

Southern Baptist Disaster Relief



Damage Assessment Training Manual

North American Mission Board, SBC

Tennessee Baptist Churches giving through the Cooperative Program and the Golden Offering for Tennessee Missions make TBC ministries possible.



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Statement of Purpose

The purpose of damage assessment is to facilitate disaster relief recovery efforts by providing clear, concise, and accurate information to crews *prior to their arrival on the job site*. A secondary purpose is to secure homeowners' signature on the proper form, and to assign a priority to each job assessed. When assessment is properly done, crews will be assured of addressing the most urgent jobs first, and they will have a good idea of the kinds of tools, equipment, and manpower needed for each job. This should greatly facilitate and expedite the process, allowing us to work efficiently and effectively.

Initial Assessment

Natural and man-made disasters vary greatly in their severity, scope, and nature, and Southern Baptist Disaster Relief is not equipped to address all needs. We are always part of a larger effort involving many community, state, and national organizations and agencies. In some cases, SBDR receives initial information about the nature and extent of damage from other organizations such as FEMA, the Red Cross, or local community EOC's. If that information is sufficient, state and national leaders may make call-out decisions on the basis of those reports. In other cases, the state director may call upon a DR-trained individual in the area affected by the disaster to do an initial assessment.

If called upon to conduct an initial assessment of a disaster area, keep in mind that the information you pass on will be used as the basis for decisions affecting many people. Based on your report, the state director will decide if the damage warrants a local, statewide, or multi-state response. If the initial assessment is done by someone other than the regional director, coordination with him/her is important. By their very nature, disasters make information-gathering difficult, but to the extent possible, the following kinds of data are needed by the state director:

1. Geographic scope of the damage.
2. Nature of the damage
3. Severity of damage
4. Number of homes/buildings affected
5. Extent of electrical/communication services interruption
6. Extent of water/sewer services damage

Initial assessment should be done as soon after the disaster strikes as possible, but access to the area may be restricted during first-responder activities. It is especially important for initial assessment teams to know who is in charge in the disaster area. Upon arrive teams should make contact with individual/organization in charge to identify areas where the most critical damage is located. This will likely be the police, sheriff, local emergency management, or other law enforcement agency.

Job Assessment

Normally, specific jobs are assessed in response to requests received at the command center from property owners. Some referrals come from partner agencies like local churches, Red Cross, Salvation Army, FEMA etc. As most disaster relief workers know, these requests vary greatly in their degree of accuracy, thus the need for assessment before a team is sent out.

Assessment Strategy

Whenever possible, an assessor familiar with the city/region should be used. If not, a local person with good knowledge of the community could accompany the assessor. With a large detailed map, anyone can plot locations of job requests, but someone familiar with the area can do it much quicker and easier. In any case, when assessors are sent out, jobs should be grouped geographically, so that travel between sites can be minimized. Many assessors use GPS systems to locate addresses in unfamiliar areas, and these are very helpful, but they are not infallible!

Two or three person teams are the best. Assessors should never go alone as they are likely to encounter situations where a woman is home alone. This is a good ministry for married couples working together; it ensures that the assessment team will always have a volunteer of the same gender as the person they meet on the properties.

Assessment Procedure

When an assessor arrives at a job site, the following actions are normally taken, not necessarily in the exact order below:

1. Knock or ring doorbell and make contact with property owner if possible.
2. If no one is at home, and a release form has not been signed, the assessor may call the owner to make arrangements for the form to be signed. If the owner is present, the form may be signed any time before the assessor departs the site. Remind the owner that no work team will be assigned to the property until a signed form is in the command center.
3. Using the assessment forms (See Appendix), note the type and extent of damage, completing all pertinent portions of the form.
4. Following the guidelines from this manual assign a priority to the job and record it on the form.
5. Note on form if professional skills or heavy equipment are needed for the job.
6. Remind property owners that dogs must be relocated before work teams arrive.
7. Remember when planning for debris removal, at least 30 feet around the house/building needs to be cleared. Identify appropriate locations for debris to be accumulated.

Assessment Tips and Reminders

Every assessor will develop his/her own style and way of operating, but there are some things everyone should keep in mind.

