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Disaster Response Muck and Gut



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Cleanup, Definitions and Practices

Document Resource nvoad.org

- Highlights best practices and standard operating guidelines
- Addresses cleanup activities conducted by National VOAD organizations
- Improves coordination during cleanup activities
- Creates a common foundation on:
 - Standardized language
 - Definitions
 - Organizational accountability
- Creates greater
 - Efficiencies
 - Cohesiveness
 - Speed
 - Consistency

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Housing

Ratified by Full Membership, October 2021
Point Of Consensus

National VOAD members agree to adhere to the following:

- Cleanup and long-term recovery assistance (repair and/or reconstruction) will be provided with dignity and in a respectful, non-judgmental, and nondiscriminatory manner. It is encouraged to incorporate the principles of "Do No Harm" as it pertains to humanitarian efforts.
- Members work to restore safe, sanitary, secure, and functional housing in disaster-affected communities, thereby minimizing homelessness and increasing the wellbeing of the community.
- Members will prioritize delivering services in a manner that preserves/ augments communities' affordable housing supply and increases equitable access to home clean-up, repair, and reconstruction services.
- Effects on local economies will be acknowledged and members will seek opportunities to engage with local suppliers and contractors to support repairs and reconstruction.
- Safety standards and training, including for handling known hazardous materials, will be in place for field staff and volunteers prior to the start of work.
- Members will 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, repair and reconstruction assistance.
- 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.
- The personal property of disaster affected individuals and families will be respected and be encouraged and permitted to salvage any items before and during cleanup and rebuild work.
- The privacy of disaster affected individuals and families will be respected. Permission will be requested and granted before sharing photos or personal information, especially in public outlets or on social media.
- Clients receiving assistance to repair and rebuild will have gone through a case management process consistent with the National VOAD Disaster Case Management Points of Consensus.
- Repairs and rebuilds will be done, at a minimum, in accordance with the current International Residential Code and current local/municipal codes, with local codes prevailing if there is a discrepancy between the two. We agree to aspire to the highest workmanship feasible. Members will encourage Long Term Recovery Groups (LTRG) 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.
 - Materials and techniques will be encouraged that mitigate pre-event conditions, while increasing the physical resilience of residential structures to future hazards.
 - When feasible during permanent repairs and reconstruction, efforts will be made to "build back better", or "better than code". Should these practices be implemented, it is encouraged that industry-standard (i.e. LEED-Homes, Fortified, etc., or the like) criteria be utilized, and its requisite verification procedures are adhered to.
- Repairs and rebuilds for individuals with access and functional needs 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.
- Skilled construction person(s) will be available to supervise all volunteer work and offer guidance throughout the long-term recovery process. 14. 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.
- Members should, when feasible, assist, promote, strengthen and coordinate, with local and/or regional organizations, efforts to maintain, and where applicable, increase the local affordable housing stock for both year-round renters and homeowners.

For the National VOAD Disaster Case Management Points of Consensus see <http://www.nvoad.org>
For more information see <http://www.iccode.org>
For more information see <http://www.fortified.gov>



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COMMUNICATION WITH VOLUNTEERS



- Identify Volunteer
 - Skills
 - Availability
 - Medical information
 - Health insurance
 - Release of liability
 - Youth specific forms



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TETANUS AND HEPATITIS PROTECTION





- An updated tetanus shot may be required to work on a site.
- If you are working in a highly contaminated area you may need to consider hepatitis shots, usually will be a series of 2 or 3 shots. These shots may be required.
- These shots will take several months to get a complete series.



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HEALTH CONDITIONS Someone needs to know

- The responding organization needs to know if there are any conditions that a volunteers has before volunteering.
- High blood pressure
- Asthma
- Allergies
- Heart condition
- Pregnancy
- Back problems



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Central Point of Coordination

- Create a centralized point
 - To receive projects
 - To develop a work order
 - Match the work order with the resources that an organization can offer
 - Avoiding duplication of resources







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Releases and Contact Information

- Homeowner:
 - Right of Entry
 - Release of Liability
 - Photo Release
- Volunteers:
 - Release of Liability
 - Parental Release of Liability for those under 18 yrs. old
 - Emergency Contact
 - Photo Release






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Consistent Documentation

Documentation of the information captured will be valuable as response transitions into recovery

- Thorough documentation such as:
 - Intake
 - Referrals
 - Volunteer hours
 - Tracking and reporting type of cleanup assistance

Begins to create a case history of the work done





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PERSONAL CLEAN-UP STATION

A clean-up station should include:

- A supply of water including a clean water rinse
- Soaps and disinfectants
- Abrasive sponges and scrub brushes

- Paper towels
- Trash container
- First aid kit (include eye wash)
- Extra Personal Protection Equipment PPE






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Identifying the need

- **Case work / Case Managed projects**
 - Preferred
 - Early response
 - This system not in place yet
- **Speak with the homeowner**
 - Do they own the home
 - Are they requesting help
 - Do they have resources to muck and gut
 - No resources available?
 - Not physically able?
 - No knowledge on how to do the work?







