



FOR INTERNAL USE ONLY – DO NOT DISTRIBUTE EXTERNALLY

(updated as of 05/03/19)

**INSTRUCTIONS FOR HANDLING
GENERAL LIABILITY AND AUTO LIABILITY CLAIMS**

A. SEWER and FLOODING LOSSES

1. Process for SSO (Sanitary Sewer Overflow) or Water Main Flooding:
 - a. The City/Town receives a call of a SSO or ruptured water main.
 - b. For an SSO, the department responds and confirms/denies there is a blockage in the main line and/or lower lateral (if your agency accepts responsibility at that point). Please note, each entity has their own Municipal Code that distinguishes the responsibility of the public vs. private services. REMIF recommends the agency accept responsibility at the “tap” or “connection point” and main. **Or** For water flooding, the department responds and confirms/denies if the flooding is due to an issue in the main line and service line (i.e. ruptured pipe)
 - c. If the cause of the loss cannot be immediately determined, error on the side of caution and proceed as if the member entity has liability without verbal or written acceptance of liability. **DO NOT discuss liability.**
 - d. The City/Town’s staff will need to provide the following information to REMIF (or those working on behalf of REMIF) or the restoration company:

What was the cause of the blockage or water rupture?
What areas of the structure were affected?
Do the occupants need to be relocated?
Is there any other pertinent information?

REMIF (or those working on behalf of REMIF) or the restoration company will need to know:

What are the names/date of births of ALL occupants?
Is the occupant the owner or renter? (If the occupant is a renter, the homeowner and occupant will have separate claims).
Are there any pre-existing health concerns of occupants?

PLEASE NOTE: THAT GEORGE HILLS or the RESTORATION COMPANY WILL HANDLE MOST IF NOT ALL IF CONTACTED IMMEDIATELY.

2. If an immediate response is needed by a restoration company, please first contact an individual listed below immediately (they are working on behalf of REMIF):

Cameron Dewey
(530) 276-5322

Parmit Randhawa
(510) 375-1141

Lisa Lillemoe
(707) 290-8212

If an immediate response is not needed, please send an e-mail to:

Cameron Dewey
liabilityadmin@remif.com

Anna Santos
asantos@remif.com

3. If attempts to contact the individual listed above are unsuccessful, please contact one of the restoration companies directly. They have emergency 24/7 numbers and will answer and respond.

EUREKA/FORTUNA/ARCATA:

New Life Services
39 5th Street
Eureka, CA
(707) 444-8222
matth@nlsco.com

Or

Cleanrite Buildrite
19690 Hirsch Ct Ste, 1
Anderson, CA 96007
(530) 246-4886 8-5 M-F
After Hours 1-800-870-0030
billw@crbr.com

LAKEPORT

Servpro of Lake County
923 Parallel Drive, #15
Lakeport, CA 95453
(707) 263-9283 (24/7)
Doug Bridges (707) 272-0171
sp9872@att.net

Or

Redwood Restoration
6265 Eastside Calpella Road
Ukiah, CA 95482
(707) 376-9557 (24/7)
Kurt Carlsson (707) 513-6365
kurt@redwoodhelp.com

ALL OTHER REMIF CITIES:

Redwood Restoration
6265 Eastside Calpella Road
Ukiah, CA 95482
(707) 376-9557 (24/7)
Kurt Carlsson (707) 513-6365 / Tom Hoover (707) 513-6485
kurt@redwoodhelp.com

Or

Servpro of Lake County, Mendocino County and Sonoma County
703 2nd Street, Suite 108
(707) 537-6635
jweber@servpro9872.com

6. The restoration companies listed above have been trained to handle the initial part of a loss and assist any individual(s) who need to be relocated and City Staff.

