STATE OF LOUISIANA

DIVISION OF ADMINISTRATION

OFFICE OF RISK MANAGEMENT

DISASTER RECOVERY AND EMERGENCY REMEDIATION GUIDE

January 25, 2016
revised 9/12/16

Disclaimer: This document does not replace the terms and/or agreements established in the contracts between the Contractor and the State of Louisiana Division of Administration.

DMS
DISASTER CONSULTANTS

Office of Risk Management

The Office of Risk Management was created within the Division of Administration by R.S. 39:1527, et seq., in order to provide a comprehensive risk management program for the state.

Mission

The mission of the Office of Risk Management (ORM) is to develop, direct, achieve and administer a cost effective, comprehensive risk management program for all agencies, boards and commissions of the State of Louisiana and for any other entity for which the state has an equity interest, in order to preserve and protect the assets of the State of Louisiana.

Disclaimer

This document does not replace the terms and /or agreements established in the contracts between the contractor and the State of Louisiana Division of Administration.

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Abbreviations and Acronyms

ESA	Endangered Species Act
FEMA	Federal Emergency Management Agency
FP&C	Facility Planning & Control
GOHSEP	Governor's Office of Homeland Security and Emergency Preparedness
LAPA	Louisiana Public Assistance
NHPA	National Historic Preservation Act of 1966
NEDCC	Northeast Document Conservation Center
ORM	Office of Risk Management
PS	Project Specialist
PW	Project Worksheet
PM	Project Manager
PO	Project Officer
RFF	Reimbursement Request Form
RCRA	Resource Recovery and Conservation Act
SHPO	State Historic Preservation Officer
TPA	Third Party Administrator
THPO	Tribal Historic Preservation Office

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This document does not replace the terms and/or agreements established in the contracts between the Contractor and the State of Louisiana Division of Administration.

Purpose

The *Disaster Recovery and Emergency Remediation Guide* provides effective recovery support and guidance to disaster-impacted State Agencies and remediation contractors. It provides a flexible structure that enables Contractors, Facility Managers, Disaster Recovery Specialists, Third Party Administrators (TPA), Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) and the Federal Emergency Management Agency (FEMA) to operate in a unified and collaborative manner. It also provides specific guidance in reference to Roles and Responsibilities for Remediation Contractors, Facility Managers, Third Party Administrators and Disaster Recovery Specialists, in addition to providing policies and procedures associated to the remediation of state facilities after disasters (e.g. wind, tornadoes, hurricanes, floods, fires etc.)

Emergency Remediation Services include but are not limited to: water extraction, structural drying, dehumidification, deodorizing, sanitation of property, boarding of openings, glazing (removal, repair, replacement), temporary roofing/board-up, relocation services (including pack-out, cleaning and short and long term storage), contents inventory, tear-out, and removal of wetted components.

Overview

The work under this contract will include Emergency Work and the Contractor will be required to be available for work twenty-four (24) hours a day, seven (7) days a week. Contractor will warrant and guarantee all labor and workmanship for a period of one (1) year from final acceptance from DOA/ORM. Work includes furnishing all labor, materials, and equipment; and performing related operations to satisfactorily complete all work using the unit pricing in accordance with the terms, conditions, and specifications contained in the contract.

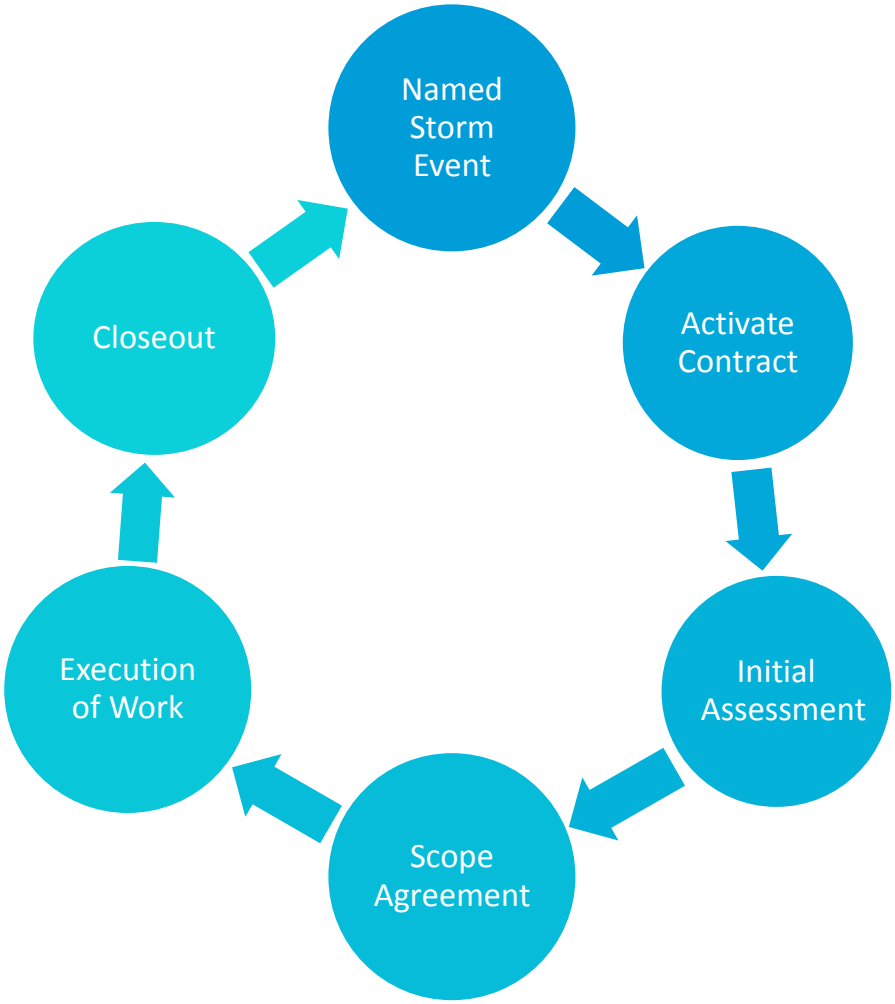
The Contractor must perform work required at any specific site at such times as the Contract Administrator or designee requires assistance. Work at multiple sites may or may not be performed concurrently. As such, the Contract Administrator or designee also reserves the right to assign quantities and types of work to Contractor based on current and past performance criteria under this contract.

The Water Extraction and Remediation of Water Damage and Mold Impact work related to catastrophe events (hurricanes, etc.) requires very specific documentation of the existing damaged condition prior to Water Extraction and Remediation of Water Damage, Mold Impact, and specific documentation of material, quantities and labor required to achieve the remediation. This shall include photographic documentation prior to and after remediation.

The Contractor will also provide equipment and personnel that will respond to the initial request for service concerning Document and Materials restoration, make recommendations as to the staging of equipment, removal of materials including inventory of damaged materials, freeze drying, packing, cleaning, restoration, shipping, etc. All tracking, inventory, work orders, etc., will be maintained by a Data Manager for the Contractor.

The Facility Manager, ORM Disaster Recovery Specialist and TPA will review work and determine if work is complete and acceptable. The Facility Manager, ORM Disaster Recovery Specialist and TPA will determine a final punch list to be submitted to the Contractor. The Contractor will correct any items of work listed on that punch list determined to be deficient. The Contract Administrator or designee will authorize, by signing the punch list, when all deficiencies have been corrected.

Work Flow Process



Office of Risk Management
State of Louisiana
Division of Administration

JOHN BEL EDWARDS
GOVERNOR

JAY DARDENNE
COMMISSIONER OF ADMINISTRATION

January 28, 2016

INSURANCE INFORMATION NOTICE 2016-5

REVISED: STATEWIDE EMERGENCY REMEDIATION SERVICES

Insurance Information Notice 2016-5 supercedes Insurance Information Notice 2015-5 dated June 9, 2015. Changes have been made in red.

Should damage occur to State property (Building and/or Contents) the affected State agency will utilize the services of approved contractors to provide emergency remediation services. Remediation Services are defined as those used to minimize any further damage caused by fire, smoke, water, sewer back up, vandalism, etc. as well as the stabilization of the property until it can be accessed by ORM's Third Party Administrator. Emergency Remediation Services include but are not limited to water extraction, structural drying, dehumidification, deodorizing, sanitation of property, boarding openings, glazing (removal, repair & replacement), temporary roofing/board-up, relocation services (including pack-out, cleaning and short and long term storage), and contents inventory.

Agencies are advised to consult with the Records Management and Archives Section of the Secretary of State's Office for guidance and advice prior to contracting remediation services for losses to or disposal of documents and records. For Records Management you may contact Carrie Martin at 225-925-7552, fax 225-922-1220. For Archives you may contact Doug Harrison at 225-922-1218, fax 225-922-0002.

After remediation of damages your agency will be able to begin restoration of the damaged property to bring it back to its pre-crisis condition.

Below find a link to the Statewide Emergency Remediation Contract:

http://www.doa.la.gov/orm/pdf/statewideEmergencyRemediationServicesContracts.pdf

State agencies are expected to refer to the attached map to identify the primary and secondary contract vendors in their area. Note that these contractors are qualified and approved to perform these services for the State. They have agreed to provide enhanced services and pricing.

Agencies must make the initial call for remediation services to the primary vendor in their region. If the primary contractor fails to respond to the agency's request for service with deployment information within 2 hours of initial contact then the agency may consider moving to the secondary

contractor. Failed efforts to work with the primary contractor must be documented. Also, agencies must justify procuring services from vendors who are not part of this program by documenting their unsuccessful efforts with the approved vendors. Documentation should include the date of the call, the name of the person(s) with the approved vendors who were contacted and the reasons why their services were not available.

Agencies are allowed to retain these service so as to prevent further damages from occurring. For insured losses, the Office of Risk Management will require that the scope of work be approved by the handling adjuster with ORM's Third Party Administrator. Photographs of damage are to be taken immediately after a loss to document those conditions that existed prior to the adjuster's inspection. Agencies will not be reimbursed for the wages that are incurred by a State employee who may provide some of this work. Documented material costs will be considered.

Attached to this document are a regional map and a matrix of approved contractors. Note that each region has a primary and an alternate contractor for Catastrophic and for Non-Catastrophic losses. For the purposes of this notice a "Catastrophic" loss is one where damages occur over a broad area that affects many structures, such as, a major windstorm or flood. A "Non-Catastrophic" loss is an isolated event affecting fewer than 5 structures.

For any other issues pertaining to the remediation services contracts, please contact Patricia Barron at (225) 342-8467 or Farrel Hebert at (225) 342-8424.

J.S. "Bud" Thompson, Jr.
State Risk Director

January 28, 2016
INSURANCE INFORMATION NOTICE 2016-5
Statewide Emergency Remediation Services

Region 1 Vendors

	Primary Non-Catastrophic	Alternate Non-Catastrophic
Vendor	Guarantee Service Team of Professionals	Interstate Restoration
Contact	Johnny Wilson	Kim Hartz (KH), Chris Wiggins (CW)
Phone	225-753-8682	602-999-3619 (KH), 817-219-9983 (CW)
Alternate Phone	225-279-4216	800-622-6433
e-mail address	Not available	
	Primary Catastrophic	**Alternate Catastrophic**
Vendor	Huey H. Miller, LLC dba Servicemaster	Guarantee Service Team of Professionals
Contact	Huey H. Miller, Jr	Johnny Wilson
Phone	337-234-1289	225-753-8682
Alternate Phone	337-654-2700	225-279-4216
e-mail address	hueyjr@servicemasterrestoration.com	Not available

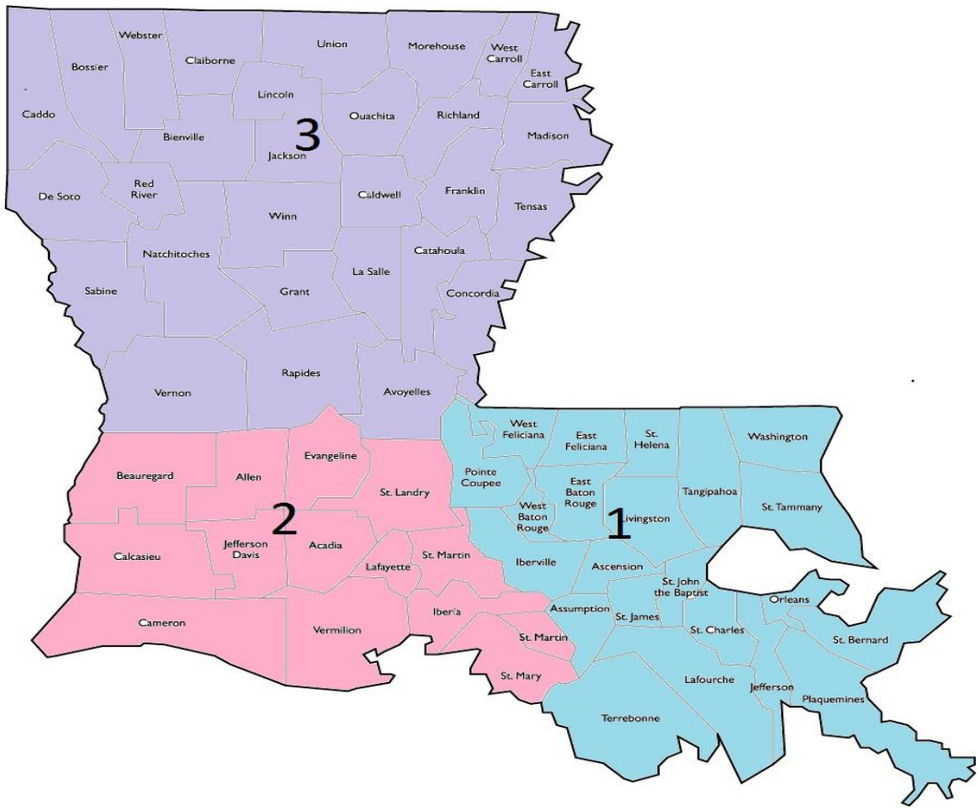
Region 2 Vendors

	Primary Non-Catastrophic	Alternate Non-Catastrophic
Vendor	Guarantee Service Team of Professionals	Interstate Restoration
Contact	Johnny Wilson	Kim Hartz (KH), Chris Wiggins (CW)
Phone	225-753-8682	602-999-3619 (KH), 817-219-9983 (CW)
Alternate Phone	225-279-4216	800-622-6433
e-mail address	Not available	
	Primary Catastrophic	**Alternate Catastrophic**
Vendor	Huey H. Miller, LLC dba Servicemaster	Interstate Restoration
Contact	Huey H. Miller, Jr	Kim Hartz (KH), Chris Wiggins (CW)
Phone	337-234-1289	602-999-3619 (KH), 817-219-9983 (CW)
Alternate Phone	337-654-2700	800-622-6433
e-mail address	hueyjr@servicemasterrestoration.com	

Region 3 Vendors

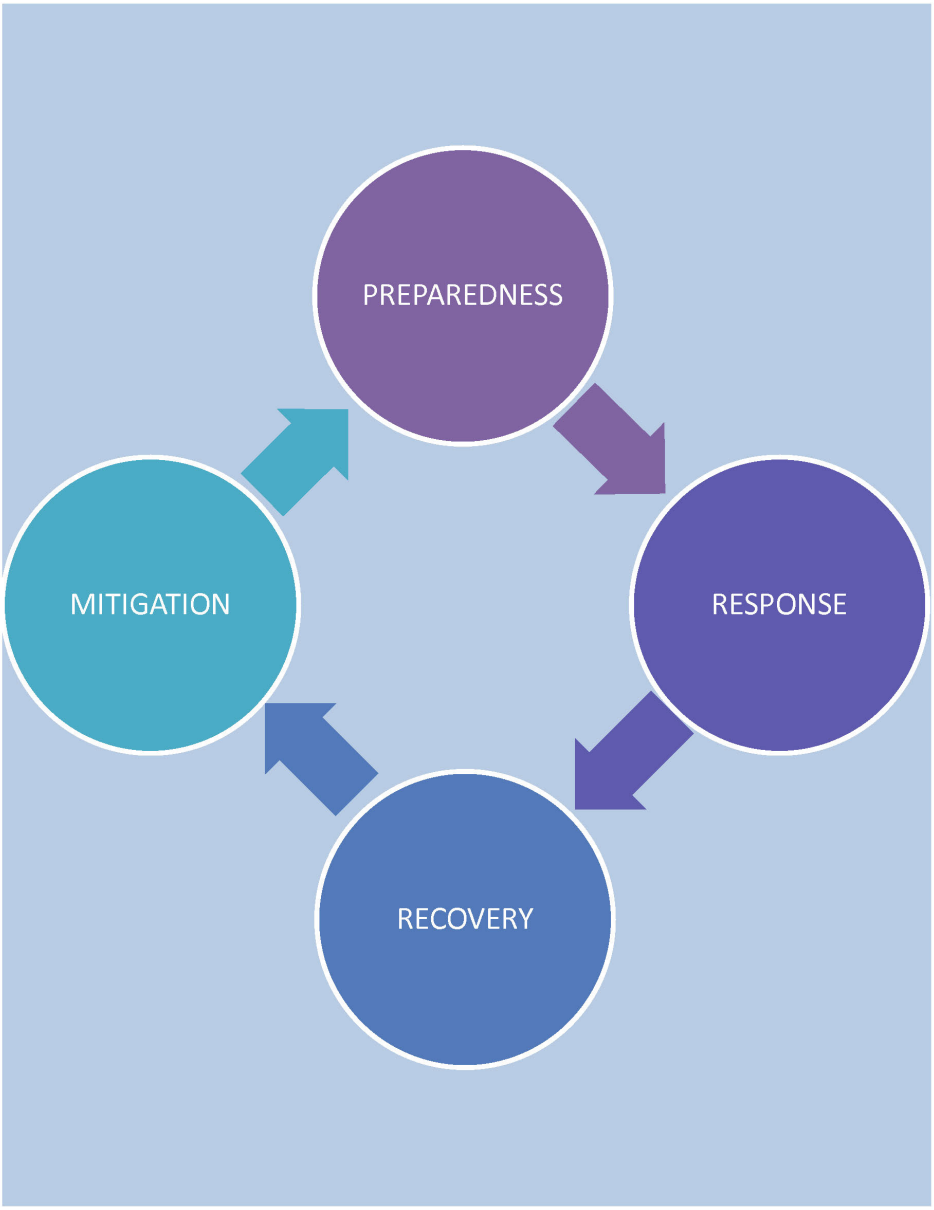
	Primary Non-Catastrophic	Alternate Non-Catastrophic
Vendor	Guarantee Service Team of Professionals	Interstate Restoration
Contact	Johnny Wilson	Kim Hartz (KH), Chris Wiggins (CW)
Phone	225-753-8682	602-999-3619 (KH), 817-219-9983 (CW)
Alternate Phone	225-279-4216	800-622-6433
e-mail address	Not available	
	Primary Catastrophic	**Alternate Catastrophic**
Vendor	Huey H. Miller, LLC dba Servicemaster	Interstate Restoration
Contact	Huey H. Miller, Jr	Kim Hartz (KH), Chris Wiggins (CW)
Phone	337-234-1289	602-999-3619 (KH), 817-219-9983 (CW)
Alternate Phone	337-654-2700	800-622-6433
e-mail address	hueyjr@servicemasterrestoration.com	

Refer to Figure 1 for a geographical list of Regions.



Region 1	Region 2	Region 3
Ascension	Acadia	Avoyelles
Assumption	Allen	Bienville
East Baton Rouge	Beauregard	Bossier
East Feliciana	Calcasieu	Caddo
Iberville	Cameron	Caldwell
Jefferson	Evangeline	Catahoula
Lafourche	Iberia	Claiborne
Livingston	Jeff Davis	Concordia
Orleans	Lafayette	DeSoto
Plaquemine	St. Landry	East Carroll
Pointe Coupee	St. Martin	Franklin
St. Bernard	St. Mary	Grant
St. Charles	Vermilion	Jackson
St. Helena		LaSalle
St. James		Lincoln
St. John		Madison
St. Tammany		Morehouse
Tangipahoa		Natchitoches
Terrebonne		Ouachita
Washington		Rapides
West Baton Rouge		Red River
West Feliciana		Richland
		Sabine
		Tensas
		Union
		Vernon
		Webster
		West Carroll
		Winn

DISASTER RECOVERY



Disaster Recovery Remediation Guide

Office of Risk Management

Roles and Responsibilities

Third Party Administrator (TPA)

PROPERTY CLAIMS HANDLING - NON-CATASTROPHE:

1. To initiate a claim for damage to its property an agency will submit a First Notification of Loss (FNOL) form. This form may be found at www.laorm.com.
2. The TPA claims department will review the First Notice of Loss to confirm all required information was provided. If required data is missing, the agency will be informed that the claims process will not move forward until the missing data is submitted. **Required data includes, but may not be limited to, the damaged building's State ID number, the building name, the agency location code and site code**.
3. Initial contact with the State agency presenting a claim is to be made by the TPA within 1 business day of receipt of the claim. An acknowledgment letter will be sent to the agency within 2 business days of receipt of a claim by TPA. The acknowledgment letter should include the following:
    a. The claim number and building's State ID number.
    b. Identify Policy limits for all applicable coverages; i.e., building, mobile structure, general contents, computer equipment, applicable deductible amount.
    c. Instruct the agency to reference the claim number and State Building ID number on all future correspondence, emails, and invoices.
    d. Remind the agency to follow its own procurement guidelines when pursuing repairs or replacement.
4. Where required, property inspections are to be scheduled within 3 business days of receipt of claim, or sooner if the severity of the loss merits immediate inspection.
5. For non-catastrophic property claims an adjuster prepared repair estimate is required on all building losses greater than $7,500. This should include photos to document the loss and a detailed scope of repairs considered. Exceptions are to be approved by the ORM supervisor having authority over the claim.
6. A copy of the adjuster's scope of damage/repairs will be provided to the agency.
7. In situations where the agency has had to undertake emergency repairs and/or mitigation efforts prior to the adjuster's inspection, proper documentation to support and justify the emergency procurement must be retained by the agency.

8. All losses in excess of $500,000 must have an initial inspection by a TPA employed adjuster. This does not preclude the TPA from obtaining assistance from an independent adjuster to document the scope of damages. ORM shall be provided with a detailed report which addresses cause, coverage, damage and subrogation within 10 days of the event, preferably accompanying the request for reserve setting at $500,000 or above. This report must be attached in claims management system and labeled so that it may be viewed by the appropriate ORM personnel.

9. Water remediation efforts should begin as soon as possible. The agency should document the progress of the drying out of property, whether it is building or contents, by obtaining dated and labeled photographs that show the equipment being used. Photos should also be taken of content items that are relocated to prevent them from sustaining further damage.