1. Be sensitive to the needs of homeowners. They have experienced a disaster, and may be still experiencing shock to some degree. While we can't always ascertain a person's state of mind, kindness and compassion are always in order, as are courtesy and politeness.
2. Be very careful to not promise more than we can deliver. Stress to the homeowners that while we will make every effort to help them, we have limited numbers of teams, and cannot reach everyone who has suffered damage. It is appropriate to mention to the homeowners that if they have other resources for help, to go ahead and make use of those if they can help sooner than our teams. (Note to operations: if a job was assessed two days or more before it is assigned to a crew, it is wise to call the homeowner before sending a crew, because the job may have been completed by others. In fact, some blue caps/crew chiefs routinely call before heading out to a job, no matter when it was assessed.)
3. Assessors may be the first Christian contact for the disaster victim, and thus have the first opportunity to show them God's love. Be ready to witness, share your faith, or simply listen and encourage in whatever way you can. Carry Bibles to give away.
4. It is probably best to not share with the homeowner the priority number assigned to his job. Explaining that we try to do the most urgent jobs first is usually sufficient.
5. Normally, assessment forms are returned to the command center at the end of the day, sorted by priority, and crew assignments for the next day prepared. However, in a few highly critical situations, the assessor may call for immediate help to be sent to a site. For example, if a wheelchair-bound individual is trapped inside a house by a fallen tree and is in need of medical attention or has some other urgent need, an immediate response may be called for.
6. Neighbors of home sites being assessed often make verbal requests for help. Unless a policy has been established in advance, the assessor must use his/her own judgment in responding. Unless there is some reason not to, most assessors will go ahead and assess the neighboring job, and secure a release form as well.
7. Resist making value judgments about potential recipients of assistance. God's love extends to the vilest sinner, as well we should know. *Did we deserve the grace showered upon us through Jesus Christ our Lord?* We use our best judgment in assigning priorities, after that, it is in God's hands.

Setting Chainsaw Job Priority

Assigning a priority to a given job is always a judgment call, and different assessors may arrive at different conclusions. However, in order to maintain a degree of standardization so that everyone involved in the process is “on the same page,” the following guidelines should be adhered to as much as possible.

Priority 1

- Tree in house/building.
- Tree on the roof.
- Holes in roof.
- Anything that will expose the inside to weather (missing windows, doors, or walls).
- Trees that are preventing the restoration of electrical power. Once the tree is removed, the power can be restored.
Make sure the power is off.
- Blocked driveway.
- Persons with special needs (diabetes, oxygen, disability, etc.).
- Elderly, especially widows and single women.
- Trees blocking the road.
- Emergency operations personnel (police, fire, rescue, hospital, etc.).

Priority 2

- Trees in yard that hit a well-house or storage building.
- Smaller trees on house/building (no holes in roof).
- Large trees in yard; jobs that need expertise to cut trees up correctly.

Priority 3

- Small trees in yard that did not hit anything and are not blocking anything.
- Jobs that require people with minimal chainsaw experience.
- Jobs that only require small limb and brush removal.

Chainsaw Team Capabilities

- A. Can remove large trees from roofs.
 - Has worked with dangerous trees before.
 - Has an understanding of trees under pressure.
 - Has equipment that can cut trees 12" in diameter or larger.
- B. Can remove 12" and smaller trees from roofs.
 - Has some experience with trees under pressure.
 - Can work on roofs with a shallow pitch.
- C. Can cut up trees on the ground.
 - Can cut down small trees.
 - Has experience in running a chainsaw.
- D. No chain saw.
 - Can work with another team.
 - Can help clean up.
 - Can pull brush.

How to Place a Team on the Correct Chainsaw Job

The goal is to ensure the safety of the team and the property.

The individual responsible for team assignments should assign jobs to teams in consultation with team leaders. Use the Chainsaw Team Capability list and answers to the following questions to help accurately determine which jobs are appropriate for a team.

The following are some questions that can help determine a chainsaw team's capabilities:

- Are you trained to cut trees after a high windstorm?
- Are you trained to cut trees under pressure?
- How often do you train or operate a chainsaw? (every day; twice a week; once a week; once a month, once a year)
- What type of equipment do you have?
- Do you feel comfortable, are you trained, or do you have experience in removing a large tree off a building or home?
- Have you attended your state training for chainsaw safety?
- Do your team members have the necessary safety equipment?

