Basic or Long Term Needs

Living in effected residence? \_\_\_ Yes \_\_\_ No → Alternate address: \_\_\_\_\_

Is occupant legal property owner? \_\_\_ Yes \_\_\_ No → Property owner and contact: \_\_\_\_\_  
 Can work take place without the property owner present? \_\_\_ Yes \_\_\_ No

Are damages covered by insurance? \_\_\_ Yes: Full \_\_\_ Yes: Partial \_\_\_ Awaiting Reply \_\_\_ No: Uninsured/Denied

Number of household members: \_\_\_\_\_ Ages of all household members: \_\_\_\_\_

Does any household member have special needs? \_\_\_\_\_  
 Household at critical health and safety risk? \_\_\_ Yes \_\_\_ No -- Notes: \_\_\_\_\_

Additional information: \_\_\_\_\_

**NEEDS ASSESSMENT – ACCESS AND FUNCTIONAL NEEDS**

- Older Adult Services \_\_\_\_\_
- Child Services (diapers, formula) \_\_\_\_\_
- Communication Access (Sign Language, Braille, CART) \_\_\_\_\_
- Limited English Proficiency/Low Literacy (Translator) \_\_\_\_\_
- Consumable Medical Supplies (adult diapers, needles, gloves) \_\_\_\_\_
- Durable Medical Supplies (wheelchair, nebulizer, eyeglasses, CPAP) \_\_\_\_\_
- Personal Assistance Services (bathing, dressing) \_\_\_\_\_
- Dietary Needs (diabetic, kosher, low salt) \_\_\_\_\_
- Service Animal Support (food, water) \_\_\_\_\_
- Acute Needs (illness, injury, urgent care) \_\_\_\_\_
- Crisis Counseling \_\_\_\_\_

**RESOURCES NEEDED/REQUEST FOR RESOLUTION**

|                                   |                   |                              |                    |
|-----------------------------------|-------------------|------------------------------|--------------------|
| Emergency Repair                  | Children Services | Clothing                     | Hazardous Material |
| Trash/Debris Removal              | Food/Water        | Location for Mail Pickup     | Animal Sheltering  |
| Cleaning Supplies                 | Transportation    | Medicine/Medical Supplies    | Moving and Storage |
| Clean Up Volunteers               | Gas/Propane/Oil   | Sand Bags/Sand Removal       | Shelter            |
| Electricity for Medical Equipment | Appliances        | Long-term Water/Power Outage | Temporary Housing  |

--- Please sign Release and Waiver of Liability (pg. 3) and submit form through appropriate channels;  
 The rest of the form to be filled by official agency or service provider upon assessment ---

**JOB DETAILS:**

Number of personnel required: \_\_\_\_\_  
 Hours/days required: \_\_\_\_\_  
 Special skills required: \_\_\_\_\_  
 \_\_\_\_\_  
 Tools or special equipment required: \_\_\_\_\_  
 \_\_\_\_\_  
 Releases signed by: \_\_\_ Owner \_\_\_ Occupant  
 Description of Work Required: \_\_\_\_\_  
 \_\_\_\_\_

**JOB STATUS:**

Work completed per day: \_\_\_\_\_  
 \_\_\_\_\_  
 Remaining needs: \_\_\_\_\_  
 Number of volunteers: \_\_\_\_\_  
 Number of service hours: \_\_\_\_\_  
 Completed by: \_\_\_\_\_ Date \_\_\_\_\_  
 Debris pile dimensions (yards): \_\_\_\_\_  
 Status: \_\_\_ Complete \_\_\_ Partially Complete  
 \_\_\_ Incomplete, referred to: \_\_\_\_\_