10. No item being claimed should be disposed of without the TPA's permission and proper pictorial documentation.

11. After the agency has solicited bid requests, a copy of all bids should be provided to the TPA in order to document that proper procurement procedures were followed. The agency should be reminded that any change orders to the contract which change the scope of repairs must be submitted to the TPA for approval prior to commencement. It is important to remember not all items on a contract change order will be for insured items, thus a detailed review is mandatory. Examples of damage repairs that may not be insured are:

    a. Interior water damage repairs due to wind driven rain without an opening created in the exterior of the building by wind/hail

    b. Business personal property left out in the open and damaged by rainwater

    c. Upgrades/Betterments

12. Any items of repair that are not covered by insurance must be clearly identified to the user agency so that they may pursue other sources of funding before repair bids are solicited.

13. <u>Repairs should not be contracted on a time and material basis.</u> Contracts must be done in accordance with the procurement guidelines that apply to the involved agency. It is the adjuster's responsibility to establish the scope of repairs that are covered by insurance.

14. Payments are usually made directly to the repair vendor. Payments may be made directly to the agency when it is being reimbursed for the cost of repairs it has paid. This presumes that the agency has followed its own procurement guidelines in commissioning the work for which they request reimbursement. Contractor and vendor payments must include the original invoice, the claim number, the State ID and, where FEMA is involved, the PW number.

15. If a repair contract or payment request involves more than one building:
    a. The invoice must include a breakdown listing the actual repair amount for each building.
    b. The payment should be applied to the appropriate claim for the specific State ID.
    c. An invoice that simply divides the invoice amount by the number of buildings involved will not be processed for payment.
    d. Once all repairs have been completed, the agency should be contacted to ensure all invoices have been submitted for payment.
16. FP&C is expected to become involved only on those losses/claims that involve complex, permanent repairs or where architectural/design changes are a component of the work to be done. When involved, FP&C will follow its established bid/repair and Capital Outlay guidelines to facilitate repairs to State property. On new claims where FP&C, rather than the agency, is managing the repairs, the examiners are to coordinate with FP&C to establish the scope of loss, identify repair items that may be excluded from coverage and pursue receipt of invoices and verification of completion of repairs to allow payments to contractors. Those claims where FP&C is involved may be closed when all invoices have been paid and a letter is received from FP&C confirming that all repairs are complete.
17. Claims where FP&C is not involved may be closed when documentation is received from the agency that all work is done and all repair invoices have been considered for payment.
18. Should a question arise regarding the percent complete of the repairs or the potential for additional payments, the adjuster should consult the FP&C LA Recovery website.
19. The TPA will alert an agency when a claim has not been perfected within 24 months of the date of loss so that the agency may take action to complete the claim. File closure may not occur until repairs to the damaged property are complete and all potential recoveries have been received. Agencies are allowed up to three years from the date of loss to commence their claim with ORM. This time frame may be extended by proclamation by the Governor or by written request by the involved agency to the State Risk Director.
20. In the event of a named disaster, the TPA will coordinate its investigations and claims payments with State and Federal agencies and the State's commercial insurance carriers. (See Catastrophe Section)
21. The TPA will represent the State in the presentation of its claims to its excess insurance carriers for all catastrophes.
22. A Claim Review Committee will review claims involving coverage issues, complex repair issues, and/or disputed claims.

Roles and Responsibilities

Third Party Administrator (TPA)

PROPERTY CLAIMS HANDLING – CATASTROPHE:

In addition to the items listed for Non-CAT claims handling, the following special instructions apply to catastrophic losses that bring about involvement by ORM's excess insurance carriers, FEMA or CDBG.

1. The excess insurance carrier representative is to be notified when the anticipated loss reserves reach 50% of the SIR. This notice is to be sent through the excess insurance broker:

Arthur J. Gallagher

Southeast Claim Center

235 Highlandia Drive

Baton Rouge, LA 70810

E-mail: SECLAIMS@AJG.COM

Phone: 855-497-0578

Fax: 225-663-3224

Note: It is requested that reports be e-mailed to the address above, rather than postal mailed.

It is anticipated that the broker will route this notice to the appropriate parties representing ORM's excess insurance carriers.

2. After a catastrophe, such as a named storm, the Third Party Administrator (TPA) along with GOHSEP will provide general instruction to the State agencies to facilitate the agency's submission of the Request for Public Assistance (RPA) and/or the formulation of a Project Worksheet (PW) to FEMA.

3. The TPA will instruct the State agencies to provide the claim number and State ID number of the damaged building to FEMA/GOHSEP.

4. Claims for damage to contents or mobile structures should be identified with the Building, including its ID, to which it is attached. This information should be included in the actual PW prepared by the agency and/or GOHSEP.

5. The TPA should be copied on all correspondence and documentation submitted to FEMA/GOHSEP by the user agencies/applicants.

6. The TPA is to maintain a master list of all reference numbers and Project Worksheet (PW) numbers associated with a claim. This procedure and process should be developed and maintained for all claims associated with a declared disaster.

7. The TPA should inform the agency if an Independent Adjuster (IA) is assigned. It should also provide the name and contact information for the selected adjusting firm.

8. Agencies should obtain dated, labeled photographs of all the damages as soon as possible after an event. These will benefit the TPA in documenting both the insured damages that will be covered by ORM and the uninsured damages that may be considered by FEMA. This will not preclude the expectation that the TPA will obtain its own photographs of damage as part of the adjustment process.

9. Only change order items that are for insured damages and those approved by the TPA will be considered for payment and reimbursement.

10. The agency working with GOHSEP should request a PW version for all change orders to ensure all damages are reflected in the PW. A copy should be provided to the TPA for review and for placement in the claim files.

11. Even if the change order includes non-insured items, the agency should still submit a PW version in order to receive funds for those damages that are FEMA eligible.

12. The TPA examiner should conduct a detailed review of all change orders to approve only those that relate to insured repairs for payment. Following are examples of items that are not insured, but may be eligible for FEMA consideration:

a. Hazard Mitigation Proposal (HMP) cost
b. Contingency Cost Adjustments
c. Direct Administration Cost (DAC)
d. Interior water damage repairs due to wind driven rain without an opening created in the exterior of the building by wind/hail
e. Business personal property left out in the open and damaged by rainwater
f. Upgrades/Betterments

13. Once all repairs have been completed, the agency should be contacted to ensure all invoices have been submitted for payment.

14. When all payments have been processed the formal reconciliation begins.

Library at Jackson Barracks

RECONCILIATION OF CATASTROPHE CLAIMS WITH FEMA PROJECT WORKSHEETS:

A Project Worksheet (PW) may contain repairs for more than one building or claim. Thus, your review should develop the following:

1. Locate all PWs that pertain to a specific building.
2. Confirm the building / State ID number on each PW is for the correct claim file.
3. Review the stated values per building. Consult with ORM Underwriting about questions that arise concerning these values.
4. All damages to a specific building that are recorded on multiple PWs are to be compiled on a spreadsheet to allow a true comparison of ORM damage assessments and payments made on specific property with the applicable FEMA PWs.
5. Check to see if there were any PWs written for the involved building/contents for a prior disaster, if so:
    a. Determine and document that repairs for these prior damages were made prior to the current loss.

   b. FEMA will consider only those new damages directly caused by the loss being reconciled.

6. FEMA payments for a previous disaster will impact the eligible amounts of the PWs being considered for a current disaster. Thus the following must be done:
   a. The TPA will need to verify that the prior disaster reduction was applied correctly.
   b. The amount of the prior disaster payment should be compared to the current PW so that the type of disaster is consistent. This means wind damage is compared to wind damage and flood damage is compared to flood damage. This is important to ensure the proper application of the prior disaster reduction.
7. The TPA shall review the PW to ensure the proper insurance reduction was applied and that only insurable items were included in the insurance reduction.
8. Reconciliation of the TPA payments with FEMA/GOHSEP payments involves the following:
   a. Determine if all funds available for recovery from FEMA have been received by the agency and identify any duplication of payments.
9. Once all of the reconciliation steps have been completed, assemble the supporting documents into a single file and label as FEMA "Close Out". This information will be needed by the agency at the time of close out with FEMA/GOHSEP.

Roles and Responsibilities

Contractor

1. Any omission of a detailed description concerning any item in these specifications shall be regarded as meaning that only the best commercial practices are to be used (i.e. consensus standards, trade association standards, etc.).
2. The Contractor, ORM Disaster Recovery Specialist, agency Facility Manager and the Third Party Administrator will visit each site and develop a Scope of Work for each site. Actual quantities and type of work will be verified and agreed upon by all parties. All maintenance records will be provided for review at this time.
3. The Contractor will also provide on the proposal a schedule for performing the work. The Contract Administrator or designee will authorize the Contractor to perform the work based on the cost and schedule in the proposal. Such authorization may include work on multiple facilities.
4. The Contractor will provide the proposal broken down into work items and quantities for each work item. The Third Party Administrator will approve progress payments for completed work based on invoices which follow the cost and schedule in the proposal.
5. All services shall be performed during regular working hours, Monday through Friday, except for Holidays, unless requested and scheduled by the Contract Administrator or designee. Work may continue past a normal eight-hour work shift if prior approval has been obtained. The Contract Administrator or designee will provide access to worksite during appropriate business hours.
6. The building premises may need to be occupied for conduct of normal operations during the entire work period. Contractor shall cooperate with the Contract Administrator or designee in scheduling work to minimize conflict and to facilitate building usage.
7. No office/space shall be rendered inoperable without the specific prior authorization of the Facility Manager.
8. Contractor shall always have alternate plans for any given day's work such that if the site is unavailable, Contractor personnel can perform other work for the day.
9. Upon completion of the work, the Contractor shall remove all tools, equipment, and all rubbish and debris from the premises and shall leave the premises clean and neat to the satisfaction of the Contract Administrator or designee.

10. Contractor shall take precautions necessary to protect persons or property against injury or damage and be responsible for any such damage, or injury that occurs as a result of their fault or negligence.
11. All employees of the Contractor and its Sub-Contractors shall be considered to be, at all times, the sole employees of the Contractor under its sole discretion and not an employee or agent of the State. The Contract Administrator or designee may require the Contractor to remove any employee it deems careless, incompetent, insubordinate or otherwise objectionable and whose continued employment on state property is not in the best interest of the State.
12. Contractor's on-site supervisor, at any state facility, must be able to communicate any and all requirements effectively with the Contract Administrator or designee personnel.
13. Contractor shall be responsible for all necessary measurements and for the accurate fitting of all work. The Contractor shall be responsible for any damage to the facility or any equipment inside as a result of work pursuant to this contract. Any such damage will be repaired by the Contractor at their expense and to the satisfaction of the Contract Administrator or designee.
14. Contractor shall be responsible for maintaining a clean work site, to remove debris, and to dispose of it properly at the Contractor's expense. Contractor will be responsible for disposal of hazardous waste materials that may be a result of maintenance or repair work performed at Contractor's expense.
15. Where not more specifically described in any of the various sections of these specifications, workmanship shall conform to all of the methods and operations of best standards and accepted practices of the trade or trades involved, and shall include all items of fabrication, construction or installation regularly furnished or required for completion of the services. Personnel skilled in their respective disciplines of work shall execute all work.
16. The Contractor shall prepare submittals that are required by governing policies or other authorities. Contractor must provide copies to the Facility Manager and or TPA.
17. Notify Facility Manager and or TPA when work is considered ready for Final Acceptance.
18. The Facility Manager and or TPA will review work and determine if work is complete and acceptable. The Facility Manager and or TPA will produce a final punch list to be submitted to the Contractor. Contractor will correct any items of work listed on that punch list determined to be deficient. The Contract Administrator or designee will authorize by signing punch list when all deficiencies have been corrected.

Roles and Responsibilities

Facility Managers

1. Meet with Contractor, TPA and ORM Disaster Recovery Specialist as soon as the contract is activated
2. Conduct a preliminary damage assessment
3. Facilitate the initial site visit
    a. TPA Adjuster
    b. ORM Disaster Recovery Specialist
    c. FEMA
    d. GOHSEP
4. Identify contact person for the Contractor's request for changes to the Scope of Work and questions, issues and concerns

Contact USACE

Before beginning any work in the waters of the U.S., including wetlands, please contact the U.S. Army Corps of Engineers (USACE) district regulatory office in your area for specific information about exemptions and requirements for obtaining a permit. Note: there may be additional state or Tribal permitting actions (e.g. 401 Clean Water Act) that need to be obtained prior to the Corps rendering a permit decision.

5. Provide information about what you are proposing to do, where your project will be located, and what natural and cultural resources may be impacted by your proposed project
6. Obtain permits for your project if it may impact the quality of natural or cultural resources
7. Collect documentation such as permits, invoices and certifications from the contractor
8. Determine location and method of storage for contents
9. Coordinate the staging of the remediation equipment with the contractor
10. Monitor the Contractor's progress
11. Conduct the Closeout walk through
12. Provide the Closeout Punch List to the Contractor and TPA adjuster
13. Verify that the Punch List is complete
14. Serve as a non-Federal representative to conduct informal consultations for EHP requirements such as ESA, Magnuson-Stevens Fishery Conservation and Management Act (MSA), or the National Historic Preservation Act (NHPA)

15. Carry out EHP mitigation measures if required by agreements, award documents, permits, or other EHP requirements
16. Help prepare draft EHP analyses, depending on the procedures and policies of the Funding Agency and your qualifications
17. Refer to the FEMA Project Worksheet Closeout checklist, Page 120

Roles and Responsibilities

Disaster Recovery Specialist

1. After a catastrophe, such as a named storm, ORM and their Disaster Recovery Consultant along with GOHSEP will provide instructions to the State agencies to facilitate the agencies submissions of their Requests for Public Assistance (RPA).
2. Coordinate with the Facility Manager, TPA and Contractor
3. Assist in scope development
4. Schedule meetings and site visits
5. Write the Project Worksheet (PW – Grant Program)
6. Communicate with GOHSEP & FEMA
7. Identify 406 Mitigation opportunities
8. Receive and review all invoices, change orders etc.
9. Write PW versions (supplements)
10. Provide FEMA and Insurance Policy guidance
11. Provide Project Management assistance
12. Consistently communicate with the TPA and Facility Manager
13. Monitor project progress
14. Coordinate with the Facility Manager, TPA, and Contractor for site inspection Closeout
15. Grant Management (Project Worksheets)
    a. Review invoices, etc., and submit to GOHSEP for reimbursement
    b. Follow FEMA Project Worksheet (PW) policy and procedures
    c. PW reconciliation of all funding sources -- FEMA Closeout

EMERGENCY REMEDIATION

Disaster Recovery Remediation Guide

Office of Risk Management

Response Time

1. Contractor must respond within two hours of initial contact
2. Contractor shall be required to provide an emergency number for immediate contact for 24/7 services.

Quality Control

The Contract Administrator or designee shall:

1. Provide protocols and final clearance; unless, at their discretion, services of a qualified third party consultant may be obtained for protocols and final clearance;
2. Provide competent, qualified, and experienced supervisory personnel;
3. Utilize only experienced, qualified and responsible personnel in the performance of work;
4. Clean equipment and fixtures to a sanitary condition with cleaning materials appropriate to the surface and material being cleaned;
5. Clean filters of operating equipment;
6. Clean or restore worksites to original condition;
7. Remove waste, surplus materials, trash/rubbish and construction facilities from the site; and to dispose of all such materials in a legal manner recycling all applicable construction and demolition debris; and
8. Not burn or bury any and all construction and demolition debris.

Funding

Funding for Disaster Recovery Remediation efforts typically is reimbursed from two sources: Insurance and FEMA. Funding may be sourced from either Insurance coverage or a FEMA grant, or a combination of both. Documentation requirements for payment/funding from insurance and FEMA are similar.

A. **Insurance-** Certain policies provide for insurance coverage for select remediation work. Proceeds from insurance is the primary source of funding for emergency remediation measures; however, if payment is received from insurance proceeds, but provides assistance for only a part of the loss or need, the state agency may be eligible for FEMA assistance for the costs not covered by insurance proceeds.

B. **FEMA-** Disaster Assistance provided by FEMA is intended to ***supplement*** financial assistance from other sources, including insurance. Disaster assistance will not be provided for damage or losses covered by insurance. Insurance must be subtracted from all applicable Public Assistance (PA) grants in order to avoid duplication of financial assistance.

- Work not covered by an insurance policy may qualify for a FEMA PA grant.
- FEMA's Public Assistance program is a ***reimbursement*** program. In order for the user-agency to be paid by FEMA for disaster remediation work performed, the contractor **MUST** provide a clear and definitive scope of work performed for each billing/invoicing period.

Work performed must be quantified. General descriptions of work are not acceptable. Documentation requirements state that contracts and/or invoices must have a quantitative level of specificity (quantity/unit) for FEMA reimbursement.

Pricing

Prices will be based on values obtained from Xactimate software/cost estimate list. No additional pricing will be available outside of the Xactimate software pricing/cost discount. Only time on jobsite shall be invoiced. Travel time will be at the Contractor's expense. The Small Tools Fee Percentage (%) must only apply to direct labor costs. The small tools fee is a percentage of the contractor's labor costs. The fee is not a component of any other project cost.

Please see the following ***Xactimate*** example (Figure 2):

Figure 2:

Test Company

123 Main St.
Anywhere, OR 97214
530.503.5555

DESCRIPTION	QNTY	UNIT COST	TOTAL
228. Final cleaning - construction - Residential	154.23 SF @	0.27 =	41.64
229. Contents - move out then reset - Small room	1.00 EA @	39.55 =	39.55
230. Baseboard - 3 1/4" hardwood - molded w/detail	71.64 LF @	6.11 =	437.72
231. Paint baseboard - two coats	71.64 LF @	1.14 =	81.67
232. Remove Carpet	154.23 SF @	0.23 =	35.47
233. Remove Carpet pad	54.23 SF @	0.08 =	4.34
234. Carpet pad	154.23 SF @	0.68 =	104.88
Per market condition added $.03 SF			
235. Carpet - per specs from independent carpet analysis	177.37 SF @	4.69 =	831.87
236. Interior door - Detach & reset	2.00 EA @	54.78 =	109.56

Hallway 2nd Floor **Height: Peaked**

Missing Wall	**5' 4" X 10'**	**Opens into Exterior**
Missing Wall	**3' 5 15/16" X 10'**	**Opens into Exterior**

Page: 13

Subroom: 2nd Floor Landing (1) **Height: Peaked**

Missing Wall	**3' 6 1/16" X 10'**	**Opens into HALLWAY_2ND_**
Missing Wall	**3' 5 15/16" X 10'**	**Opens into Exterior**
Missing Wall	**10 5/16" X 10'**	**Opens into Exterior**
Missing Wall	**7' 5 11/16" X 10'**	**Opens into HALLWAY_2ND_**

DESCRIPTION	QNTY	UNIT COST	TOTAL
237. Final cleaning - construction - Residential	146.44 SF @	0.27 =	39.54
238. Baseboard - 3 1/4" hardwood - molded w/detail	53.98 LF @	6.11 =	329.82
239. Door opening (jamb & casing) - 32"to36"wide - paint grade	2.00 EA @	97.30 =	194.60
240. Paint baseboard - two coats	53.98 LF @	1.14 =	61.54
241. Paint door or window opening - 2 coats (per side)	2.00 EA @	24.52 =	49.04
242. Interior door - Detach & reset	6.00 EA @	54.78 =	328.68
243. Remove Carpet	146.44 SF @	0.23 =	33.68
244. Tear out wet carpet pad and bag for disposal	146.44 SF @	0.43 =	62.97
245. Carpet pad	146.44 SF @	0.68 =	99.58
Per market condition added $.03 SF			
246. Carpet - per specs from independent carpet analysis	168.40 SF @	4.69 =	789.80
Per market condition added $1.65 SF			
247. Step charge for "waterfall" carpet installation	2.00 EA @	5.80 =	11.60
248. Mask wall - plastic, paper, tape (per LF)	56.29 LF @	1.06 =	59.67

SAMPLEPROJECT 1/14/2013

SAMPLE

Billing / Invoicing

Contractor will provide daily logs and timesheets. Daily logs will provide Scope of Work performed. Invoicing will use the same line items and description as the Xactimate (or other estimated) Scope of Work developed by the insurance adjuster. The description and Scope of Work must be clearly documented. The Third Party Administrator (TPA) will review invoicing for verification that the Scope of Work is appropriate for the type and dimensions of damage. Costs must be error-free and legible.

- Reimbursed based on documented work performed
- Upon completion of the project, vendor must submit documentation to the TPA to account for all incurred costs, certifying that all costs invoiced are associated with the approved scope of work, and that the work has been complete (with evidence of before and after photos) in accordance with the contract agreement
- Photos of work completion will be provided with each pay application

Please see the following ***Application and Certificate for Payment*** example (Figure 3):

Figure 3

APPLICATION AND CERTIFICATE FOR PAYMENT

AIA DOCUMENT G702

PAGE 1 OF PAGES

TO (OWNER):

APPLICATION NO.:

PERIOD TO:

FROM (CONTRACTOR):

KA#

CONTRACT FOR:

CONTRACT DATE:

Distribution to:
___ OWNER
___ ARCHITECT
___ CONTRACTOR
___ INSPECTOR
___

CONTRACTOR'S APPLICATION FOR PAYMENT

CHANGE ORDER SUMMARY

Change Orders approved in previous months by Owner TOTAL		ADDITIONS	DEDUCTIONS
Approved this Month			
Number	Date Approved		
TOTALS			

The undersigned Contractor certifies that to the best of the Contractor's knowledge, information and belief, the Work covered by this Application for payment has been completed in accordance with the Contract Documents, that all previous Certificates for Payment were issued and payments received from the Owner, and that current payment shown herein is now due.

CONTRACTOR:

By: Date:

Net change by Change Orders

State of: County of:
Subscribed and sworn to before me this day of ,20 Notary Public:
My Commission expires:

Application is made for Payment, as shown, in connection with the Contract. Continuation Sheet, AIA Document G702, is attached.

1. ORIGINAL CONTRACT SUM ..... $ _____
2. Net change by Change Orders ..... $ _____
3. CONTRACT SUM TO DATE (Line 1±2)..... $ _____
4. TOTAL COMPLETED & STORED TO DATE..... $ _____
(Column G on G702) 5.
RETAINAGE:
a. ___% of Completed Work $ _____
(Column D+E)
b. ___% of Stored Material $ _____
(Column F on G703)
Total Retainage (Line 5a + 5b or
Total in Column 1 of G702..... $ _____
6. TOTAL EARNED LESS RETAINAGE..... $ _____
(Line 4 less Line 5 Total)
7. LESS PREVIOUS CERTIFICATES FOR
PAYMENT (Line 6 from prior Certificate) ..... $ _____
8. CURRENT PAYMENT DUE..... $ _____
9. BALANCE TO FINISH, PLUS RETAINAGE..... $ _____
(Line 3 less Line 6)

SAMPLE

PROJECT MANAGEMENT

Disaster Recovery Remediation Guide

Office of Risk Management

Project Management

Site visits will be made to assess the damage to any affected facility. The site visits will be attended by the State Agency's Facility Manager, the Contractor, Office Disaster Recovery (ORM), Disaster Recovery Specialists, TPA Adjuster, FEMA or GOHSEP. Scope of Work will be determined by the TPA Adjuster using Xactimate software, and agreed to by all parties. Input concerning quantities and line items can be provided by other parties. The Remediation Contractor will not be responsible for reconstruction except to the extent necessary for emergency repairs and damage mitigation.

