

Emergency Repair Response

8-Video Crisis Course

When disaster hits, the next 30 minutes matter most.

Burst pipe • Electrical trip • Water heater failure • Storm damage • Shutoffs • Insurance documentation • Stabilization before a pro arrives

Course Format	8 field-ready video lessons + printable emergency worksheets
Designed For	Homeowners, landlords, property managers, and maintenance-minded families
Core Promise	Know what to shut off, what to photograph, who to call, and what not to touch.
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Educational safety guide only. This course does not replace licensed plumbing, electrical, HVAC, structural, restoration, fire, gas utility, or emergency services. If there is fire, smoke, electrical arcing, gas odor, carbon monoxide alarm, sewage exposure, structural movement, or standing water near energized equipment, leave the area and call emergency services or the proper utility/professional.

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How to Use This Crisis Course

This workbook is the printable companion for an 8-video emergency response course. It is built for the moment when something goes wrong and the homeowner needs a clear, calm sequence instead of panic.

The goal is not to teach risky repairs. The goal is stabilization: stop the damage from getting worse, protect people, document the scene, and communicate clearly with the correct professional.

Each module includes a video objective, what you should know before the emergency, what to do in the first 90 seconds, the next 30 minutes, what to document for insurance, and when to stop and call for help.

Print the worksheets at the back and post the shutoff locations near your electrical panel, utility room, basement stairway, or property maintenance binder. A good emergency plan is visible before the emergency starts.

Course rule: protect life first, protect the structure second, protect possessions third. Never risk injury to save materials.

What this course helps you do

- Find and label main water, gas, and electrical shutoffs before a crisis.
- Decide when a situation is an emergency call versus a contractor call.
- Take useful photos, videos, timestamps, and notes before cleanup begins.
- Avoid creating secondary damage from unsafe drying, wrong breakers, or hidden leaks.
- Prepare a one-page household emergency contact list.

The First 90 Seconds Protocol

Most property emergencies are won or lost in the first few minutes. The first 90 seconds are not for diagnosis. They are for safety, shutoff, separation, and calling the right help.

Step	Question	Action
1. Life safety	Is anyone in danger from fire, smoke, gas, CO, shock, sewage, collapse, or fast water?	Leave the area if needed. Call 911, utility emergency line, or local fire department when life safety is involved.
2. Stop the source	Can the source be shut off safely?	Use the labeled main water valve, appliance shutoff, thermostat, or breaker only when safe and dry. Do not touch wet electrical equipment.
3. Isolate the area	Can people, pets, and belongings be moved away?	Close doors, block access, move valuables only if safe, and prevent slips.
4. Document	Can you photograph before cleanup?	Take wide, medium, and close shots. Capture clocks, shutoff positions, dripping source, damaged contents, and standing water.
5. Communicate	Who needs to know?	Call the correct professional, landlord/property manager, insurer, or tenant. Give facts, not guesses.

Never enter standing water if outlets, cords, panels, appliances, extension cords, or unknown energized equipment may be involved.

The 30-Minute Stabilization Framework

After the first 90 seconds, your job is to reduce spread and preserve evidence without taking on professional repair work. Stabilization means controlling the scene until the qualified person arrives.

Minute Range	Primary Focus	Examples
0-5	Safety and shutoff	Evacuate if needed, shut water/gas/equipment only when safe, call utility/emergency line.
5-10	Contain spread	Buckets under drips, towels at clean water edges, isolate rooms, avoid contaminated water.
10-15	Document	Photos, video narration, damaged items list, model numbers, weather conditions, time discovered.
15-20	Notify	Call insurer, pro contractor, landlord, tenant, neighbor below, or property manager.
20-30	Prepare access	Clear path to utility room, unlock gates, gather warranty info, write observations.

Stabilization is not demolition. Do not tear into walls, open electrical equipment, remove structural members, cut gas piping, or perform repairs that require a license or permit.

Video 1: Burst Pipe Response

Objective: Know how to identify the active water source, shut off the correct valve, protect electrical hazards, and document water damage before cleanup.