**Muck and Gut completed?** \_\_\_ Yes \_\_\_ No

**Mold Suppression completed?** \_\_\_ Yes \_\_\_ No

**MOLD AND WATER DAMAGE**

Is there water damage inside structure? \_\_\_ Yes \_\_\_ No  
Is mold growing due to water damage? \_\_\_ Yes \_\_\_ No  
How high was the water line? \_\_\_ Feet \_\_\_ Inches  
Location of damage: \_\_\_ Basement \_\_\_ Crawlspace  
\_\_\_ 1<sup>st</sup> Floor \_\_\_ 2<sup>nd</sup> Floor \_\_\_ Attic \_\_\_ Other  
Pump needed to remove water? \_\_\_ Yes \_\_\_ No  
Additional information: \_\_\_\_\_  
\_\_\_\_\_

**FLOORING AND DRYWALL**

Is there floor damage in home? \_\_\_ Yes \_\_\_ No  
Floors affected: \_\_\_ Basement \_\_\_ Ground floor  
\_\_\_ Basement and Ground floor \_\_\_ Other: \_\_\_\_\_  
Carpet needing removal? \_\_\_ Yes \_\_\_ No  
Hardwood floor needing removal? \_\_\_ Yes \_\_\_ No  
Drywall needing removal? \_\_\_ Yes \_\_\_ No  
Additional information: \_\_\_\_\_  
\_\_\_\_\_

**DEBRIS REMOVAL**

Appliances needing removal? \_\_\_ Yes \_\_\_ No  
Heavy items needing removal? \_\_\_ Yes \_\_\_ No  
Debris needing removal? \_\_\_ Yes \_\_\_ No  
Non-Vegetative: \_\_\_\_\_ Vegetative: \_\_\_\_\_  
Debris blocking: \_\_\_ House \_\_\_ Building  
\_\_\_ Driveway \_\_\_ Other: \_\_\_\_\_  
Additional information: \_\_\_\_\_  
\_\_\_\_\_

**ROOF REPAIR**

Which structures require tarps?  
\_\_\_ House \_\_\_ Outbuilding  
Size of the area(s) needing tarps: \_\_\_\_\_  
How many 20' x 30' tarps are required? \_\_\_\_\_  
Is roof stable to walk/work on? \_\_\_ Yes \_\_\_ No  
Need assistance with tarp installation? \_\_\_ Yes \_\_\_ No  
Additional information: \_\_\_\_\_  
\_\_\_\_\_

**TREE WORK**

Home needs assistance with tree work? \_\_\_ Yes \_\_\_ No  
Number of trees down? \_\_\_\_\_  
Number of trees wider than 18 inches? \_\_\_\_\_  
Trees blocking: \_\_\_ House \_\_\_ Building  
\_\_\_ Driveway \_\_\_ Other: \_\_\_\_\_  
Additional information: \_\_\_\_\_  
\_\_\_\_\_

**OTHER BASIC OR LONG-TERM NEEDS**

Immediate Housing  Household Goods  
 Medical  Financial  
 Food  Spiritual/Emotional  
 Rebuild  Home Repairs  
 Mold Remediation  Other  
What kind of specialist is needed? \_\_\_\_\_  
\_\_\_\_\_  
Other Agencies Contacted: \_\_\_\_\_

**SAFETY**

Is the home habitable? \_\_\_ Yes \_\_\_ No  
Power turned on within household? \_\_\_ Yes \_\_\_ No  
Power lines down on property? \_\_\_ Yes \_\_\_ No  
Utilities that are still on? \_\_\_ Gas \_\_\_ Electricity \_\_\_ Water \_\_\_ N/A  
Unrestrained animals on property? \_\_\_ Yes \_\_\_ No  
Are there condemned structures? \_\_\_ Yes \_\_\_ No  
Other known hazards: \_\_\_\_\_  
Additional information: \_\_\_\_\_  
\_\_\_\_\_

Additional Intake Notes:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Missouri Flood Response Taskforce

## RELEASE AND WAIVER OF LIABILITY for Recipients of Disaster Relief Efforts PLEASE READ CAREFULLY. THIS IS A LEGAL DOCUMENT THAT AFFECTS YOUR LEGAL RIGHTS.

