



Bringing Help, Hope, and Healing

Damage Assessment Training Manual

KYBAPTIST.ORG/DR

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Damage Assessment Training Manual

INTRODUCTION

Damage Assessment is an important part of helping communities recover after a disaster. Volunteers can take the classroom training anytime, but before they go out into the field, they should also complete recovery training and work on at least one recovery project. This helps them understand what to expect and how to respond.

Everyone on the assessment team needs to have the Damage Assessment Training. The only exception is the Chaplain, who is not required to take the training—but it is helpful if they do. This way, the whole team is prepared to serve effectively and with compassion.

INITIAL ASSESSMENT

OBSERVE AND REPORT

Kentucky Baptist Disaster Relief (KYDR) responds to both natural and man-made disasters which vary greatly in severity, scope, and nature. Although we are not equipped to address all needs, we fill our role(s) in the overall response to those disasters. We will work with other agencies involving governmental, community, and faith-based organizations. We want to work in cooperation with those agencies as they fill their role, and we fill ours. Always know who is in charge of the local disaster and to whom you will report. Always respect and honor the chain of command structures.

Important Clarification Regarding Assessors' Roles:

- Assessors are not authorized to make decisions on any matters.
- Assessors do not have the authority to direct, assign, or coordinate work requests.
- Assessors cannot make promises, guarantees, or commitments on behalf of KYDR.
- Assessors are responsible for observing, reporting, and documenting the existing damage and identifying the work that needs to be completed.
- Any emergent needs should be reported to IC immediately.

In the event of a local disaster, volunteers are encouraged to take initiative by gathering information about the severity, scope, and nature of the situation. A helpful starting point is to ask, “What is the extent of the damage, and are there ways we can respond?” Because local disasters may not receive media coverage, KYDR leadership might be unaware that an area has been impacted. Volunteers play a vital role as the eyes and ears on the ground, helping to identify potential needs for response. Any relevant information should be promptly reported to the Kentucky Baptist Convention (KBC) Disaster Relief Director. Leadership will then determine the next appropriate steps.

Keep in mind the **accuracy** of the information you gather is vitally important to the initial response of the KYDR leadership. The information you pass on will be used for helping many people affected by the disaster. Accuracy, promptness, and thoroughness will make a smoother response as we mobilize.

A range of factors can make gathering information difficult, but it is important to remain **persistent and respectful**.

These challenges may include:

- Debris-blocked roads
- Road closures
- Flooded roads
- Washed-out or damaged bridges
- Trees or mudslides obstructing access
- Heavy traffic
- Other unexpected hazards

Some things to consider when making the initial assessment would include (but not limited to):

- What is the geographic scope of the damage? (map it out if possible)
- What is the nature of the damage? (buildings, vegetation, etc.)
- What is the severity of the damage? (number of structures, people affected, etc.)
- What are the immediate needs of those affected? (food, water, shelter, medical, etc.)
- What are the limitations or restrictions of access to the affected area? (security, roads, governmental, etc.)

It is important to understand and clearly communicate **what KYDR provides**, especially in contrast to the roles and responsibilities of other agencies. KYDR focuses on specific services and support within its mission and does **not** duplicate or replace the functions of emergency responders, government agencies, or long-term recovery partners.

Do not abuse your credentials! We have a great working relationship with Emergency Management agencies. We want to protect that relationship and our reputation.

An initial assessment should be made as soon after the disaster strikes as possible. Areas may be restricted, but most often current KYDR credentials will give us access. Respect the instructions/directions of the local authorities. Keeping a good rapport with the community leaders builds a better working relationship. Know who is in charge of the local disaster and make contact with them. This will likely be the local emergency management, police/sheriff, local law enforcement, or other agency assigned for that purpose.

JOB ASSESSMENT

There are a variety of ways in which we receive property owner requests for assistance. These may come through the Incident Command Center, QR code, from the local church, from partner agencies such as The American Red Cross, Salvation Army, FEMA, etc. They may even come from neighbors in the affected neighborhood as well as “cold calling” in the affected area. These requests can vary greatly in their degree of accuracy, urgency, and job description. Therefore, the job of the KYDR Damage Assessment Team has a vital and key role in the KYDR work.

Forms **never** leave the possession of KYDR personnel. Do not ever hand out our work orders to individuals, groups, or agencies. You can collect names, addresses, and phone numbers from various groups and we will process them accordingly, but the forms always remain in our possession.