What to have ready before this happens

- Main water shutoff valve location
- Water meter or curb stop awareness
- Supply stops under sinks and toilets
- Buckets, towels, wet/dry vacuum only if electrical conditions are safe
- Flashlight, gloves, phone charger

Stop-work warning signs

- Do not stand in water near outlets, appliances, extension cords, or panels.
- Do not use a wet/dry vacuum unless plugged into a safe GFCI-protected circuit and the equipment is rated for the job.
- Do not close a valve so aggressively that old piping breaks.
- Do not assume water from above is clean; ceilings can hide contamination.

First 90 seconds

Priority	Action
1	Shut off the nearest fixture valve if the leak is isolated.
2	If water is uncontrolled, shut off the main water valve.
3	Open a low faucet to relieve pressure after the main is off.
4	Move people, pets, and valuables out of the wet area if safe.
5	Photograph the source, affected rooms, and shutoff position.

Video 1 Field Handout: Burst Pipe Response

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Where water first appeared
- Room names and approximate square footage affected
- Ceiling, wall, floor, cabinet, and contents damage
- Time discovered and time shutoff completed
- Photos of valve position and plumber access points

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Practice assignment

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact. Take a photo and place it in your home emergency folder.

Home-specific note	Write your answer here
Where is the shutoff/access point?	
Who is the first call?	
What tool or supply is missing?	
What would stop you from handling this alone?	

Video 1 Instructor Notes and On-Site Demonstration Plan

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff, real panel, real appliance, or real damage pattern instead of a studio setup.

Segment	Talking Point	Visual Shot
Opening problem	Name the emergency and what usually goes wrong in the first few minutes.	Wide shot of affected area or system.
Safety boundary	Explain what the homeowner can inspect and what they should not touch.	Close-up of red-tag/stay-back condition or warning label.
Shutoff/demo	Show where the control point is and how to identify it before crisis.	Slow close-up with hand pointing, not forcing.
Documentation	Show what photos a homeowner should take before cleanup.	Phone screen/wide-medium-close example.
Call the pro	Explain what information to give the trade, utility, or insurer.	Checklist/phone call script on screen.

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
- If you cannot identify the source safely, step back and call the right professional.
- A clear photo can save more money than a rushed repair.
- Do not turn a small emergency into a bigger one by guessing.

Filming checklist

- Show the tool or shutoff before it is needed.
- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
- Keep every hazardous action framed as a stop-work warning.
- End with the worksheet prompt so the viewer fills in their own home information.

Video 1 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching during an emergency.

Drill Question	Answer / Notes
What is the first life-safety question for this emergency?	
What is the safest shutoff or isolation step?	
What condition means leave the area immediately?	
What three photos should be taken before cleanup?	
Who is the first professional or utility to call?	
What should be written in the event log?	

Pass standard

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Video 2: Electrical Trip, Sparking, and Panel Safety

Objective: Separate normal breaker trips from emergency warning signs and know when to stop touching anything.

What to have ready before this happens

- Panel directory
- Flashlight
- Non-contact awareness, not as a final proof of safety
- Surge protector inventory
- List of critical loads: sump pump, freezer, furnace, medical equipment

Stop-work warning signs

- Frequent breaker trips, warm outlets, discoloration, buzzing, smoke, burning odor, tingling appliances, water near wiring, or sparking are stop-work conditions.
- Do not replace fuses/breakers with larger sizes.
- Do not reset a breaker repeatedly.
- Do not open the panel cover or touch wet electrical equipment.

First 90 seconds

Priority	Action
1	If there is smoke, fire, arcing, or burning odor, leave and call emergency services.
2	If safe and dry, turn off the affected breaker one time.
3	Unplug loads from the affected area if safe.
4	Do not use the circuit again until evaluated if warning signs remain.
5	Document what was running when it tripped.

Video 2 Field Handout: Electrical Trip, Sparking, and Panel Safety

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Breaker label and position
- What appliances/lights were on
- Photos of outlet discoloration or damaged cords
- Sound/smell observations
- Frequency of trips and dates

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Practice assignment

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact. Take a photo and place it in your home emergency folder.

Home-specific note	Write your answer here
Where is the shutoff/access point?	
Who is the first call?	
What tool or supply is missing?	
What would stop you from handling this alone?	

Video 2 Instructor Notes and On-Site Demonstration Plan

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff, real panel, real appliance, or real damage pattern instead of a studio setup.