This is just a sample of questions to ask. After you talk, show the team leader jobs that you feel would be appropriate for the team and allow the team leader to select jobs based on the descriptions provided by the assessors.

Flood Recovery Team Capabilities

- A. Can do gutting and pressure washing/mold remediation.
- B. Can do pressure washing/mold remediation only.
- C. Can do gutting only.

How to Place a Team on the Correct Flood Recovery Job

The goal is to ensure the safety of the team and the property.

The individual responsible for team assignments should assign jobs to teams in consultation with team leaders. Use the Flood Recovery Team Capability list and answers to the following questions to help accurately determine which jobs are appropriate for a team.

The following are some questions that can help determine a Flood Recovery team's capabilities:

- Are you trained in mold remediation procedures?
- Are you trained in drywall evaluation and removal procedures?
- Are your team members able to handle removal of large furniture and/or appliances?
- What type of equipment do you have?
- Do your team members have the required safety equipment?

This is just a sample of questions to ask. After you talk, show the team leader jobs that you feel would be appropriate for the team and allow the team leader to select jobs based on the descriptions provided by the assessors.

APPENDICES

Job No. _____

Chainsaw / Flood Recovery

PRIORITY: 1 2 3

Team A B C D (A most capable)

**Southern Baptist Disaster Relief
Property Owner Request for Volunteer Assistance**

Date _____

Property Owner's Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____ Work Phone _____

How many people reside at this home? _____ Ages of oldest and youngest resident _____

Do you have insurance? Yes No If yes, name of insurance carrier _____

Will owner be present? Yes No If no, should work be done? Yes No

Special circumstances _____

Description of job _____

RELEASE (must be signed before work begins)

I, _____, hereby release from liability and agree to hold harmless the volunteers for any damage or injury that may occur on my property, to any of my 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 teams are 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.**

Property Owners Signature _____

Dated this _____ day of _____, 20_____.

Unit Assigned _____ Date _____

Work Completed _____ Work Incomplete (*list remaining items*) _____

Unit Leader's signature: _____

Volunteers' signatures: _____

(Use back if necessary)

Flood • Flood Recovery Assessment

Assessor: _____
Phone: _____
Date: _____
Location: _____

Type of Structure: Frame Home _____ Mobile Home _____

Building Size: Width _____ Length _____ Stories _____

Basement: Yes _____ No _____

Standing Water: Basement _____ (depth) Crawl Space _____ (depth)

Water depth at highest: Living Space _____ Basement _____

Basement

Finished: Yes _____ No _____

Floor Covering _____

Number of Rooms _____

Mold Visible Yes _____ No _____

Seepage Present: Yes _____ No _____

Type of Wall _____

Mud/Silt/Debris Depth _____

Main Level

Number of Rooms _____

Mold Visible Yes _____ No _____

Floor Covering _____

Mud/Silt/Debris Depth _____

Type of Wall _____

Work Needed

Dewatering _____

Pressure wash _____

Appliance removal _____

Sanitize _____

Wall covering removal _____

Remove drywall _____

Remove debris _____

Remove insulation _____

Remove belongings _____

Can debris be stacked at curb? Yes _____ No _____

Dumpster required? Yes _____ No _____

If a dumpster is required, the homeowner is responsible to contract for the dumpster.

Degree of Damage

Destroyed _____ Major _____ Minor _____ Affected _____

Mud and Land Slide Assessment

Assessor: _____
Phone: _____
Date: _____
Location: _____

Equipment Needed

Bobcat with bucket and grabber _____
Trailer to haul bobcat _____
Dump truck(s) _____
Plastic sheeting _____
Sandbags and sand _____
Blockade material _____
Straw rolls _____

Assessments

Type of building: Home _____ Mobile Home _____ Outbuilding _____

Type of foundation: Slab _____ Stem wall _____ Basement _____

Type of construction: Wood frame _____ Brick _____ Other _____

Siding: Wood _____ Metal _____ Stucco, brick, or rock _____

Right of way to property: Uphill _____ Downhill _____ Level _____

Distance of building to right of way: _____

Driveway: Paved _____ Uphill _____ Steep _____ Downhill _____ Steep _____

Distance for dumping mud: On property _____ Off property _____
Property owner's written permission _____ State or county permission _____