This Release and Waiver of Liability, executed on (date), \_\_\_\_\_ by (recipient) \_\_\_\_\_, in favor of National and Missouri State Voluntary Organizations Active in Disaster Groups, Local Community Organizations Active in Disaster Groups, AmeriCorps St. Louis, their directors, officers, members, affiliates, and their partnering organizations, specifically \_\_\_\_\_, the State of Missouri and subsidiary County and Municipal jurisdictions, herein referred to as the “**Missouri Flood Response Taskforce**” is legally binding.

I, the Recipient, desire the **Missouri Flood Response Taskforce** to engage in relief efforts and any such related activity on my property. I understand that such activities could entail (but are not limited to) collecting and piling brush and debris, removal of downed trees from structures/property, removal of damaged personal property and simple home repair on my property. I freely and voluntarily execute this release under the following terms:

**1. RELEASE AND WAIVER.** I hereby release and forever discharge the **Missouri Flood Response Taskforce** and its partnering organizations from any and all liability, claims and demands of whatever kind either in law or in equity, which arise or may hereafter arise from related activities with said organizations. I understand that this Release discharges said organizations from any liability or claim that I may have against the **Missouri Flood Response Taskforce** to bodily injury, personal injury or property damage that may result from the **Missouri Flood Response Taskforce** volunteers working on my property. I also understand that the **Missouri Flood Response Taskforce** does not assume any responsibility for or obligation to provide financial or other assistance, including but not limited to property insurance in the event of damage or loss.

**2. ASSUMPTION OF RISK.** I understand that the **Missouri Flood Response Taskforce**'s work may include work on and near my property that may be hazardous, including but not limited to work with power tools and heavy limbs. I hereby expressly assume the risk of property damage and/or loss due to volunteer activities.

**3. INSURANCE.** I understand that the **Missouri Flood Response Taskforce** does not carry or provide insurance coverage for any homeowner's personal property.

**4. PHOTOGRAPHIC RELEASE.** I hereby grant unto the **Missouri Flood Response Taskforce** rights to any and all photographic or video images taken on/of my property, during storm-related activities, the **Missouri Flood Response** for internal use or for reasons of publicity.

**5. OTHER.** I agree that this Release and Waiver is intended to be as broad and inclusive as permitted by local and state laws. I agree that in the event that any provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such provision shall not otherwise affect the remainder of this Release and Waiver, which shall continue to be held enforceable.

RECIPIENT'S SIGNATURE: \_\_\_\_\_

### RELEASE OF CONFIDENTIAL INFORMATION

I, (recipient's name) \_\_\_\_\_ authorize the Federal Emergency Management Agency and any other partnering agencies involved in disaster relief to release any personal information maintained by said agencies which the **Missouri Flood Response Taskforce** considers relevant and necessary for the purpose of provision of assistance and to avoid duplication of benefits.

I, (recipient's name) \_\_\_\_\_ authorize the **Missouri Flood Response Taskforce** to release information that is considered relevant and necessary for the purpose of determining assistance to other partnering agencies involved in disaster relief.

I, (recipient's name) \_\_\_\_\_ consent to disclose my information (name, address, phone number, entire case files, including inspection report, amount of assistance, etc.) to any agency or organization that is a member in good standing with Local, Regional, State or National Voluntary Organizations Active in Disasters (NVOAD) and their partners, or participating in a State recognized Long Term Recovery Committees (LTRC) or any voluntary agencies currently providing assistance to disaster survivors in Missouri.

I further understand that the release of this information does not guarantee that assistance will be provided, but that without this release, partnering agencies cannot provide information to the **Missouri Flood Response Taskforce** to assist with disaster-related needs.