ASSESSMENT TEAM PREPARATIONS

- The spiritual preparation of the assessment team is vital to a successful mission. Make sure the team is spiritually prepared as many “roadblocks” will be thrown to frustrate and distract the mission at hand. The “evil one” will already be at work. Remember, this ministry is as much of a spiritual ministry as it is a physical one.
- Remember to always remain **flexible**. Every call-out will be different, leadership will change, obstacles and distractions will happen, and things can change very quickly. That is the nature of DR work. Spiritual maturity and prayer will help in this situation.
- Do not be part of the problem, be part of the solution. Lead by example. Remember: “It is what it is, you got what you got, do what you can.” Endel Lee
- Remember the assessment team is the “front line” of the KYDR work. You are the face of this ministry, and you may be the very first help to arrive. Be prepared for a variety of reactions from residents.
- Keep a Christ first focus and allow Him to lead you, protect you and give you opportunities to love on people.
- Take care of things before you leave home. Any unresolved issues from home can distract your work and mission.

- Make sure you have any prescription medications, credit cards, driver's license, and insurance documents.
- Current tetanus and/or other recommended vaccinations should be up to date.
- Emotional stress is part of disaster relief work. Remain aware of your emotional state as well as others on your team. Seeing constant destruction and overwhelmed residents can take a toll on your emotions. Participating in devotion times, debrief and prayer are vital to your spiritual and emotional health.
- You will walk away both exhausted and exhilarated. Allow God to use you.
- Consider transportation needs as you may need to drive your own vehicle. Contact State Director for approval.

ASSESSMENT TEAM PLAN

- Assessors should wear the KYDR shirt, gold hat, and current credentials (badge). Assessors are not serving in the role of blue hat; therefore, the gold hat is the appropriate hat to wear while assessing.
- Assessors work under the direction of the IMT. (Usually reporting to the Operations Chief)
- It is recommended some sort of KYDR identification be displayed on the vehicle, although not required.
- Assessors need to have some experience in the recovery area they are assessing (Flood, Chainsaw, Tarping, Fire) in order to assess and report the work needed effectively and accurately.
- The assessment work should always involve a team of **two to three** people.
 - At least one of the team members needs to be the trained assessor with experience.
 - A team could consist of husband/wife; trained assessor/chaplain; trained assessor/local volunteer.
 - A male/female team other than husband/wife needs a third person. *"Whoever walks in integrity walks securely, but he who makes his ways crooked will be found out."* Proverbs 10:9.
 - The second person is one who will provide support to the assessor and/or to the homeowner and provide a listening ear to encourage with emotional and spiritual support.
 - Taking a local person along will be able to assist with local areas, directions, connections with key people, and possibly even personally know some of the affected residents.
- Upon arrival at the disaster area, the assessor should report to the IMT. If IMT has NOT been established, report any intel to the KYDR State Director.
- The assessor(s) should obtain detailed maps of the affected area and map out the disaster path. The emergency management office may be able to provide this for you. (The IMT may already have this in place.)
- GPS systems have become more reliable and accurate in recent years. Dash-mount GPS systems and/or online mapping apps on your phone (if cell service is available) can prove to be extremely helpful.
- When multiple assessment teams are used, a master map should be marked off in zones which are assigned to the various teams. This reduces the likelihood of duplication and allows the teams to build relationships in a geographical area. (This is often done in the IMT office by the Operations Chief).
- Assessors should carry door hangers and contact information to give to residents and/or other emergency personnel while in the field. Also, information regarding other services beyond KYDR.
- Experienced assessors must actively mentor newer assessors, providing opportunities for hands-on learning and skill development. Intentional leadership ensures KYDR maintains a strong, capable assessment team. **Leaders develop leaders.**
- Keep in mind disasters affect people in different ways. Some may present themselves as rude, skeptical, angry, withdrawn and reserved, talkative, etc., and some may even downplay their need. Even some may be experiencing survivor's guilt. Pay attention to the person and be ready to listen and care. Pray with them if appropriate. Having a chaplain with you can prove beneficial.