Hillside mud slides or earth slides:
Need professional help _____ Can do _____ Can not do _____

Temporary stability of the slide:
Can do _____ Can not do _____ Requires plastic sheeting to cover slide area _____
Requires sandbagging _____ Requires straw rolls to divert water flow _____
Needs blockade at lower end of slide _____ Needs to be reseeded to stabilize _____

Comments or suggestions: _____

Fire Cleanup Assessment

Assessor: _____
Phone: _____
Date: _____
Location: _____

Equipment Needed

Bobcat with bucket and grabber _____
Trailer to haul equipment _____
Flatbed to haul equipment _____
Excavator _____
Heavy duty chains _____
Gas-driven metal saw _____
Heavy duty cutting torch with extra tanks _____
Heavy duty wood chipper _____

Assessments

Type of building: Home _____ Mobile Home _____ Outbuilding _____

Type of foundation: Slab _____ Stem wall _____ Basement _____

Type of construction: Wood frame _____ Brick _____ Other _____

Siding: Wood _____ Metal _____ Stucco, brick, or rock _____

Right of way to property: Uphill _____ Downhill _____ Level _____

Distance of building to right of way: _____

Driveway: Paved _____ Uphill _____ Steep _____ Downhill _____ Steep _____

Burned tree and brush removal

Trees 10 in. _____ Trees 20 in. or greater _____

Logs can be used for blockade material to stabilize side of hill _____

Trees can be cut up into: Firewood size _____ Lumber logging size _____ Chipped _____

Brush can be: Cut six inches above ground level _____ Leave root system in _____ Chipped _____

Wood chips

Blown 1 ½ inches over ground for ground cover _____

Blown into pile for future use as mulch _____

Haul off to dump _____

Comments or suggestions: _____

Chainsaw • Wind Storm • Roof Assessment

Assessor: _____

Phone: _____

Date: _____

Location: _____

Describe electrical hazards _____

- ___ Tree(s) on house/roof with hole(s)
- ___ Tree(s) on house/roof with no holes
- ___ Tree(s) blocking entrance to house or driveway
- ___ Tree(s) down preventing reestablishment of power to home
- ___ Tree(s) and limbs down near house preventing necessary repairs
- ___ Tree(s) and limbs down that do not affect access or power to home
- ___ We cannot lift trees off structure, but can help to cover and prevent further damage.
- ___ Good access to street for debris removal
- ___ Limited access to street for debris removal

Distance of trees to street _____

Type of roof: Shingle ___ Roll roofing ___ Metal ___ Tile ___

Is any decking missing? Yes ___ No ___ Amount of plywood needed _____

Are trusses damaged: Yes ___ No ___ Can we repair without requiring engineering? Yes ___ No ___

Percentage of shingles missing _____ % Tabs missing _____

Whole shingles missing _____ Decking visible _____

Materials needed

- | | |
|--------------------------|-----------------------------|
| Shingle bundles _____ | Tarp rolls _____ |
| 2x4 lengths _____ | Furring strip bundles _____ |
| 2x6 lengths _____ | Roofing cement tubes _____ |
| 30 lb. felt rolls _____ | Flashing rolls _____ |
| Roll roofing rolls _____ | |

Comments _____

Work Needed

Number of trees needed to be cut: ___ Approx. size of trees: _

Good access to tree(s) for cutting and removal? Yes ___ No ___

Special requirements: Bucket Truck ___ Tree Climbers ___ Heavy Equipment ___ Other _____

Tarp(s) needed on roof? Yes ___ No ___ How many? _____ Approximate size _____

Crew size _____

Not recommended _____ Reasons _____

Comments: _____

Damage Assessment—Frame Home

System Damage (indicate percent)

Foundation _____
Floor/Frame _____
Exterior Walls _____
Roof _____

Interior Walls _____
Plumbing _____
HVAC _____
Electrical _____

Assessor: _____

Phone: _____

Date: _____

Location: _____

Observable Damage Defined

Foundation: If the foundation is undermined, partly missing, sagging or shifted, it is damaged. If these conditions are present, there's a good chance of damage to the floor, plumbing, electrical, HVAC and wall systems.

