

## Initial restoration steps you should take:

### **Step 1: Make sure you and all those who occupy the property are accounted for and safe.**

If anyone is missing or injured, call 911 immediately. Don't forget about your pets. They're scared too and may react by either scratching or biting especially if there are strangers in their home, so it is your responsibility to try and comfort them. Keep pets and children out of the damaged area.

### **Step 2: Call your insurance agent.**

Ask your insurance agent what your responsibilities include and to what extent your loss is covered. In the case of theft, you are also obligated to contact the police to file report.

### **Step 3: Document the damage before and during the cleanup and reconstruction process.**

If possible, take pictures of both the building and the contents of the building. If that's not possible, make a list of the damage. Also, inventory contents of the damaged area. SMB Restoration Specialists can assist you with inventory, packing, moving and cleaning of contents.

### **Step 4: Protect the property from further damages including reasonable and necessary repairs.**

This includes things like: holes in the roof should be covered; windows and doors should be boarded up, and any other necessary repairs, which will keep damage from becoming worse. Don't throw away removed or damaged materials until you check with your insurance company. This is the time to have SMB Restoration Specialists respond and assist you. You can also ask your insurance agent.

### **Step 5: If your property is uninhabitable, be sure to collect the items in the checklist at right before leaving.**

Also, ensure that all utilities are disconnected if needed, or safe to use. If you need to contact the Red Cross, the number of the Toledo chapter is 419-329-2900.

### **Don't these leave behind!**

- Any Insurance Papers
- Cash and/or Credit Cards
- Car Keys
- Pets
- Jewelry or other valuable possessions
- Cell phone
- Phone, address book, or vital contact information
- Firearms
- Medical information such as prescriptions, medical documentation, or crucial phone numbers
- Devices such as hearing aids, eyeglasses, etc.
- Ensure that no food, beverage, or medicines exposed directly to smoke, heat, soot, or water is consumed.
- Medication and/or eyeglasses
- Birth Certificate
- Driver's License
- Wills
- Bank Books
- Passports
- Social Security Cards
- Credit Cards
- Title to Deeds
- Payment Books
- Income Tax Records
- Automobile Registration
- Citizenship Papers
- Animal Registration Papers