



Restore Now 24/7 Home Preparedness Command Plan

Powered by the R•A•P•I•D Protocol™ (Restore Now 24/7 Action Plan for Immediate Dispatch)

Purpose

This plan helps homeowners, property managers, and service professionals stay aligned before, during, and after an emergency. It brings structure and clarity when time and communication matter most.

R – Ready the Home (Before an Emergency)

Goal: Strengthen your property's resilience and shorten recovery time.

1. Infrastructure and Inspection

- Inspect roof seams, flashing, and gutters twice a year, especially for moss buildup common in the Pacific Northwest.
- Confirm that downspouts discharge at least five feet from the foundation and that soil slopes away from the structure.
- Test sump pumps and backup power sources before each storm season.
- Label main water, gas, and electrical shutoffs for quick access.
- Install water alarms near appliances, crawl spaces, and basements.

2. Coverage and Documentation

- Review insurance limits for water, fire, and mold coverage.
- Verify that temporary housing and contents are included in your policy.

• Save digital and printed copies of insurance and identification in a waterproof pouch and secure cloud folder.

- Photograph your property in good condition to establish a baseline for future claims.

3. Family and Communication Plan

- Designate one out-of-area contact who can relay messages if local service fails.

- Share emergency phone numbers and meeting points with your household or tenants.

- Post a laminated card near the main exit with:

- Restore Now 24/7 Dispatch 971-406-2926

- Insurance provider

- Utility companies

- Property manager or landlord

A – Act Fast (During an Emergency)

Goal: Protect people first, then stabilize the situation safely.

1. Safety First

- Account for everyone, including pets.
- Shut off utilities only if it is safe.
- Avoid standing water, damaged wiring, or smoke-filled rooms.

2. Contain and Document

- Take photos and short videos of visible damage before moving items.
- Do not discard materials until a restoration or insurance professional reviews them.

P – Protect and Communicate

Goal: Keep everyone involved informed and moving in the same direction.

Who to Call and When

Situation	First Contact	Next Contact	Why
Active leak or burst pipe	Plumber → RN24/7	Insurance provider	Stop the source and begin mitigation immediately
Smoke or soot odor	RN24/7	HVAC technician	Prevent cross-contamination
Visible mold	RN24/7 → Certified hygienist	Property manager	Confirm safety and define the scope
Biohazard or trauma	RN24/7	Insurance provider	Arrange licensed containment and documentation
Major property loss (fire, flood, or storm)	RN24/7 and your insurance company at the same time	Adjuster once assigned	Do not wait for assignment. Early coordination limits damage and ensures accurate documentation from the start

Communication Standards

- For major events, contact Restore Now 24/7 and your insurance provider immediately. Certified teams can begin safe containment while your insurer opens the claim.
- Keep a response log that records times, names, and updates.

- Share photos and short notes instead of long explanations.

- Expect RN24/7 to coordinate directly with verified partners to handle testing, containment, and reconstruction.

P – Protect and Communicate

Goal: Verify safety and begin structured restoration.

- Request moisture mapping and air-quality testing before any reconstruction.
- Replace HVAC filters and inspect electrical panels before restoring power.

- Store all invoices, reports, and correspondence in one digital folder.

- Track claim progress weekly and contact RN24/7 if delays occur.

- Expect all service partners to meet RN24/7's Four Standards of Response: Safety, Verification, Documentation, and Communication.

D – Debrief and Strengthen

Goal: Turn each event into lasting improvement.

1. Evaluate

- Review what worked and what did not.

- Schedule follow-up maintenance on roofs, plumbing, and HVAC systems.

2. Reinforce

- Update your emergency kit and contact list based on new experience.

- Share this plan with neighbors or tenants to improve community readiness.

21–25: Solid Foundation 26–30: Ready and Resilient 31–35: Elite Preparedness

Pacific Northwest Readiness Scorecard

Rate yourself from 1 to 5 (1 = Needs Attention, 5 = Fully Ready)

Category Score

Drainage and roof maintenance

Insurance documents verified

Emergency contacts updated

Utility shutoffs labeled

Emergency kit stocked

Moisture or leak detectors installed

Family or tenant plan reviewed

Total / 35 = Readiness Level

21–25: Solid Foundation 26–30: Ready and Resilient 31–35: Elite Preparedness

Digital Companion Access

Scan the QR code to open the Restore Now 24/7 Emergency Hub.

You'll find editable forms, contact updates, and downloadable guides:

- Storm Season Prep Guide

- Fast Communication Checklist

- Post-Storm Assessment Sheet

- Preparedness Checklist (current version)

Contact

Restore Now 24/7 971-406-2926 | dispatch@restoren247.com | restoren247.com

Serving Oregon and Washington. We Bring Calm to Chaos.