The work performed by the Contractor and Sub-Contractors will be monitored by the Facility Manager and/or the Office of Risk Management Disaster Recovery Specialist. The TPA Adjuster and the ORM Disaster Recovery Specialist will visit the job site to monitor the progress of the remediation.

The Contractor will be responsible for obtaining all necessary permits for the handling and disposal of any damaged or contaminated materials. This includes but is not limited to mold and asbestos. The scope of services for debris removal will be determined by the damage description provided by the Insurance Adjuster.

The Contractor and Sub-Contractors must have at least five (5) years of contracted experience providing restoration and recovery services in Louisiana. The Contractor must provide a minimum of three (3) written customer references for similar projects that have occurred within the last five (5) years. The Contractor must provide evidence of the availability of resources needed for a catastrophic event involving multiple State buildings. This includes identifying manpower and equipment that can be deployed to respond to a large scale catastrophic event. The Contractor must provide written guarantee that the State will be given priority status regarding services provided after a catastrophic event. The Contractor will provide a single point of contact in the event of a loss. Project tracking can be accomplished through photos and daily logs. Photos must be taken by or submitted to ORM before work begins, during remediation and after work is complete.

Contractor must submit permit fees, and daily logs (for labor, equipment, materials and Sub-Contractor invoices) with invoicing. Sub-Contractor invoices must provide enough detail to determine scope of work performed with quantities provided. Invoices will be reviewed by TPA Adjuster. ORM will coordinate with the Claims Adjusters on the payment of invoices. Any change orders and time extensions must be approved by ORM agency, TPA adjuster, and ORM Disaster Recovery Specialists.

Equal Opportunity Requirements

Contracting with small and minority firms, women-owned businesses enterprises and labor-surplus area firms [44 CFR 13.36 (i); 2 CFR 215.44 (b); 2 CFR 200.32]

- Must take affirmative steps to assure these firms are used when possible.
- Affirmative steps emphasize assurance that firms receive solicitation if they are potential sources.
- Appears to require that potential Sub-recipients (Applicants) maintain a list of such firms.
  - Sub-recipients (Applicants) allowed to divide total requirements to permit participation by such firms.
- Use the Louisiana Economic Development (LED) Agency, Small Businesses Administration (SBA) and Minority Business Development Agency (MBDA) of the U.S. Department of Commerce (DOC) for assistance in complying.

CONTRACTOR REMEDIATION GUIDELINES

Disaster Recovery Remediation Guide

Office of Risk Management

Contractor Remediation Guidelines

a. Understand the basic principles of microbial remediation
b. Maintain familiarity with the equipment and supplies necessary to conduct a microbial remediation project and with the methods for calibration and operation of such equipment
c. Appreciate the safety hazards presented by microbial remediation projects, and follow the procedures and protocols necessary to protect building occupants and remediation workers from such hazards:
    i. Follow safety regulations concerning mold remediation
    ii. Employ safe work practices
    iii. Use Personal Protective Equipment (PPE) appropriately
d. Recognize the legal and liability issues surrounding microbial remediation
e. Properly address water damage in the indoor environment:
    i. Assist state personnel in stopping water incursion upon request by the Contract Administrator or designee
    ii. Follow effective loss mitigation procedures after a water incursion
    iii. Follow completion procedures designed to return the property to a pre-loss condition
f. Conduct microbial remediation projects according to appropriate specifications:
    i. Define the scope of work for a remediation project according to relevant guidelines
    ii. Maintain thorough project documentation throughout the remediation process
g. Perform structural remediation:
    i. Design and construct appropriate containment areas and other engineering controls to prevent cross contamination and to protect worker safety and health
    ii. Remove and dispose of damaged building materials when appropriate
    iii. Employ effective cleaning methods when appropriate

h. Perform HVAC remediation:
   i. Apply relevant guidelines to assess the status of the HVAC system
   ii. Employ effective cleaning methods when appropriate
i. Perform contents remediation:
   i. Remove, dispose, or remediate damaged building contents in coordination with the Facility Manager, TPA Adjuster, ORM Disaster Recovery Specialists
   ii. Employ effective cleaning, remediation, and restoration methods in coordination with the Facility Manager, TPA Adjuster, ORM Disaster Recovery Specialists
   iii. Prepare for post-remediation verification
   iv. Conduct appropriate monitoring activities to verify remediation effectiveness
   v. Apply internal quality control procedures to determine when remediation has been complete
j. Complete appropriate project documentation
k. See Checklist on Page 115

Licenses, Codes and Permits

Contractors must be licensed under LA R.S. 37:2150-2 163 for the classification(s) such as Building Construction work. Work requiring mold remediation or asbestos removal or abatement must be performed by a contractor or sub-contractor holding appropriate classification(s) for such work.

Contractor shall be responsible for meeting all local fire and building codes and for obtaining any necessary permits. The Contractor shall be responsible for any and all fees that pertain to the work as required by the State and any authority having jurisdiction.

Contractor must be familiar with all applicable Federal, State, Parish and Local laws, regulations or codes, and be governed accordingly to how they will apply to these projects and the actions or operations of those engaged in the work or concerning the materials used to perform the work.

Contractor shall ask for and receive any required inspections.

Permit Fees will be reimbursed at actual cost. Contractor to include Permit Fee invoices with its pay request.

Contractor must obtain all permits and pay all fees required by any governmental agency having jurisdiction over the work and arrange all inspections required by these agencies. On completion of the work, the Contractor will furnish satisfactory evidence to the Office of Risk Management that the work is acceptable to the regulatory authorities having jurisdiction.

Contents

Removal and storage of contents from eligible facilities for the purpose of minimizing immediate threats of additional damage may be eligible/covered by insurance if the contents are catalogued and photographed prior to removal from the damaged facility/area. Contents removed, moved to an alternate location, discarded or disposed of, and/or stored in this scenario must be catalogued and include the following information:

- Quantity
- Model/Serial Number
- Brief description of item
- Damage description of item (if applicable)
- Specific original location where item was found in the facility (room number, etc.)
- Photo of damaged item in original location
- If item is relocated, the destination location must be provided

If a building is not habitable, it may be necessary to relocate contents and equipment to an alternate location and/or temporary facility.

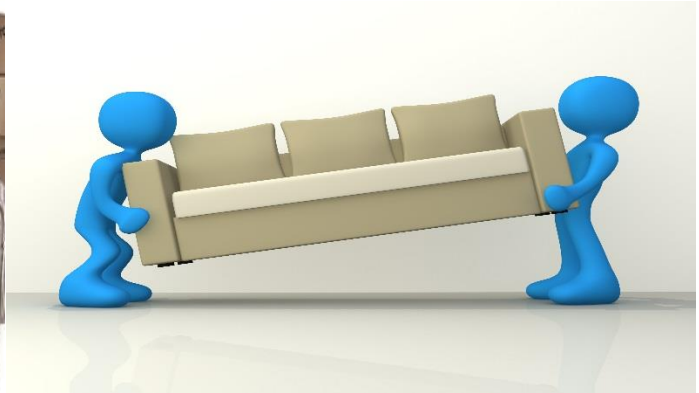
Section 403 (a)(3)(D) of the Robert T. Stafford Act allows for the provision of temporary facilities for schools and other essential community services, when it is related to saving lives and protecting and preserving property or public health and safety.

FEMA may reimburse for temporary space to store and protect property if the facility's damage is to such an extent that the contents of the facility are at risk. The temporary storage space is limited to an area necessary to house the contents. This space is not intended for public access, alternate office space, exhibits, or other purposes; it is solely for storage. The temporary storage space is limited by the time needed to complete the permanent work required for repair/replacement of the damaged facility. FEMA is not responsible for any damage which may occur to the contents in temporary storage.

For additional information, please refer to:

- FEMA Policy 9523.3 Provision of Temporary Relocation Facilities

https://www.fema.gov/9500-series-policy-publications/95233-provision-temporary-relocation-facilities



Cleanup Methods

- **Method 1:** Wet vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is completely dried). Steam cleaning may be an alternative for carpets and some upholstered furniture.
- **Method 2:** Damp-wipe surfaces with plain water or with water and detergent solution (except wood —use wood floor cleaner); scrub as needed.
- **Method 3:** High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags.
- **Method 4:** Discard - remove water-damaged materials and seal in plastic bags while inside of containment, if present. Dispose of as normal waste. HEPA vacuum area after it is dried.

Personal Protective Equipment (PPE)

- **Minimum:** Gloves, N-95 respirator, goggles/eye protection
- **Limited:** Gloves, N-95 respirator or half-face respirator with HEPA filter, disposable overalls, goggles/eye protection
- **Full:** Gloves, disposable full body clothing, head gear, foot coverings, full-face respirator with HEPA filter

Containment

- **Limited:** Use polyethylene sheeting ceiling to floor around affected area with a slit entry and covering flap; maintain area under negative pressure with HEPA filtered fan unit. Block supply and return air vents within containment area.
- **Full:** Use two layers of fire-retardant polyethylene sheeting with one airlock chamber. Maintain area under negative pressure with HEPA filtered fan exhausted outside of building. Block supply and return air vents within containment area.

Mold and Environmental Remediation

Extensive disaster-related damages to facilities may occur from flooding or wind-driven rain, which can result in mold growth on interior structures and contents; thus increasing repair costs.

The cost of mold sampling, both pre-and post-remediation, may be eligible for FEMA Public Assistance reimbursement, provided there is evidence prior to remediation to indicate the existence of disaster-related mold. The cost of mold sampling which reveals no presence of disaster-related mold is not eligible for reimbursement.

The following remediation activities may be eligible under Public Assistance - Category B:

- Wet vacuuming, damp wiping or HEPA vacuuming of the interior space.
- Removal of contaminated gypsum board, plaster (or similar wall finishes), carpet or floor finishes, and ceilings or permanent light fixtures.
- Cleaning of contaminated heating and ventilation (including ductwork) and plumbing.

In addition to the usual attachments, the Project Worksheet (PW) needs to also include, if applicable:

- A copy of the mold remediation consultant's contract and report;
- A report from the FEMA Mold Specialist;
- A narrative describing the additional disaster-related damages caused by mold and the remediation actions taken by the applicant;
- Any documentation addressing finding of ineligibility on the basis of pre-existing mold or negligence on the part of the applicant;
- Cost Estimating Format documentation; and
- Discussion of the 50% Rule (repair v. replacement).

The Standard Flood Insurance Policy (SFIP) will cover mold remediation with some exceptions including, but not limited to, the lack of action to stop or prevent mold. Therefore, if a building is located within an identified Flood Hazard Area (A or V zone) and is insurable under the NFIP, then a reduction will be made for coverage allowed by a SFIP or an equivalent amount if there is no SFIP in affect. The category (B or E) under which the work is placed is not relevant in regard to the SFIP. Category B and E PWs for buildings in Flood Hazard Areas will be written for single buildings and routed for insurance review. For more information, please see National Flood Insurance Program Adjusters Claim Manual, page VIII-11.

For additional information, please refer to:

- FEMA Fact Sheet 9580.100 Mold Remediation
  http://www.fema.gov/9500-series-policy-publications/mold-remediation

- Hurricanes Katrina and Rita, FEMA-DR-1603/1607-LA Information Sheet #012: Mold Remediation
  http://team.pakatrinarita.com/Information%20Sheets/Info%20Sheet%2012%20Mold%20Remediation%202%2024%2006.pdf

- EPA, Mold Remediation in Schools and Commercial Buildings http://www.epa.gov/mold/mold_remediation.html

- Centers for Disease Control http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5508a1.htm

- National Park Service, Mold: Prevention Of Growth In Museum Collections http://www.nps.gov/museum/publications/conserveogram/03-04.pdf

Fire, Smoke and Water Damage Recovery

https://www.fema.gov/news-release/2002/07/29/tips-state-and-fema-smoke-removal-and-fire-cleanup

The Federal Emergency Management Agency (FEMA) has recommended steps to clean structures after damage from smoke. Some of the helpful clean up procedures include:

- Pressure wash/scrub/disinfect all exterior surfaces including walls, walks, drives, decks, window and deck screens, etc.
- Wash and disinfect all interior walls and hard surfaces with mild soap or other appropriate cleaning solutions or products and rinse thoroughly. Don't forget the inside of cabinets, drawers and closets.
- Launder or dry clean all clothing.
- Wash, dust or otherwise clean all household items like picture frames and knick-knacks, etc.
- Clean all carpets, window coverings, upholstered furniture and mattresses with steam or other appropriate equipment to clean, disinfect and deodorize.
- Upholstery, fabric window treatments, etc. can be spray treated with deodorizing products available at most supermarkets. Do not use odor-masking sprays.
- Have HVAC and all ductwork professionally cleaned to remove soot, ash and smoke residue. Change HVAC filters when you first return and at least once a month for the first year.
- If aerial fire retardant or firefighting foam residue is present on the house, building or automobiles, use a mild detergent and brushes to scrub and dilute the dried residue, flush

it from the surfaces, and rinse with clean water. A follow-up with pressure washing may be beneficial, but will not replace scrubbing to remove the residue.

- Ash and soot on the ground and vegetation in the vicinity will continue to generate smoke odors and airborne particles when disturbed by air movement. Until the ash and soot are diluted and absorbed by the environment, indoor mechanical air filtration (HEPA air filter) may help minimize the uncomfortable and potentially health-threatening impact of these pollutants.

Commercial Cleaning and Decontamination of HVAC Units, Ductwork, Drapes and Interior Surfaces

During a flood, heating, ventilating, and air conditioning (HVAC) systems may become inundated with flood waters. This can cause the HVAC systems to contain dirt and debris, as well as become contaminated with microorganisms such as bacteria and fungi. Moisture can also collect in the HVAC system components that were not submerged in water, such as air supply ducts above the water line, which can also cause the growth of microorganisms. Therefore, all HVAC components

that were affected by floodwater or moisture, should be thoroughly inspected, cleaned of dirt and debris, and disinfected by a professional.

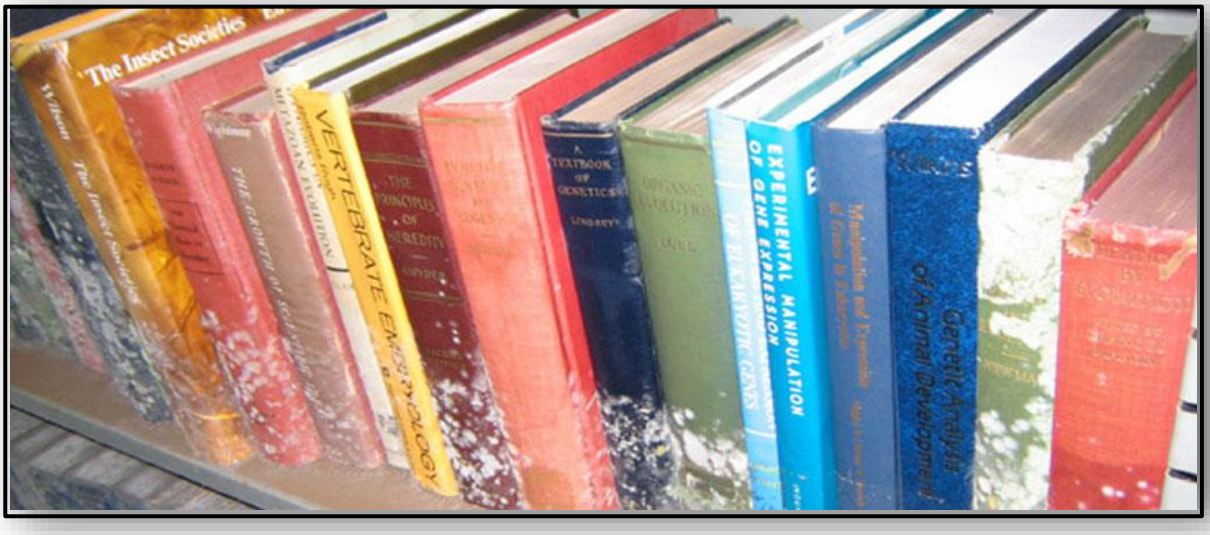
The Centers for Disease Control and Prevention (CDC) recommends the following steps for HVAC cleaning and remediation:

- Remove all flood-contaminated insulation surrounding and within HVAC system components. Discard these contaminated materials appropriately following applicable Federal, State, and local regulations.
- Remove contaminated HVAC filter media and discard appropriately following applicable Federal, State, and local regulations.
- After removing any insulation and filters, clean all flood-contaminated HVAC system component surfaces with a HEPA-filtered vacuum cleaner to remove dirt, debris, and microorganisms. Pay special attention to filter racks, drain pans, bends and horizontal sections of air ducts where debris can collect.
- After removing any insulation or debris, disinfect all HVAC system component surfaces while the HVAC system is not operating. Use a solution of one (1) cup of household chlorine bleach in a gallon of water. Do not mix bleach with other cleaning products that contain ammonia.
- Conduct the cleaning and disinfection activities in a clean-to-dirty work progression. Consider the use of auxiliary fans to supply "clean" air to the worker position and carry aerosolized contaminant and disinfectant in the clean-to-dirty direction, away from the worker's breathing zones and towards the point of filtration and exhaust.
- Follow the disinfection procedure with a clean water rinse. Depending on the amount of debris present, it may be necessary to mechanically clean the HVAC system component surfaces with a steam or a high-pressure washer before using the disinfectant. Gasoline powered pressure washers should be used outside or with adequate exhaust ventilation to prevent carbon monoxide hazards. (See NIOSH topic webpage, "Carbon Monoxide Hazards from Small Gasoline Powered Engines" at http://www.cdc.gov/niosh/topics/co/)

Microbial Remediation

Microbial remediation, or bioremediation, involves the use of microbial organisms to remove or neutralize pollutants from a contaminated site. According to the Environmental Protection Agency (EPA), bioremediation uses naturally occurring organisms to break down hazardous substances into less toxic or non-toxic substances.

Media Remediation (Document, Books, Vital Records and Electronics)



Media restoration includes, but is not limited to, documents, books, vital records, general records, maps, blueprints, artwork, photographs, negatives (i.e., film based and glass plate), microfilm, historical files, and electronic records such as: CD-ROMs, floppy disks, back-up tapes, magnetic media (e.g., magnetic tape, audio tape, video tape, and DVDs).

Records should be frozen within 72 hours to prevent mold growth. Freezing does not kill mold, but causes it to remain dormant until resources are available to properly dry them.

Prior to cleaning, removal or destruction of any documents or records, a discussion should be made with the State Agency to contact the Records Management and Archives Section of the Secretary of State's Office for guidance and advice. For Records Management, you may contact Carrie Martin at 225-925-7552 or fax 225-922-1220. For Archives, you may contact Doug Harrison at 225-922-1218 or fax 225-922-0002.

Immediate steps to be taken after a disaster are as follows:

- Conduct initial assessment of buildings and contents
- Stabilize and protect building and contents

High priority records and information includes:

- Records listed on the Vital Records Schedule
- Additional records and information included on divisional or departmental priorities lists

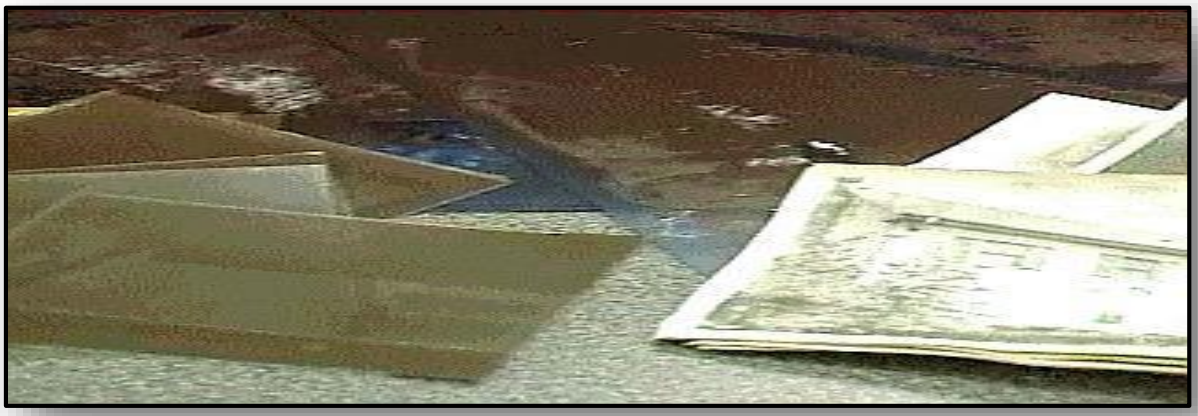
- Records that are used to locate records and information such as indexes, file classification lists, accession analyses, location registers, and inventories
- Records with high intrinsic value such as items for which a photocopy or microform would not provide a suitable replacement—original deeds, contracts, wills, and certain archival holdings
- Items that have already developed mold
- Items printed on parchment or vellum or printed on coated paper
- Items with water-soluble inks such as maps, drawings, or manuscripts

Document the nature and extent of the damage as it is assessed. Videotapes or photographs of the damage are important for insurance reports and to evaluate the effectiveness of the Emergency Management Plan. Take necessary notes to complete any required reporting for FEMA or insurance purposes. Three records and information damage categories can be established during the assessment.

1. Unharmed, retained records and information
2. Destroyed or unsalvageable records and information.
3. Damaged records and information requiring recovery techniques

The Louisiana Secretary of State through the Northeast Document Conservation Center (NEDCC) provides free preservation advice on a wide variety of media restoration topics including:

- Emergency Salvage of Wet Books and Records
- Emergency Salvage of Wet Photographs
- Emergency Salvage of Moldy Books and Paper
- Freezing and Drying Wet Books and Records



Salvage at a Glance

Material	Priority	Handling Precautions	Packing Method	Drying Method
Paper Documents & Manuscripts				
Stable media	Freeze or dry within 48 hours.	Do not separate single sheets.	Interleave between folders and pack in milk crates or cartons.	Air, vacuum or freeze dry.
Soluble inks (felt pens, colored pens, ball point pens)	Immediately freeze or dry.	Do not blot.	Interleave between folders and pack in milk crates or cartons.	Air or freeze dry.
Maps & Plans				
Stable media	Freeze or dry within 48 hours.	Use extra caution if folded or rolled.	Pack in map drawers, bread trays, flat boxes, or heavy cardboard or poly-covered plywood.	Air or freeze dry.
Soluble media: Maps and plans by photo reproductive processes, hand-colored maps	Immediately freeze or dry.	Do not blot.	Interleave between folders and pack as above.	Air or freeze dry.
Drafting linens	Immediately freeze or dry.	Avoid pressure. Inks can smear away.	Pack like maps in containers lined with plastic.	Air or freeze dry. Air dry by separating sheets and interleaving.