RECIPIENT'S SIGNATURE: \_\_\_\_\_

NAME (PRINT) \_\_\_\_\_

AFFECTED ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ MO

Collected by: \_\_\_\_\_ on \_\_\_ / \_\_\_ / \_\_\_\_\_ at \_\_\_ am/pm



COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

## POINTS OF CONSENSUS

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### CLEAN UP, REPAIR AND REBUILD

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National VOAD members agree to adhere to the following:

1. Cleanup and long term recovery assistance will be provided with dignity and in a respectful, non-judgmental, and nondiscriminatory manner.
2. Safety standards, including standards for handling of known hazardous materials, will be in place for field staff and volunteers prior to the start of work.
3. Support and engage with the communication and coordination systems in use in each community and promote a central and inclusive system for intakes, referrals, tracking and reporting of cleanup assistance.
4. Work will be done only upon written consent of the client. A clear scope of work will be agreed upon and signed before work begins.
5. Clients and residents will be encouraged and permitted to salvage any items before and during cleanup work.
6. Assist clients to repair and rebuild who have gone through a case management process consistent with the National VOAD Disaster Case Management Points of Consensus.<sup>1</sup>
7. Repairs and rebuilds will be done, at a minimum, in accordance with the International Residential Code and local codes, with local codes prevailing if there is a discrepancy between the two. We agree to aspire to the highest workmanship feasible.<sup>2</sup>

Members will encourage Long Term Recovery Groups to repair and rebuild above and beyond the International Residential Code and local codes. As a part of a larger commitment to our donors and the communities where we work we will adhere to the following guidelines:

- Repair and rebuild with materials and practices that are energy efficient.<sup>3</sup>
  - Mitigation practices will be used whenever possible to minimize the risk of future events.<sup>4</sup>
8. Repairs and rebuilds for disabled clients will be done in a way that gives the client needed access to the home. ADA standards, while not required under residential building code, should be considered and used whenever feasible.<sup>5</sup>
  9. Skilled construction person(s) will be available to supervise all volunteer work, and offer guidance throughout the long term recovery process.
  10. Local character of the client's community and cultural norms will be respected as they pertain to the repairing and rebuilding of the client's home. This may depend upon the resources available to the LTRG.

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<sup>1</sup> For the National VOAD Disaster Case Management Points of Consensus see <http://www.nvoad.org/>

<sup>2</sup> For more information see <http://www.iccsafe.org/>

<sup>3</sup> For more information see Southface <http://www.southface.org/>, The Energy & Environmental Building Alliance <http://www.eeba.org/> and the U.S. Department of Energy <http://www1.eere.energy.gov/buildings/residential/>

<sup>4</sup> For more information see FEMA's Mitigation Best Practices (<http://www.fema.gov/plan/prevent/bestpractices/index.shtm>) and the Federal Alliance for Safe Home <http://www.flash.org/>

<sup>5</sup> For more information see <http://www.ada.gov/>






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## CLEANUP DEFINITIONS AND PRACTICES

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### Overview

The housing committee, in recognition of the absence of a document highlighting best practices and standard operating guidelines, has created an overview addressing cleanup activities conducted by National VOAD organizations. The intent of this guide is to improve coordination during cleanup activities following a disaster by creating a common foundation upon which standardized language, definitions, and organizational accountability can be grown; with the intended result being greater efficiencies, cohesiveness, and increased speed and consistency at which cleanup activities are conducted.

### Definitions

The terminology used to describe the cleanup process is varied; this variance causes delays, confusion, and the duplication of services, ultimately hampering assistance delivery to clients. Below is a list of terminology to provide a baseline from which all National VOAD member organizations, partner, and affiliate organizations should operate.

**Assessment:** An evaluation of a request for assistance that includes an estimate of resources needed, safety concerns, and includes a written scope of work and the labor needed to accomplish it.

**Reclamation:** The salvaging, removing, and cleaning of personal items from the home that can be safely removed, such as family heirlooms and non-porous items—reclamation should be done with and at the direction of the homeowner.

**Interior Debris/Contents Removal:** Is the removal of flood-affected personal items, appliances, fixtures, and any other items that are not structural components of the home that were submerged or damaged by floodwaters. This step is considered complete when all items to be discarded have been removed from the structure and any remaining undamaged items are in a safe location.

