

# Damage Assessment

Basic Assessment Following a Disaster

# Damage Assessment

- Two levels of assessment
  1. Area Impact – evaluating the effect that a particular event had on an area
    - Used to help determine how we can respond as a church and District
  2. Specific Property – evaluating a property prior to working on it
    - Used to help determine
      - If we can do the job or have to decline it
      - What type of job is it
      - Scope of work to be done
      - What tools and equipment may be needed to do the job
      - What materials may be needed to do the job

# Area Assessment

- Initial damage assessment is performed by several agencies and organizations (governmental and non-governmental) – no assistance
- LCMS Disaster Response and your District conduct their own damage assessment to determine the scope of response – can assist them
- Initial damage assessment methods:
  - Phone calls and personal interviews
  - Reports from other response agencies or organizations
  - Monitoring news media
  - Eyewitness reports
  - Drive around (“windshield assessment”)
- Provides “Big Picture” overview of the event

# Area Assessment

- Seeks to answer:
  - How much damage has been done to the affected area? (size and scope)
  - How many homes/families are impacted?
  - What are the basic needs that exist?
  - What needs are being met? Not met?
  - How can our church or District help?
  - What type of response can we do?
  - How many people is this going to take to help out?
- Is conducted as soon as area is safe to travel in



# Area Assessment Basics

- 2-3 people on a team – do not go alone
- Know where you are going (map/GPS)
- Know where other teams are going or have been
- Contact local authorities so they know you are there and why
- Make sure vehicle is mechanically sound
- Identification of vehicle and team – have door magnet and ID
- Generally just do a “windshield assessment” or “drive-by”
- Report in regularly
- Safety first! Don’t go where you are not supposed to or unsafe

# Detailed (Job) Assessment

- Done on individual properties
- Conducted anytime prior to a team working there
- Basic steps of the assessment
  - Meet the homeowner
  - View the job request / site
  - Determine if it is within scope and ability or not
  - Determine what is needed
  - Get authorization signed



# What We Do

- We help whoever we can based on the need and priority level – we do not discriminate based on race, color, creed, religion, sex, etc.
- We try not to take work that can be done by legitimate contractors and is covered by insurance.
- Never make promises or say things that can be interpreted as a promise
- We are there to lend a helping hand as a demonstration of our love and gratitude to God for what Christ has done for us.
- We **never** ask for funds or donations. Help is unconditional.

# Hints

- You will be stopped and asked questions by authorities and affected parties – have information and answers, flier, contact information.
- Know capabilities of resources. Don't say we can do something that is beyond the capability of teams and equipment.
- Do not promise anything. We will do what we can with our volunteers as long as we have the materials, manpower, and funds to do so.
- Be self-sufficient – you might not be able to have services available.
- Have forms with you.



# Hints

- Watch for hazards as you approach the property – dogs, holes, power lines, debris, etc.
  - Note any hazards on the assessment form
- Make sure teams can access the property and job safely.
- Make sure the job can be completed safely.
- Listen to the homeowner. Let them tell you their story.
- Pray with them.
- Give them a church business card, receipt, or information flier so they know later who you were or where you were from.

# Assessment Team

- 2 people, never travel alone during early stages.
- Know where you are going (maps/GPS).
- Be familiar with what can and cannot realistically be done.
- Keep forms together by street, if possible.
- Have vehicle marked as “Disaster Response” (door magnets)
- Always wear and display your ID badge.
- Wear church/team/district shirt or vest, appropriate footwear.

# Documentation

- “Property Owner’s Request for Volunteer Assistance” (i.e. work order)
  - Necessary. No job is worked unless it is signed.
  - Says what we will do (scope).
  - Provides accountability – we are not just a fly-by-night outfit.
  - Reduces liability
    - Authorizes us to be on their property
    - Signed waiver of liability for injury or damage
    - States that we are volunteers and not professionals
  - Increases safety – notes any safety hazards.