Material	Priority	Handling Precautions	Packing Method	Drying Method
Maps on coated papers	Immediately freeze or dry.		Pack like maps in containers lined with plastic.	Freeze drying preferred.
Books				
Books and pamphlets	Freeze or dry within 48 hours.	Do not open or close; do not separate covers.	Separate with freezer paper, and pack spine down in milk crate or cardboard box 1 layer deep.	Air, vacuum, or freeze dry.
Leather and vellum bindings	Immediately dry; or freeze if many books.	Do not open or close; do not separate covers.	Separate with freezer paper, pack spine down in milk crate or cardboard box 1 layer deep.	Air dry.
Books and periodi-cals with coated papers	Immediately freeze or dry.	Do not open or close; do not separate covers.	Keep wet; pack spine down in containers lined with garbage bags.	Freeze drying preferred. Air dry by fanning pages and interleaving.
Parchment & Vellum Manuscripts				
	Immediately freeze or dry.		Interleave between folders. Pack oversize materials flat.	Air or freeze dry. Do not freeze dry gilded or illuminated manuscripts.
Works of Art on Paper				
Prints and drawings with stable media	Freeze or dry within 48 hours.	Don't separate single sheets.	Interleave between folders and pack in milk crates or cartons.	Air, vacuum, or freeze dry.
Oversize prints and drawings	Freeze or dry within 48 hours.	Use extra caution if folded or rolled.	Pack in map drawers, bread trays, flat boxes, on heavy cardboard or poly-covered plywood.	Damp—air or freeze dry. Wet—freeze drying preferred.
Framed prints and drawings	Freeze or dry within 48 hours.	Handle with care – glass.	Unframe if possible, then pack as above.	Once unframed and unmatted, air or freeze dry.

Material	Priority	Handling Precautions	Packing Method	Drying Method
Framed prints and drawings	Freeze or dry within 48 hours.	Handle with care – glass.	Unframe if possible, then pack as above.	Once unframed and unmatted, air or freeze dry.
Soluble media: Watercolors, soluble inks, and hand colored prints	Immediately freeze or dry.	Do not blot.	Interleave between folders and pack in milk crates or cartons.	Air or freeze dry.
Coated papers (e.g., posters)	Immediately freeze or dry.		Keep wet in containers lined with garbage bags.	Freeze drying preferred. Air dry by separating pages and interleaving.
Paintings				
	Immediately dry.	Drain and carry horizontally.	Face up without touching paint layer.	Air dry.
Computer Media				
Tapes	Immediately rinse off tapes soaked by dirty water. Dry within 48 hours if paper boxes and labels; otherwise, tapes can stay wet for several days. Do not freeze.	Do not touch magnetic media with bare hands. Handle open reel tapes by hubs or reel.	Keep tapes wet in plastic bags. Pack vertically in plastic crate or tub.	Air dry or test vacuum drying without heat.
Floppy Disks	Immediately pack. Do not freeze.	Do not touch disk surface with bare hands.	Keep wet. Pack vertically in plastic bags or tubs of cold water.	Air dry.
Compact Discs & CD ROMs				
	Immediately dry discs. Dry paper enclosures within 48 hours.	Do not scratch the surface.	Pack vertically in crates or cardboard cartons.	Air dry.

Material	Priority	Handling Precautions	Packing Method	Drying Method
Sound and Video Recordings				
Sound and Videotapes	Immediately rinse off tapes soaked by dirty water. Dry within 48 hours if paper boxes and labels; otherwise, tapes can stay wet for several days. Do not freeze.	Do not touch magnetic media with bare hands.	Keep tapes wet in plastic bags. Pack vertically in plastic crate or tub.	Air dry or test vacuum drying without heat.
Shellac and Acetate Discs	Immediately dry. Dry enclosures within 48 hours.	Discs are very fragile. Hold discs by their edges. Avoid shocks.	Pack vertically in ethafoam-padded crates.	Air dry; preferably with a record cleaning machine.
Vinyl Discs	Dry within 48 hours. Freezing is untested; if it is necessary, freeze at above -18º C (0º F). Freeze or dry enclosures within 48 hours.	Hold discs by their edges. Avoid shocks.	Pack vertically in ethafoam-padded crates.	Air dry; preferably with a record cleaning machine.
Black & White Prints				
Albumen prints	Freeze or dry within 48 hours.	Do not touch binder with bare hands.	Interleave between groups of photo-graphs.	Air dry; thaw and air dry.
Matte and glossy collodion prints	Freeze or dry within 48 hours.	Avoid abrasion. Do not touch binder with bare hands.		Air dry; thaw and air dry; or freeze dry.
Silver gelatin printing out and developing out papers	Freeze or dry within 48 hours.	Do not touch emulsion with bare hands.	Keep wet. Pack in plastic bags inside boxes.	Order of preference: 1) air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.

Material	Priority	Handling Precautions	Packing Method	Drying Method
Carbon prints and Woodburytypes	Immediately freeze or dry.	Handle carefully – swelling of binder.	Horizontally	Air dry or thaw and air dry.
Photomechanical prints (e.g., collo-types, photogravures) Cyanotypes	Freeze or dry within 48 hours.	Do not separate single sheets	Interleave every 2 inches and pack in boxes or crates.	Air dry or freeze dry.
Color Photographs				
Dye transfer prints	Package to prevent damage – recovery rate is poor. Immediately dry.	Do not touch emulsion.	Transport horizontally.	Air dry face up.
Chromogenic prints and negatives	Freeze or dry within 48 hours.	Do not touch binder with bare hands.	Keep wet. Pack in plastic bags inside boxes.	Order of preference: 1) Air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
Cased Photographs				
Ambrotypes Pannotypes	Recovery rate is low. Immediately dry.	Handle with care – glass supports and extremely fragile binder.	Horizontally in a padded container	Air dry face up. Never freeze.
Daguerreotypes	Immediately dry.	Handle with care – fragile surface, cover glass.	Horizontally in a padded container	Air dry face up. Never freeze.
Tintypes	Immediately dry.	Handle with care – fragile binder.	Horizontally	Air dry. Never freeze.

Material	Priority	Handling Precautions	Packing Method	Drying Method
Negatives				
Wet collodion glass plates	Recovery rate is low. Immediately dry.	Handle with care – glass supports and fragile binder.	Horizontally in a padded container	Air dry face up. Never freeze.
Gelatin dry plate glass negatives	Freeze or dry within 48 hours.	Handle with care – glass.	Keep wet. Pack in plastic bags, vertically in a padded container.	Air drying preferred; or thaw and air dry; freeze dry.
Deteriorated nitrates with soluble binders	Immediately freeze or dry. Recovery rate may be low.	Do not blot.	Horizontally	Air dry; thaw and air dry; test freeze drying.
Deteriorated acetates	Immediately freeze or dry. Recovery rate is low.	Handle carefully – swelling of emulsion.	Horizontally	Air dry; thaw and air dry; test freeze drying.
Polyester-based film, nitrates, and acetates in good condition	Freeze or dry within 48 hours	Do not touch emulsion with bare hands.	Keep wet. Pack in small plastic bags inside boxes.	Order of preference: 1) Air dry, 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
Transparencies				
Lantern slides, silver gelatin	Freeze or dry within 48 hours.	Handle with care – loose binding tapes and glass.	Vertically in a padded container .	Air drying preferred; thaw, and air dry.
Color Transparencies				
Additive color transparencies (most are glass) Autochromes, Agfacolor, Dufaycolor	Package to prevent damage – recovery rate is very poor. Immediately dry.	Handle with care – loose binding tapes and glass.	Horizontally in a padded container.	Air dry. Never freeze.

Material	Priority	Handling Precautions	Packing Method	Drying Method
Chromogenic color transparencies, Mounted color slides and sheet films	Freeze or dry within 48 hours.	Handle by mounts or edges.	Keep wet. Pack in plastic bags inside box.	Order of preference: 1) Air dry in mounts if possible. 2) thaw and air dry, 3) freeze dry. Do not vacuum dry.
Motion Pictures				
	Rewash and dry within 48 hours.		Keep wet. Pack in plastic pails or cardboard cartons lined with garbage bags.	Arrange with a film processor to rewash and dry.
Microforms				
Microfilm rolls	Rewash and dry within 48 hours.	Do not remove from boxes; hold carton together with rubber bands.	Keep wet. Pack (in blocks of 5) in a cardboard box lined with garbage bags.	Arrange with a microfilm processor to rewash and dry.
Aperture cards	Freeze or dry within 48 hours.		Keep wet. Pack in plastic bags inside boxes.	Air dry, or thaw and air dry.
Jacketed microfilm	Freeze or dry within 48 hours.		Keep wet. Pack in plastic bags inside pail or box.	Air dry, or thaw and air dry.
Diazo and vesicular microfiche	Freeze or dry within 48 hours.		Interleave between envelopes and pack in milk crates or cartons.	Air dry, or freeze, thaw, and air dry.

Source:
http://www.sos.la.gov/HistoricalResources/ManagingRecords/ViewResources/Pages/DisasterPreparationAndRecoveryInformation.aspx

For additional information, please refer to:

- NEDCC, 3. Emergency Management
  https://www.nedcc.org/free-resources/preservation-leaflets/overview

- Smithsonian Museum Conservation Institute, Sources of Deterioration and Damage to Paper Materials
  http://www.si.edu/mci/downloads/RELACT/paper_deterioration_sources.pdf
- Louisiana Secretary of State, Disaster Preparation and Recovery Information, Vital Records Damage Assessment Worksheet and Instruction
  http://www.sos.la.gov/HistoricalResources/ManagingRecords/ViewResources/Pages/DisasterPreparationAndRecoveryInformation.aspx

Biohazard Remediation

Biohazard remediation involves the removal and disposal of biological pathogens such as floodwater, sewage backups, mold, bodily fluids, etc.

Temporary Roofing

After a major disaster, it may take weeks or months to permanently repair a roof. Temporary roofing repairs to stop water from entering a building are necessary to prevent further damage to the structure until permanent repairs can be done. Temporary roofing repairs can include different

materials, such as: shingles, plywood, tarps, corrugated roofing metal, bentonite clay, etc. The facility owner's insurance company may require certain procedures for temporary roofing repairs to prevent further damage. These are insurable and reimbursable expenses.

Generally, those prudent actions taken by a community to warn residents, reduce the disaster damage, ensure the continuation of essential public services, and protect lives and public health or safety are eligible for FEMA assistance. Such activities should be evaluated to ensure that they meet the criteria of the law and by definition are emergency protective measures.

Emergency protective measures are those activities undertaken by a community before, during, and following a disaster that are necessary to do one of the following:

- Eliminate or reduce an immediate threat to life, public health, or safety; or
- Eliminate or reduce an immediate threat of significant damage to improved public or private property through cost-effective measures.

Emergency measures taken to prevent further damage to a State-owned public facility are generally eligible for FEMA reimbursement. Boarding windows or doors, covering the roof, and remediation to stop the spread of mold in the immediate aftermath of the disaster are examples of this work.

Source: FEMA 322 PA Guide 2007, page 71-74

Hazardous Materials Including Asbestos

Removal and disposal of pollutants and hazardous substances are eligible. Eligible activities include:

- Separation of hazardous materials from other debris
- Specialized procedures for handling and disposing of hazardous materials.
- Control or stabilization of the hazardous material
- Pumping and treating water contaminated with the hazardous material
- Clean-up and disposal of the hazardous material

Agencies and contractors must comply with local, Tribal, State and Federal government environmental requirements for handling hazardous waste. Before handling or disposing of hazardous materials, Agencies and contractors should contact the appropriate State or Federal agency and obtain required permits. Additionally, appropriate certified hazardous waste specialists should handle, capture, recycle, reuse or dispose of hazardous materials. When providing PA funding for work involving the handling of hazardous materials, FEMA must ensure compliance with Regulated Asbestos Containing Material (RCRA).

Asbestos Concerns During and After a Catastrophic Incident

During and after a catastrophic incident that damages or destroys buildings, there is a potential for exposure to asbestos fibers that have been disturbed and released as a result of the incident and that may pose risks to persons in the area, including rescue workers, emergency responders, and residents returning to the area. As cleanup begins, there is an additional concern for potential releases of asbestos fibers during cleanup and disposal of debris and during the demolition or renovation of buildings, including commercial buildings, public buildings, schools, and homes. Concerns include potential release of asbestos fibers during handling and transport of waste material containing asbestos as well as during disposal activities. At the same time, there is a concern to expedite cleanup and recovery. It is important to ensure that response activities taken to clean up and restore areas do not result in future problems from improper work practices or improper disposal of asbestos-containing material. Compliance with regulatory requirements is important to minimize or prevent exposure to asbestos.

WHAT YOU NEED TO KNOW

- Any building may contain asbestos. Inhalation exposure can occur when asbestos-containing material is disturbed and releases fibers.
- Keeping material wet and contained minimizes emissions.
- It is important to not burn or grind asbestos-containing material except with strict controls that prevent visible emissions to the outside air.
- It is important to comply with regulatory requirements related to the renovation/demolition of buildings and the transport and disposal of asbestos-containing waste material.

Louisiana State Licensing Board for Contractors (LSLBC) **In accordance with the LDEQ Air Quality Regulations, LAC 33:III.5151.F.1.f, any contractor performing removal of asbestos containing material that involves Regulated Asbestos Containing Material (see definition in LAC 33:III.5151.B) must become licensed by the Louisiana State Licensing Board for Contractors.**

Asbestos Regulations

Louisiana Environmental Regulatory Code (ERC), Title 33:Part III (Louisiana Air Quality Regulations can be found at:
http://www.deq.louisiana.gov/portal/Portals/0/planning/regs/title33/33v03-201403.pdf

The asbestos regulations can be found in the Louisiana Air Quality Regulations, in Chapters 27 and 51. Go to the website on the link above, then click on the Air Quality Regulations (Part III) and search for the regulations needed, as noted below:

Chapter 27: Asbestos-Containing Materials in Schools and State Buildings Regulation. Includes provisions for Training Providers and Accreditations (LAC 33:III.Chapter 27)

Chapter 51 (§5151): Emission Standard for Asbestos. Subchapter M. Includes Asbestos definitions and standards for Demolition and Renovation.

Recognized Asbestos Landfills (Revised 10/26/2015)

Asbestos NESHAP Regulation 40 CFR Part 61, Subpart M

https://www.epa.gov/sites/production/files/documents/guidance-catastrophic-emergency-asbestos-200912.pdf EPA Guidance for Catastrophic Emergency Situations Involving Asbestos

REGULATED ASBESTOS LANDFILLS RECOGNIZED BY LOUISIANA TO ACCEPT REGULATED ASBESTOS CONTAINING WASTE MATERIAL

Contact: Christopher A. Mayeux at Chris.Mayeux@la.gov or Sheryl Grimmer at Sheryl.Grimmer@la.gov - Revised 10/26/2015

Site Name	Type of ACM	Contact Name	Email Address	Phone No.	Fax No.	Physical Address	Mailing Address	Permit No.	AI No.	SW Alt AI ID	Regulated Asbestos Landfill Alt AI ID
In-State Landfills											
BFI - Colonial Landfill	Friable and Non-Friable	Peter Kirk	Peter.Kirk@awin.com	225-675-8021	225-675-5811	5328 Hwy 70, Sorrento, LA	P.O. Box 605, Sorrento, LA	P-0021R1	4803	TD-005-0532	RAL-001
Chemical Waste Management Inc - Lake Charles Facility	Friable and Non-Friable	Mike Lange	dlange@wm.com	337-583-3654	337-583-2858	7171 John Brannon Rd, Sulphur, LA	7171 John BrannonRd, Sulphur, LA 70665	0250-00081-06	742	T-019-12216	RAL-002
Choctaw Road Landfill	Friable and Non-Friable	Troy E. Barber	tbarber@wpgov.org	985-848-2920	985-848-8582	22249 Choctaw Rd, Franklinton,	22249 Choctaw Rd, Franklinton,	P-0155R1	20076	D-117-1980	RAL-031
ConocoPhillips-Alliance Refinery (Private Landfill)	Friable and Non-Friable	Randy L. Borne	Randy.L.Borne@conocophillips.com	504-656-3352	504-656-3466	15551 Hwy. 23, Belle Chasse, LA 70037	P.O. Box 176, Belle Chasse, LA 70037	P-0247R1	2418	GD-075-2115	RAL-021
CWI-White Oaks Landfill	Friable and Non-Friable	Grady Kent	kentgrady@yahoo.com	318-366-6002	318-343-2031	588 Meadow Lark Dr, Monroe, LA	P.O. Box 13355, Monroe, LA	P-0357	41194	D-073-7744	RAL-022
DeSoto Parish PJ - Mundy Landfill	Friable and Non-Friable	Billy O'Neal	woneal@desotoparishpolicejury.com	318-872-2500	318-872-2541	2712 Hwy. 84 E., Mansfield, LA	2712 Hwy. 84 E, Mansfield, LA 71052	P-0035R1	19803	D-031-1827	RAL-003
DOW Chemical Co - LA Division (Private Landfill)	Friable and Non-Friable	Lee Bilberry	LRBilberry@dow.com	225-353-1860	225-353-2493	21255 Hwy 1, Plaquemine, LA 70765	P.O. Box 150, Bldg 8001, Plaquemines, LA 70765	P-0069R1	1409	GPDT-047-0107	RAL-020
IESI Corp-Timberlane Landfill	Friable and Non-Friable	Marvin Kelch	mkelch@iesi.com	318-335-9500	318-335-9502	376 Pawnee Rd, Oakdale, LA	P.O. Box 598, Oakdale, LA 71463	P-0339R1	52277	D-003-8646	RAL-025
Jefferson Davis Parish Sanitary Landfill	Friable and Non-Friable	Denny Mize	denny.mize@awin.com	337-734-4135	337-734-4158	16547 Landfill Road, Welsh, LA	16547 Landfill Road, Welsh, LA 70591	P0100R2	12389	D-053-1871	RAL-007

REGULATED ASBESTOS LANDFILLS RECOGNIZED BY LOUISIANA TO ACCEPT REGULATED ASBESTOS CONTAINING WASTE MATERIAL

Contact: Christopher A. Mayeux at Chris.Mayeux@la.gov or Sheryl Grimmer at Sheryl.Grimmer@la.gov - Revised 10/26/2015

Site Name	Type of ACM	Contact Name	Email Address	Phone No.	Fax No.	Physical Address	Mailing Address	Permit No.	AI No.	SW Alt AI ID	Regulated Asbestos Landfill Alt AI ID
In-State Landfills											
Jefferson Parish Sanitary Landfill (Only accepts ACWM from Jefferson Parish unless otherwise profiled)	Friable and Non-Friable	Ashly Whitney	AWhitney@wm.com	504-436-0152	504-436-0244	5800 Highway 90 W, Avondale, LA	5800 Highway 90 West, Avondale, LA 70094	P-0297R1	6961	D-051-0090	RAL-008
LaSalle Parish PJ-LaSalle Grant Sanitary Landfill	Friable and Non-Friable	Delaney Lewis	dlewis@iesi.com	318-992-5571	318-992-5201	Hwy. 127, 9 Mi. N. of Jena, LA	P.O. Box 1180, Jena, LA 71342	P-0119R1	19447	GD-59-1658	RAL-006
Reliable Prod Service - Reliable Landfill	Friable and Non-Friable	David Mason	dmason@wm.com	225-637-2385	225-637-2616	US Highway 190 W, Livonia, LA	P.O. Box 576, Livonia, LA 70755	P-0032R2	25491	D-077-1314	RAL-010
River Birch Landfill - Service area includes only Assumption, Jefferson, Lafourche, Orleans, Plaquemines, St. Bernard, St. Charles, St. James, St. John, St. Martin, St. Mary, St. Tammany, Terrebone	Friable and Non-Friable	Vic Culpepper	vculpepper@riverbirchlandfill.com	504-436-1288	504-436-7247	2000 S Kenner Rd, Kenner, LA 70094	P.O. Box 1938, Gretna, LA 70054	P-0321R1	32219	D-051-6741	RAL-011

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Contact: Christopher A. Mayeux at Chris.Mayeux@la.gov or Sheryl Grimmer at Sheryl.Grimmer@la.gov - Revised 10/26/2015

Site Name	Type of ACM	Contact Name	Email Address	Phone No.	Fax No.	Physical Address	Mailing Address	Permit No.	AI No.	SW Alt AI ID	Regulated Asbestos Landfill Alt AI ID
In-State Landfills											
Sabine Parish Sanitary Landfill (call ahead of time to be profiled)	Friable and Non-Friable	Pete Chreene	**pchreene@iesi.com**	318-256-6361	318-256-6364	955 Sabine Landfill Road, Many, LA	P.O. Box 507, Many, LA 71449	P-0170R1	12448	D-085-1837	RAL-012
Shreveport (City of) - Woolworth Road Regional SW Facility	Friable and Non-Friable	Muriel Reynolds, city Bill Hay, Allied	**Bill.Hay@awin.com**	318-925-2262	318-673-6320	10580 Woolworth Road, Keithville, LA	P.O. Box 31109, Shreveport, LA 71130-1109	P-0120R1	9077	D-017-1909	RAL-013
St. Mary Parish - Harold J "Babe" Landry Landfill	Friable and Non-Friable	Norris Crappell	**ncrappell@parish.st-mary.la.us**	985-385-4531	985-385-4532	752 Thorguson Dr., Berwick, LA	P. O. Box 251, Berwick, LA 70342	P-0193R1	9340	PD-101-0079	RAL-027
Tensas Parish Landfill (IESI)	Friable and Non-Friable	Delaney Lewis	**dlewis@iesi.com**	318-766-9561	318-766-3141	Hwy 65-S & Walker Rd, St. Joseph, LA	P.O.Box 598, St. Joseph, La. 71366	P-0260R2	43506	TD-107-0265	RAL-026
TLA-Killona Holdings LLC (Enhanced - Only accepts RACM from the Hurricane generated residential structures or curbside)	Friable and Non-Friable	Doug Wilson	dwilson@transloadamerica.com	985-783-3044	985-674-5970	5900 LA Hwy 3127, Killonna, LA	P. O. Box 427 Hahnville, LA 70057	P-0335R1	92039	D-089-11378	RAL-009

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Site Name	Type of ACM	Contact Name	Email Address	Phone No.	Fax No.	Physical Address	Mailing Address	Permit No.	AI No.	SW Alt AI ID	Regulated Asbestos Landfill Alt AI ID
In-State Landfills											
Waste Mgmt of LA, LLC - Woodside Sanitary Landfill & Recycling Center	Friable and Non-Friable	David Mason	dmason@wm.com	225-667-6160	225-667-4346	29340 Woodside Dr., Walker, LA	Hahnville, LA 70057	P-0080R2	11767	D-063-1941	RAL-015
Waste Management of LA LLC - Magnolia Sanitary Landfill	Friable and Non-Friable	George Mason	gmason@wm.com	318-343-5636	318-345-3721	1000 Russell Sage Rd, Monroe, LA	P.O. Box 13467, Monroe, LA 71213	P-0046R1	12241	D-073-1848	RAL-017

Debris Removal

Contracted debris removal related to remediation activities may include:

- Collection, including clearance during response phase
- Reduction or recycling
- Hazardous waste handling, processing, and disposal
- Hauling to final disposition
- Demolition

DEBRIS STAGING, STOCKPILING, AND DISPOSAL

General Information

Contractors for debris removal and disposal must comply with all Federal, State and Local laws and regulations, as the agency will be requesting Federal financial assistance and insurance proceeds, if applicable, for the costs of the work. Care must be exercised in locating areas to stockpile / stage and dispose of storm generated debris (i.e. vegetative, construction and demolition, and contaminated contents). These sites must be located more

than 1/4 mile from a public or private water supply and situated away from residences, airports, and floodplains. Debris cannot be staged, stored, burned, or disposed in wetlands.