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Site Assessment

- **Should be done before volunteers do the work**
 - Personal Protection Equipment (PPE)
 - Estimated resources needed
 - Safety equipment
 - Debris placement
 - Tools
- **Safety concerns**
 - Structurally stable
 - Safe electric
 - Health hazards
- **Labor needed to accomplish the work**
 - Skilled, Semi-skilled, Unskilled
- **Written scope of work**






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Exterior Debris

Exterior Debris Removal


- Typically, is trees, construction debris and other items deposited on the property as a result of the disaster
- Clean up debris on properties to prepare for repairs or rebuilding
- Remove debris on farm fields and pastures to protect people, animals, and equipment
 - Often does not take highly skilled volunteers to accomplish the work
- Recommended to have skilled supervision





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Interior Debris

When cleaning out a home

- Be sure the house is safe for entry and for placing work teams inside
- Make sure it is understood what can be saved and what is unrecoverable
- Be sensitive to personal item and handle appropriately
 - Memorabilia and collectables
 - Pictures and photo albums
 - Items with deep meaning
- Should be done with and at the direction of the homeowner





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Personal Items

Designate a special place



Memorabilia, collectables, pictures, photo albums and items with deep meaning



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Pre-existing and Deferred Maintenance

- There may be some parts of the structure that have been damaged from pre-existing and/or deferred maintenance
- Caution should be taken when considering removing as some parts of the structure
 - Critical structure stability
- Best to leave it as is if safety is an issue

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IDENTIFYING MOLD

- Mold will discolor anything it grows on
- It may appear fuzzy or dusty, indicating mold spores
- Can be any color, not just black
- Surface mold can be an indicator of a deeper problem

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Mold needs a few things to develop and grow

Moisture: Caused by leaky plumbing, minor or major flooding, even humidity

Food: Material to grow on such as, wood, paper, cotton, leather, food and other material.

The right temperature: Above freezing and below 120 degrees. Between 70 and 90 degrees is perfect for mold growth.


Freezing does not kill mold spores, they will just go dormant.

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HIDDEN MOLD


Inside wall cavity

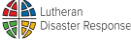


Mold on ceiling surface
in front of wall cabinet



Behind kitchen wall cabinets





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Cleaning and Sanitizing

This information is for reference only

We do not endorse one method of mold treatment/removal over another and strongly encourages individuals and organizations educate themselves on the appropriate methods to address mold problems in homes











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DRYING EQUIPMENT

Critical to ensure the home has time to dry out



To help speed up the process:

- A dehumidifier to remove moisture out of the air
- Use fans to move air around and dry wet areas



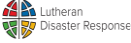
- Moisture meters are recommended to use when testing the moisture level of a certain material.
- The moisture reading should be at 12%-14%. These percentages may vary depending on geographic locations



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MATERIALS THAT CAN BE SAVED

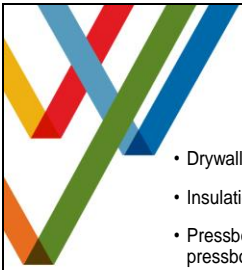
- **Dimensional lumber; 2x4's, 2x6's etc...**
- **Solid core doors and solid jambs**
- **Wood or aluminum window**
 - Some windows have vinyl wrapped over pressboard and should be inspected closely.
 - No need to remove the window jamb.
- **Some paneling made of wood**
 - No paneling made of pressboard.
- **Solid wood cabinets**
 - Remember the drywall and insulation behind the cabinets will need to be looked at for mold growth.
- **Wood door, window and floor trim**



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MATERIALS TO DISCARDED

Damaged building materials



- Drywall
- Insulation
- Pressboard; cabinets, furniture, sub-flooring, flooring, paneling, pressboard shelving
- Materials that will absorb water
- Hollow core doors




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Hollow Core Doors

- Hollow core doors are notorious for getting moisture inside the cavity
- Mold may not show on surface now
- Inside, mold will continue to grow






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HOUSEHOLD ITEMS TO DISCARD

Items that have been saturated in water

- Clothing
 - Thick or quilted material
 - Light weigh cloths that are slightly damaged are questionable
- Mattresses, pillows, stuffed couches and chairs
- Food
- Appliances
- Books, magazines, paper goods
- Stuffed animals
- Carpet and pad