**Muckout:** Is the removal of mud, muck, silt, and other typically semi-solid material from a home as a result of water inundation.

**Gutting:** Is the tearing out and removal of construction related materials from a home that has been damaged by water, including protruding nails in exposed studs and flooring. Gutting is considered complete when all damaged construction materials and protruding nails have been removed.

**Final Cleaning and Sanitizing** (post gutting, pre-mold treatment): The final and thorough cleaning of any remaining dried or wet remnants from the structure after gutting to prepare for mold control and treatment activities. Completion is typified by the absence of all nails, piles of dust/contaminates, standing water in the basement/crawlspace, and surfaces having been cleaned and rinsed of any dirt, mud, or other contaminants.

**Mold Control and Remediation:** Is the active and intentional process of using chemicals and other equipment such as dehumidifiers, fans, and air scrubbers to eradicate abnormal mold and mildew growth. Drying the structure, controlling humidity and bringing the moisture content of structural components to an accept level prior to repairing or rebuilding is also a key element of the process.

**Exterior Debris Removal:** Is typified by the removal of unwanted and damaged tree, vegetative, or other disaster debris from house sites, lawns, fields and forests and placing it in containers or in piles for disposal.

## Safety Practices and Hazardous Materials

***This information is for reference only; this is not a comprehensive list. Each organization involved in cleanup must establish protocols and procedures to ensure the safety of their volunteer work force.***

### General Safety

- Brief all volunteers regarding safe practices and safety hazards and go over site work plan
- Ensure that all volunteers sign liability waivers
- Ensure that a homeowner release has been signed
- Wear an N-95 or greater particulate respirator
- Wear non-vented goggles or other adequate eye protection
- Wear heavy work gloves to protect hands
- Wear long pants, a long-sleeved shirt, and boots or sturdy work shoes with puncture-proof soles
- Never enter a flooded basement unless you are absolutely sure the electricity has been turned off
- Do not use gasoline-powered pumps or generators indoors or in a confined space. Gasoline engines emit deadly carbon monoxide exhaust fumes
- Tetanus shots are strongly recommended when doing any type of cleanup work
- Wash hands regularly, especially before eating—use of additional bacterial wipes is advisable

### Working with Mold

- Brief all volunteers regarding safe practices and safety hazards and go over site work plan
- Ensure that all volunteers sign liability waivers
- Ensure that a homeowner release has been signed
- Wear an N-95 or greater particulate respirator (N100)
  - To ensure proper seal, fit tests should be undertaken if half face respirators are being used
  - Men should not have facial hair
- Wear goggles (non-vented)
- Use face shields if using a foaming treatment or power washer
- Wear gloves to protect hands / disposable coveralls with head and foot protection
- Tyvek suits are recommended (hooded suits provide more complete protection)
- Rubber boots to protect feet are also recommended

### Asbestos

- Brief all volunteers on the likelihood of asbestos being present on a work site.
- If asbestos is identified, stop work and notify site leader to determine next course of action
- Refer to your organizational policy outlining the handling of asbestos and other hazardous materials
- Contact a certified Asbestos remediation specialist to safely handle the issue

## Best Practices for Cleanup

Below are guidelines for cleanup that responding organizations should follow in an effort to provide consistency in the work done on private property across all responding VOADs, partner, and affiliate organizations. The goal is to ensure that there is awareness of and adherence to these practices at all levels of organizations involved in cleanup activities.

### 1. Coordination

- Utilize a centralized point of coordination for the acquisition of work requests
- Match the requests (amount of work and type of work) with the resources that an organization can offer a community at any given time
- This facilitates the maximum utilization of affiliated groups with resources while reducing the duplication of efforts in the field

### 2. Documentation

- Consistency in the paperwork used and the information captured will enhance interagency communication as response transitions into recovery.
- Thorough documentation allows for later referral about specifics and for a case history of work done for a client to be initiated.
- Homeowner Documentation:
  - Signed Right of Entry
  - Release of Liability and Indemnity

- Information release allowing the owner's information to be shared with other organizations willing to assist and to be shared with the federal government to ascertain eligibility in additional programming
- Volunteer Documentation:
  - Signed Release of Liability and Indemnity
  - Emergency Contact Information
- Maintain records of expenses
- Maintain a comprehensive list of work requests that includes the status of the job, in order to know if a work request is pending or in process, which agency is responsible, and when it is completed.
- Maintain records of volunteer hours per site for potential federal cost share purposes.