Sites created for debris staging and stockpiling must have erosion control measures established at the sites. Upon completion of debris operations, the sites must be restored to pre-use conditions. Check with the Louisiana Department of Environmental Quality (LDEQ) for a listing of permitting requirements.

Debris can be temporarily staged or stockpiled in a floodplain during emergency situations when no other alternative is available. However, when the initial emergency is over, the debris must be removed from the floodplain. In order to stage or stockpile debris in a floodplain, a Floodplain Permit must be obtained from the local or state floodplain administrator.

Animal Carcass Disposal

Animal carcasses may be disposed of using either cremation or burial. For cremation, methods include either incineration or air-curtain pit burning. Incinerators shall be dual burning Type 4 (human and animal remains) approved for use within the state. Air curtain pit burning incorporates an earthen pit and blower which is precisely configured to properly function. Ashes resulting from cremation are considered a solid waste and may be buried on site if soils and water table conditions allow. If conditions are not suitable for onsite burial, ashes will be disposed of in an approved landfill. In either case, the Louisiana Department of Environmental Quality (LDEQ) and Louisiana Department of Agriculture and Forestry (LDAF) will be contacted before burning carcasses. If possible LDAF will have the state veterinarian present during carcass cremation.

The burial method requires the animal carcass to be placed in a pit or trench not less than six feet deep when disposing of carcasses of large animals (i.e. cows and horses) with a minimum of four feet of soil covering the carcasses. The burial pit for smaller animals (i.e. swine, dogs, and cats) shall be not less than four feet in depth with a minimum of two feet of soil covering the carcasses. Carcasses shall be placed side by side or end to end and shall not be stacked on top of each other. The soils shall be impervious and suitable for waste disposal. Burial will be two feet or greater above the soil seasonal high-water table. Additionally, burial locations shall be outside of floodplain, at least 300 feet up gradient and 200 feet down gradient from private well, water bodies, streams, public areas and not within 500 feet of a public well. The finished burial site cover shall be shaped so drainage and runoff will be away from the pit or trench.

Debris Disposal

Applicants are encouraged to reduce debris volume by chipping, grinding, recycling, and/or burning. All materials must be disposed of in an approved landfill or permitted site.

Applicants should ensure that household hazardous and liquid wastes, as defined in LAC Title 33 Part VII, Solid Waste, (i.e. lead acid batteries, used oil filters, used motor oil, scrap tires) Any item containing CFCs (refrigerants), radioactive waste or regulated infectious wastes are excluded from non-hazardous debris disposal and are disposed of according to state guidelines for the disposal of hazardous materials.

For additional information, please refer to:

- Public Assistance Debris Management Guide (FEMA-325/July 2007) https://beta.fema.gov/pdf/government/grant/pa/demagde.pdf

Site Closeout Procedures (Remediation project)

1. Prepare submittals that are required by governing policies or other authorities. Contractor must provide copies to the Facility Manager and or TPA.

2. Notify Facility Manager and TPA when work is considered ready for Final Acceptance. Contractor certifies that all costs invoiced are associated with the approved Scope of Work, and certifies that the work has been completed (with evidence of before and after photos) in accordance with the contract agreement.

3. The Facility Manager, TPA and ORM Disaster Recovery Specialist will review the work and determine if it is complete and acceptable. The Facility Manager and/or the TPA will produce a final punch list to be submitted to the Contractor. The Contractor will correct any items of work listed on that punch list determined to be deficient. The Facility Manager will authorize by signing the punch list when all deficiencies have been corrected.

Facility Manager Punch List - EXAMPLE

Activity	Contractor	Date	Facility Manager	Date
Remove one (1) ceiling tile in men's restroom				
Dispose of debris from men's restroom				
Remove water damaged baseboard from hallway				
Place contents back in Room A				
Apply solvent to remove carpet glue in Room B				
Remove and dispose of water damaged insulation from Room C				
Remove contents from Room D and place in storage				
Remove floor tile from Room D				
Remove debris from parking lot and place in dumpster				

FEMA POLICIES

Disaster Recovery Remediation Guide

Office of Risk Management

FEMA

RECOVERY POLICY RP9523.3

I. TITLE: Provision of Temporary Relocation Facilities

II. DATE: December 14, 2010

III. PURPOSE:

This policy provides guidance on determining eligibility for and duration of a temporary facility under the FEMA Public Assistance Program.

IV. SCOPE AND AUDIENCE:

This policy is applicable to all major disasters and emergencies declared on or after the date of its publication. It is intended for personnel involved in the administration of the Public Assistance Program.

V. AUTHORITY:

Section 403 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), 42 U.S.C. 5170b, and implementing regulations of 44 CFR parts 206.

VI. BACKGROUND:

As a result of major disasters and emergencies, services provided at public and private nonprofit (PNP) facilities may be disrupted to the extent that they cannot continue unless they are temporarily relocated to another facility. Applicants may request temporary facilities to continue that service.

Section 403 of the Stafford Act authorizes FEMA to provide Federal assistance to meet immediate threats to life and property resulting from a major disaster.

Specifically, Section 403 (a)(3)(D) allows for the provision of temporary facilities for schools and other essential community services, when it is related to saving lives and protecting and preserving property or public health and safety.

VII. POLICY:

A. Eligibility: Eligible applicants can be State, Local or Tribal governments, or PNP organizations or institutions which provide essential community services. Essential community services are those services performed by governmental entities or PNPs, which are necessary to save lives, or to protect and preserve property or public health and safety.

1. Eligible public facilities include facilities for police, fire protection/emergency services, medical care, education, libraries, utilities and other essential community services. State or local government administrative and support facilities essential to the operation of such facilities are also eligible.

2. PNP facilities eligible for temporary facilities include: fire protection/emergency services, medical care, education, utilities, child care facilities, alcohol and drug rehabilitation facilities, custodial care, homeless shelters, libraries and other facilities that provide health and safety services of a governmental nature. Ancillary facilities may also be eligible, such as administration buildings and hospital laundry facilities.

3. Facilities ineligible for temporary facilities include museums, zoos, community centers, shelter workshops, and performing arts centers. These facilities are ineligible for funding because disruption of service at these facilities will not result in an increased threat to life and property, or public health and safety. In addition, recreation and parking facilities, athletic stadiums, research and warehouse facilities, and student union buildings are not considered to provide essential community services, and therefore are not eligible.

4. If an applicant has a facility that does not meet the eligibility requirements for a temporary facility, Public Assistance may reimburse for temporary space to store and protect property if the facility's damage is to such an extent that the contents of the facility are at risk. The temporary storage space is limited to an area necessary to house the contents. This space is not intended for public access, alternate office space, exhibits, or other purposes; it is solely for

storage. The temporary storage space is limited by the time needed to complete the permanent work required for repair/replacement of the damaged facility. FEMA is not responsible for any damage which may occur to the contents in temporary storage. The applicant should insure the contents of its temporary storage space.

B. Basis for Temporary Facilities: The following should be considered when determining eligibility for a temporary facility:

1. If the facility was damaged by the disaster, but can be used if emergency protective measures or minor repairs can be performed quickly, a temporary facility may not be necessary.

2. If the facility was damaged by the disaster to the extent that it cannot be occupied safely, and restoration cannot be completed without suspending operations of the facility for an unacceptable period of time, then a temporary facility may be needed. This may be necessary during either repair or replacement of the damaged facility.

3. If the facility was not damaged by the disaster but lacks a critical utility or operational item (such as potable water, electricity, or road access) and a temporary facility would restore services to the community more quickly than awaiting restoration of the disrupted vital utility at the current site, then a temporary facility may be necessary.

4. The capacity of temporary facilities must not exceed the pre-disaster capacity of the facility that housed the displaced services.

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C. Time Limitations for Temporary Facilities:

1. The period of time for which temporary facility assistance may be provided is usually six months, based on the regulatory time limitation for the completion of emergency work (44 CFR § 206.204 (c)(1)) **Deadlines**. However, the time period provided in the initial Project Worksheet (PW) for completion of eligible permanent work may be longer and, where appropriate, the time limitations for temporary facility assistance will be established according to the particular requirements of the restoration project.

2. FEMA may provide a time estimate of no more than 12 months in the initial PW's scope of work prepared for the temporary facility.

3. Applicants should submit requests for time extensions through the Governor's Authorized Representative (GAR) for FEMA approval. Consistent with the requirements of 44 CFR § 206.204(c)(2)(ii) and (d), the GAR may recommend to the FEMA Regional Administrator a time extension of the project completion deadline based on information provided by the applicant, that is: 1) circumstances beyond the control of the applicant that prevented the completion of the reconstruction project within the initial time limit, 2) status of permanent restorative work (work completed and work to be completed), and 3) revised timeline for project completion. FEMA may not grant extensions without the above documentation. Generally, in order for FEMA to consider an extension, construction must have begun within 12 months of the date of the major disaster declaration. FEMA may grant extensions in situations where, because of circumstances beyond the control of the applicant, construction did not begin within 12 months of the date of declaration.

4. With the proper documentation, FEMA may grant extensions for the projected duration of the construction work, based upon industry standards (e.g., from R.S. Means or equivalent source), and a revision should be made to the initial scope of work that funded the temporary facility.

D. Applicant's Options for Temporary Facilities:

Applicants may lease, purchase, or construct eligible temporary facilities. Applicants must use the selected facility to provide the eligible function to the same extent and manner as it was provided prior to the major disaster or emergency. Whichever option is selected, it must be reasonable, cost-effective, and temporary in nature. FEMA will not mandate that the applicant pursue a specific option for a temporary facility, but FEMA will fund only the most cost effective option. FEMA will not fund utilities (power, water, heat, etc.), maintenance, or operating costs, nor will FEMA fund the differential should these costs increase. FEMA will use the following considerations in making a determination on whether to fund a temporary facility.

1. Cost Comparison. Based on the preferred alternative, the applicant must supply FEMA with information sufficiently detailed so that a cost comparison can be made by FEMA.

This information should consist of at least three proposals that include cost estimates. FEMA will review the estimates and perform a cost comparison to identify the most cost-effective option.

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2. Renting/Leasing Option. When it is the most-cost effective option, the Applicant can receive Federal disaster assistance from FEMA for the rent of a temporary facility during the eligible time period.

3. Purchase/Construction Option. Costs associated with the purchase/construction of a facility to which an applicant will temporarily relocate may be eligible for FEMA assistance if FEMA confirms that it is the most cost-effective option.

a. With the exception of modular or manufactured units, all proposed purchase/ construction options should be submitted in advance to the Assistant Administrator of the Recovery Directorate for review and approval. Before approving a proposal, FEMA may determine whether it is in the best interest of the federal government to impose conditions on the applicant's use and/or disposition of the facility.

b. Pursuant to 44 CFR Part 13.31 (c)(1)and (2) and Office of Management and Budget Circular A-110, FEMA must be compensated when the authorized temporary relocation time period has ended or the facility is no longer needed by the applicant for the authorized temporary relocation purpose (i.e., the approved scope of work), whichever occurs first. The Applicant may choose to retain the title of the facility or sell it.

1. Whether an Applicant chooses to retain the title of the facility or sell it, as a general rule, if FEMA has paid only a portion of the cost of the facility, FEMA shall be entitled to compensation in an amount equal to FEMA's proportionate equity in the facility. The amount due FEMA will be computed by applying FEMA's percentage of participation in the cost of the purchase/construction to the fair market value or sale proceeds taking into consideration reasonable out-of-pocket costs related to the sale. If an Applicant chooses to dispose real property acquired with Federal funding provided by FEMA and acquires replacement real property under the same funding, the net proceeds of the sale may be used to offset the cost of the replacement property.

Insurance

1. FEMA requires an Applicant to maintain insurance for any insurable temporary facility, either purchased, leased (as appropriate) or built, for which Federal funding is provided. This is also applicable to insurable contents. This is the applicant's responsibility and is not a reimbursable expense under FEMA guidelines.

2. Some insurance policies provide funds for temporary relocation. FEMA will make appropriate adjustments to the PW to reflect the applicant's insurance coverage; thus ensuring that there is no duplication of benefit.

Eligible and Ineligible Costs

1. Relocation costs. These are costs associated with the transfer of the eligible pre-disaster service, including equipment and supplies, and costs for necessary modifications to the temporary facility. The allowable costs associated with the provision of temporary facilities include:

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a. Reasonable alterations of the temporary facility if they are required to make the space functional and meet the pre-disaster needs of the applicant.

b. Moving expenses to and from the temporary facility.

c. If an applicant uses force account labor and/or equipment to relocate to a temporary facility, the eligibility for straight and overtime labor costs and equipment costs are based on the provisions of 44 CFR § 206.228) **Allowable Costs for emergency work**.

d. Minimal life safety or other building upgrades required by an applicable State or local code or standard in effect at the time the temporary facility is acquired (by purchase or lease). For example, a "change in use" could trigger the need for such work.

2. Alternate Projects. Applicants may not apply funds approved for temporary facilities to an alternate project defined by 44 CFR § 206.203(d) (2) **Federal Grant Assistance**. Once an Applicant decides to pursue an alternate project, additional funding for temporary relocation facilities is not eligible. FEMA will not reduce or de-obligate funding for the cost of temporary relocation facilities incurred prior to the date on which the applicant requests an alternate project.

3. Improved Projects. For improved projects [CFR § 206.203(d) (1)] **Federal Grant Assistance**, temporary facilities are eligible; however, there are funding limitations. If an applicant chooses to incorporate improvements into the repair of disaster damages or to expand the pre-disaster capacity of a damaged facility, a temporary facility is eligible only during the time estimated as necessary to perform the approved scope of repair or replacement work. Funding of a temporary facility will not be based on the total amount of time necessary to complete the improved project.

4. Increase in Rental Costs. Applicants that perform essential services in leased facilities may have to temporarily relocate to another leased facility as a result of the major disaster or emergency. FEMA considers the pre-disaster rental cost a fixed commitment made by the applicant before the disaster and the increase in rental costs a direct result of the disaster, thus, the differential is eligible for FEMA assistance, subject to eligibility requirements in Section VII A and B above.

VIII. ORIGINATING OFFICE: Recovery Directorate (Public Assistance Division)

IX. SUPERSESSION: This policy supersedes Recovery Policy 9523.3, "*Provision of Temporary Relocation Facilities*" dated July 16, 1998, and any other previous guidance on this issue.

X. REVIEW DATE: This policy does not automatically expire, but will be reviewed three years from date of publication.

FEMA Public Assistance Policy on Insurance

FEMA Recovery Policy 206-086-1

I. **DATE OF ISSUANCE:** June 29, 2015

II. **PURPOSE:** This policy guides decision making and interprets statutes and regulations related to insurance requirements under FEMA's Public Assistance program.

III. **SCOPE AND EXTERNAL AUDIENCE:** This policy applies to major disasters declared on or after the date of publication of this policy. The policy is intended for personnel administering the Public Assistance program, as well as Public Assistance applicants.

IV. **AUTHORITY:** Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act), Section 102, **Definitions**, Section 311, **Insurance**, Section 312, **Duplication of Benefits**, Section 406, **Repair, Restoration, and Replacement of Damaged Facilities**, Section 422, **Simplified Procedure**, and Section 428, **Public Assistance Program Alternative Procedures**; 42 U.S.C. §§ 5154, 5155, 5172, 5189, and 5189f, respectively; Flood Disaster Protection Act of 1973, Section 102, **Flood Insurance Purchase and Compliance Requirements and Escrow Accounts**, and Section 202, **Nonparticipation in Flood Insurance Program**, 42 U.S.C. §§ 4012a and 4106, respectively, and 44 C.F.R. § 206.250, **General**, § 206.251, **Definitions**, § 206.252, **Insurance Requirements for Facilities Damaged by Flood**, § 206.253, **Insurance Requirements for Facilities Damaged by Disasters Other Than Flood**.

V. **DEFINITIONS:**

a. **Applicant:** A State agency, local government, tribal government, or eligible private nonprofit organization that submits an application for assistance. In this guidance, FEMA also applies the term "applicant" to "recipient" or "sub recipient," which is the entity receiving assistance. (*See* 44 C.F.R. §§ 206.201(a) and (o) and 2 C.F.R. §200.93.)

b. **Blanket Policy:** A single insurance policy that provides multiple types of coverage and/or covers multiple properties.

c. **Building:** A walled and roofed structure, other than a gas or liquid storage tank, that is principally above ground and affixed to a permanent site, as well as a manufactured home on a permanent foundation. (*See* 44 C.F.R. § 206.251(b).)

d. **Contents:** Generally, portable property located within a building. Contents may include items that are otherwise defined as "equipment and furnishings" or "library books and publications." (*See* 44 C.F.R. §§ 206.226(h) and (i); and 2 C.F.R. §§ 200.313 and 314. *See also* definition of "contents coverage" in 44 C.F.R. § 59.1 related to National Flood Insurance Program.)

e. **Coverage:** The amount of risk or liability covered by insurance.

f. **Deductible:** A type of retained risk whereby the policyholder assumes the risk for a specified amount and the insurer deducts this amount from the loss before it pays up to the policy limit. Generally, either a specified dollar amount or a percentage of the insured amount.

g. **Equipment:** Tangible personal property having a useful life of more than one year and an acquisition cost of $5,000 or more per unit.(*See*2 C.F.R. § 200.33.)

h. **Facility:** Any publicly or privately owned building, works, system, or equipment, built or manufactured, or an improved and maintained natural feature, (44 C.F.R.§ 206.201(c)), and used synonymously in this policy with "property."

i. **Hazard:** For the purpose of this policy, FEMA uses the term "hazard "as a synonym for peril, meaning the cause of the loss.

j. **Insurance:** Risk transfer from the insured to insurer, where the insured agrees to pay a premium to the insurer, and in return the insurer agrees to reimburse the insured for covered losses to property or properties if the losses are caused by designated hazards or perils. Insurance may also generally refer to this system of risk transfer.

k. **Insurance Pools:** Two or more entities which agree to share their risks under contractual agreement. A pool is not under the control of a single pool member and is governed by a board or similar organizational entity comprised of participating members.

l. **National Flood Insurance Program (NFIP):** The program of flood insurance coverage and floodplain management administered under the National Flood Insurance Act of 1968, as amended, and applicable Federal regulations promulgated in44 C.F.R., Sub chapter B (Parts 50-149).

m. **Policy Limit:** The maximum amount provided for a type of loss under an insurance policy.

n. **Recipient:** The recipient is the government to which FEMA awards a grant. The recipient is accountable for the use of funds provided. Generally, the recipient refers to the government of the State where the President declares a major disaster. However, the term may also refer to an Indian Tribal government when the Chief Executive requests the declaration or when it chooses to act as recipient. The recipient is also considered a "pass-through entity" if it provides sub awards to applicants.(2 C.F.R. §§200.74 and 200.86,and44 C.F.R. § 206.201(e).)

o. **Self-Insurance Plan:** A formal means to manage risk through dedicated self-funding rather than through commercially available insurance. FEMA distinguishes a self-insurance plan from non-insurance, "rainy-day funds", or other forms of risk retention through evidence of fixed contributions and a formalized plan or system to pay losses as they occur.

p. **Self-Insured Retention:** A type of retained risk whereby the policyholder retains an amount of loss before an additional layer (or layers) of coverage become available. With a self-insured retention, the insured retains responsibility for paying covered claims up to a set threshold. Upon meeting the threshold, the insurer offering the additional layer(s), (i.e., the excess insurer) assumes liability. FEMA does not consider self-insured retentions to constitute self-insurance plans.

q. **Special Flood Hazard Area (SFHA):** An area identified by FEMA as having special flood, mud flow, or flood-related erosion hazards. (*See*44C.F.R.§ 59.1.)

r. **Standard Flood Insurance Policy (SFIP):**The flood insurance policy issued by the Federal Insurance Administrator or an insurer pursuant to an arrangement with the Federal Insurance Administrator pursuant to Federal statutes and regulations. (*See* 44 C.F.R.§ 59.1.)

s. **State Insurance Commissioner:** A state official designated with regulating and overseeing the business of insurance within their state. May also be referred to by another title.

t. **Temporary Facility:** A facility that houses an essential community service while the facility where the essential service is normally performed is repaired, restored, or replaced.

u. **Vehicle:** For the purpose of this policy, FEMA uses the term "vehicle" to mean a mechanized device used for carrying passengers, goods, or equipment.

COMPLIANCE

Disaster Recovery Remediation Guide

Office of Risk Management

Compliance - Federal & State

Compliance

Remediation contractors and sub-contractors may encounter post-disaster restoration work, which involves compliance with various federal and state regulations for projects that involve federal funding, insurance proceeds, historic sites, and environmental conditions. Projects that are federally funded through the Federal Emergency Management Agency (FEMA) Public Assistance (PA) program must adhere to FEMA regulations and policies. Projects that are funded in part or in sum by insurance must comply with the National Flood Insurance Program (NFIP) for flood related damage. In addition, projects that are funded by the facility owner multi-peril insurance policy(ies) for all other covered hazards, must be documented for reimbursement.

Regulations, acts, executive orders, and policies include, but are not limited to the following:

A. Federal

1. Robert T. Stafford Disaster Relief and Emergency Assistance Act (Pubic Law 93-288), as amended
2. Public Law 89-665, as amended by Public Law (96-515) National Historic Preservation Act of 1966
3. Public Law 91-90, 42 U.S.C. §4321-4347 National Environmental Policy Act of 1969
4. Public Law 93-205 Endangered Species Act of 1973, as amended
5. Resource Conservation and Recovery Act of 1976
6. National Flood Insurance Reform Act of 1994, which amends the National Flood Insurance Act of 1968 and the Flood Disaster Protection Act of 1973
7. Title 42 U.S.C. §7401 et seq. Clean Air Act of 1963, as amended
8. Title 33 U.S.C. §1251 Clean Water Act of 1972, as amended
9. 44 CFR Part 10 – Environmental Conditions
10. 44 CFR Part 13 – Uniform Administrative Requirements For Grants And Cooperative Agreements To State And Local Governments
11. 44 CFR Parts 59-80 – National Flood Insurance Program

12. 44 Code of Federal Regulations (CFR) Part 206 – Federal Disaster Assistance for Disasters Declared after November 23, 1988
13. 2 CFR Part 200- Office of Management & Budget Guidance
14. *FEMA Policy 9500 Policy Series (*examples listed):
    a. 9523.2 Eligibility of Building Inspections in a Post-Disaster Environment
    b. 9524.6 Collections and Individual Object Eligibility
    c. 9560.1 Environmental Policy Memoranda
    d. 9580.100 Fact Sheet: Mold Remediation
15. Public Assistance Policy Digest (FEMA 321)
16. Public Assistance Guide (FEMA 322)

State

1. LAC Title 33, Environmental Quality, Part I: Environmental Quality: Office of the Secretary, §6901 et seq.
2. LAC Title 33, Environmental Quality, Part III: Air
3. LAC Title 33, Environmental Quality, Part V: Hazardous Waste and Hazardous Materials §301-329
4. LAC Title 33, Environmental Quality, Part VII Solid Waste
5. LAC Title 33, Environmental Quality, Part IX: Water Quality
6. LAC Title 33, Environmental Quality, Part XI: Underground Storage Tanks
7. LAC Title 51, Public Health – Sanitary Code, Part XXVII §101 et seq.