Segment	Talking Point	Visual Shot
Opening problem	Name the emergency and what usually goes wrong in the first few minutes.	Wide shot of affected area or system.
Safety boundary	Explain what the homeowner can inspect and what they should not touch.	Close-up of red-tag/stay-back condition or warning label.
Shutoff/demo	Show where the control point is and how to identify it before crisis.	Slow close-up with hand pointing, not forcing.
Documentation	Show what photos a homeowner should take before cleanup.	Phone screen/wide-medium-close example.
Call the pro	Explain what information to give the trade, utility, or insurer.	Checklist/phone call script on screen.

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
- If you cannot identify the source safely, step back and call the right professional.
- A clear photo can save more money than a rushed repair.
- Do not turn a small emergency into a bigger one by guessing.

Filming checklist

- Show the tool or shutoff before it is needed.
- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
- Keep every hazardous action framed as a stop-work warning.
- End with the worksheet prompt so the viewer fills in their own home information.

Video 2 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching during an emergency.

Drill Question	Answer / Notes
What is the first life-safety question for this emergency?	
What is the safest shutoff or isolation step?	
What condition means leave the area immediately?	
What three photos should be taken before cleanup?	
Who is the first professional or utility to call?	
What should be written in the event log?	

Pass standard

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Video 3: Water Heater Failure

Objective: Respond to leaking, no hot water, popping sounds, scald risk, and tank failure without creating gas, electrical, or flood hazards.

What to have ready before this happens

- Water heater type: gas/electric/tankless
- Cold-water inlet valve
- Gas shutoff or electrical disconnect awareness
- Drain pan and floor drain location
- Manufacturer/model/serial photo

Stop-work warning signs

- Do not touch wet electrical components.
- Do not relight gas equipment if you smell gas.
- Do not cap, plug, or modify the temperature-pressure relief valve.
- Do not drain a tank unless you know the discharge path is safe and the unit is shut down correctly.

First 90 seconds

Priority	Action
1	For active leaking, shut the cold-water inlet if reachable and safe.
2	For major tank rupture, shut the main water if needed.
3	Turn off power/gas only according to the equipment type and only if safe.
4	Move belongings away from water.
5	Call a licensed plumber/HVAC or qualified water heater professional.

Video 3 Field Handout: Water Heater Failure

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Tank label, age, and photos
- Leak source: top, bottom, valve, piping, pan
- Water path and damaged materials
- Temperature setting if visible
- Service history and warranty info

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Practice assignment

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact. Take a photo and place it in your home emergency folder.

Home-specific note	Write your answer here
Where is the shutoff/access point?	
Who is the first call?	
What tool or supply is missing?	
What would stop you from handling this alone?	

Video 3 Instructor Notes and On-Site Demonstration Plan

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff, real panel, real appliance, or real damage pattern instead of a studio setup.

Segment	Talking Point	Visual Shot
Opening problem	Name the emergency and what usually goes wrong in the first few minutes.	Wide shot of affected area or system.
Safety boundary	Explain what the homeowner can inspect and what they should not touch.	Close-up of red-tag/stay-back condition or warning label.
Shutoff/demo	Show where the control point is and how to identify it before crisis.	Slow close-up with hand pointing, not forcing.
Documentation	Show what photos a homeowner should take before cleanup.	Phone screen/wide-medium-close example.
Call the pro	Explain what information to give the trade, utility, or insurer.	Checklist/phone call script on screen.

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
- If you cannot identify the source safely, step back and call the right professional.
- A clear photo can save more money than a rushed repair.
- Do not turn a small emergency into a bigger one by guessing.

Filming checklist

- Show the tool or shutoff before it is needed.
- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
- Keep every hazardous action framed as a stop-work warning.
- End with the worksheet prompt so the viewer fills in their own home information.

Video 3 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching during an emergency.

Drill Question	Answer / Notes
What is the first life-safety question for this emergency?	
What is the safest shutoff or isolation step?	
What condition means leave the area immediately?	
What three photos should be taken before cleanup?	
Who is the first professional or utility to call?	
What should be written in the event log?	

Pass standard

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Video 4: Storm Damage and Roof Leak Stabilization

Objective: Control interior spread during wind/rain without climbing roofs, exposing yourself to lightning, or damaging insurance evidence.

