

Emergency Preparedness Kit

Regardless of the type and
magnitude, disasters happen.

Are you ready for your next CAT?

 Encircle

 **PROPERTY
RESTORATION**
LIFE UNINTERRUPTED



CAT Plan Worksheet

Being prepared in advance of a CAT is your best defence against the impact these losses can have on your company.

If CAT is out of town, how does my team continue servicing clients at home while still responding to the CAT?

Do we have a CAT team lead? ☐ Yes ☐ No

Where is our cash coming from? Have we talked to our banker before a CAT hits?

Set meeting time with teams - the "no matter what, we are meeting communicating with our company back at home" time.

Who's in charge of reviewing job documentation and invoicing? What's the process for this? (This way the team doesn't get weeks into the event and find out documentation is missing or invoicing is behind).

Have we identified emergency response team members? ☐ Yes ☐ No

CAT Plan Worksheet

Have our legal documents
been reviewed and updated?

Have we researched local laws
and regulations and educated
our teams on them?

Have we outlined our
communication procedures? ☐ Yes ☐ No

Have we outlined our
communication procedures? ☐ Yes ☐ No

Who are our partners?

Insurance
Partners

Sub-
Contractors

Laborers -
Suppliers

Affiliate
Restoration
Company

TPA or other
provider

Catastrophe Process Workflow

Your process should outline the steps you will take before, during and after a large loss.

List remediation, restoration, and repair resources available: (ex. air movers)

How do I intake
jobs when there
is an influx of
claims?

How do I track
and document
jobs?

How do we
triage jobs?

What if my
credit cards
don't work?

Catastrophe Process Workflow

What's my path to
collecting payment
on each claim?

What if I can't get
fuel?

How will we
communicate if cell
phones are down?

Do we have local partnerships in place?

For a large loss what
is our plan to handle
it?

Do we have a
standard referral
rate and process?

Who deals directly
with the insurance
company for
updates, changes, or
payment collection?

Catastrophe Process Workflow

What is our plan for:

☐

Temporary Labor

Technicians &
Supervisors

☐

Administrative Staff

Safety Staff Member

☐

Clerk of the Works

Project Managers/
Coordinators

☐

Sales & Support

Generators & Electricity

☐

Air movers &
Dehumidifiers

Gas, Fuel

☐

Tools, tracking
systems, consumables

PPE, logo wear

Specialty Tools / EQ

☐

Hotels /
Accommodations

Food & Water

☐

Transportation

Debris removal /
Disposal

Catastrophe People Worksheet

A plan that incorporates a wide range of talents and perspectives is necessary in a CAT situation. These are the people who will execute the plan in the event of a catastrophe. This plan should include your team as well as external service providers. Clearly define the roles and responsibilities of each person involved.

Emergency Response Team Members

Name	Role	Contact Info	Responsibilities

Catastrophe People Worksheet

Emergency Response Team Members

Name	Role	Contact Info	Responsibilities

Standard Toolbox Checklist

Are you ready for a CAT? Check out our helpful list to ensure you have everything you need!

- | | |
|------------------------------------------------------------------|--------------------------------------|
| <input type="checkbox"/> Adjustable wrenches | WD40 |
| Various screwdrivers | Heavy duty garbage bags |
| <input type="checkbox"/> Various pliers (standard & needle nose) | 5-gallon buckets |
| Channel lock pliers | Scoop shovel |
| <input type="checkbox"/> Side cutters | Utility hose & hose adapter |
| Hammers | Cleaning towels |
| <input type="checkbox"/> Crow bars (variety of sizes) | Flashlight |
| 6-inch metal prybars | Portable lights |
| <input type="checkbox"/> Razor knife & extra blades | Extra batteries (based on equipment) |
| Measuring tape (25 or 30 ft) | Gloves |
| <input type="checkbox"/> Cordless drill | Respirators |
| Circular saw | Disposable N-95s |
| Reciprocating saw | P100 Filters |
| <input type="checkbox"/> Roto zip | Rubber boots |
| Drywall screws | Safety goggles |
| <input type="checkbox"/> Common nails | Safety glasses |
| Finishing nails | Disposable suits |
| <input type="checkbox"/> Floor scrapers | Hard hats / safety vests |
| Various spare saw blades | First aid kit |
| 6 mil poly sheeting | Bottled water |
| <input type="checkbox"/> ZipLoc baggies | SDS |
| Boxes | Cleaning agents |
| <input type="checkbox"/> Duct tape | Disinfectants / biocide |
| Electrical tape | Odor neutralizers |
| Paper towel / bathroom tissue | Paper geography map |

Make sure to inventory your equipment and ensure everything is in working order.

