

Larry T. Olivan

Safety Manager, Oro Loma Sanitary District

- Background includes:
 - 14 yrs as Safety Manager
 - 8 yrs Route Supervisor and Driver Trainer
 - 25 yrs in Law Enforcement
 - Investigation of all major accidents/incidents.
- Experience:

Traffic officer/certified traffic accident reconstructionist.

Service includes time spent as a detective, traffic officer, and patrol officer.

PROGRAM GUIDE

Today we will be discussing what to do when handling a Spill Investigation and backups into structures:

- What's the call?
- Making first contact?
- Stop the Spill
- Call in the remediation experts
- Protecting the home owner and lodging
- The Investigation
- Expectations: Theirs Vs Yours?
- Keeping track of everything you do. Why?
- People want more money. Will you have to go to court?

SSO INVESTIGATION

The image shows a title slide for an SSO investigation. The background is a dark blue color with several concentric, overlapping circles in a lighter blue shade. The text "SSO INVESTIGATION" is centered at the top in a white, serif font. Below the text, there is a large, solid black rectangular area that covers most of the lower half of the slide, likely representing redacted content or a placeholder for an image.

SSO INVESTIGATION

WHAT'S THE CALL?

- You have a reported spill at **XXXXXX**
- Do we go now or do we wait?
- The clock starts now

SSO INVESTIGATION

MAKING FIRST CONTACT

- Be Professional
 - Find common ground
 - Put them at ease
- Assure them that you will resolve the problem

SSO INVESTIGATION



SSO INVESTIGATIONS



SSO INVESTIGATIONS

- THEIR IMPRESSION OF YOU



SSO INVESTIGATION

STOP THE SPILL

- Have crew check and clear the obstruction
- Remove water from home
 - Take pictures of the flooding
 - Take pictures of everything. Inside and outside.
 - Take pictures of any unrelated damage
 - Take pictures of where the water flows

SSO INVESTIGATIONS

- HAVE THE CREW CLEAR THE OBSTRUCTION



SSO INVESTIGATION

LET ME REPEAT - STOP THE SPILL

- Have crew check and clear the obstruction
- Remove water from home
 - Take pictures of the flooding
 - Take pictures of everything. Inside and outside.
 - Take pictures of any unrelated damage
 - Take pictures of where the water flows

SSO INVESTIGATIONS



SSO INVESTIGATIONS



SSO INVESTIGATION

STOP THE SPILL continued

- Tell the people what you're going to do
- Make sure you tell them to shower as soon as possible
- Get them out of the home and get keys
- Advise them they can be present when work is in progress
- Be open and honest with them.
- Don't appear as if you will try and get over on them

SSO INVESTIGATION

- PROTECTING THE HOMEOWNER AND LODGING
 - Set up lodging for them and family close to their home or neighborhood if possible.
 - Set an amount for meals and write them a check
 - Make sure you tell them to get the sewage off their body ASAP
 - Don't forget them. Check in on them from time to time

SSO INVESTIGATIONS



"THE INCLINE COLLECTION"

Sofa	\$629.99
Loveseat	\$609.99
Chair	\$499.99
Ottoman	\$269.99
Queen Sleeper	\$799.99
3 Pack Tables	\$199.99
Table Lamp	\$129.99

SSO INVESTIGATIONS

- THE I WON THE LOTTO DANCE



SSO INVESTIGATION

- **CALL IN THE REMEDIATION EXPERTS**
 - They will inventory and photograph all of the damaged items.
 - They will discard items that are not salvageable
 - This is where the total damage begins to appear
 - Floors, Carpets, Walls, Asbestos?
 - Contact your contractors. Repairs, flooring, Carpets

SSO INVESTIGATION

- START YOUR REPORT
 - Include everything you did
 - You may need a timeline for court
 - They will take you to court

SSO INVESTIGATION

EXPECTATIONS:

- THEIRS VS YOUR'S

SSO INVESTIGATIONS

THEIRS:



SSO INVESTIGATIONS

YOUR'S



SSO INVESTIGATIONS

WHY KEEP TRACK OF EVERYTHING YOU DO?

- How many times did you ask for a property list.
- Cost of the damaged items when purchased new
- Any items missing from property listed as unsalvageable

SSO INVESTIGATIONS

- YOU MAY NEED A TIMELINE FOR COURT
 - Regardless of how fair you may have been
 - They will take you to court

SSO INVESTIGATIONS

DON'T TRY TO BE A TOUGH GUY

It's easier to be Helpful and Humble

Because at the end of the day you go home
to the real BOSS

SSO INVESTIGATIONS