Special Considerations

Federally funded projects must comply with historical and environmental laws, regulations, and executive orders. Before the following actions can be taken, environmental and historic preservation considerations must be addressed for remediation activities:

- Debris disposal (other than to a permitted landfill)
- Any project affecting a historic, or potentially historic, site or structure
- Any project affecting a threatened, endangered or proposed species
- Any project affecting a wetland
- Any project affecting a floodplain
- Any project with known or suspected environmental concerns

Louisiana Wetlands

Compliance with EHP requirements is necessary for you to receive Federal funding or other assistance for your disaster recovery project. EHP requirements and reviews are integral to project planning because they may:

- Have time and cost implications for your project
- Require you to consider alternatives
- Require timing or other restrictions
- Require grant or permit conditions

Historic Property

State of Louisiana's Old State Capitol

Properties are generally considered to be historic when they are 50 years of age or older. Historic properties include pre-historic and historic districts, sites, buildings, structures, and objects listed on or eligible for inclusion on the National Register for Historic Places (NRHP). Historic properties may also include bridges, roads, industrial plants, and landscapes, as well as properties of traditional religious or cultural significance to an Indian Tribe that meet the NRHP criteria.

Section 106 of the National Historic Preservation Act of 1966 (NHPA)
The NHPA requires Federal agencies to take into account the effects of their actions, referred to as "undertakings," on projects that may affect historic properties. The agency funding the undertaking is required to give the Advisory Council on Historic Preservation (ACHP) a reasonable opportunity to comment on that undertaking. The Federal agency must determine the Area of Potential Effects, identify historic properties, evaluate the effects of the proposed projects on historic properties, resolve adverse effects of conducting a federally funded project on historic properties, and consult with the Louisiana State Historic Preservation Office (SHPO), Tribal Historic Preservation Office (THPO), and other interested parties. Failure to comply with historic preservation requirements will jeopardize federal funding for projects.

FEMA coordinates with the SHPO/THPO and any tribal organization that attaches religious or cultural significance to the identified properties to assess whether the undertaking has the potential to create adverse effects. Generally, there would be an adverse effect when the undertaking may alter any of the characteristics that qualify a historic property for inclusion in the National Register.

Examples include:

- Physical destruction to part or all of the property;
- Alteration of the property, including repair, restoration, stabilization, hazardous material remediation, and provision of handicapped access that is not consistent with standards for treatment of historic properties;
- Removal of the property from its historic location;
- Change in the character of the property's use or physical features within the property's setting that contribute to its historic significance.

The Louisiana Department of Culture, Recreation, and Tourism's Office of Cultural Development is the responsible agency and houses the State Historic Preservation Office (SHPO). FEMA performs the initial coordination with the SHPO, however, the contractor may be requested to provide any additional information necessary to complete compliance under the NHPA.

In the State of Louisiana there are many properties that are not on the NRHP, but may be eligible for the NRHP, which requires a historic review under Section 106 of the NHPA. Any structure that receives Federal assistance that is 45 years or older, or that otherwise has "exceptional importance," and/or cultural significance, must be reviewed under Section 106 before any demolition, construction or repair activity may begin.

Source: Louisiana SHPO
http://www.crt.state.la.us/cultural-development/historic-preservation/louisiana-state-plan-shpo/index

State of Louisiana's Old Governor's Mansion

Under the NHPA regulations, which can be found in 36 CFR Part 800, Public Assistance (PA) Program projects are considered undertakings because they are funded in whole or in part by a Federal agency. Undertakings may include FEMA Stafford Act (e.g., Public Assistance) funded projects, such as: repair, restoration, mitigation, or demolition of historic properties or projects in historic districts. Examples of PA projects that may have the potential to affect historic properties, include:

- Repair and restoration of historic structures;
- Demolition or removal of historic structures;
- Repair, restoration, and demolition projects in historic districts; and
- Improved, alternate, or relocated projects affecting undisturbed areas that may contain archeological sites or have cultural, historic, or prehistoric significance.

The following documentation should be submitted [to support the FEMA Project Worksheet (PW) if the work has the potential to affect historic properties]:

- Site plans, drawings, or sketches (if applicable)
- Specific remediation scope of work to be performed at the site
- Record of contact with regulatory agencies and other interested parties (e.g., the local historic society)
- Copies of existing permits and permit applications
- Information on the age of the facility, especially whether a facility or area is on the NRHP
- Dates of construction and modification of the facility
- Photographs of the damaged facility (interior and exterior)
- Photographs of any historic markers or plaques

Historic Preservation and Remediation Work

While not all emergency remediation activities require selective demolition or alteration of building features, any remediation activity of a historic facility must follow the State Historic Preservation Office / Secretary Of Interior Standards for Rehabilitation where applicable, even if the contractor is not involved in the repair/replacement work.

The Secretary of the Interior is responsible for establishing standards for all programs under Departmental authority and for advising Federal agencies on the preservation of historic properties listed in or eligible for listing in the NRHP.

The Standards for Rehabilitation (codified in 36 CFR 67 for use in the Federal Historic Preservation Tax Incentives program) address the most prevalent treatment. "Rehabilitation" is defined as "the process of returning a property to a state of utility, through repair or alteration, which makes possible an efficient contemporary use while preserving those portions and features of the property which are significant to its historic, architectural, and cultural values."

The intent of the Standards is to assist the long-term preservation of a property's significance through the preservation of historic materials and features. The Standards pertain to historic

buildings of all materials, construction types, sizes, and occupancy and encompass the exterior and interior of the buildings. They also encompass related landscape features and the building's site and environment, as well as attached, adjacent, or related new construction. To be certified for Federal tax purposes, a rehabilitation project must be determined by the Secretary to be consistent with the historic character of the structure(s), and where applicable, the district in which it is located.

As stated in the definition, the treatment "rehabilitation" assumes that at least some repair or alteration of the historic building will be needed in order to provide for an efficient contemporary use; however, these repairs and alterations must not damage or destroy materials, features or finishes that are important in defining the building's historic character. For example, certain treatments--if improperly applied--may cause or accelerate physical deterioration of the historic building. This can include using improper repointing or exterior masonry cleaning techniques, or introducing insulation that damages historic fabric. In almost all of these situations, use of these materials and treatments will result in a project that does not meet the Standards. Similarly, exterior additions that duplicate the form, material, and detailing of the structure to the extent that they compromise the historic character of the structure will fail to meet the Standards.

The Secretary of the Interior's Standards for Rehabilitation

The Standards (Department of Interior regulations, 36 CFR 67) pertain to historic buildings of all materials, construction types, sizes, and occupancy and encompass the exterior and the interior, related landscape features and the building's site and environment as well as attached, adjacent, or related new construction. The Standards are to be applied to specific rehabilitation projects in a reasonable manner, taking into consideration economic and technical feasibility.

1. A property shall be used for its historic purpose or be placed in a new use that requires minimal change to the defining characteristics of the building and its site and environment.

2. The historic character of a property shall be retained and preserved. The removal of historic materials or alteration of features and spaces that characterize a property shall be avoided.

3. Each property shall be recognized as a physical record of its time, place, and use. Changes that create a false sense of historical development, such as adding conjectural features or architectural elements from other buildings, shall not be undertaken.

4. Most properties change over time; those changes that have acquired historic significance in their own right shall be retained and preserved.

5. Distinctive features, finishes, and construction techniques or examples of craftsmanship that characterize a property shall be preserved.

6. Deteriorated historic features shall be repaired rather than replaced. Where the severity of deterioration requires replacement of a distinctive feature, the new feature shall match the old in design, color, texture, and other visual qualities and, where possible, materials. Replacement of missing features shall be substantiated by documentary, physical, or pictorial evidence.

7. Chemical or physical treatments, such as sandblasting, that cause damage to historic materials shall not be used. The surface cleaning of structures, if appropriate, shall be undertaken using the gentlest means possible.

8. Significant archeological resources affected by a project shall be protected and preserved. If such resources must be disturbed, mitigation measures shall be undertaken.

9. New additions, exterior alterations, or related new construction shall not destroy historic materials that characterize the property. The new work shall be differentiated from the old and shall be compatible with the massing, size, scale, and architectural features to protect the historic integrity of the property and its environment.

10. New additions and adjacent or related new construction shall be undertaken in such a manner that if removed in the future, the essential form and integrity of the historic property and its environment would be unimpaired.

Source: www.nps.gov/tps/standards

Environmental Compliance

Federal agencies are required to adhere to Federal environmental laws, regulations and Executive Orders for projects funded under the Stafford Act. While all projects must comply with these laws and Executive Orders, the location and nature of the project determines whether or not a law is relevant. If a project is near or affects a stream, a wetland, or other body of water, requires the temporary or permanent destruction of an area of natural vegetation, or is in or near a special resource area, like a wildlife refuge, forest, or park, an environmental compliance review will likely be required.

Lake Claiborne State Park, Homer, LA

In regard to Environmental Compliance, the most frequently encountered laws and executive orders are listed, as follows:

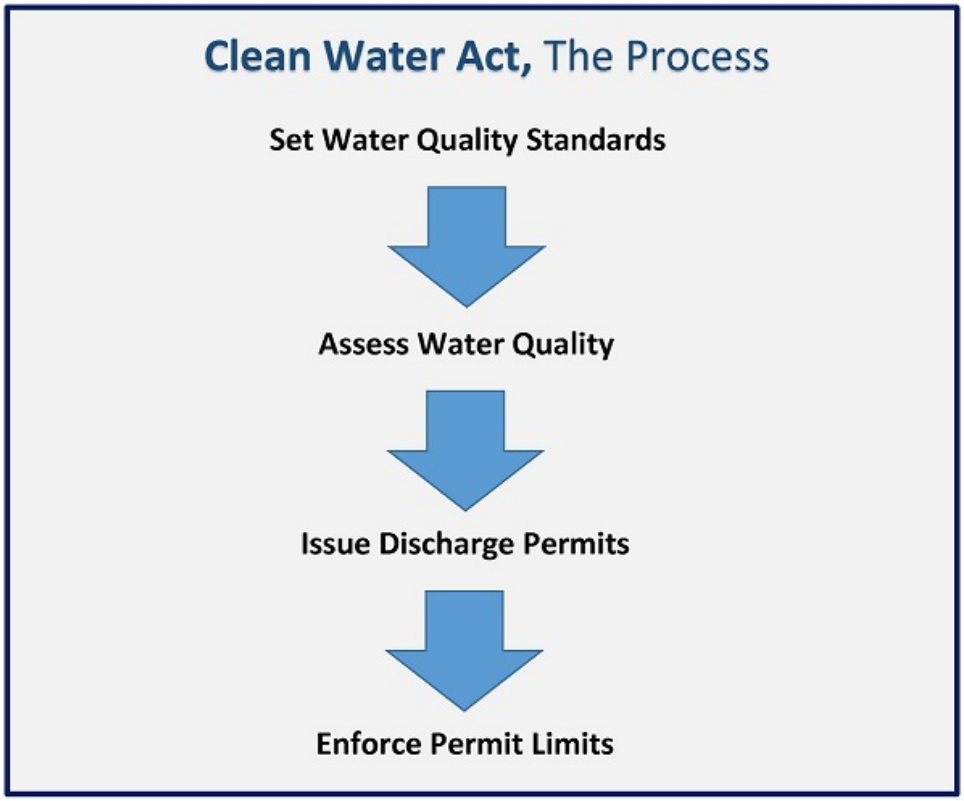
Clean Air Act

The Clean Air Act is administered through state and local agencies. Except for activities in non-attainment areas (i.e., those exceeding national standards and, therefore, requiring more rigorous compliance measures), air quality compliance will often require that fairly standard measures be implemented such as dust abatement, vehicle emissions control, fuels storage and distribution procedures, etc. Those activities with particular air quality concerns include:

- Debris disposal through methods such as burning
- Collection and disposal of appliances that contain chlorofluorocarbons
- Collection and disposal of switches and fluorescent tubes that contain mercury
- Demolition of damaged structures, which can release dust or harmful substances, such as asbestos, into the air

Demolition (including selective demolition of interior and finishes) and/or renovation of any industrial, commercial, or public structure, regardless of asbestos content, must be coordinated with Louisiana Department of Environmental Quality (LDEQ) to obtain an Asbestos Notification of Demolition & Renovation Form (AAC-2) in compliance with Louisiana emissions standards for asbestos pursuant to Title 33, Subchapter 51, Subchapter M of the Louisiana Administrative Code. The Contractor is responsible for obtaining and complying with all required permits. Asbestos Disposal Verification Forms can be obtained at the website below or by calling the LDEQ regional office responsible for your area.

Source: www.deq.state.la.us/permits/asbestos/index.htm



Clean Water Act

Section 404 of the Clean Water Act regulates the discharge of dredge or fill material into waters of the United States which include navigable waters and wetlands. The U.S. Army Corps of Engineers (USACE) administers the law and permitting. Examples of actions requiring permits include construction, demolition, and any dredging or filling in any part of surface water tributaries, including small streams, lakes, ponds, stock tanks, construction and mining pits, and wetlands. Obtaining permits is the responsibility of the contractor.

NOTE - Unless it is an emergency action, i.e., immediate threat to life or property, obtaining permits must be done prior to executing any construction activity.

For emergency actions that have the potential to affect waters of the United States, contractors should submit a Section 404 Permit Coordination Request for Emergency Projects to the USACE Regulatory Branch Office:

NEW ORLEANS

U.S. Army Corps of Engineers, New Orleans District
Attention: CEMVN-OD-S
P.O. Box 60267
New Orleans, LA 70160-0267
Phone: 504-862-2255
FAX: 504-862-2289

Source:
www.usace.army.mil/Missions/CivilWorks/RegulatoryProgramandPermits/ObtainaPermit.aspx

Resource Recovery and Conservation Act (RCRA)

Although debris removal is statutorily exempted from NEPA, it is nonetheless subject to the RCRA, which requires safe disposal of waste materials, promotes the recycling of waste materials, and encourages cooperation with local agencies. The act, implemented at the State and local levels, applies to disposal of both disaster-generated debris and demolition debris and is of particular concern when hazardous materials may be present.

Source: http://www.epa.gov/rcra/

Additional Sources:

FEMA Public Assistance Applicant Handbook
http://www.fema.gov/pdf/government/grant/pa/fema323_app_handbk.pdf

FEMA Public Assistance Guide, Chapter 4. Special Considerations
https://www.fema.gov/public-assistance-local-state-tribal-and-non-profit/public-assistance-guide-1

DHS, FEMA Public Assistance and Hazard Mitigation Grant Program: Environmental Considerations and Contacts
http://www.911review.org/Hurricane_Katrina/La/DHS_FEMA_GRANT.html

Louisiana SHPO
http://www.crt.state.la.us/cultural-development/historic-preservation/louisiana-state-plan-shpo/index

Debris activities that may trigger environmental/historic review
https://www.fema.gov/activities-may-trigger-environmental-historic-preservation-review-debris-removal

Public Law 93-205 Endangered Species Act of 1973, as amended

THREATENED AND ENDANGERED SPECIES

When Congress passed the Endangered Species Act (ESA) in 1973, it recognized that our rich natural heritage is of "esthetic, ecological, educational, recreational, and scientific value to our Nation and its people." It further expressed concern that many of our nation's native plants and animals were in danger of becoming extinct.

The purpose of the ESA is to protect and recover imperiled species and the ecosystems upon which they depend. Under the Endangered Species Act, species may be listed as either endangered or threatened. "Endangered" means a species is in danger of extinction throughout all or a significant portion of its range. "Threatened" means a species is likely to become endangered within the foreseeable future. All species of plants and animals, except pest insects, are eligible for listing as endangered or threatened. For the purposes of the ESA, Congress defined species to include subspecies, varieties, and, for vertebrates, distinct population segments.

There are numerous listed species and/or critical habitat in the disaster area protected under the Endangered Species Act and the Louisiana Natural Heritage Program, which includes birds, mammals, fish, reptiles, amphibians, and plants. If clean-up or construction activities are intended on previously unaltered land, or may potentially affect the water quality or quantity of a watershed,

or if you believe any state or federal listed or proposed species may be affected (positively or negatively), additional information can be obtained at **http://www.fws.gov/endangered/**

U.S. Fish and Wildlife Service Environmental Conservation Online System

Endangered Species Act (ESA)

Listed species believed to or known to occur in Louisiana

Notes:

- There may be other federally listed species that are not currently known or expected to occur in this state but are covered by the ESA wherever they are found; Thus if new surveys detected them in this state they are still covered by the ESA. The FWS is using the best information available on this date to generate this list.
- This report shows listed species or populations believed to or known to occur in Louisiana.
- This list does not include experimental populations and similarity of appearance listings.
- This list includes species or populations under the sole jurisdiction of the National Marine Fisheries Service.

Louisiana Black Bear

Listed species -- 27 listings

E=Endangered
T=Threatened

Animals -- 24 listings

Status	Species/Listing Name
T	Bat, Northern long-eared (*Myotis septentrionalis*)
T	Bear, Louisiana black Entire (*Ursus americanus luteolus*)
T	Heelsplitter, Alabama (=inflated) Entire (*Potamilus inflatus*)
T	Knot, red (*Calidris canutus rufa*)
E	Manatee, West Indian Entire (*Trichechus manatus*)
E	Mucket, pink (pearlymussel) Entire (*Lampsilis abrupta*)
T	Pearl shell, Louisiana Entire (*Margaritifera hembeli*)
T	Plover, piping except Great Lakes watershed (*Charadrius melodus*)
E	Pocketbook, fat Entire (*Potamilus capax*)
T	Rabbitsfoot Rabbitsfoot (*Quadrula cylindrica cylindrica*)
E	Sawfish, smalltooth United States DPS (*Pristis pectinata*)
T	Sea turtle, green Except where endangered (*Chelonia mydas*)
E	Sea turtle, hawksbill Entire (*Eretmochelys imbricata*)
E	Sea turtle, Kemp's ridley Entire (*Lepidochelys kempii*)
E	Sea turtle, leatherback Entire (*Dermochelys coriacea*)
T	Sea turtle, loggerhead Northwest Atlantic Ocean DPS (*Caretta caretta*)
	Sturgeon (Gulf subspecies), Atlantic Entire (*Acipenser oxyrinchus (=oxyrhynchus) desotoi*)

E	Sturgeon, pallid Entire (*Scaphirhynchus albus*)

Status	Species/Listing Name
E	Tern, least interior pop. *(Sterna antillarum)*
	Tortoise, gopher W of of Mobile/Tombigbee Rs. *(Gopherus polyphemus)*

T	Turtle, ringed map Entire (*Graptemys oculifera*)
E	Whale, finback Entire (*Balaenoptera physalus*)
E	Whale, humpback Entire (*Megaptera novaeangliae*)
E	Woodpecker, red-cockaded Entire (*Picoides borealis*)

Plants -- 3 listings

Status	Species/Listing Name
E	Chaffseed, American (*Schwalbea americana*)
T	No common name (*Geocarpon minimum*)

E Quillwort, Louisiana (*Isoetes louisianensis*)

Bald and Golden Eagle Protection Act

On August 9, 2007, bald eagles were removed from the Federal list of threatened and endangered species and, therefore, they are not protected under the Endangered Species Act. However, bald eagles remain protected under the Bald and Golden Eagle Protection Act (Eagle Act) and the Migratory Bird Treaty Act (MBTA). These laws primarily address nest tree protection and protection from harassment. The Eagle Act prohibits anyone from “taking" bald eagles. Among other actions, "take" includes disturbance of bald eagles. Further information on activities regulated by MBTA may be accessed at FWS' website. For the National Bald Eagle Management

Guidelines, please visit FWS' website.

Additional state protections may be afforded to Bald and Golden Eagles, so consultation with state and local regulatory Agencies is advised.

Source: http://ecos.fws.gov/tess_public/reports/species-listed-by-state-report?state=LA

Requirements for Specific Types of Remediation

Information obtained from - http://www.epa.gov/mold/mold_remediation.html

Table 1 presents strategies to respond to water damage within 24-48 hours. These guidelines are designed to help avoid the need for remediation of mold growth by taking quick action before growth starts. If mold growth is found on the materials listed in **Table 1**, refer to **Table 2** for guidance on remediation. Depending on the size of the area involved and resources available, professional assistance may be needed to dry an area quickly and thoroughly.

Water-Damaged Material	Actions
Books and papers	• For non-valuable items, discard books and papers • Photocopy valuable/important items, discard originals • Freeze (in frost-free freezer or meat locker) or freeze-dry
Carpet and backing – dry within 24-48 hours §	• Remove water with water extraction vacuum • Reduce ambient humidity levels with dehumidifier • Accelerate drying process with fans
Ceiling tiles	• Discard and replace
Cellulose insulation	• Discard and replace
Concrete or cinder block surfaces	• Remove water with water extraction vacuum • Accelerate drying process with dehumidifiers, fans, and/or heaters
Fiberglass insulation	• Discard and replace
Hard surface, porous flooring § (Linoleum, ceramic tile, vinyl)	• Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary • Check to make sure underflooring is dry; dry underflooring if necessary
Non-porous, hard surfaces (Plastics, metals)	• Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary

Water-Damaged Material	Actions
Upholstered furniture	• Remove water with water extraction vacuum • Accelerate drying process with dehumidifiers, fans, and/or heaters. • May be difficult to completely dry within 48 hours. If the piece is valuable, you may wish to consult a restoration/water damage professional who specializes in furniture.
Wallboard (Drywall and gypsum board)	• May be dried in place if there is no obvious swelling and the seams are intact. If not, remove, discard, and replace. • Ventilate the wall cavity, if possible.
Window drapes	• Follow laundering or cleaning instructions recommended by the manufacturer.
Wood surfaces	• Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying. (Use caution when applying heat to hardwood floors.) • Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry. • Wet paneling should be pried away from wall for drying.