If you work with an equipment rental supplier, communicate to them that you're taking inventory and may need repairs.

Ready to Go?

Take time to do a personal inventory of what you need with you while you travel and what you need at home while away. This is a checklist to give you some ideas of items to address prior to leaving.

☐**Communicate**

Make sure you let key people in your life know the time you will be gone.

☐**Personal packing**

Clothes for all climates. Extra items you wear daily (socks, shirts, underwear) in case laundry is not available. Make sure to have work boots, extra boots and sneakers.

☐**Food / beverages**

Pick up foods and beverages you prefer - make sure to pack enough to eat for 2 weeks without other food available. Remember to get non-perishable items you can eat without cooking in case power is not an option.

☐**Hygiene**

Get your hair cut prior to leaving. If you're on any medications, ensure you have a month's supply at minimum. Bring additional toiletries. Bring items to cleanup on the road if there is not any running water.

☐**Sleeping**

We will have facilities to sleep in. There may be a delay so bring items in case we need to rest in vehicles, like a pillow / blanket.

☐**Personal bills**

Take care of personal bills prior to leaving. Set items up on autopay where able. If you need to send money home set up a system prior to leaving.

☐**Cash / debit / credit**

Make sure to have a debit / credit payment source with you. Bring cash - if credit card machines are down you will need cash for purchases. Bring small bills in case change is not available.

☐**Identification / background**

Make sure you have a valid photo identification. Make sure any outstanding tickets / warrants are satisfied to ensure no issues on military bases.

☐**Child care / pet arrangements**

Plan now for when the time comes. Coordinate these arrangements with friends / family or certified caretakers of children or pets. *This has to be planned in advance, not the day of!*

☐**Communicate**

Remind family, friends, and anyone who needs to know when you are leaving - make sure someone has keys to your property / vehicle in case it's needed.

Additional Notes

First Notice of Loss Script | Customer Initial Call Script

Are you an Encircle customer? Take advantage of Encircle Link and remotely request signatures, photos, and videos from customers **before** you arrive on site. The below scripts are for use with the Encircle Link feature to increase efficiency.



Good Day [Customer Name]

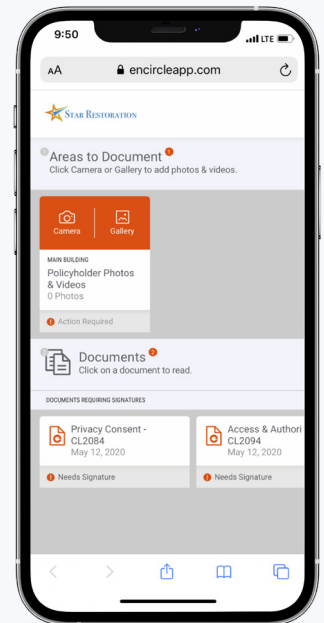
I understand that you have experienced an incident at your house/business/property. I am sorry we have to meet under these circumstances, but our business specializes in helping people in your exact situation.

In order to assist you best, I need to ensure that I send the right people, and equipment to your location, as quickly as possible. It would be extremely helpful if you could take some photos and videos of the damages, so that I can better understand the situation and prepare the team.

I am going to send you a text message with a link that you can click on. I will get you to take some photos and videos of the damages so that I can understand the situation for our teams.

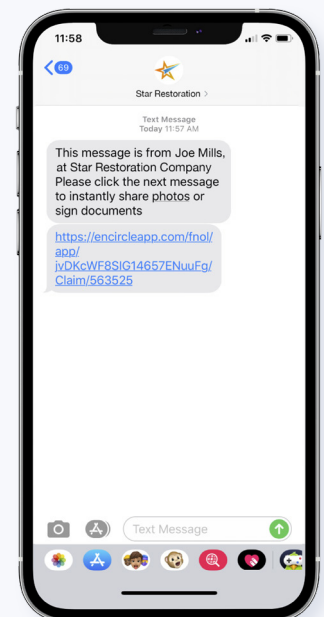
Once I understand what you are dealing with we can get people moving to you. What rooms were impacted by the loss?