Floor: If it is shifted, sagging, or been submerged in water it is damaged. If these conditions are present, there's a good chance of damage to the electrical, HVAC, finish and wall systems.

Exterior Walls: If they are missing, shifted, sagging, distorted, or cracked, they are damaged. If these conditions are present, there's a good chance of damage to the roof, electrical, plumbing and HVAC systems.

Roof: If it is missing, sagging, collapsed, or submerged, it is damaged. If these conditions are present, there's a good chance of damage to wall and electrical systems. If the roof is flood damaged, all systems are damaged.

Non-Observable Damage Defined

Plumbing: If water supply or waste water items are broken or contaminated, it is damaged.

Electrical: If submerged, interior distribution system missing, or disconnected, it is damaged.

HVAC: If submerged, fuel source missing, or disconnected, it is damaged.

Interior Walls and Finish: If missing, sagging, collapsed or submerged (fully or partially), it is damaged.

Damage Categories Defined

Destroyed: All systems damaged or destroyed, habitation not possible.

Major: Four or more systems are damaged or destroyed. Damage exceeds 45% total damage.

Minor: One to three systems are damaged or destroyed.

Affected: Some damage to structure; habitation is possible with no repairs.

Comments or suggestions: _____

Damage Assessment—Mobile Home

System Damage (indicate percent)

Foundation _____
Floor/Frame _____
Exterior Walls _____
Roof _____
Interior Walls _____
Plumbing _____
HVAC _____
Electrical _____

Assessor: _____

Phone: _____

Date: _____

Location: _____

Observable Damage Defined

Frame: If it is twisted, buckled or broken it is damaged. If these conditions are present there is likely damage to the wall and roof systems. If it has moved off the foundation (fully or partially), it is uninhabitable as all mechanical systems are disrupted and there is a safety factor.

Exterior walls: If they are missing, shifted, sagging, distorted, or cracked, they are damaged. If these conditions are present there is a good chance of damage to the roof and interior wall systems.

Roof: If it is missing, sagging, torn or punctured, it is damaged. If these conditions are present there is a good chance of damage to the wall systems.

Interior walls: If missing, sagging, collapsed, or submerged (fully or partially), they are damaged. This usually involves damage to the other three systems.

Damage Categories Defined

Destroyed: Two or more systems damaged or destroyed; habitation not possible.

Major: One system has substantial damage or has been destroyed.

Minor: One or two systems have superficial damage.

Affected: Some damage to structure; habitation is possible with no repairs.

