

# University Representative JOC Emergency Restoration Guidelines



## Immediate Action Required

1. Select one of the pre-approved JOC Emergency Restoration Contractors.
  - Dial Emergency Response Phone #
    - ✦ Selected Contractor should respond within 30 minutes. If you do not hear back from Contractor within 30 minutes, contact another Contractor.
    - ✦ Selected contractor shall be on site no later than 2 hours following notification of event with the appropriate labor, materials, and equipment to respond to the event.
2. Notify proper University departments (Police Services, OPP, RM, EHS, etc.)
3. Refer to [Guidelines](#) for Reporting Property Loss and complete [Property Loss Report](#).
4. Complete [JOC Emergency Project Request Form](#) and send to Jesse Wells @ [jgw124@psu.edu](mailto:jgw124@psu.edu).
5. After JOC Emergency Restoration Contractor submits cost proposal, individual and or department who initiated JOC process will be required to review cost proposal.

## Immediate Action Not Required

1. Select one of the pre-approved JOC Emergency Restoration Contractors.
  - Dial Emergency Response Phone #
    - ✦ Selected Contractor should respond within 30 minutes. If you do not hear back from Contractor within 30 minutes, contact another Contractor.
    - ✦ Selected Contractor should be on site within 3 hours or at a later time determined by University Representative.
    - ✦ The University will determine the scope of work to be performed and the schedule required to complete the work.
2. Notify proper University departments (Police Services, OPP, RM, EHS, etc.)
3. Refer to [Guidelines](#) for Reporting Property Loss and complete [Property Loss Report](#).
4. Complete [JOC Emergency Project Request Form](#) and send to Jesse Wells @ [jgw124@psu.edu](mailto:jgw124@psu.edu).
5. After JOC Emergency Restoration Contractor submits cost proposal, individual and or department who initiated JOC process will be required to review cost proposal.

# Contractor Guidelines



## Immediate Action Required

1. Upon being contacted by University Representative, Contractor is required to respond within 30 minutes.
2. The University Representative will identify location of event, describe event and define scope of loss.
3. Contractor shall be on campus within 2 hours with appropriate labor, material, and equipment to respond to event.
  - Contractor will proceed with work until it is completed, or University directs the work to halt.
4. Contractor shall submit a detailed cost proposal for work based on JOC Construction Task Catalog immediately following the event.

## Immediate Action Not Required

1. If the University notifies the Contractor of an event that does not require immediate action, the Contractor shall be on site within 3 hours or at a later time determined by the University.
2. The University Representative will meet with Contractor to describe event, define scope of loss, and create schedule for work completed.
3. Contractor shall submit to the University a draft scope of work, schedule, and detailed cost proposal estimate of work, labor, materials, and equipment.
  - Once finalized, University may authorize Contractor to begin work.

# 24/7 JOC Emergency Restoration Contractors



## Belfor Property Restoration

- **Emergency Response**  
1-800-856-3333
- **Primary Contact:**  
Daryl Tunno  
Cell 610-331-0350
- **Secondary Contact:**  
Raymond Felix  
Cell 215-554-0898

## Mellon Certified Restoration

- **Emergency Response**  
1-610-457-5573
- **Primary Contact:**  
Chris Maluchnik  
717-461-0553
- **Secondary Contact:**  
Doug Morrow  
717-821-8813

# 24/7 JOC Emergency Restoration Contractors



## ServiceMaster

- **Emergency Response**  
1-814-231-0812
- **Primary Contact:**  
John Holobinko  
814-231-0812
- **Secondary Contact:**  
Toby Kitchen  
814-231-0812