The claimant will hear from REMIF (or those acting on behalf of REMIF) as soon as possible to explain the claim process and needs regarding subject claim (relocation process, per diem/meals, etc.).
7. REMIF (or those acting on behalf of REMIF) will obtain all information and work with the City/Town on providing a claim form.
8. The restoration company will be on site as soon as possible and take over for the City/Town. The restoration companies are trained and understand the process. They will assist with relocation, making sure the occupants are safe and provide any special needs/assistance to the occupants.
9. The restoration company will photograph everything from the minute they are on site throughout the process.
10. The restoration company will work with REMIF (or those acting on behalf of REMIF) to discuss the plan of action and needs.
11. Communication with the claimants will be continuous throughout the claim process. REMIF (or those acting on behalf of REMIF) will be available to relocated claimants with any special needs. If there are items that need to be purchased immediately, REMIF will purchase on their behalf.
12. REMIF (or those acting on behalf of REMIF) will arrive on scene as soon as possible, but not more than 48 hours unless it can be determined unnecessary.
13. The restoration company will contract directly with the claimants. The claimant will file a claim with the City/Town. REMIF will work with both and finalize the claim for both mitigation and repairs ***at the conclusion*** of the claim. If it is a large loss or problems occur, REMIF may advance fees to the restoration company or other approved vendor.
14. Often the only time things go wrong with sewer/water claims is when communication breaks down. There needs to be continuous and constant communication throughout the entire claim process with everyone (the claimant, the restoration company, the City/Town and REMIF).

15. The restoration company will finish remediation. The Claimant has the right to have his/her own contractor, although most will stay with the same restoration company for the repairs. The restoration company will address remediation, environmental Testing/hygienist, contents inventory, destroyed items and repairs.

B. OFFICER INVOLVED SHOOTINGS and SERIOUS AUTO ACCIDENTS

For officer involved shootings (OIS), in-custody deaths, and serious injuries due to use of force or serious bodily injury auto accidents, please use your internal processes and procedures or follow multi-agency protocols. Notify REMIF immediately or as soon as possible:

Cameron Dewey
liabilityadmin@remif.com
(530) 276-5322

Amy Northam
anortham@remif.com
(707) 938-2388 x120 (office)
(707) 799-3251 (cell)

C. GENERAL LIABILITY CLAIMS

1. Please follow your internal city/town procedure for reporting claims. In addition, immediately report all general liability or auto accidents involving damage to property owned by a third party, bodily injury to a third party, or other loss or injury to a third party to REMIF by sending an e-mail to:

myghcnewclaims@georgehills.com

Cameron Dewey
liabilityadmin@remif.com

Anna Santos
asantos@remif.com

Parmit Randhawa
parmit.randhawa@georgehills.com

2. Do not delay claims for internal investigation or fact-finding reasons. The internal or fact-finding process can proceed as the initial report of the claim is prepared and sent to REMIF or those working on behalf of REMIF.
3. All claims for bodily injury to a third party must be investigated by REMIF of those working on behalf of REMIF. This process can be handled in different ways depending on the exposure. A plan of action will quickly develop and implemented between the City/Town member, REMIF and those working on behalf of REMIF.