ASSESSMENT TEAM PROTOCOL

- Before beginning the assessment work, find out from the IMT any **regulations and ordinances** which may affect the cleanup work. E.g., do various materials need to be separated? Metals, vegetation, etc.
- It is best for the assessment team to approach the home/homeowner together. This is good for safety and integrity reasons, as well as the opportunity to establish **trust and rapport** with the assessment team and residents(s). This also makes a smoother transition for one to visit with the family while the other completes the assessment.
- As you approach a home/homeowner, be respectful of their property. Even if things are in a mess or completely destroyed, it is still their belongings. What may seem insignificant to you may be devastating to them. Demonstrate compassion and respect (words and actions). They do not need to hear your story.
- Make every attempt to contact the property owner. If you have in your hand a (signed or unsigned) Property Owners Request for Assistance form, contact with the property owner is important. Any unsigned work orders need a property owners' signature before any work can begin (think of it as "right of entry").
- If the property owner is not present so a signature can be obtained, make every attempt to get their signature. No work can begin until there is a signed work order release on file. (Blue Hat can get if needed/scheduled)
- Although it may appear a specific family/home/structure is receiving help (either on their own or from neighbors), taking time to **get out of your vehicle** to check on them is a key role of the damage assessors. Several things can be ascertained:
 - This could result in a **ministry** opportunity.
 - They have help, but inexperienced help can pose its own dangers.
 - They have help, but the job is just so large that our team and equipment can bring much needed relief.
 - Other needs may be discovered we could meet or direct them to available resources.
 - Unseen or unforeseen dangers may be discovered by trained assessors which homeowners are not aware of and pose threats or hazards. (For example, the risks of black mold).
- Determine if there are any immediate needs that are pressing. (food, water, medical attention, etc.).
- **Never, EVER promise anything.** The damage assessment team does not have the authority/responsibility of job assignment. This is the responsibility of the IMT office. The urgency of a situation can be communicated to the IMT team, and it will be taken into consideration, but the damage assessment team cannot make those decisions.
- Ask **permission** before taking any photos. Some homeowners may be opposed to any pictures being taken for a variety of reasons. This is particularly important with flood recovery. Do not post on social media.
- If the resident living in the affected home is not the property owner, both the resident and property owner's signatures must be obtained. Think of this as a "right of entry" from both the property owner and tenant.
- As you speak with the property owner (and/or resident), confirm they understand your role as the assessment team and what to expect if/when the recovery teams arrive to do the work. Remember: the assessment team cannot give any time or timeline of when the recovery team(s) will be assigned to each work site.
- If neighbors request help, the assessment team should respond to their request appropriately. Take the initiative and complete a Property Owner's Request for Assistance form and secure necessary signature(s). This also opens up further ministry opportunities.
- Assessment forms (blank or completed), **ALWAYS** remain in the possession of KYDR personnel.
- Note any special conditions on the form such as "On Hold Due to Gov't Regulations" etc., or other unique issues.

ASSESSMENT TEAM PROCEDURE

- As you begin the assessment of the property, take note of the overall extent of the damage in general. Look for any unusual dangers, obstacles, barriers, power lines, compromised structures, pets, toxic chemicals, poison vegetation, snakes, etc. **Look up, down and all around.**
- Look for and take note of any and all utilities. (water and/or gas meter, propane tank, septic tank, lateral field, sewer cover, phone pedestal, etc.)
- Are **neighbors** affected by this property owners' trees, debris, fences, building, etc.? (To enter neighbors' property, a Property Owner's Request for Assistance form must be completed for that property as well).
- Are there any unusual circumstances regarding this job which require special consideration? (Elderly, disabled, sick, small children, emotional stress, etc.).
- Can heavy equipment be brought onto the property? Communication with the homeowner regarding the use of heavy equipment is important. They typically understand how heavy equipment expedites the work, but it can also damage lawns/yards. Is the yard accessible? Are there gates to navigate? Size?
- Determine where and how debris will be disposed of. Depending on the type of disaster(s) and the type of debris being handled, there may be a variety of regulations, separation of materials, dumpsters, etc. Homes within city limits as opposed to rural homes can affect the disposal process as well. This is essential information for the recovery teams to note, especially if work can be done without the homeowners' presence.
- Safety for yourself, our recovery teams and for the residents is and must be a priority. Use good **common sense**.
- Get to know the recovery teams/crews and their capabilities.