Alright I am sending the text message. Put me on speaker phone and check your text messages.



Please click on that link and let me know when you see the Policyholder Photos and Videos. You can click on the camera or gallery to upload photos. I'd like you to start taking photos left to right at eye-level of the damaged area.

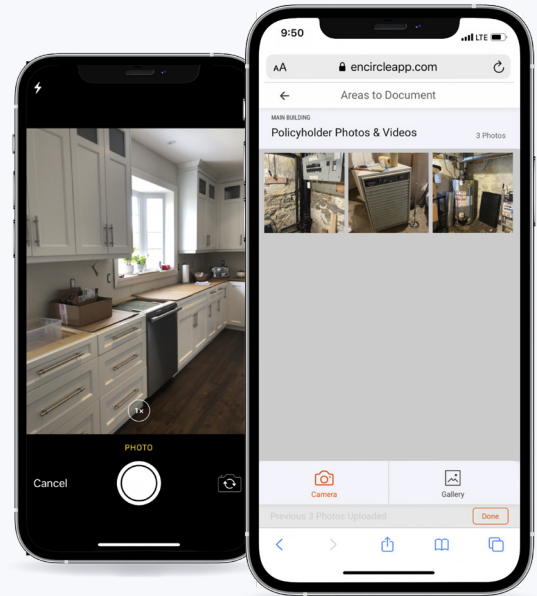
Perfect, those photos are starting to come into me in real time, so I am going to ask you a few questions as you continue to do this.



First Notice of Loss Script | Customer Initial Call Script

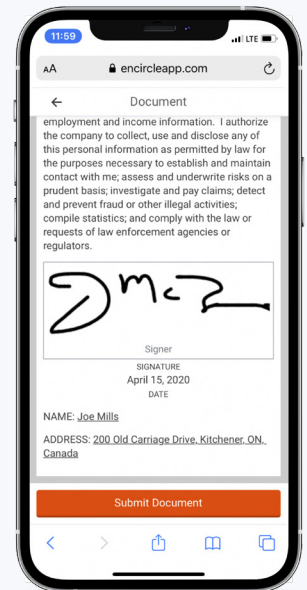


[Customer Name], this is very helpful, I have the information I need to make sure we get the right people and the right equipment on the job.



For us to get started we need to get your permission to work on the property and we call this our work authorization/contract. If you look at the bottom of the screen you will see it there. We are currently prioritizing our jobs by signed authorizations that will get the team dispatched to your property. Take a moment to read over the agreement and if you are agreeable to it. When you sign it, we will be notified and have a team dispatched to your property.

If you need any questions answered please do not hesitate to call me back and I can answer.



[Insert standard "next step or response plan" message (ex. Jake is going to be at your house in the next 45 mins)]

Encircle Link is a feature within the Encircle field documentation platform.
[Learn more about it here!](#)

About Encircle

For over 10 years, Encircle has been on a mission to create a new standard that defines how property loss information is gathered, assessed, and reported when a disaster strikes. The Encircle app was built for property restoration and claims professionals to easily document and quickly report on the complete story of a loss right from the field.

Interested in how Encircle can help make capturing documentation easier in a disaster situation?

[BOOK A DEMO](#)

About FP PROPERTY RESTORATION

FP Property Restoration is a full-service emergency clean-up, restoration, and repair company that provides urgent emergency-response services for residential and commercial properties throughout Florida and beyond. FP Restoration has been nationally recognized as leaders in the emergency response industry, notably for their work after Hurricanes Harvey, Irma, and Michael. FP Restoration is a NORMI-certified, IICRC-certified, EPA Lead-safe certified, and Florida-licensed firm.

[CONTACT FP RESTORATION](#)

Looking for more **industry resources**
on disaster restoration?

[MORE CAT RESOURCES HERE](#)