

ASTFFL7 - SQA Unit Code H551 04

Respond to flood damage emergencies



Overview

- 1 Confirm extent and nature of damage caused by flood with clients
- 2 Carry out risk assessments to confirm premises are safe to work in
- 3 Carry out a triage assessment to confirm work to be done
- 4 Confirm plan of action and responsibilities as required

Performance criteria

Confirm extent and nature of damage caused by flood with clients

You must be able to:

- P1 maintain the health and safety of **clients** and yourself at all times
- P2 have the correct names and contact details of people who need information on the flood damage
- P3 speak with your clients in a sympathetic, methodical, professional and calm manner
- P4 confirm and agree the **source** and **extent** of floods with your clients
- P5 inspect all areas to confirm the extent of floods
- P6 confirm and agree the **nature** of damage caused by floods with your clients
- P7 clarify any points you or your client are unsure of

Carry out risk assessments to confirm premises are safe to work in

You must be able to:

- P8 have **permission** before you enter the premises
- P9 wear the correct **personal protective equipment** required
- P10 have the relevant tools, equipment and documents needed
- P11 confirm that **services** are in a safe condition before entering premises
- P12 carry out a risk assessments of the premises and confirm that it is safe to work in, using approved **methods and procedures**
- P13 recognise and report accurately all **hazards** that are potential or actual risks to health and safety
- P14 provide risk assessment **reports** to those people who require them, within agreed timescales

Carry out a triage assessment to confirm work to be done

You must be able to:

- P15 wear the correct **personal protective equipment** required
- P16 make sure that you have the relevant documents, **tools and equipment** and documents needed
- P17 carry out a **triage assessment**
- P18 record full and accurate details of the work required

Confirm plan of action and responsibilities as required

You must be able to:

- P19 make sure that your clients have **authorised** you to begin work
- P20 prepare plans of action based on your findings from your tests and inspections of premises
- P21 provide your team with sufficient **information** about the premises and the work to be done
- P22 allocate responsibilities to team members taking account of their competence and experience
- P23 make sure that individuals are competent, authorised and able to carry

ASTFFL7 - SQA Unit Code H551 04

Respond to flood damage emergencies

- out each task
- P24 clarify with your organisation any issues your client, you or your team are unsure of

ASTFFL7 - SQA Unit Code H551 04

Respond to flood damage emergencies

Knowledge and understanding

You need to know and understand:

Confirm extent and nature of damage caused by flood with clients

- K1 how to speak with clients in a sympathetic, methodical, professional and calm manner and why this is important
- K2 the typical sources of flooding and their characteristics
- K3 what to look for to confirm the nature of the damage
- K4 how to investigate the extent of floods without causing further damage

Carry out risk assessments to confirm premises are safe to work in

You need to know and understand:

- K5 why and from where to get permission to enter premises
- K6 the correct personal protective equipment required and where to get it from
- K7 why you should wear personal protective equipment
- K8 what tools, equipment and documents you need
- K9 what services are on site and how you confirm that they are in a safe condition and the possible consequences of not doing so
- K10 the approved procedures and methods to use to carry out a risk assessment of premises and confirm that they are safe to work in
- K11 how you should report risk assessments to whoever requires them

Carry out a triage assessment to confirm work to be done

You need to know and understand:

- K12 the correct personal protective equipment required and where to get it from
- K13 why you should wear personal protective equipment
- K14 what tools, equipment and documents you need
- K15 what a triage assessment is and why it should be carried out
- K16 the typical areas floods will migrate to
- K17 which documents you need to complete, what information is required and who receives copies

Confirm plan of action and responsibilities as required

You need to know and understand:

- K18 how to make sure that you have client authorisation to begin work and why this is important
- K19 why it is important to plan what is going to be done, based on the results of tests and inspections
- K20 what information the team needs to do the work and confirm they understand it
- K21 why it is important to allocate responsibilities according to abilities of team members
- K22 where to find out if individuals are trained, authorised and able to carry out each task and why this is important

ASTFFL7 - SQA Unit Code H551 04

Respond to flood damage emergencies

K23 why it is important to clarify any issues your client, you or your team are unsure of and the consequences of not doing so

ASTFFL7 - SQA Unit Code H551 04

Respond to flood damage emergencies

Additional Information

Scope/range

Confirm extent and nature of damage caused by flood with clients

- 1 **clients:** property owners, property tenants, insurance company
- 2 **source** of flood: external (damage to building roof or walls, burst pipe, high river or storm), internal (water tank, burst pipe, overfilling, faulty domestic appliance or damage to water supply or drainage systems)
- 3 **extent** of floods: affected floors of property, neighbouring properties affected, areas not in view (behind cavities, screens and locked doors); underflow
- 4 **nature** of damage: to structure, to contents

Carry out risk assessments to confirm premises are safe to work in

- 5 **permission:** verbal; in writing; signature
- 6 **personal protective equipment:** hard hat; coveralls; gloves; safety glasses; safety boots; face mask
- 7 **services:** electricity; water; gas; heating oil
- 8 **methods and procedures** of: your own organisation; your clients; current legislation
- 9 **hazards;** unsafe floors; unsafe walls; unsafe ceilings or roof; heavy objects that may affect further inspection or work; contamination by bacteria, mould, chemical or foul water
- 10 **reports** format: written; verbal

Carry out a triage assessment to confirm work to be done

- 11 **personal protective equipment:** hard hat; coveralls; gloves; safety glasses; safety boots; face mask
- 12 **tools and equipment:** tape measure; lamps; screwdriver; hammer; pens; ladders; camera; hygrometer; hydrometer; moisture meter; sampling swabs; monitors
- 13 **triage assessment:** unrestorable; restorable; immediate action required

Confirm plan of action and responsibilities as required

- 14 **authorised** by: writing; verbal
- 15 **information** about: health and safety; hazards; source of flood; client expectations; timescales

ASTFFL7 - SQA Unit Code H551 04

Respond to flood damage emergencies

Developed by Asset Skills

Version number 1

Date approved March 2003

Indicative review date March 2005

Validity Current

Status Original

Originating organisation Asset Skills

Original URN FFL7

Relevant occupations Cleaning Services Operations

Suite Cleaning and Support Services - Fire and Floods

Key words flood damage, tools and equipment, triage assessment