### **3. Assessment**

- An assessment is a physical inspection and evaluation of a structure or site as requested by the client to understand the needs of a given case and document the scope of work and labor needed.
  - Determine that it fits the response criteria (is it a renter/homeowner/landlord)
  - Assess and document safety and hazard concerns
  - Determine priority of need:
    - What characterizes priority? Vulnerable populations? The elderly? Single parent families? Individuals with special needs?
  - An estimate of resources needed: labor, tools, time, other needs assistance
  - A detailed scope of work needs to be drafted and agreed upon by the organization and client.
    - Ascertain if water, electric, gas need to be turned off—if so, turn off
  - Status of the work request (not started, partially completed, and what is left to be done, finished) should be reported to the coordination point or referring organization on a regular basis for holistic response tracking

### **4. Removing Water from Flooded Basements**

- Before entering flooded homes, turn off the main electric supply and any fuel oil or gas supply.
- When possible call the municipal fire dept. to pump out basements
- Examine the exterior of the house for signs of structural damage. If structural damage is evident, you may need to consult an expert (county assessor) to determine whether it is safe to enter the house.
- Basement walls, floors, and foundations can collapse if deep standing water is pumped out quickly and the outside ground is still saturated. Pump out with caution! FEMA advises as follows:  
<http://www.fema.gov/news/newsrelease.fema?id=9439>
  1. Begin pumping when floodwaters are no longer covering the ground outside.
  2. Pump the water out one foot at a time. Mark the water level and wait overnight.
  3. Check the water level the next day. If the level went back up (covered your mark) it is still too early to drain your basement.
  4. Wait 24 hours, then pump the water down one foot again. Check the level the next day.
  5. When the water in the basement stops returning to your mark, pump out two to three feet and wait overnight.
  6. Repeat daily until all the water is out of the basement.

### **6. Interior Debris Removal**

- Be sure the house is safe for entry and for placing work teams inside
- Before entering the home, turn off the main electric supply and any fuel oil or gas supply
- Remove all flood-affected personal items, appliances, furniture, carpet, fixtures and any other items that are not a structural component of the home
- Check with the local point of coordination or local authority for guidance on debris management / debris separation prior to beginning work
- If there are questions regarding some personal items refer to scope of work and/or contact Client for additional direction

### **7. Mucking Out a Flooded Structure**

- Remove mud, muck and silt that was deposited in the house by flood waters
- Defer to local debris management guidelines on disposal of muck

### **8. Gutting a Flooded Structure**

- Construction materials damaged by water will need to be removed from the house

- Gutting typically involves removing the following materials and leaving the bare stud walls of the house
  - Trim and molding
  - Damaged sheetrock/drywall to bare studs
    - Remove 2 feet above water line
    - Cutting at the 4 ft. level allows replacement of full sheets
  - Paneling
  - Insulation
  - Pressed board
  - Plywood
  - Carpet/padding
  - Flooring
  - Cabinets
  - Nails from studs and floor
  - Linoleum
  - Electrical fixtures (switches, outlets, breakers) need to be replaced
  - Electrical wiring – consult a qualified electrician regarding replacement of wiring

#### 9. Final Cleaning and Sanitizing

- After mucking out and gutting a flooded structure, the remaining structure including walls, framing, and floors, must be cleaned thoroughly.
  - Use a high pressure washer with detergent to wash off remaining dirt, mud, muck and contaminants
  - Scrub surfaces with brushes if necessary
  - Use a disinfectant if viral or bacterial contamination is suspected
  - Rinse surfaces with clean water
  - Remove standing/remaining water with a shop vac or pump

