



Emergency
Restoration
Xperts

EMERGENCY RESPONSE GUIDE

(866) 277-4ERX (4379)

If there is immediate danger, call 911.

- Leave the building if you smell gas, see active flames, have sparking electrical, or the structure feels unsafe.
- If anyone is injured, seek medical care first.

FIRST 10 MINUTES--DO THESE IN ORDER

- Protect people first. Get everyone to a safe area.
- Stop the source if safe. Shut off water, stop an overflow, cover an opening, or move items away from the leak.
- Shut off power if water is near outlets or the electrical panel. If you cannot safely reach the breaker, stay out and call a pro.
- Avoid contaminated water and debris. Wear gloves and sturdy shoes.
- Document the damage. Take photos and a quick video before moving items.
- Call your restoration team early. Fast action reduces secondary damage and cost.

WHAT TO TELL US WHEN YOU CALL

- Address and best access point (gate codes, parking notes).
- What happened and when it started.
- Water, fire, smoke, soot, or storm impact areas.
- Any safety issues (downed lines, gas smell, structural concerns).
- Utilities status (power, water, gas on or off).
- Insurance carrier and claim number (if available).

PRO TIPS

- Record your homeowner's insurance policy number by:
 - Taking a picture and keeping it on your phone
 - Emailing it to yourself
 - Saving it using a smartphone note app
- Develop & practice an **Emergency Evacuation Plan**

EMERGENCY PREPAREDNESS KIT

- Non-perishable items + manual can opener
- Water (1 gal/person per day; pets included)
- Flashlights + batteries
- Any medications
- Important documentation
- Battery or hand-crank radio
- Cash in small bills
- First Aid kit + basic tool kit
- Blankets + clothing
- Backup cell phone + chargers + portable power banks
- Emergency whistle
- Needed pet + infant supplies
- Hygiene items
- Copies of keys

Note: Enough supplies for at least 72 hours. Check dates and replace items every 6 months

WATER

Safety

- Do not use electrical devices in wet areas.
- Treat any water that smells bad, is dark, or came from drains as contaminated.

Immediate steps

1. Stop the water (main shutoff, appliance valve, or isolate the leak) if safe.
2. Protect valuables
 - a. Move small items to a dry room.
 - b. Lift furniture legs onto towels or foil.
 - c. Remove wet rugs only if they are not stuck down.
3. Start drying if safe.
 - a. Turn on fans and run the HVAC in cool mode if the system is safe and unaffected.
 - b. Open windows only if outside air is dry.

Do not do this

- Do not run a household vacuum on standing water.
- Do not peel baseboards or cut drywall unless instructed.
- Do not delay. **Mold can begin growing within 24 to 48 hours in the right conditions.**

Quick checklist (water)

- ☐ Water source stopped
- ☐ Power shut off to affected areas if needed
- ☐ Photos and video taken
- ☐ Wet items moved or elevated
- ☐ Call placed for extraction and drying

FIRE & SMOKE

Safety

- Do not re-enter until cleared by the fire department.
- Soot and smoke residues can be harmful. Wear a mask and gloves if you must enter.

Immediate steps

1. Secure the property (board-up, temporary locks) to prevent theft and weather exposure.
2. Ventilate only if safe and weather allows, but avoid spreading soot.
3. Protect unaffected areas by closing doors and limiting foot traffic.
4. Remove only essentials (medications, important documents) if they are accessible and safe.

Do not do this

- Do not wipe soot from walls or ceilings. It can smear and embed.
- Do not turn on ceiling fans. They can spread soot.
- Do not use air fresheners, candles, or “odor bombs.” They do not remove smoke residues.

Quick checklist (fire & smoke)

- ☐ Clearance given to enter
- ☐ Property secured (board-up if needed)
- ☐ Photos and video taken
- ☐ HVAC left off until inspected
- ☐ Call placed for smoke, soot, and odor mitigation

STORM

Safety

- Stay away from downed power lines and standing water near electrical sources.
- If the roof is compromised, watch for falling debris and ceiling collapse.

Immediate steps

1. Prevent more damage
 - a. Tarp roof openings and cover broken windows if safe.
 - b. Move items away from exterior walls and leaks.
2. Manage water intrusion
 - a. If flooding is present, treat it as contaminated until confirmed otherwise.
 - b. Start extraction and drying as soon as it is safe.
3. Watch for hidden damage
 - a. Check attics, crawlspaces, and behind baseboards for moisture..

Do not do this

- Do not climb on a wet or damaged roof.
- Do not operate generators indoors or near windows.

Quick checklist (storm)

- ☐ Area is safe (lines, gas, structure)
- ☐ Temporary protection installed (tarp, board-up)
- ☐ Photos and video taken
- ☐ Wet items protected or moved
- ☐ Call placed for mitigation and reconstruction planning