ASSESSMENT TEAM PAPERWORK

- The Property Owner's Request for Assistance form is vital to the effective work of KYDR.
- Remember, you are describing a job on paper to someone who has never seen it. **More information is valuable information.**
- The first page of the request form will typically be identical for all recovery operations.
- Often various responses may have different forms, especially when responding to another state. Just work with the form provided and be familiar with it.
- Key points to always remember:
 - Make sure all information is **complete** and **legible (printing is preferred)**. Information which cannot be read is useless information. **Take your time!**
 - Include the name and phone number of the assessor on the form.
 - The name and phone number(s) of the **property owner** is crucial.
 - If someone other than the property owner is occupying the residence, their contact information and signature is required as well.
 - **Complete** address including the city and state is extremely important. Any further instructions on locating property are also helpful.
 - Assign a priority number on all work orders. This is crucial for effectively organizing the work orders.
 - Special consideration for job priority is often given to the elderly, sick, or local emergency personnel, as well as police and fire personnel. Emotional stress should be taken into consideration.

- Make sure the property owner understands they are not signing a contract but simply giving permission to enter their property as volunteers to assist in the cleanup of their property. This is a “hold harmless agreement.” It is not a contract to provide services.
- Consistency in setting job priorities is a critical aspect of damage assessment.
- Diagram the property and damaged areas in the diagram box on the back of the form. Make sure to note utilities, obstacles, area to collect debris, etc. This gives a good snapshot of the property area and is extremely helpful to both the Operations Chief and the recovery team blue hat.

ASSESSMENT TEAM – CHAINSAW RECOVERY ASSESSMENT

Assigning a priority to a given job is most often a judgment call by the assessor. Different assessors may arrive at different conclusions for various reasons at a specific work site. However, in order to maintain a degree of standardization and consistency so everyone “speaks the same language,” the following guidelines should be followed as much as possible.

SUPPLIES ESSENTIAL FOR THE ASSESSOR(S) – CHAINSAW RECOVERY:

Personal protection of the assessor(s) is important. Please take all precautions to keep yourself safe. Some items are essential for you to have and use:

- Keep a supply of Bibles, Gospel of John’s, water, and snacks on board.
- Forms, clipboard, pens, and basic essentials for conducting damage assessment.
- GPS device and/or maps.
- Flashlight and tape measure.

STEPS IN ADDRESSING THE HOMEOWNER – CHAINSAW RECOVERY:

- Many times, the resident is not able to live in the house and may or may not be at the affected residence. It often will save time to call in advance to make an appointment to meet at the home.
- Take your time with the assessment. **Conversation** needs to happen both for information gathering as well as for ministry. They need to tell their story.
- Explain to the resident/homeowner that no work will be done without their permission.
- It is important the resident/homeowner understands what and how the process of cleaning up the property will happen. If heavy equipment is used, they need to understand and agree to any ruts or damage to their yards that may be caused by heavy equipment and is acceptable.
- Be sure to communicate and record **explicit instructions** as to what the homeowner may or may not want done. For example, they may also want to save some of the wood for firewood. Although we do not cut firewood, we can separate wood that can be cut later. This needs to be clearly documented.
- Locate **all utilities** and mark them clearly on the assessment form. The homeowner can usually give you clear directions on the location and types of all utilities. Keep in mind, rural areas have septic systems and lateral fields. Other states utilities vary as well. Be aware of those differences. Pay attention. For example, water lines in southern states are very shallow as compared to states further north.

STEPS IN ASSESSING THE DAMAGE – CHAINSAW RECOVERY:

- Be familiar with the Assessment – Chainsaw Form you will be using. This can vary from site to site.
- Fill out the form **completely**, including a diagram of the property and location of all downed trees and damage.
- Watch for dangers of all kinds. Take your time. (animals, utilities, biohazards, etc.)
- Note location to stack debris. (city vs. rural areas will vary greatly on this)
- Note the number and approximate size of the trees to be cut. Are there any structures, fences, vehicles, etc.?
- Are there “hangers” in the trees which pose a threat? Are they a reasonable distance from the ground or would a manlift be required to remove them?
- Are there any special instructions or circumstances from the homeowner/resident that need to be communicated to the chainsaw recovery team?