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REMOVING CARPET

- Flood damaged carpet and pad should be removed and thrown away
- Some, attempt to remove and clean the carpet for the purpose of re-installing
- Carpet tends to shrink, and the quality of the backing will break down This will not allow it to be re-installed properly
- Carpet and pad, especially when wet, are extremely heavy. Caution should be taken as you try to lift them






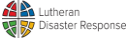

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Debris Placement



- Debris piles for later removal
 - Sort 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





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SEPARATING DEBRIS

Should be separated into 6 separate piles

Pile #1 Household Garbage <ul style="list-style-type: none"> • Bagged trash • Discarded food • Packaging and paper goods 	Pile #3 Vegetation Debris <ul style="list-style-type: none"> • Tree branches • Leaves • Logs
Pile #2 Construction Debris <ul style="list-style-type: none"> • Building materials • Drywall • Lumber • Carpet • Furniture • Mattresses • Plumbing 	Pile #4 Household Hazardous Waste <ul style="list-style-type: none"> • Oil • Batteries • Pesticides • Paints • Cleaning Supplies • Compressed gas




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SEPARATING DEBRIS

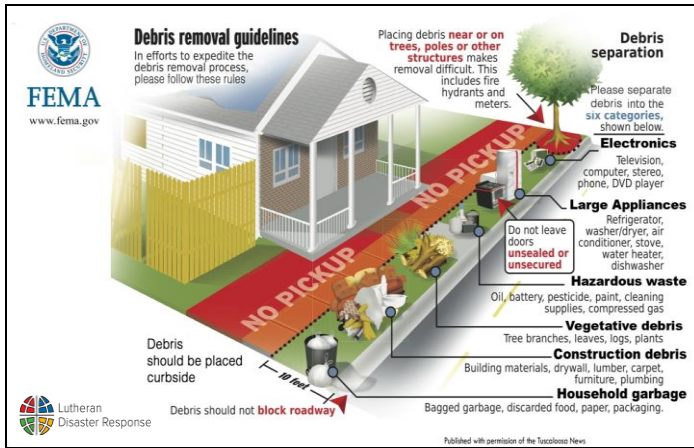
Should be separated into 6 separate piles

Pile #5 White Goods <ul style="list-style-type: none"> • Stoves • Water heaters • Dishwashers • Refrigerators • Washer and dryers • Freezers • Air Conditioners 	Pile #6 Electronics <ul style="list-style-type: none"> • Televisions • Computers • Radios • Stereos • DVD Players • Telephones
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Safety

Each organization involved in cleanup must establish protocols and procedures to ensure the safety of their volunteer work force

Examples of safety equipment and hazards:

- Equipment Personal Protective Equipment (PPE)
- Work clothing
- Chain saw
- Lifting
- High work
- Heat and cold
- Roof work / tarps
- Shut off electric, plumbing, gas, HVAC ...





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Tools

- All tools should be cleaned, sanitized and in good working order at the end of the day
- Any tools that are not in good working order, should be tagged and placed in a designated spot for repair


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Hazardous materials

Each organization involved in cleanup must establish protocols and procedures to ensure the safety of their volunteer work force when encountering hazardous materials

Recommend using licensed certified specialist when handling hazardous material



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End of the Day

Home secured

- Removed exterior doors/windows boarded up and secured
- Openings in roof covered




Work site cleaned up

Tools

- Cleaned and returned

Paperwork complete

- Volunteer time

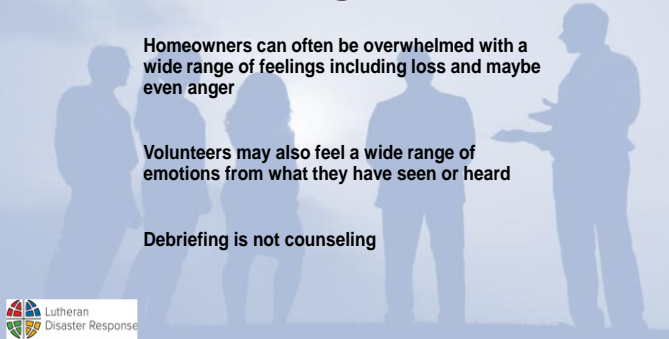

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Debriefing

Homeowners can often be overwhelmed with a wide range of feelings including loss and maybe even anger

Volunteers may also feel a wide range of emotions from what they have seen or heard

Debriefing is not counseling



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Have a Great Day