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**Property Owner's Request for Volunteer Assistance**

Job # \_\_\_\_\_  
CC Job # \_\_\_\_\_  
Date \_\_\_\_\_

**OFFICE USE ONLY**  
Priority: 1 2 3 (Highest—1)

Property Owner's Name \_\_\_\_\_  
Affected Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Home Phone # \_\_\_\_\_ Cell Phone # \_\_\_\_\_  
Do you have insurance? YES NO Insurance Carrier \_\_\_\_\_  
Will owner be present? YES NO If no, should work be done? YES NO  
Other assistance applied for? (List) \_\_\_\_\_  
Special circumstances: \_\_\_\_\_  
**Type Assistance Being Requested:**  
 Tree / Tree Debris clearing \_\_\_\_\_ Temporary roof repair (Tarp) \_\_\_\_\_  
 Flood damage – muck-out, tear-out, mold remediation \_\_\_\_\_  
 Home repair / rebuild after flood \_\_\_\_\_ Other: \_\_\_\_\_  
Description of Job \_\_\_\_\_  
Special Instructions \_\_\_\_\_

**Release**

• I (We), \_\_\_\_\_ and \_\_\_\_\_ hereby release from liability and agree to hold harmless the volunteers of Southeastern District of The LCMS disaster relief effort, or their representatives, agents, and/or employees, together with the any host churches, their representatives, employees and agents, for any damage or injury that may occur on my (our) property, to any of my (our) property or to my person, which may occur during the cleanup operations.

• I (We) understand and agree that there is no warranty, implied, written or oral, for any work performed on my (our) property by said volunteers.

• I (We) understand that I (we) are responsible for any and all permits and license requirements on aforementioned premises.

• I (We) hereby give Southeastern District of The LCMS, its agents, representatives, employees and all assigns permission to enter onto the aforementioned premises until such time that all requested work is complete.

• I (We) hereby give permission to the Southeastern District of The LCMS to use my (our) name, picture or story for the purpose of public relations. I (We) hereby release the Southeastern District of The LCMS from any claim or liability involved with the information published or printed for public information.

• I understand that the Southeastern District of The LCMS disaster relief effort is a volunteer organization that has limited volunteers, limited financial and material resources and makes no guarantee that the service will be provided. Additionally, I further understand that **THIS IS NOT A CONTRACT TO PROVIDE SERVICES!**

• I (We) have read and fully understand the terms and legal significance of this release, and have executed it voluntarily.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2018.

First Property Owner's Signature \_\_\_\_\_ Second Property Owner's Signature \_\_\_\_\_  
First Property Owner's Printed Name \_\_\_\_\_ Second Property Owner's Printed Name \_\_\_\_\_  
Team Leader's signature when job is complete: \_\_\_\_\_

NOTES ON REVERSE. ALL VOLUNTEERS SIGN OFF ON BACK AFTER THE WORK SITE IS COMPLETED.

# Volunteer Assistance Form

- Must be completely filled out.
- Be thorough in the “Description of Job” and “Special Instructions”.
- List any “Special Circumstances” (e.g., 1<sup>st</sup> Responder, elderly, single parent, handicapped, etc.)
- Make sure it has at least one signature of the property owner.
  - It MUST be an owner of the property – ask them.
  - It cannot be a tenant, minor, adult child of owner, neighbor, etc. Power of Attorney may suffice, but read it first.
  - Signatures of both property owners is best, if possible, but not necessary.

# Volunteer Assistance Form

- Job # - Coordinator assigns a unique sequential number to every completed form, regardless if the job is completed,
  - For tracking and documenting purposes
  - District may assign a sequence to a particular location
- CC Job # - If CrisisCleanup.org is used, this is their number for that job
- Date – date of assessment or signing of the form
- Insurance information – if known, this is just for reference, no need to know policy number
- Will owner be present – Important to know if they want to be there when the team is working

# Volunteer Assistance Form

- Team working the job takes the form along (don't lose it!)
- Team leader reviews job details with owner before any work is done, if possible.
- Team leader makes notes on Page 2.
- Team leader and team members sign Page 2 upon completion of job.
- Team leader returns forms to Coordinator for recording and filing.

# Assessment Form

- Assists teams to know what the job is about.
  - Type of job (roof, chainsaw, muck-out, other)
  - Information about the job, including diagram of property
  - Materials needed
  - Special equipment needed
  - Reason why it is not recommended (if applicable)
  - Add any additional pertinent information
- Notes on the job – completed by the team leader
- Is attached to the Request for Volunteer Assistance form

Property / Job Assessment  
Owner Name: \_\_\_\_\_

**Type of Work: Complete any section necessary.**

**Roof / Siding**

Tarping                       Temporary Repair

Type of Roof:  Shingle    Roll Roofing    Metal    Tile

Is any decking damaged or missing? YES NO    Amount of plywood needed: \_\_\_\_\_