JOB PRIORITY CLASSIFICATION – CHAINSAW RECOVERY:

- **PRIORITY #1**
 - **Basic rule of thumb:** If the damage is affecting the normal function of the home, it most usually will be a Priority #1. Getting the homeowner back to normal function as soon as possible is the goal.
 - Downed trees prevent the re-establishment of power to the home. (make sure power is OFF).
 - Trees/limbs are blocking access to the home.
 - The amount and/or size of trees can be overwhelming to even the most capable homeowner.
 - The home is exposed to weather and needs immediate attention to prevent further damage.
 - Person(s) with special needs (medical, elderly, first responders, pastors, funeral directors, etc.)
 - Trees blocking roadways preventing necessary access.
- **PRIORITY #2**
 - **Basic rule of thumb:** the damage has not affected the normal function of the home but needs to be removed soon so basic lawn maintenance and removal of debris can be accomplished.
 - Trees/limbs are near the house and may or may not be preventing repairs to the home and/or may be on the neighbor’s property and needing removed. (must have neighbors’ permission to enter their property).
 - Trees/limbs are on outbuildings or fences.
- **PRIORITY #3**
 - **Basic rule of thumb:** damage is present but has not affected the function of the home or property and is not urgent to be removed in a timely fashion. The debris can remain even for a few weeks without being a problem. It may need to be cleared/cleaned but it is not pressing.
 - Trees/limbs in yard but not preventing access to any necessary areas. They may be in the yard but require little or no chainsaw work. It may only be small limbs and brush removal.
- **DECLINED JOB**
 - Too dangerous due to utilities, access, lack of signature, homeowner declined help, etc.
 - To protect our teams and property keeping safety is a priority.
 - We are NOT a tree service. We clean up downed/damaged trees. We do not cut down healthy trees.

ASSESSMENT TEAM – FLOOD RECOVERY ASSESSMENT

Flood recovery is a very emotional experience for the homeowner. You are dealing with many of their personal belongings, keepsakes, photos, and sentimental items which are treasured beyond their monetary value. Many of their belongings, if not all, have been contaminated and must be discarded. Discarding them to the street or dumpster can be difficult if not a very traumatic experience. Be patient, caring and take time if needed.

SUPPLIES ESSENTIAL FOR THE ASSESSOR(S) – FLOOD RECOVERY:

Personal protection of the assessor(s) is important. Please take all precautions to keep yourself safe. Items which are essential for you to have and use:

- Disposable suits. Wear as needed.
- Rubber boots. You will be walking in contaminated areas and possibly in wet/muddy conditions.
- Gloves (nitrile gloves can work well as you can dispose of them from house to house).
- When entering an affected structure, using a N95 or equivalent respirator is important, especially in hot climates.
- Flashlight and extra batteries. Electricity is usually off in the homes and the ability to clearly see the damage is much easier using a good LED flashlight. Even in a well-lit home, a flashlight can prove beneficial.
- Trash bags or plastic covering on your vehicle seats may be helpful to protect your own vehicle from contamination.
- Basic hand tools if needed including a tape measure. Laser tape measure can prove helpful. You do **NOT** need to measure every room, but rough estimates are helpful.
- Keep a supply of Bibles, Gospel of John's, hand sanitizer, water, and snacks on board.
- Forms, clipboard, pens, and basic essentials for conducting damage assessment.

STEPS IN ADDRESSING THE HOMEOWNER – FLOOD RECOVERY:

- Many times, the resident is not able to live in the house and may or may not be at the affected resident. It often will save time to call in advance to make an appointment to meet at the home. You may also find they are still living in the home as they have nowhere else to go and are living in compromised conditions. Either way, a phone call in advance may prove beneficial.
- **Take your time** with the assessment. **Conversation** needs to happen both for information gathering as well as for ministry. They will need to tell their story.
- Explain to the resident/homeowner that no work will be done without their permission. However, they do need to clearly understand what needs to take place so safe living conditions can be restored. More work may be required than they are expecting. This needs to be clearly and effectively communicated.
- It is important the resident/homeowner understands completely the process of cleaning out their home. They may be thinking only their affected belongings will be cleaned out. However, they need to understand to prevent black mold from forming, the necessity of removing flooring, (possibly sub-floor), drywall, insulation, cabinets, flooring, tubs/showers, etc. is essential for safe living conditions.
- Be sure to communicate and record explicit instructions as to what the homeowner may or may not want done. Some residents/homeowners will limit us to how much work they will allow.
- Make sure they understand in order for the house to be cleaned and sanitized that Shockwave treatment must be applied for effective sanitation of the home.