CITY	HOTEL	ADDRESS	PHONE NUMBER	PETS ALLOWED	GOVERNMENT RATE	OFFERS DIRECT BILLING OR CREDIT CARD AUTHORIZATION FORM
ARCATA/EUREKA	Holiday Inn Express & Suites	815 West Wabash Avenue, Eureka	707-269-0682	No Dog up to 40 pd./\$20 per day	Govt. only during Sun-Thurs.	Direct billing go thru Gen. Mgr. to set up.
	Super 8 by Wyndham - Eureka	1304 4th Street, Eureka	707-443-3193	Dogs up to 50 pds. & Cats; \$10 per night	Not sure; all if new	Talk w/new owner.
	Super 8 by Wyndham - Arcata	4887 Valley West Boulevard, Arcata	707-822-8888		Yes; usually a 5-10% discount depending on dates of stay	Direct billing: Speak to owner or property mgr. / offers Credit card auth
CLOVERDALE	Vineyard Valley Inn	721 N. Cloverdale Blvd., Cloverdale, 95425	707-894-9119	1 dog only	\$95 Sun-Thur./\$110 Fri. & Sat./\$120 for 2 beds	Requires authorization form, photo ID and credit card info
	Super 8 by Wyndham - Cloverdale	1147 S. Cloverdale Blvd, Cloverdale, 95425	707-893-7057	No	\$139.50 +tax	Requires authorization form, photo ID and credit card info
FT. BRAGG	Harbor Lite Lodge	120 N. Harbor Dr., Ft. Bragg, 95437	707-964-0221	No Dogs & Cats; more than 1 okay	Yes; the state rate: Fall/Winter: \$70+tax; Summer: \$90+tax	Direct Billing & credit card authorization form
	Beachcomber Motel Group	1111 N. Main St., Ft. Bragg, 95437	707-964-2402		Yes; the state rate and offers a military rate	Direct Billing & credit card authorization form
	Surf and Sand Lodge	1131 No. Main St., Ft. Bragg, 95437	707-964-9383	Yes, in certain room Dogs & Cats; \$20 per pet/per nite	Yes - Sun - Thurs.; king bed; no ocean view; \$10 Military disc. (cannot be combined w/govt. rate	No direct billing; Only credit card authorization form
	Beach House Inn	125 E. Laurel St., Ft. Bragg, 95437	707-961-1700		Yes; \$90-99; holidays don't apply; Sun-Thurs. rate.	Direct billing & credit card authorization form
FORTUNA	Redwood Riverwalk Hotel	1859 Alamar Way, Fortuna	707-725-5500	Dogs; \$25/day	No	Direct billing & credit card authorization form
	Best Western Country Inn	2025 Riverwalk Drive, Fortuna	707-725-6822	Dogs; \$25/per nite	Yes; \$98.10 for king size; does goes up	Was unsure about Direct billing; yes credit card authorization form
	Comfort Inn & Suites	1583 Riverwalk Drive, Fortuna	707-725-7025	No	Yes	Direct billing; credit card authorization form
	Super 8 by Wyndham - Fortuna	1805 Alamar Way, Fortuna	707-682-5103	No	Government Rates: Depending on dates & availability	Direct billing; credit card authorization form
HEALDSBURG/ROHNERT PARK COTATI/WINDSOR	Travelodge by Wyndam Healdsburg	178 Dry Creek Road, Healdsburg	707-433-0101	No Dogs & Cats; \$30 or \$50 per day depending on room	No; Triple A discount only	Direct billing; credit card authorization form
	Best Western Dry Creek Inn Courtyard - Santa Rosa	198 Dry Creek Road, Healdsburg 175 Railroad Street, Santa Rosa	707-433-0300 707-573-9000	No	No	Direct billing; credit card authorization form Direct billing; credit card authorization form; can be faxed to us
LAKEPORT	The Lodge @ Blue Lakes Super 8 by Wyndham - Upper Lake	5135 W. Highway 20, Upper Lake 450 E. Highway 20, Upper Lake	707-275-8121 707-275-0888	Yes No	Government Rates: Depending on dates & availability	Requires authorization form, photo ID and credit card info
SEBASTOPOL	Fairfield Inn & Suites Courtyard - Santa Rosa	1101 Gravenstein Hwy S, Sebastopol 175 Railroad Street, Santa Rosa	707-829-6677 707-573-9000	Only service animals No	Yes - Sun. -Thurs. only	Direct billing; credit card authorization form Direct billing; credit card authorization form; can be faxed to us
SONOMA	Double Tree by Hilton Hotel Sonoma Wine Country	One Doubletree Drive, Rohnert Park	707-584-5466	Yes - 2 dogs maximum		
ST. HELENA	El Bonita Motel	195 Main Street, St. Helena	707-963-3216	Yes (additional charge)		
UKIAH/WILLITS	Fairfield Inn & Suites	1140 Airport Park Boulevard, Ukiah	707-463-3600	Only service animals	Yes - Sun. -Thurs. only	Direct billing; credit card authorization form
	Super 8 by Wyndham - Ukiah	693 South Orchard Avenue, Ukiah	707-468-8181	No	Government Rates: Depending on dates & availability	Requires authorization form, photo ID and credit card info
	Super 8 by Wyndham - Willits	1119 South Main Street, Willits		No	Government Rates: Depending on dates & availability	Requires authorization form, photo ID and credit card info