What to have ready before this happens

- Tarps/plastic sheeting for interior protection
- Buckets and towels
- Attic flashlight and respirator awareness
- Ladder safety plan - usually wait for pro
- Insurance policy and emergency repair number

Stop-work warning signs

- Do not climb a wet, icy, storm-damaged, or windy roof.
- Do not enter an attic if electrical wiring is wet, structure is sagging, or ceiling is failing.
- Do not puncture a bulging ceiling without planning water control and safety.
- Do not discard damaged materials before documenting.

First 90 seconds

Priority	Action
1	Move people and contents from the leak path.
2	Place buckets and protect flooring.
3	Take photos of exterior from ground only.
4	If ceiling is bulging, keep people away and call a pro.
5	Notify roofer/restoration contractor and insurer.

Video 4 Field Handout: Storm Damage and Roof Leak Stabilization

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Weather conditions and time
- Exterior photos from ground
- Interior path from ceiling to floor
- Damaged contents and serial numbers
- Temporary protection used

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Practice assignment

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact. Take a photo and place it in your home emergency folder.

Home-specific note	Write your answer here
Where is the shutoff/access point?	
Who is the first call?	
What tool or supply is missing?	
What would stop you from handling this alone?	

Video 4 Instructor Notes and On-Site Demonstration Plan

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff, real panel, real appliance, or real damage pattern instead of a studio setup.

Segment	Talking Point	Visual Shot
Opening problem	Name the emergency and what usually goes wrong in the first few minutes.	Wide shot of affected area or system.
Safety boundary	Explain what the homeowner can inspect and what they should not touch.	Close-up of red-tag/stay-back condition or warning label.
Shutoff/demo	Show where the control point is and how to identify it before crisis.	Slow close-up with hand pointing, not forcing.
Documentation	Show what photos a homeowner should take before cleanup.	Phone screen/wide-medium-close example.
Call the pro	Explain what information to give the trade, utility, or insurer.	Checklist/phone call script on screen.

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
- If you cannot identify the source safely, step back and call the right professional.
- A clear photo can save more money than a rushed repair.
- Do not turn a small emergency into a bigger one by guessing.

Filming checklist

- Show the tool or shutoff before it is needed.
- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
- Keep every hazardous action framed as a stop-work warning.
- End with the worksheet prompt so the viewer fills in their own home information.

Video 4 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching during an emergency.

Drill Question	Answer / Notes
What is the first life-safety question for this emergency?	
What is the safest shutoff or isolation step?	
What condition means leave the area immediately?	
What three photos should be taken before cleanup?	
Who is the first professional or utility to call?	
What should be written in the event log?	

Pass standard

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Video 5: Sewage Backup and Drain Failure

Objective: Recognize contaminated water, prevent exposure, stop water use, and call the right cleanup professional.

What to have ready before this happens

- Main cleanout location if known
- Plumber and sewer contractor contacts
- Nitrile gloves and boots for observation only
- Do not use household fans on contaminated water
- Municipal sewer contact if public sewer issue is suspected

Stop-work warning signs

- Assume sewage is contaminated. Keep children, pets, and occupants away.
- Do not run more fixtures.
- Do not use a wet/dry vacuum on sewage unless you have proper equipment and PPE.
- Do not remove contaminated porous materials without proper containment.

First 90 seconds

Priority	Action
1	Stop using sinks, toilets, showers, laundry, and dishwasher.
2	Shut off water to overflowing fixtures if helpful.
3	Keep occupants away from the area.
4	Photograph the backup and water line marks.
5	Call plumber/sewer and restoration company.

Video 5 Field Handout: Sewage Backup and Drain Failure

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Which fixtures backed up
- Whether neighbors are affected
- Photos of water level and rooms
- Items contacted by sewage
- Calls made to municipality/utility

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Practice assignment

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact. Take a photo and place it in your home emergency folder.

Home-specific note	Write your answer here
Where is the shutoff/access point?	
Who is the first call?	
What tool or supply is missing?	
What would stop you from handling this alone?	

Video 5 Instructor Notes and On-Site Demonstration Plan

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff, real panel, real appliance, or real damage pattern instead of a studio setup.

Segment	Talking Point	Visual Shot
Opening problem	Name the emergency and what usually goes wrong in the first few minutes.	Wide shot of affected area or system.
Safety boundary	Explain what the homeowner can inspect and what they should not touch.	Close-up of red-tag/stay-back condition or warning label.
Shutoff/demo	Show where the control point is and how to identify it before crisis.	Slow close-up with hand pointing, not forcing.
Documentation	Show what photos a homeowner should take before cleanup.	Phone screen/wide-medium-close example.
Call the pro	Explain what information to give the trade, utility, or insurer.	Checklist/phone call script on screen.