Note: If mold growth has occurred or materials have been wet for more than 48 hours, consult **Table 2** guidelines. Even if materials are dried within 48 hours, mold growth may have occurred. Items may be tested by professionals if there is doubt. Note that mold growth will not always occur after 48 hours; this is only a guideline.

These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage, or chemical or biological pollutants, then Personal Protective Equipment and containment are required by OSHA. An experienced professional should be consulted if you and/or your remediators do not have expertise remediating in contaminated water situations. Do not use fans before determining that the water is clean or sanitary.

† If a particular item(s) has high monetary or sentimental value, you may wish to consult a restoration/water damage specialist.

§ The subfloor under the carpet or other flooring material must also be cleaned and dried. See the appropriate section of this table for recommended actions depending on the composition of the subfloor.

Table 2 presents remediation guidelines for building materials that have or are likely to have mold growth. The guidelines in **Table 2** are designed to protect the health of occupants and cleanup personnel during remediation. These guidelines are based on the area and type of material affected by water damage and/or mold growth. Please note that these are guidelines; some professionals may prefer other cleaning methods.

Although the level of personal protection suggested in these guidelines is based on the total surface area contaminated and the potential for remediator and/or occupant exposure, professional judgment should always play a part in remediation decisions. These remediation guidelines are based on the size of the affected area to make it easier for remediators to select appropriate techniques, not on the basis of health effects or research showing there is a specific method appropriate at a certain number of square feet. The guidelines have been designed to help construct a remediation plan. The remediation manager will then use professional judgment and experience to adapt the guidelines to particular situations. When in doubt, caution is advised. Consult an experienced mold remediator for more information.

In cases in which a particularly toxic mold species has been identified or is suspected, when extensive hidden mold is expected (such as behind vinyl wallpaper or in the HVAC system), when the chances of the mold becoming airborne are estimated to be high, or sensitive individuals (e.g., those with severe allergies or asthma) are present, a more cautious or conservative approach to remediation is indicated. Always make sure to protect remediators and building occupants from exposure to mold.

Table 2: ***Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water***

Material or Furnishing Affected	Cleanup Methods †	Personal Protective Equipment	Containment
SMALL - Total Surface Area Affected Less Than 10 square feet (ft^2)			
Books and papers	3	**Minimum** N-95 respirator, gloves, and goggles	**None required**
Carpet and backing	1, 3		
Concrete or cinder block	1, 3		
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2, 3		
Non-porous, hard surfaces (plastics metals)	1, 2, 3		
Upholstered furniture & drapes	1, 3		
Wallboard (drywall and gypsum board)	3		
Wood surfaces	1, 2, 3		

MEDIUM - Total Surface Area Affected Between 10 and 100 (ft^2)			
Books and papers	3	**Limited or Full**	**Limited**
Carpet and backing	1, 3, 4	Use professional judgment, consider potential for remediator exposure and size of contaminated area	Use professional judgment, consider potential for remediator / occupant exposure and size of contaminated area
Concrete or cinder block	1, 3		
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2, 3		
Non-porous, hard surfaces (plastics, metals)	1, 2, 3		
Upholstered furniture & drapes	1, 3, 4		
Wallboard (drywall and gypsum board)	3, 4		
Wood surfaces	1, 2, 3		
LARGE - Total Surface Area Affected Greater Than 100 (ft^2) or Potential for Increased Occupant or Remediator Exposure During Remediation Estimated to be Significant			
Books and papers	3	**Full**	**Full**
Carpet and backing	1, 3, 4		

MEDIUM - Total Surface Area Affected Between 10 and 100 (ft^2)			
Concrete or cinder block	1, 3	Use professional judgment, consider potential for remediator/occupant exposure and size of contaminated area	Use professional judgment, consider potential for remediator exposure and size of contaminated area
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2, 3, 4		
Non-porous, hard surfaces (plastics, metals)	1, 2, 3		
Upholstered furniture & drapes	1, 2, 4		
Wallboard (drywall and gypsum board)	3, 4		
Wood surfaces	1, 2, 3, 4		

Note: Use professional judgment to determine prudent levels of Personal Protective Equipment and containment for each situation, particularly as the remediation site size increases and the potential for exposure and health effects rise. Assess the need for increased Personal Protective Equipment if during the remediation more extensive contamination is encountered than was expected. Consult **Table 1** if materials have been wet for less than 48 hours, and mold growth is not apparent. These guidelines are for damage caused by clean water. If you know or suspect that the water source is contaminated with sewage, or chemical or biological pollutants, then the Occupational Safety and Health Administration (OSHA) requires PPE and containment. An experienced professional should be consulted if you and/or your remediators do not have expertise in remediating contaminated water situations.

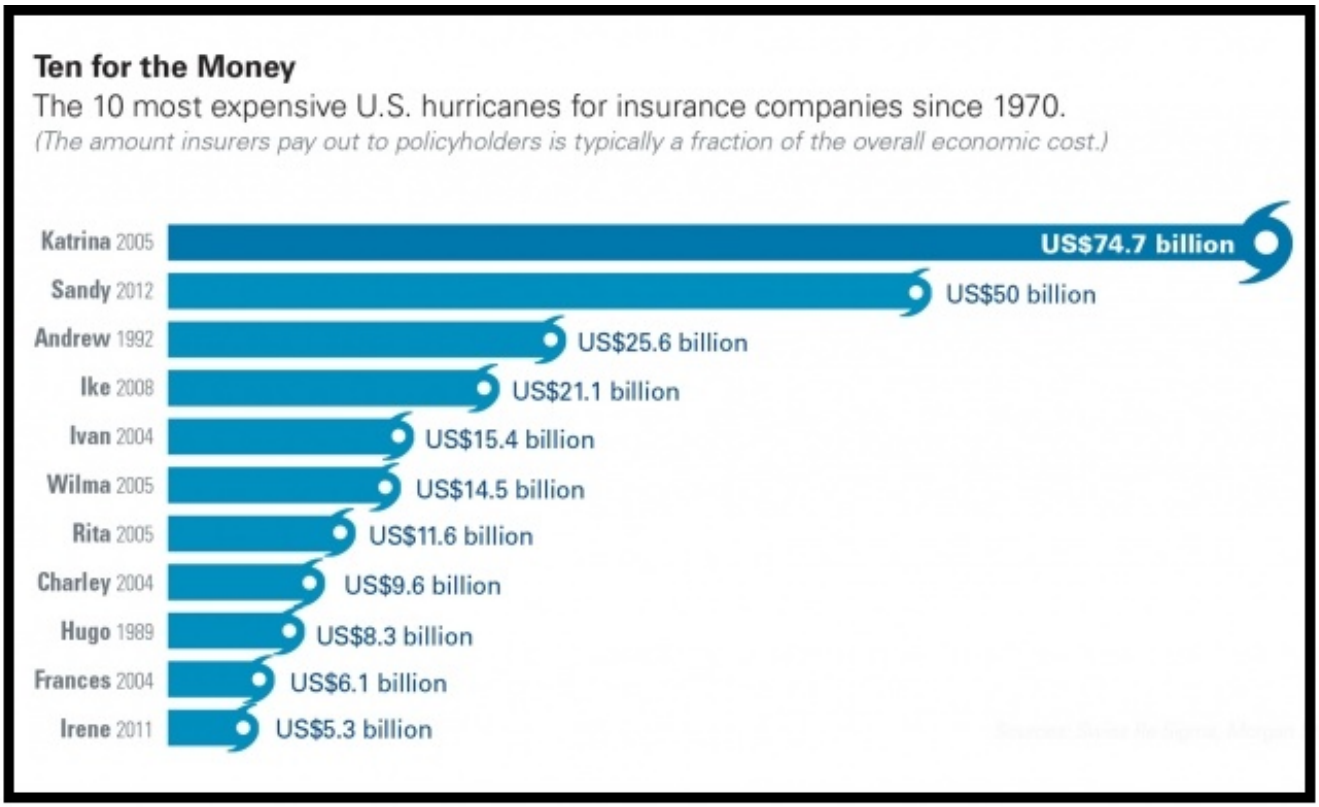
† Select method most appropriate to situation. Since molds gradually destroy the things they grow on, if mold growth is not addressed promptly, some items may be damaged such that cleaning will not restore their original appearance. If mold growth is heavy and items are valuable or important, you may wish to consult a restoration/water damage/remediation expert. Please note that these are guidelines; other cleaning methods may be preferred by some professionals.

HURRICANE STATISTICS

Disaster Recovery Remediation Guide

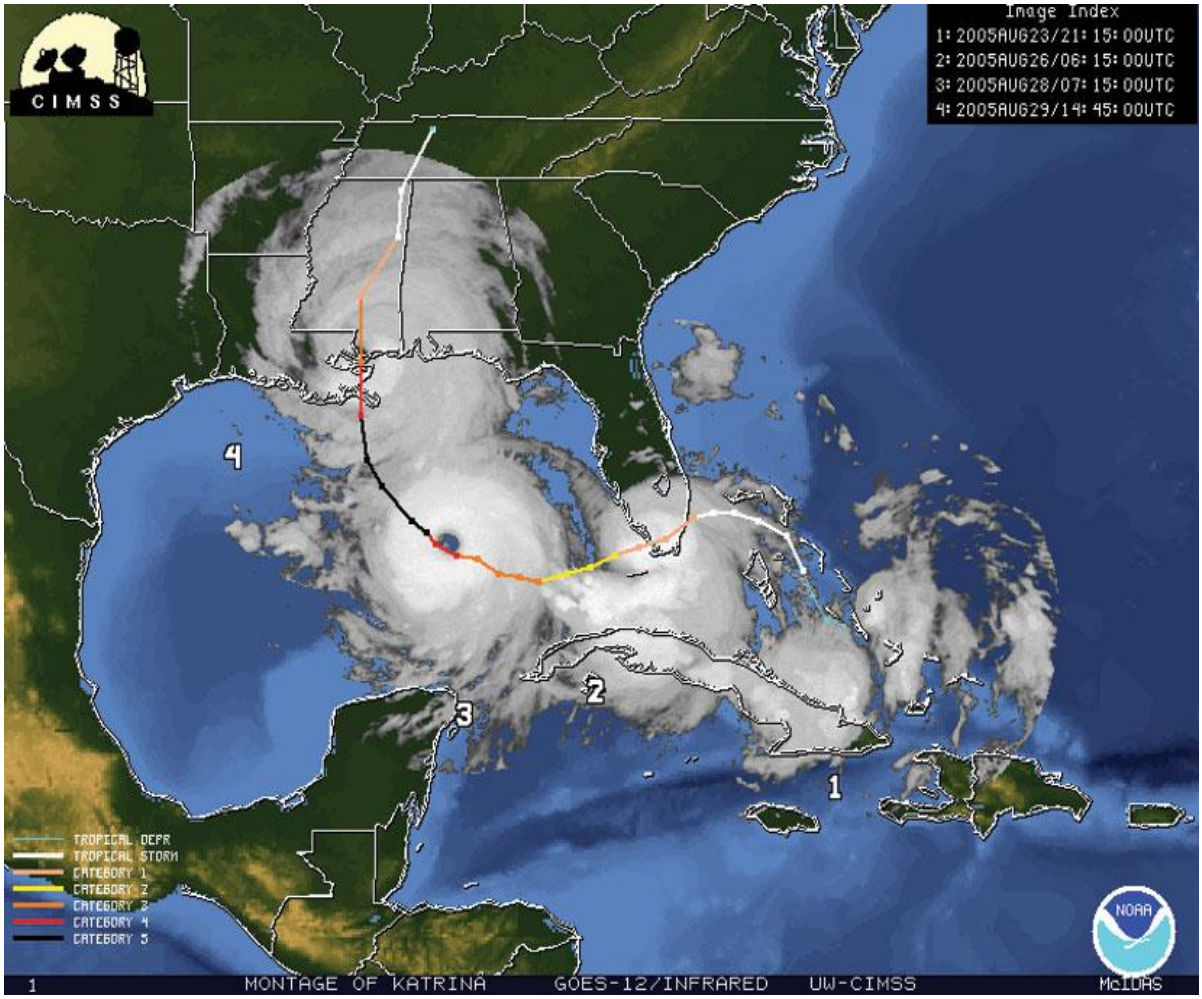
Office of Risk Management

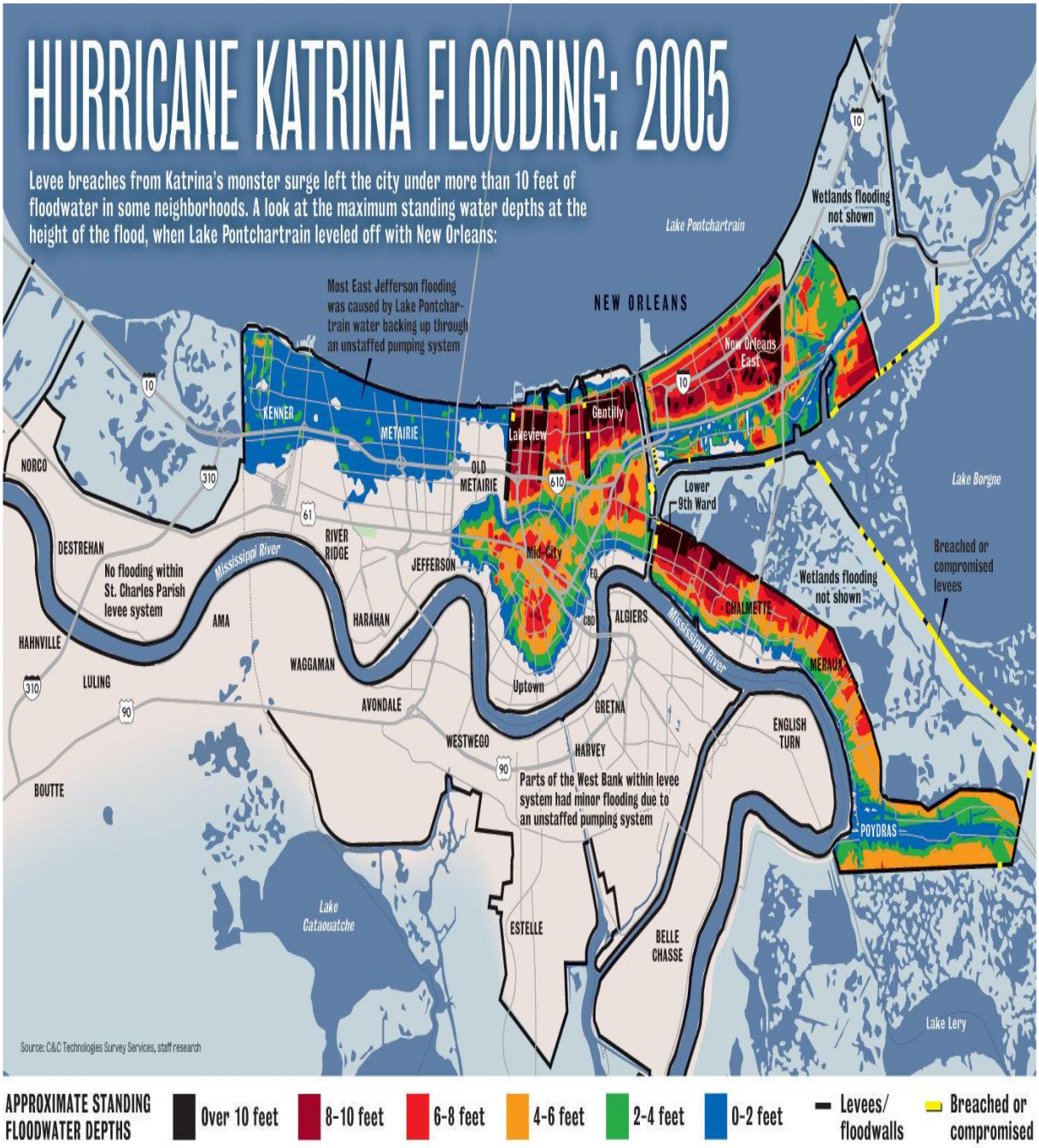
U.S. Hurricanes by Insurance Expense



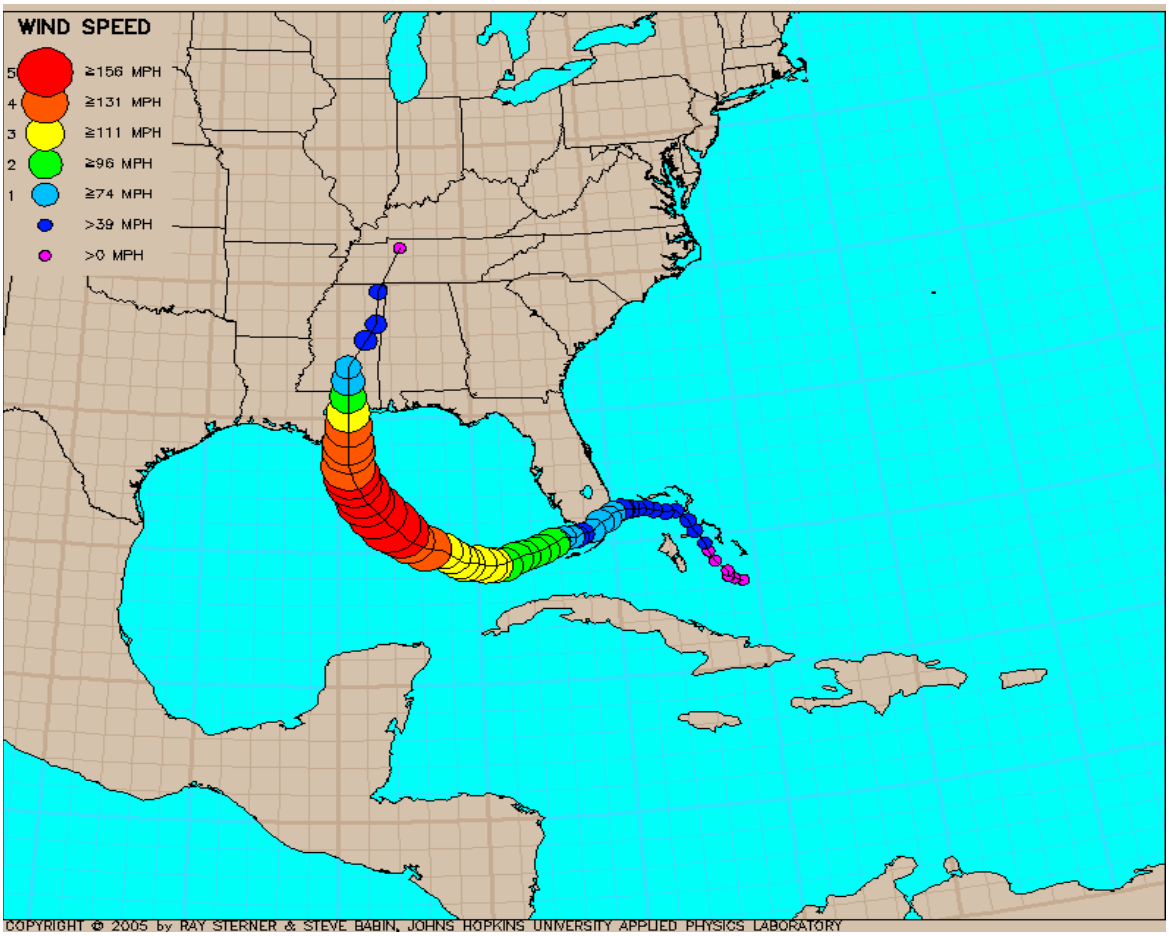
Source: Thomson -Reuters

Track of Hurricane Katrina




HURRICANE KATRINA FLOODING: 2005
Levee breaches from Katrina's monster surge left the city under more than 10 feet of floodwater in some neighborhoods. A look at the maximum standing water depths at the height of the flood, when Lake Pontchartrain leveled off with New Orleans:
Lake Pontchartrain
Wetlands flooding not shown
Most East Jefferson flooding was caused by Lake Pontchartrain water backing up through an unstaffed pumping system
NEW ORLEANS
New Orleans East
KENNER
METAIRIE
Laketview
Gentilly
OLD METAIRIE
NORCO
Lower 9th Ward
Lake Borgne
DESTREHAN
RIVER RIDGE
JEFFERSON
Mid-City
No flooding within St. Charles Parish levee system
Mississippi River
Breached or compromised levees
Wetlands flooding not shown
CHALMETTE
AMA
HARAHAN
CBD
ALGIERS
HAHNVILLE
WAGGAMAN
MERAUX
LULING
Uptown
AVONDALE
GRETNA
ENGLISH TURN
WESTWEGO
HARVEY
BOUTTE
Parts of the West Bank within levee system had minor flooding due to an unstaffed pumping system
POYDRAS
Lake Cataouatche
ESTELLE
BELLE CHASSE
Lake Lery
Source: C&C Technologies Survey Services, staff research
APPROXIMATE STANDING FLOODWATER DEPTHS
Over 10 feet
8-10 feet
6-8 feet
4-6 feet
2-4 feet
0-2 feet
Levees/ floodwalls
Breached or compromised