STEPS IN ASSESSING THE DAMAGE – FLOOD RECOVERY:

- It is essential for a thorough assessment to be completed; the assessor needs to have experience in working flood recovery. The work to be done can be different depending on a number of variables. Only someone who has worked flood recovery will understand this.
- Be familiar with the Assessment – Flood Recovery form and fill out completely.
- Noting the water level of the home is important from both inside and outside the home. Long term flooding will leave a more definitive water line. Flash flooding may or may not leave a definitive water line which is why direct communication with the affected residents/homeowner is important to determine which homes were flooded.
- Determining the type of home and foundation is extremely important. Does this home have a crawl space; basement; concrete slab; combination? What type of structure: concrete/cinder block; frame structure; what type of siding? All of these things are important.
- If there is a basement, is there outside access or is access only through the home?
- Has the home taken on mud/silt? Is there insulation in the flooring which will need to be removed? Duct work?
- What is the **approximate** square footage of the home? Number of bedrooms/bathrooms?
- What about appliances? (refrigerator, range, water heater, washer/dryer, furnace, etc.)
- Are there any toxic chemicals biohazards such as sewage backed up into the home?
- Where will debris be collected and what is the distance from the home? Can heavy equipment be used?
- Are water and electricity available and if so, where are they located? Is there any kind of working drain?
- Is the area easily accessible for the KYDR team's equipment? Can trailers and heavy equipment navigate into the neighborhood? Are there any special parking restrictions?
- Will dumpsters be available, or will debris be discarded to the street (or other location)?
- Be informed of and aware of any local regulations and/or restrictions. Make sure of your information.
- Be aware of animals which may take refuge in homes after a flood drives them out of their natural habitat.
- Is mold visible and if so note where, how much, how high on walls, etc.?
- Are there any signs of asbestos or other dangerous materials?
- Note types of wall coverings and floor coverings.
- Fill out the Assessment – Flood Recovery form **completely** and **legibly**.
- Note any special instructions, requests, specific needs, etc. Is house off foundation? Is floor safe?
- More information is always valuable information.

STEPS TO IDENTIFY ASBESTOS TILE:

- If the tile was installed before 1980
- 9" square tiles are the most popular size, but also comes in 12" and 18" tiles
- If it looks dirty or appears to be dingy color, try to clean it.
- If it does not come clean, it probably has asphalt coming through the bottom and IS asbestos.
- If the back side of the tile is black, it IS asbestos. Other colors such as gray on the back are NOT asbestos.
- Asbestos is harmful if ingested and can cause cancer or mesothelioma.
- Be sure to wear a high-quality mask and a hazmat suit for protection.

JOB PRIORITY CLASSIFICATION – FLOOD RECOVERY:

- **PRIORITY #1: MAJOR DAMAGE, URGENT NEEDS**
 - Heavy mold presence
 - Serious medical conditions of the residents
 - Emergency Operations Personnel (police, fire, EMT, emergency responders, city personnel, etc.)
 - Disabled homeowners, veterans, local clergy, elderly residents, funeral directors, etc.
 - No insurance or under-insured
- **PRIORITY #2: AVERAGE TO MINOR DAMAGE, TYPICAL NEEDS**
 - Home is damaged and family is still living in the home or temporarily relocated
 - Minor or early signs mold presence
 - No insurance – under-insured
 - Families with small children
 - Residents with illness
 - Working families
- **PRIORITY #3: MINIMAL DAMAGE, NON-URGENT NEEDS**
 - Flooding confined to crawl space or unfinished basement
 - Rental properties (Only removal of personal items)
 - Fully insured
 - Flash flooding caused wet conditions, but will not require a tear out
 - Outbuildings, garages, barns, etc.
 - Home will be condemned, but personal belongings need removed
- **DECLINED JOB**
 - Commercial Businesses
 - Schools and government buildings
 - Not a primary residence
 - Home is likely or will be condemned
 - Job presents dangers to our volunteers which would prevent safe working environment

GENERAL INFORMATION AND GUIDELINES

Anyone who has been affected by a disaster needs assistance of some kind. We will attempt to look at all homes and buildings but are dependent upon available resources. All contacts are ministry opportunities. Focus should be on what we **CAN** do for them, not what we **CANNOT** do for them.