#### 10. Mold Treatment

***This information is for reference only. National VOAD does not endorse one method of mold treatment/removal over another and strongly encourages individuals and organizations to educate themselves on the appropriate methods to address mold problems in homes. Please see the appendix section for additional informational resources on alternative methodologies.***

- Minimize contamination of unaffected areas and contaminant exposure to workers:
  - Workers must wear appropriate Personal Protective Equipment.
  - Isolate areas to be treated from areas that were unaffected.
  - Ventilate the treatment area with negative air pressure. This can be achieved with a box fan in an exterior window.
  - Wet all materials to be removed just enough to prevent particulate from becoming airborne. Do not saturate the structure.
  - Immediately bag all materials to be discarded.
- Mold must be physically removed:
  - It is not sufficient to kill the mold.
  - Live or dead, mold is a respiratory hazard for occupants.
  - Biocides such as bleach should not be used indiscriminately.
  - Remove and discard all porous materials that may be contaminated with mold
- Remove mold from hard, non-porous surfaces:
  - Clean mold from hard surfaces by using a non-ammonia detergent and water
    - Do not put a used rag back in the detergent solution
  - Use a stiff brush to scrub rough surfaces such as concrete
  - Use a HEPA vacuum to remove dust and mold residue
- Work from high to low, from the furthest point from the ventilation to the closest point. Use gravity and airflow to avoid recontamination.
- Thoroughly dry the structure to prevent mold growth. Mold cannot grow without adequate moisture.
- Use fans and heaters to remove moisture from materials, and dehumidifiers to extract the moisture from the air or exhaust ventilation to remove the moist air from the structure.
- Moisture meters must be used to ensure the structure is dry prior to rebuilding. Defer to local guidance on acceptable moisture levels.

- Remember, the KEY to mold control is controlling the moisture level!

### 11. Exterior Debris Removal

- Trees, construction debris and other items deposited on property as a result of the disaster should be removed
  - Clean up debris on properties to prepare for repairs or rebuilding
  - Remove debris on farm fields and pastures to protect people, animals, and equipment
- Chainsaw operators should be trained and wear proper protective equipment
- If debris is piled for later removal, sort it according to the local waste guidelines
  - Check with the local point of coordination or local authority for guidance on debris management prior to beginning work

### 12. Demolition of Buildings

- Demolition permits may be required prior to activity, seek local guidance.
- Be aware of hazardous materials in older buildings and follow guidelines for hazardous waste removal.
- Traditionally volunteer agencies do not engage in hazardous waste cleanup.
  - Asbestos and lead paint may need to be removed by certified contractors
  - Please see the following resources on approved methods of asbestos removal—if you come across this hazardous material on-site it is advisable to confirm the best course of action with local EPA representatives.

## Resources for Flood and Mold Cleanup

**These resources below are listed for further reference. The inclusion of these resources is not an endorsement of one practice or method over another.**

1. "A Brief Guide to Mold, Moisture, and Your Home" published by the US Environmental Protection Agency  
<http://www.epa.gov/mold/moldguide.html>
2. "Dealing with Mold & Mildew in Your Flood Damaged Home" published by the US Federal Emergency Management Agency (FEMA)  
[http://www.fema.gov/pdf/rebuild/recover/fema\\_mold\\_brochure\\_english.pdf](http://www.fema.gov/pdf/rebuild/recover/fema_mold_brochure_english.pdf)
3. "Emergency Preparedness and Response: Floods" published by the US Centers for Disease Control and Prevention  
<http://emergency.cdc.gov/disasters/floods/>
4. "N95 Respirator Fit Testing, Fit Checking, and Handling Procedure for Fit Testing Technicians and Employees," University of Pennsylvania Medicine  
[N95 Respirator Fit Testing, Fit Checking, and Handling Procedure](#)