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
- If you cannot identify the source safely, step back and call the right professional.
- A clear photo can save more money than a rushed repair.
- Do not turn a small emergency into a bigger one by guessing.

Filming checklist

- Show the tool or shutoff before it is needed.
- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
- Keep every hazardous action framed as a stop-work warning.
- End with the worksheet prompt so the viewer fills in their own home information.

Video 5 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching during an emergency.

Drill Question	Answer / Notes
What is the first life-safety question for this emergency?	
What is the safest shutoff or isolation step?	
What condition means leave the area immediately?	
What three photos should be taken before cleanup?	
Who is the first professional or utility to call?	
What should be written in the event log?	

Pass standard

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Video 6: HVAC Failure in Heat or Cold

Objective: Protect occupants and prevent secondary damage when heating or cooling fails during extreme weather.

What to have ready before this happens

- Furnace/AC disconnect location
- Filter size and service history
- Thermostat settings
- Known emergency heat/cooling options
- List of vulnerable occupants and pets

Stop-work warning signs

- Do not use ovens, grills, charcoal, or generators indoors for heat or power.
- Do not bypass safety switches.
- Do not ignore CO alarms during heating season.
- Do not run space heaters on damaged cords or overloaded extension cords.

First 90 seconds

Priority	Action
1	Check thermostat mode and batteries.
2	Check filter if accessible and safe.
3	Check that vents are open and exterior exhaust/intake is not blocked.
4	If no heat in freezing weather, protect pipes by opening cabinet doors and maintaining safe heat sources.
5	Call HVAC service if equipment fault persists.

Video 6 Field Handout: HVAC Failure in Heat or Cold

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Indoor/outdoor temperature
- Thermostat reading and settings
- Error codes or light flashes
- Filter condition photo
- Rooms affected and vulnerable occupants

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Practice assignment

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact. Take a photo and place it in your home emergency folder.

Home-specific note	Write your answer here
Where is the shutoff/access point?	
Who is the first call?	
What tool or supply is missing?	
What would stop you from handling this alone?	

Video 6 Instructor Notes and On-Site Demonstration Plan

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff, real panel, real appliance, or real damage pattern instead of a studio setup.

Segment	Talking Point	Visual Shot
Opening problem	Name the emergency and what usually goes wrong in the first few minutes.	Wide shot of affected area or system.
Safety boundary	Explain what the homeowner can inspect and what they should not touch.	Close-up of red-tag/stay-back condition or warning label.
Shutoff/demo	Show where the control point is and how to identify it before crisis.	Slow close-up with hand pointing, not forcing.
Documentation	Show what photos a homeowner should take before cleanup.	Phone screen/wide-medium-close example.
Call the pro	Explain what information to give the trade, utility, or insurer.	Checklist/phone call script on screen.

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
- If you cannot identify the source safely, step back and call the right professional.
- A clear photo can save more money than a rushed repair.
- Do not turn a small emergency into a bigger one by guessing.

Filming checklist

- Show the tool or shutoff before it is needed.
- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
- Keep every hazardous action framed as a stop-work warning.
- End with the worksheet prompt so the viewer fills in their own home information.

Video 6 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching during an emergency.

Drill Question	Answer / Notes
What is the first life-safety question for this emergency?	
What is the safest shutoff or isolation step?	
What condition means leave the area immediately?	
What three photos should be taken before cleanup?	
Who is the first professional or utility to call?	
What should be written in the event log?	

Pass standard

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Video 7: Gas Smell, CO Alarm, and Combustion Emergencies

Objective: Make safe decisions when odor, detector alarms, or fuel-burning equipment creates a life-safety concern.

What to have ready before this happens

- Gas utility emergency number
- CO alarms installed and tested
- Know where gas meter is, but do not use it during active gas emergency unless utility instructed
- Furnace/water heater room access
- Evacuation meeting point

Stop-work warning signs

- If you smell gas, do not switch lights, use phones inside, light flames, or operate electrical devices. Leave and call from outside.
- If a CO alarm sounds, move outside to fresh air and call emergency services or the fire department.
- Do not re-enter until cleared.
- Do not run generators in garages or near openings.

