



# Restore Now 24/7 | Fast Communication Checklist

## Coordinating the Right Information at the Right Time

We Bring Calm to Chaos.

When an emergency hits, clear communication keeps everyone safe, informed, and moving in the same direction.

Use this checklist to ensure every call, message, and update moves your recovery forward.

## I. Before an Emergency – Build the Foundation

### 1. Create a Master Contact List

- ☐ Save and print contact details for:
  - Restore Now 24/7 Dispatch: 971-406-2926
  - Insurance provider (claims line and policy number)
  - Utilities (water, power, gas)
  - Plumber and electrician
  - Property manager or landlord
  - Family and neighbors who can assist
- ☐ Keep one copy near your main exit and one in digital storage.
- ☐ Add these contacts to your phone favorites for quick dialing.

### 2. Establish an Update Chain

- ☐ Identify who will handle external communication if you are away or unreachable.
- ☐ Inform family or staff to report updates through one point of contact to avoid message overlap.
- ☐ Share this plan with everyone in the household or building team.

## II. During an Emergency – Stay Clear and Coordinated

### 1. Immediate Communication Steps

- ☐ Call Restore Now 24/7 first for professional coordination and containment.
- ☐ Once safe, notify your insurance provider to open a claim.
- ☐ Use short, direct messages when texting or emailing:
  - Location + Type of Damage + Urgent Need(Example: “Water leak in kitchen ceiling, power off, need inspection.”)
- ☐ Record the time and name of every responder you speak with.

### 2. Keep Everyone on the Same Page

Group	What They Need to Know
Family or Tenants	Confirm safety and temporary arrangements
Insurance	Date, cause, and photos of damage
RN24/7 Coordinator	Access points, hazards, and site condition
Vendors or Contractors	Scope approved and timing for entry

- ☐ Avoid sending conflicting updates on multiple group chats or threads.
- ☐ Stick to one channel per event (text group, email thread, or shared log).

## III. After an Emergency – Document and Follow Up

- ☐ Keep a simple Communication Log:
  - Date | Time | Who | Summary | Next Step
- ☐ Store all correspondence (texts, photos, invoices) in a single folder labeled by event date.
- ☐ Send all new information to your insurance contact and RN24/7 coordinator.
- ☐ Confirm appointments and site access times with every service provider.
- ☐ Maintain polite, concise updates even when stress is high—clarity speeds results.

### Pro Tip | The 10-Minute Communication Reset

After your initial calls, take ten minutes to:

1. Review your notes.
2. List any unanswered questions.
3. Confirm that photos and documents are backed up.

This quick pause keeps your claim, your safety, and your peace of mind on track.

Fast communication brings order to uncertainty. With one call to Restore Now 24/7, you activate a network that documents, coordinates, and responds with precision so every message moves your recovery forward.

### Contact

Restore Now 24/7

971-406-2926 | dispatch@restorennow247.com | restorennow247.com

Serving Oregon and Washington We Bring Calm to Chaos.