Comments or suggestions: _____

Assessor: _____
Phone: _____
Date: _____
Location: _____

Temporary Roof Repair Form

Are there any electrical or other hazards? Yes _____ No _____

If yes, describe _____

Trees on house

____ Trees and limbs are near home, preventing necessary repairs after disaster

____ Trees can be removed by team

____ We cannot lift trees off the structure, but we can help to cover and prevent further damage.

Roof

Type of roof: Shingle _____ Roll roofing _____ Metal _____ Tile _____

Is any decking missing? Yes _____ No _____ Amount of plywood needed _____

Are trusses damaged: Yes _____ No _____

Can trusses be repaired without requiring engineering? Yes _____ No _____

Percentage of shingles missing _____ Percentage of tabs missing _____

Whole shingles missing _____ Decking visible _____

Materials needed

Shingle bundles _____

Tarp rolls _____

2 x 4 lengths _____

Furring strip bundles _____

2 x 6 lengths _____

Roofing cement tubes _____

30 lb. felt rolls _____

Flashing rolls _____

Roll roofing rolls _____

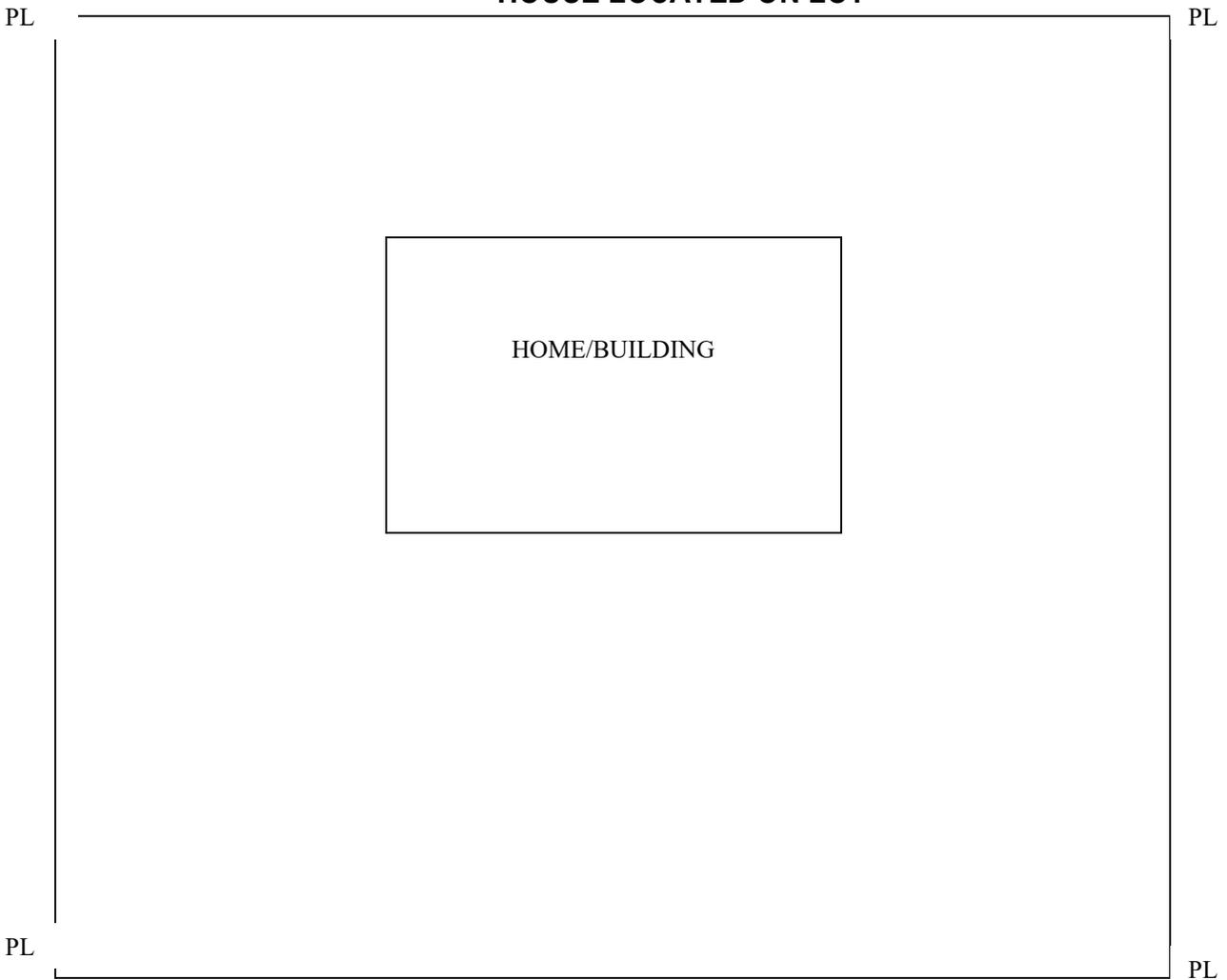
Size of crew needed for the job: _____

Will owner be present? Yes _____ No _____

If owner will not be present, should work be done? Yes _____ No _____

If not recommended, why? _____

HOUSE LOCATED ON LOT

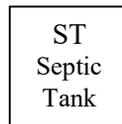


LOCATE AND MARK THE FOLLOWING	USE THESE SYMBOLS
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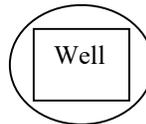
1. Property lines

PL

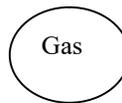
2. Septic tank and drain lines



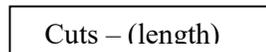
3. Well and water lines



4. Gas tank and lines



5. Location of cuts and length (18", 24", etc.)



6. Location of brush debris



SORRY WE MISSED YOU

WE CAME BY TO HELP WITH YOUR REQUEST FOR ASSISTANCE. SORRY WE MISSED YOU. PLEASE CONTACT US AT THE LOCATION BELOW OR CALL US AT _____.

LOCATION:

Date: _____ Time: _____ Job #: _____

Crew Chief/Assessor