Hurricane Katrina Wind Speed

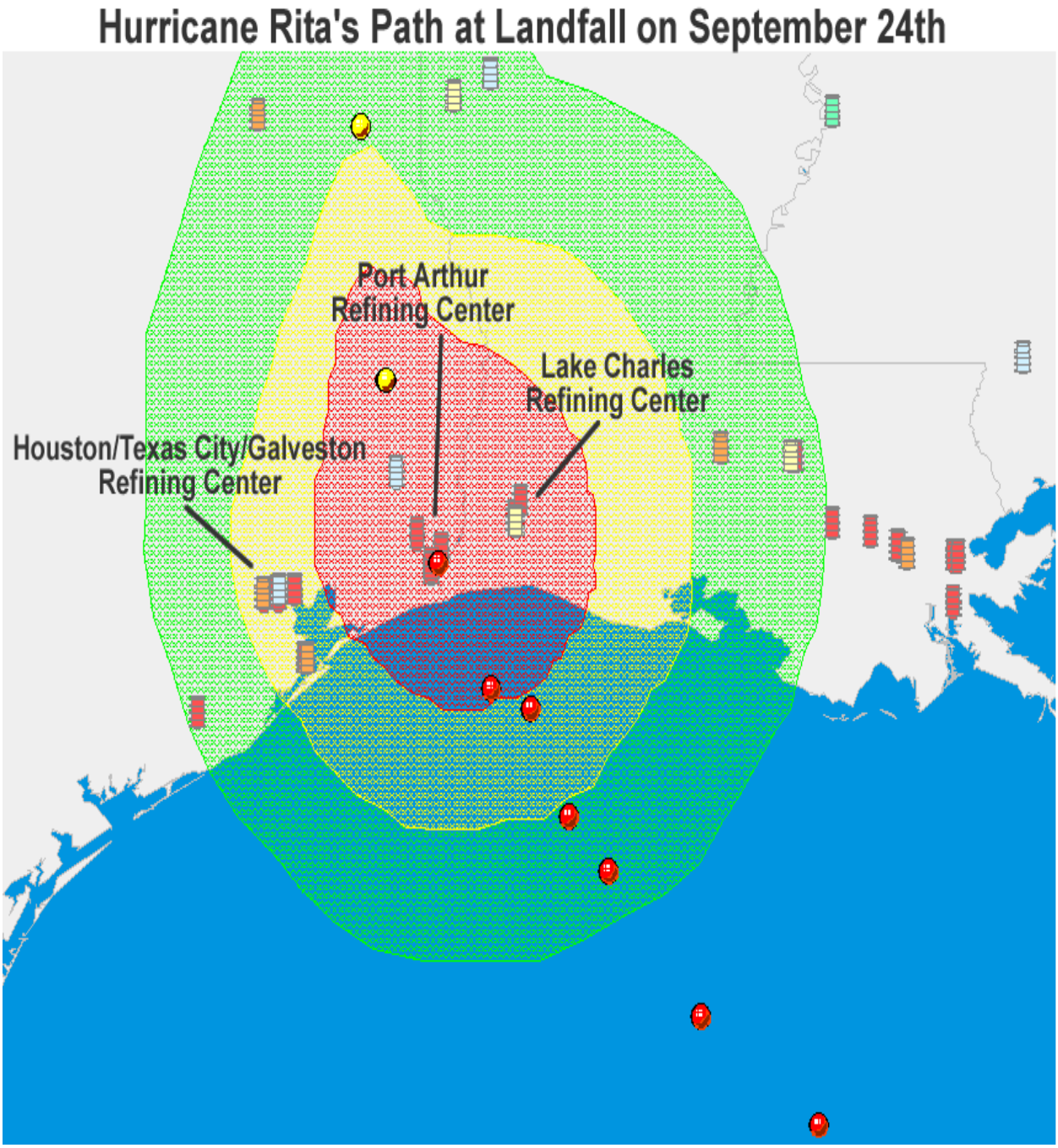


Source: www.srh.noaa.gov

FEMA Public Assistance Program - Hurricane Katrina

Number of Project Worksheets: 19,936

Total Cost: $11,692,753,907.12

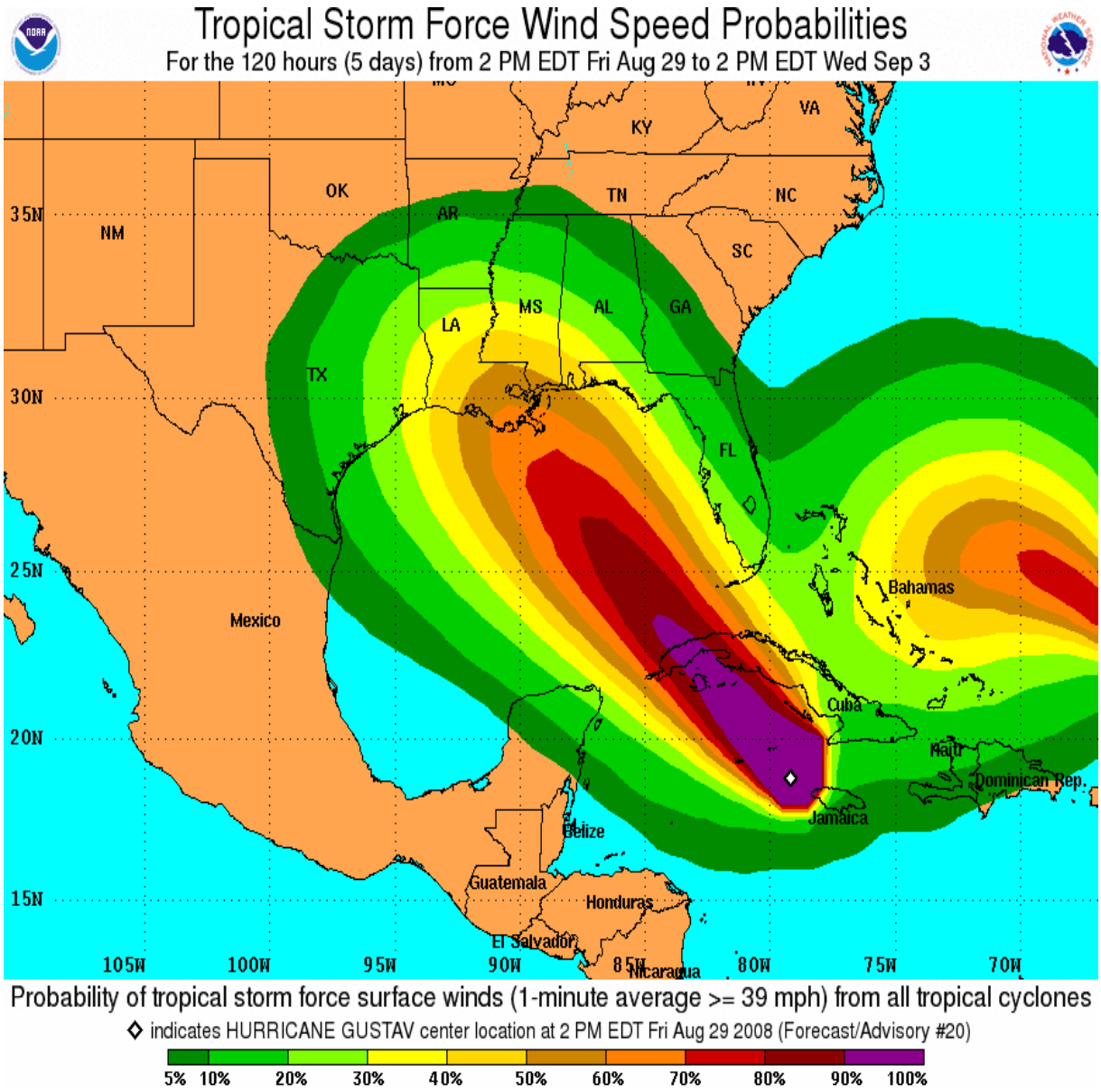


FEMA Public Assistance Program

Number of Project Worksheets: 4542

Total Cost: $668,037,662.01

Hurricane Gustav

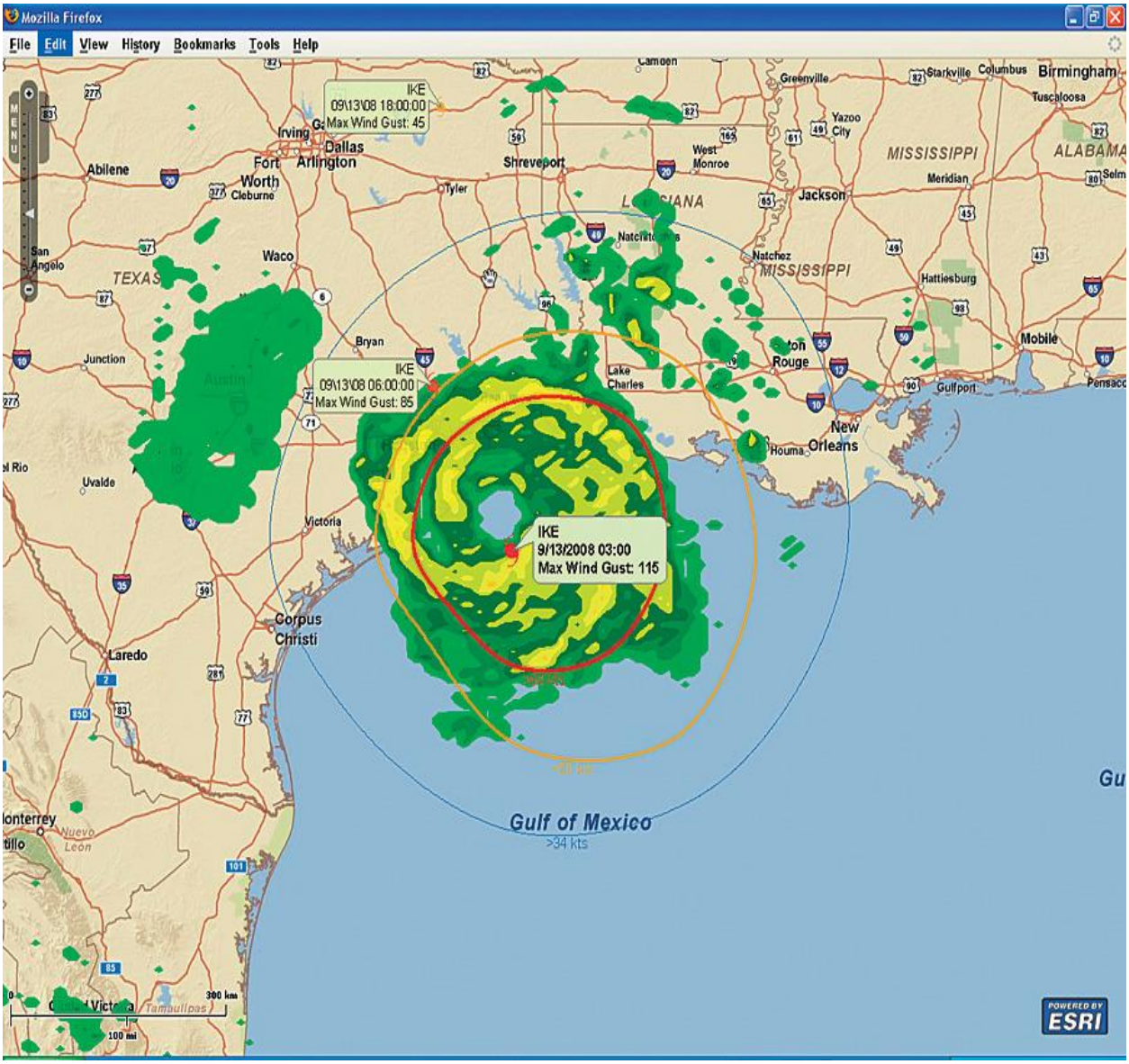


FEMA Public Assistance Program - Hurricane Gustav

Number of Project Worksheets: 6966

Total Cost: $776,457,244.09

Hurricane Ike

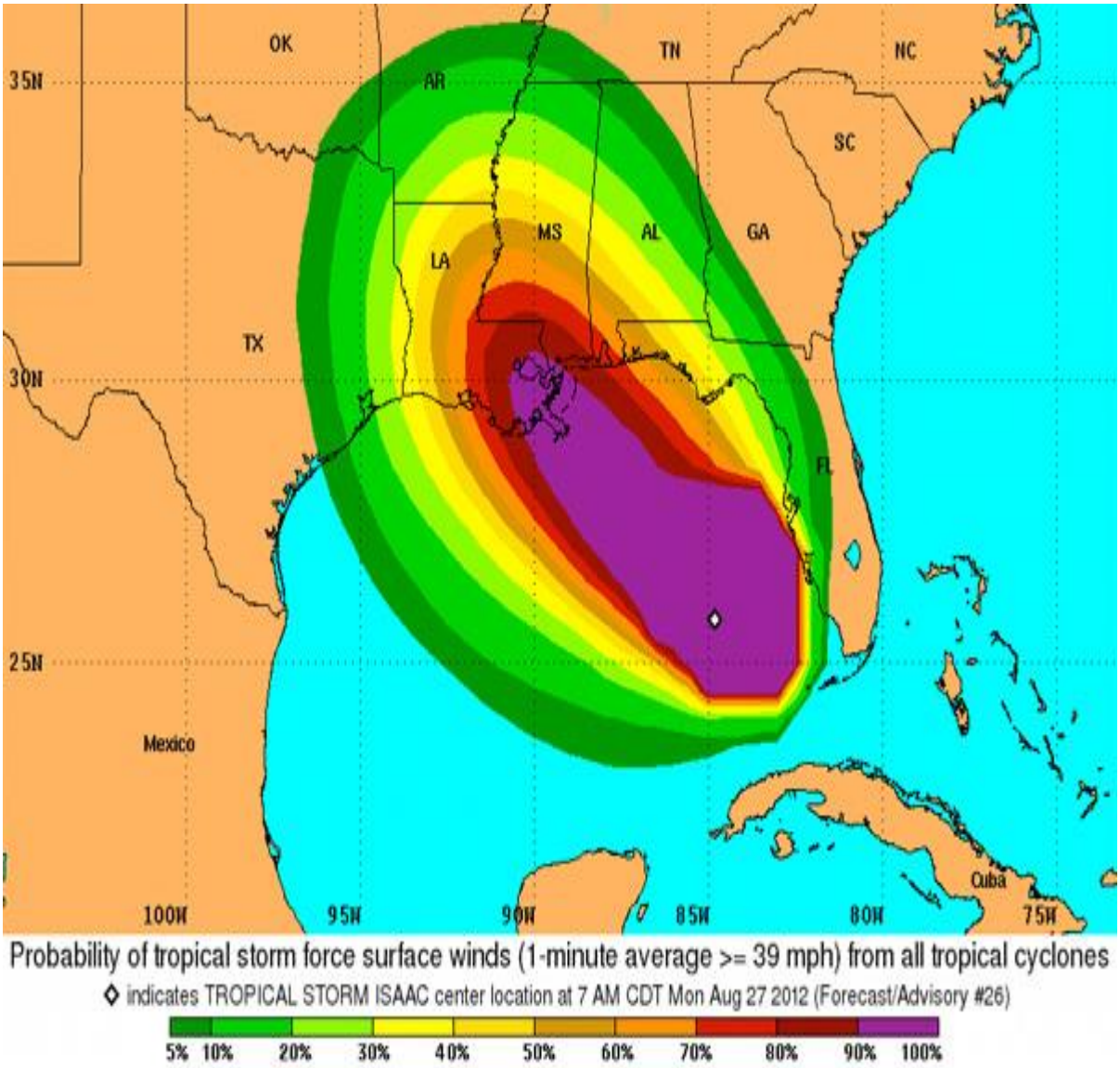


FEMA Public Assistance Program - Hurricane Ike

Number of Project Worksheets: 1673

Total Cost: $233,874,422.38

Hurricane Isaac



FEMA Public Assistance Program - Hurricane Isaac

Number of Project Worksheets: 1597

Total Cost: $427,531,164.91

CHECKLISTS

Disaster Recovery Remediation Guide

Office of Risk Management

Remediation Checklist

Investigate and Evaluate Disaster Damages to Develop Scope of Work

- ☐ Participate in the initial building assessment with Facility Manager, ORM Project Specialist, and Third Party Administrator (TPA) to develop a scope of work agreed upon by all parties
- ☐ Assess size of damaged area
- ☐ Consider the possibility of hidden damage
- ☐ Clean-up small mold/water problems and fix moisture problems before they become large problems
- ☐ Identify source(s) or opening in the building where water entered and/or exists
- ☐ If tasked with emergency repair to the source of water intrusion (ie, roof tarp over damaged roof), this should be done prior to any interior remediation
- ☐ Note type of water-damaged materials (drywall, carpet, ceiling tile, etc.)
- ☐ Check inside air ducts and air handling unit

Communicate with the Facility Manager at all Stages of Process, as appropriate

- ☐ Facility Manager from the user-agency is the designated contact person for contractor questions and comments about remediation as needed
- ☐ Discuss needed changes to agreed-upon scope of work PRIOR to commencing the work
- ☐ Approval for any changes must be agreed upon *in writing* by the TPA and submitted with appropriate change orders

Plan Remediation

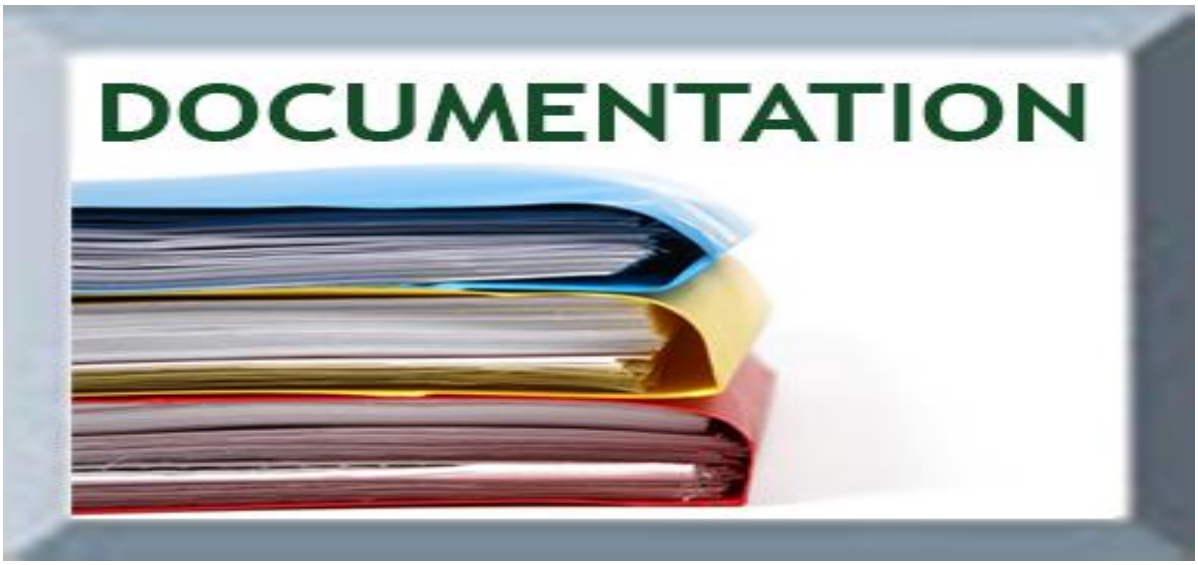
- ☐ Plan to dry wet, non-moldy materials within 48 hours to prevent mold growth
- ☐ Identify and provide cleanup means and methods for water damaged or moldy items
- ☐ Identify and provide required Personal Protection Equipment (per OSHA) and contractor crew members to perform the work
- ☐ Identify and provide required containment equipment
- ☐ Identify and provide timeline to complete the agreed upon scope of work for the facility

Remediate Water, Moisture, and Mold Problems

- ☐ Implement agreed upon remediation plan
- ☐ Dry wet, non-moldy materials within 48 hours to prevent mold growth
- ☐ Clean and dry mold materials
- ☐ Discard moldy porous items that can't be cleaned (if contents/equipment, photograph and document the disposal of the item and reason)
- ☐ Contents must all be cataloged and photographed. Cataloging must include the disposition and location of each item, and include description (make/model, etc., if applicable)

Documentation Requirements

- ☐ Invoicing must include the specific scope of work performed for the billing cycle (quantified as referenced in the Insurance Adjuster's report)
- ☐ Document the cataloged disposition of contents (removal, storage, off-site restoration, current location of item, photos, etc.)
- ☐ Change Orders
- ☐ Notice of Acceptance



Media Restoration Check List

Media restoration includes, but is not limited to, documents, books, vital records, general records, maps, blueprints, artwork, photographs, negatives (i.e., film based and glass plate), microfilm, historical files, and electronic records such as: CD-ROMs, floppy disks, back-up tapes, magnetic media (i.e., magnetic tape, audio tape, video tape, and DVDs).

- ☐ Records should be frozen within 72 hours to prevent mold growth. Freezing does not kill mold, but causes it to remain dormant until resources are available to properly dry them
- ☐ Conduct initial assessment of buildings and contents

Records and Information Priority Recovery Material

- ☐ Records listed on the Vital Records Schedule
- ☐ Additional records and information included on divisional or departmental priorities lists;
- ☐ Records that are used to locate records and information such as indexes, file classification lists, accession analyses, location registers, and inventories
- ☐ Records with high intrinsic value such as items for which a photocopy or microform would not provide a suitable replacement—original deeds, contracts, wills, and certain archival holdings
- ☐ Items that have already developed mold
- ☐ Items printed on parchment or vellum or printed on coated paper
- ☐ Items with water-soluble inks such as maps, drawings, or manuscripts

As the Damage is Assessed

- ☐ Document the nature and extent of the damage
- ☐ Videotapes or photographs of the damage are important for insurance reports and to evaluate the effectiveness of the emergency management plan
- ☐ Take necessary notes to complete any required reporting for FEMA or insurance purposes

Three records and information damage categories can be established during the assessment:

1. Destroyed or unsalvageable records and information
2. Unharmed, retained records and information
3. Damaged records and information requiring recovery techniques

The **Louisiana Secretary of State** through the **Northeast Document Conservation Center (NEDCC)** provides free preservation advice on a wide variety of media restoration topics including:

- Emergency Salvage of Wet Books and Records
- Emergency Salvage of Wet Photographs
- Emergency Salvage of Moldy Books and Paper
- Freezing and Drying Wet Books and Records

Important Questions for EHP Reviews Questions Funding and Resource/Regulatory Agencies May Ask You:

- ☐ From what other Agencies are you seeking funding?
- ☐ Are there any existing EHP reviews for this project?
- ☐ Have the necessary permits been granted for your project?
- ☐ Have all necessary state and local permits been granted for your project? (If applicable)
- ☐ Have alternatives to your project been considered?

Questions You Should Ask Funding Agencies and Resource/Regulatory Agencies:

- ☐ What does your Agency define as emergency or emergency action?
- ☐ What Agency resources are available to help me with EHP reviews, permitting, licensing, and project approval processes?
- ☐ Does this program offer funding assistance for EHP reviews?
- ☐ What do I need to provide to meet my EHP compliance responsibilities?
- ☐ What information does your Agency need from me to support the consultation process?
- ☐ Can I hire a contractor to help support the Agencies' EHP review?
- ☐ Who is the appropriate person to contact if I have additional questions and how should I best contact them?
- ☐ What permits are required?
- ☐ What information do you need from me to begin the permit or consultation review?
- ☐ How long is a typical consultation or permitting process for this type of project?
- ☐ What activities are allowed under this permit?
- ☐ What are the post-award requirements that I must follow?
- ☐ Who pays for EHP mitigation?
- ☐ What happens if unforeseen issues arise following the Federal Assistance award?

FEMA Project Worksheet Closeout Check List

General Documentation Requirements

- ☐ PW and all versions
- ☐ If an Improved Project, the Letter of Approval from the State's Authorized Representative
- ☐ If an Alternate Project, the letter of Approval from the Federal Coordinating Officer
- ☐ Time Extension Paperwork
- ☐ Special Considerations Review Form
- ☐ Insurance – Statement of Loss/Proof that insurance was obtained and maintained
- ☐ Insurance – Schedule of Payment & proceeds reported and deducted, denial letter
- ☐ Comparable demonstration of reasonableness
- ☐ Post disaster photographs showing damage to facility or facilities (recommended)
- ☐ Proof of completed work
- ☐ Proof of payment
- ☐ Contents inventory log
- ☐ Invoices/Receipts

Contract Work

- ☐ Pay Applications/Invoices/Receipts
- ☐ Evidence of Proper Procurement
- ☐ Copy of Signed Contracts
- ☐ Project Management / Oversight

Office of Risk Management

Our mission is to develop, direct, achieve and administer a cost effective comprehensive risk management program for all agencies, boards and commissions of the State of Louisiana and for any other entity for which the state has an equity interest, in order to preserve and protect the assets of the State of Louisiana.

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