First 90 seconds

Priority	Action
1	Evacuate people and pets.
2	Call 911/fire department/gas utility from outside.
3	Do not try to find the leak yourself.
4	Do not restart appliances.
5	Wait for clearance by emergency responders or utility.

Video 7 Field Handout: Gas Smell, CO Alarm, and Combustion Emergencies

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Alarm time and location
- Symptoms: headache, dizziness, nausea, confusion
- Appliances running at the time
- Photos only after cleared safe
- Utility/fire department report number

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Practice assignment

Before the next lesson, walk the property and locate the related shutoff, label, access panel, vent, cleanout, or emergency contact. Take a photo and place it in your home emergency folder.

Home-specific note	Write your answer here
Where is the shutoff/access point?	
Who is the first call?	
What tool or supply is missing?	
What would stop you from handling this alone?	

Video 7 Instructor Notes and On-Site Demonstration Plan

Use this page to plan the actual video segment. The course is strongest when each lesson is filmed around a real shutoff, real panel, real appliance, or real damage pattern instead of a studio setup.

Segment	Talking Point	Visual Shot
Opening problem	Name the emergency and what usually goes wrong in the first few minutes.	Wide shot of affected area or system.
Safety boundary	Explain what the homeowner can inspect and what they should not touch.	Close-up of red-tag/stay-back condition or warning label.
Shutoff/demo	Show where the control point is and how to identify it before crisis.	Slow close-up with hand pointing, not forcing.
Documentation	Show what photos a homeowner should take before cleanup.	Phone screen/wide-medium-close example.
Call the pro	Explain what information to give the trade, utility, or insurer.	Checklist/phone call script on screen.

Field language to use in the video

- The first job is to make the scene safe, not to prove you can fix it.
- If you cannot identify the source safely, step back and call the right professional.
- A clear photo can save more money than a rushed repair.
- Do not turn a small emergency into a bigger one by guessing.

Filming checklist

- Show the tool or shutoff before it is needed.
- Show the wrong move and explain why it is risky without demonstrating a dangerous repair.
- Keep every hazardous action framed as a stop-work warning.
- End with the worksheet prompt so the viewer fills in their own home information.

Video 7 Scenario Drill and Quiz

This page turns the video into a practice drill. The homeowner should be able to answer these questions without searching during an emergency.

Drill Question	Answer / Notes
What is the first life-safety question for this emergency?	
What is the safest shutoff or isolation step?	
What condition means leave the area immediately?	
What three photos should be taken before cleanup?	
Who is the first professional or utility to call?	
What should be written in the event log?	

Pass standard

The viewer passes this lesson when they can name the shutoff location, name the stop-work condition, and explain what to document before cleanup. If they cannot do those three things, they should rewatch the lesson and fill out the worksheet.

Video 8: Documentation, Insurance, and Calling the Right Pro

Objective: Build an organized record that helps the contractor fix faster and helps the insurer understand the loss.

What to have ready before this happens

- Insurance policy number
- Photos/video storage plan
- Contractor contacts
- Receipts and warranty folder
- Emergency contact worksheet posted

Stop-work warning signs

- Do not sign blank authorizations or unclear emergency work orders.
- Do not exaggerate or guess. Document facts.
- Do not discard damaged contents before photos and insurer guidance.
- Do not delay mitigation when safe to begin; prevent further damage.

First 90 seconds

Priority	Action
1	Take wide, medium, and close photos.
2	Record a short video narration with date/time and what happened.
3	List damaged rooms and contents.
4	Call the right trade: plumber, electrician, HVAC, roofer, restoration, utility, structural engineer.
5	Keep receipts for emergency purchases.

Video 8 Field Handout: Documentation, Insurance, and Calling the Right Pro

Use this handout during or immediately after the video. Fill in your home-specific details before the emergency happens.

Document for insurance and contractor handoff

- Photos before, during, after stabilization
- Names and times of calls
- Contractor license/insurance details if applicable
- Receipts and invoices
- Final scope, estimates, and change orders

Common mistakes that make the emergency worse

- Waiting too long to shut off the source.
- Cleaning up before taking photos.
- Touching electrical equipment in wet conditions.
- Calling the wrong trade first and losing time.
- Failing to write down times, names, and what was said.