Are trusses damaged? YES NO

Can trusses be repaired without requiring engineering or major work? YES NO

Percentage of shingles missing: \_\_\_\_\_%    Decking visible? YES NO

Are any windows broken? YES NO    Cover with:  Plywood     Tarp

Is any siding damaged or holes in wall? YES NO    Cover with:  Plywood    Tarp

**Materials Needed**

_____ Shingle bundles	_____ 30 lb. felt rolls
_____ Tarp Rolls	_____ Roll roofing rolls
_____ 2 x 4 x _____	_____ Furring strip bundles
_____ 2 x 6 x _____	_____ Roofing cement tubes
_____ Plywood	_____ Flashing rolls
	_____ Tarps

**Chainsaw / Tree Removal**

Tree(s) on roof with holes    (Insurance to pay for removal?  YES    NO)

Tree(s) on roof with no holes

Tree(s) blocking access to doors or drive

Tree(s) in yard that needs to be cleaned up

Tree(s) down preventing reestablishment of power to home

Tree(s) and limbs down near house preventing necessary repairs

Debris that needs to be cleaned from yard

Number of trees to be cut: <18" \_\_\_\_\_ Large (>18") \_\_\_\_\_

Distance of trees to street: \_\_\_\_\_

Good access to tree(s) for cutting and removal? YES NO

Fence? YES NO

Dog(s)? YES NO    Will they be contained? YES NO

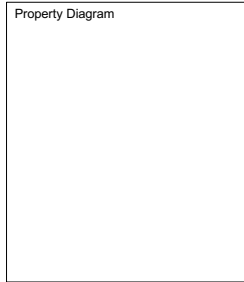
Special equipment requirements:

Bucket truck/lift     Tree climbers     Heavy equipment

Other: \_\_\_\_\_

Not recommended \_\_\_\_\_ Reasons: \_\_\_\_\_

Property Diagram



# Prioritizing Jobs

OFFICE USE ONLY

Priority: 1 2 3 0 (Highest—1)

- Helps determine which jobs get attention first
- Major (Priority 1)
  - Tree or trees on the house
  - Holes in the roof
  - Large areas of exposed roof decking
  - Anything that exposes the house to inclement weather or further damage
  - Trees hindering power restoration
  - Blocked driveway, doors, or road
  - Serious medical conditions, elderly residents
  - First responder (law enforcement, fire, paramedic, other) or clergy
  - Deployed military personnel family
  - Moderate to severe mold or heavily flooded



# Prioritizing Jobs

- Minor (Priority 2)
  - Trees in the yard that hit a well or storage building
  - Small trees on the house
  - Large trees or large quantity of trees in the yard
  - Minor mold or minimal flooding
  - Scattered shingles missing

# Prioritizing Jobs

- Minimal (Priority 3)
  - Small trees in yard but hit no structures
  - Little chainsaw work
  - Mostly debris removal
  - Only single tab of a few shingles missing

# Prioritizing Jobs

- Priority 0
  - Damage but there is nothing you can do (significant structural damage)
  - Condemned for other than health (mold) reasons (i.e., structural)
  - Mobile home with any structural damage (e.g., holes in roof, twisted, etc.)
  - Mobile home that was flooded
  - Business property\*
  - Rental property\*

\*Note: assess business or rental property on a case-by-case basis with consideration of other factors (e.g., impact on community, scope of work, witness/outreach, insurance, SBA assistance, etc.)

# Prioritizing Jobs

- Most Priority 1 and some Priority 2 jobs generally require skilled and trained teams or special equipment.
- Priority 3 and most Priority 2 jobs are able to be done by most teams.
- Insurance generally pays for removal of trees on a house (up to ~\$500 per tree).
- Insurance generally does not pay for removal of trees in the yard.
- Insurance allows trees to be removed from a house and any holes covered without an adjuster authorizing it. Take many photos before, during, and after any mitigation.
- Large trees on a roof generally require heavy equipment to remove.

# Special Skills, Knowledge, & Abilities

- Area Assessment
  - Basic LERT and disaster awareness
  - Ability to safely travel by vehicle
- Detailed (Job) Assessment
  - Basic LERT and disaster awareness
  - Basic understanding of what is needed to do a job
  - Ability to safely travel by vehicle
  - Ability to walk a property to see what needs to be done
  - Ability to interact and listen with compassion

# Jobs & Volunteer Coordinator

- Prioritizes job orders (Request for Volunteer Assistance)
- Takes job orders and assigns to team(s)
- Maintains record and file of all job orders