- **MOBILE HOMES**
 - Mobile homes with original pressed wood or plywood flooring are unsafe due to the danger of falling through the floor and contain little or no drywall. Removal of wall material may compromise the structural integrity of the home. Mobile homes should be inspected to ensure safe working conditions. Also, IMT may give instructions as to whether mobile homes we will or will not work on mobile homes.
- **MODULAR HOMES**
 - Modular homes generally have stable floors and are generally the same construction as traditional homes. Modular homes should be inspected to ensure safe working conditions and advisability for doing the work.
- **COMMERCIAL PROPERTY**
 - Disaster Relief does not generally do commercial property, but each situation should be evaluated based on specific circumstances.
- **CHURCH BUILDINGS**

- Church building should be given a high priority if manpower and equipment is available to complete the scope of the work.
- **PASTOR/STAFF HOMES (ALSO INCLUDE FIRST RESPONDERS)**
 - We want to make pastor/staff homes a priority. They are there for the long haul and we need to assist them first.
- **RENTAL PROPERTY**
 - The Homeowner Request for Assistance form MUST be signed by the property owner. Rental properties may or may not be done. Seek advisement from the IMT office.

Priorities may be adjusted, or work declined for a variety of reasons. Availability of resources, time constraints, accessibility of the site, ability to dispose properly of debris, unsafe conditions, etc. Use good common sense. It is impossible to outline every scenario which could happen, but good common sense and safety must guide our decisions.

SORRY WE MISSED YOU – DAMAGE ASSESSMENT – CHAINSAW & FLOOD RECOVERY

Forms or door hangers will be provided by the IMT which will allow you to leave contact information for the homeowner. These forms can be used to leave if you find a home with apparent damage where help may be needed. Or it may be you were following up on a work order and did not find the homeowner at home. Either way this gives the correct contact information for the homeowner to follow up if help is still needed. Use these forms as necessary.

REMEMBER: This is a ministry. Connect them to the local church. Introduce them to the local pastor if able.

THE END RESULT

When working as a KYDR Assessment Team, you will encounter many opportunities to both listen and share your faith. Keep in mind the best thing you can do is listen. Listen to their stories. Love them. Pray with them. And above all, allow God to lead you and give Him the glory for it all. Thank you for serving in KYDR!

How to Approach the Homeowner/Tenant

After a disaster, people are hurting, vulnerable, and often overwhelmed. How you approach them as a Christian—balancing compassion, practical help, and the hope of Christ—is crucial. Here are some principles that many disaster chaplains and Christian responders follow when engaging with homeowners:

- 1. Lead with Compassion, NOT an Agenda**
 - Begin by listening and serving, not speaking.
 - Introduce yourself: “Hi, my name is _____ and I am with Kentucky Baptist Disaster Relief, and we are here to check on you and see if we can help you.”
 - Let them guide the conversation. This is not the time for spiritual conversations unless they lead it that way.
- 2. Respect Their Space and Stress**
 - Homeowners may be in shock, grief, guilt, or overwhelmed with logistics.
 - As permission before entering their property or starting any assessment/clean-up.
 - Remember: presence matters as much as words. Just being there communicates God’s love and compassion.
- 3. Practical Help Opens Doors**
 - Meeting physical needs often softens hearts for spiritual conversations.
 - Offer the service of Kentucky Disaster Relief. Ask, “Is this something we can help you with?”
 - As you serve them, you build trust and earn the right to share the hope that motivates your service.
 - Remember, let the Holy Spirit lead and open doors.
- 4. Look for Natural Openings**
 - Homeowners may say something like, “I don’t know how we are going to get through this” or “Why would God let this happen?”
 - They may ask, “What do you charge” or “How much will it cost?” Answer: “It’s already been paid for.”
 - Let the Holy Spirit lead and open the door. Do not force it or you can create more harm than good.
- 5. Offer Prayer, Not Pressure**
 - Ask permission to pray with them. They will almost always be receptive but be respectful if they decline. Do **NOT** answer with “Why not?”
 - Keep your prayer brief, compassionate, and focused on their needs/circumstance. (Peace, strength, hope, wisdom for next steps). This is **NOT** the time to ‘catch up on your prayer list!’
 - Prayer can open the door for deeper spiritual conversations.
- 6. Share Christ Gently and Appropriately**
 - Always follow the leading of the Holy Spirit.
 - Ask permission to share the Gospel. Questions like:
 - “Can you share your faith journey with me?” (Let them share. This will let you know where they are spiritually.)
 - “Would you like to hear my story of hope in Christ?” (your personal testimony)
 - “Would you like to know what the Scriptures says how you can know God?” (Romans Road, etc.)
 - Use Scripture sparingly, not as a lecture.
 - Leave some material with them. (‘Why We’re Here’ tract; Bible, etc.)
- 7. Follow Up if Possible**
 - Collect contact information and pass along to a chaplain, IMT, or local pastor.