Practice assignment

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Video 8 Instructor Notes and On-Site Demonstration Plan

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Pass standard

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Emergency Contacts and Shutoff Locations Worksheet

Print this page and post it near the utility room, electrical panel, or maintenance binder. Update it twice a year.

Contact Type	Name/Company	Phone	Account/Policy/Notes
Emergency services	911		
Gas utility emergency			
Electric utility outage/emergency			
Water/sewer utility			
Insurance claim line			
Plumber			
Electrician			
HVAC technician			
Roofer/storm damage contractor			
Restoration/water mitigation			
Landlord/property manager/tenant contact			

Shutoff Location Map

Use this page to describe or sketch where the important shutoffs are. Label them in real life with durable tags.

System	Location	How to shut off	Photo taken?
Main water valve			☐ Yes ☐ No
Fixture shutoffs: kitchen/baths			☐ Yes ☐ No
Water heater cold inlet			☐ Yes ☐ No
Electrical main panel			☐ Yes ☐ No
Critical breakers: furnace/sump/freezer			☐ Yes ☐ No
Gas meter/main gas shutoff			☐ Yes ☐ No
Furnace/boiler disconnect			☐ Yes ☐ No
Sump pump and backup power			☐ Yes ☐ No
Main sewer cleanout			☐ Yes ☐ No

Property sketch / notes

Emergency Event Log

Use one log per incident. Facts and timing matter for troubleshooting, insurance, and tenant communication.

Field	Entry
Date/time discovered	
Person who discovered it	
Location/room	
What was happening?	
Immediate safety concern?	
Shutoff used and time	
Photos/video taken?	
Professional/utility called	
Arrival time / report number	
Temporary stabilization completed	
Follow-up repairs needed	

Damage Documentation Checklist

- Take a wide photo showing the whole room or area.
- Take medium photos showing the path of water, smoke, impact, or damage.
- Take close photos of the source, labels, cracks, stains, and damaged contents.
- Record a short video describing what happened, what you shut off, and the current condition.
- Photograph serial/model numbers for appliances and equipment.
- Keep receipts for fans, tarps, buckets, temporary lodging, parts, and emergency services.
- Do not discard damaged property until documented and insurer guidance is clear.

Item/Area	Photo #	Condition	Keep/Discard/Unknown	Replacement estimate

Quick Reference Card: What to Shut Off

Emergency	Possible Shutoff	Do Not Touch If...	First Professional
Burst pipe	Fixture valve or main water	Standing water near electrical equipment	Plumber / restoration
Water heater leak	Cold-water inlet, then unit energy source if safe	Electrical/gas hazard exists	Plumber / water heater pro
Breaker trip	Affected breaker one time if safe and dry	Smoke, heat, arcing, water, burning odor	Electrician / fire dept.
Gas smell	Evacuate; call from outside	Any active gas odor inside	Gas utility / 911
CO alarm	Evacuate to fresh air	Never re-enter until cleared	Fire department / 911
Sewage backup	Stop water use; fixture shutoff if overflowing	Sewage exposure, electrical risk	Plumber / restoration
Roof leak	Interior containment only	Storm, wet roof, sagging ceiling	Roofer / restoration
HVAC failure	Thermostat/equipment disconnect if safe	CO alarm, gas odor, electrical hazard	HVAC / utility / fire dept.

Source and Safety Notes

This workbook is designed around conservative safety principles: evacuate for life-safety threats, shut off sources only when safe, document before cleanup, and call the appropriate professional. The references below were used as safety anchors and should be checked for updates over time.

Source	How It Was Used
Ready.gov	Family emergency planning and preparedness steps, including planning ahead before disasters.
American Red Cross	Disaster cleanup and recovery guidance; utility guidance includes turning off water at the main valve when water pipes are damaged and calling a plumber.
NFPA	Electrical home fire safety guidance and warning signs such as frequent breaker trips, warm/discolored outlets, and tingling appliances.
U.S. Fire Administration	Carbon monoxide safety guidance, including installing CO alarms outside sleeping areas and on every level, and using generators outdoors away from openings.
CPSC	Carbon monoxide/generator guidance, including using portable generators outside only and at least 20 feet from the home with exhaust directed away.

Final reminder: when in doubt, step back and make the call. The cost of a service call is smaller than the cost of injury, fire, gas exposure, sewage contamination, mold spread, or hidden structural damage.