A COMPREHENSIVE GUIDE FOR WINDSTORM RECOVERY

DON'T KNOW WHAT TO DO NEXT? WE DO.™

ServiceMASTER Restore®

WE SET THE STANDARD IN SETTING THINGS RIGHT.

When destructive winds strike, ServiceMaster Restore is ready to respond — quickly, safely, and professionally. With over 70 years of restoration expertise and one of Canada's largest networks of certified technicians, we are trusted by homeowners, property managers, and insurers to help recover from the widespread damage caused by windstorms, derechos, and other extreme weather events.

Communication is vital throughout the process, so we've provided a helpful contact list to save you time and stress. Be sure to keep this information handy.

ServiceMaster Restore business name

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ServiceMaster Restore contact & phone number

_____

_____

ServiceMaster Restore e-mail address

_____

Insurance Agent name & phone number

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Insurance Claim Representative name & phone number

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Insurance Claim number

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Other phone numbers

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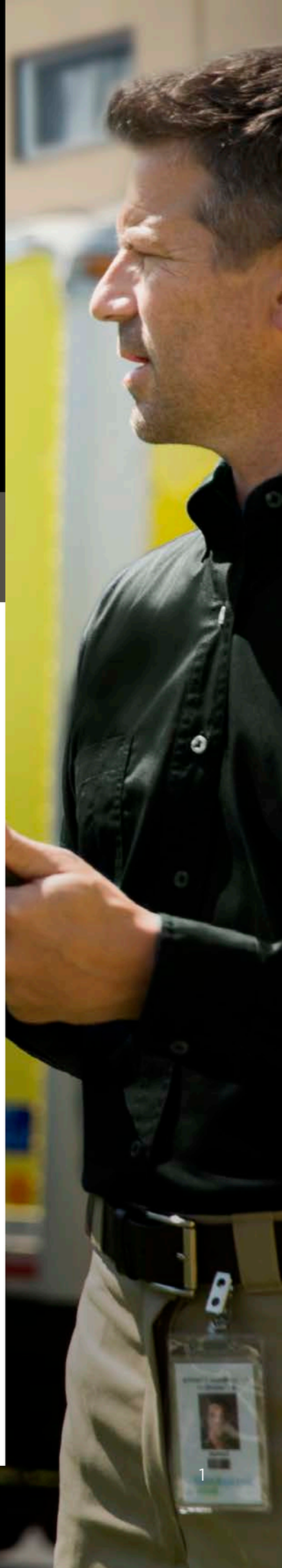


70+

With more than 70 years of experience in cleaning and restoration, we set the standard for setting things right.

UNDERSTANDING WIND DAMAGE

Severe windstorms — including derechos — are among the most unpredictable and destructive weather events in Canada. With wind speeds that can exceed 120 km/h, these fast-moving storms can uproot trees, shred roofing, collapse exterior structures, and cause widespread power outages in minutes.

Wind damage may be immediate and obvious — like a fallen tree or a missing roof — or hidden, such as structural weakening, insulation displacement, or water intrusion through damaged flashing, vents, or roofing. Commercial properties may also suffer signage loss, building envelope failure, and damage to outdoor inventory, HVAC units, or rooftop systems.

After a storm passes, professional inspection is critical — not all damage is visible from the ground.

Canadian Windstorm Statistics

Canada experiences hundreds of high-impact wind events each year, especially in Ontario, Quebec, and the Prairie provinces.

The May 2022 Ontario derecho caused over $1 billion in insured losses — one of Canada's costliest weather events on record.

Wind events are becoming more frequent and severe due to changing climate patterns, with increased risk of tornado-like effects in derechos.

In 2024, for the first time in Canadian history, insured damage caused by severe weather events surpassed $8 billion.

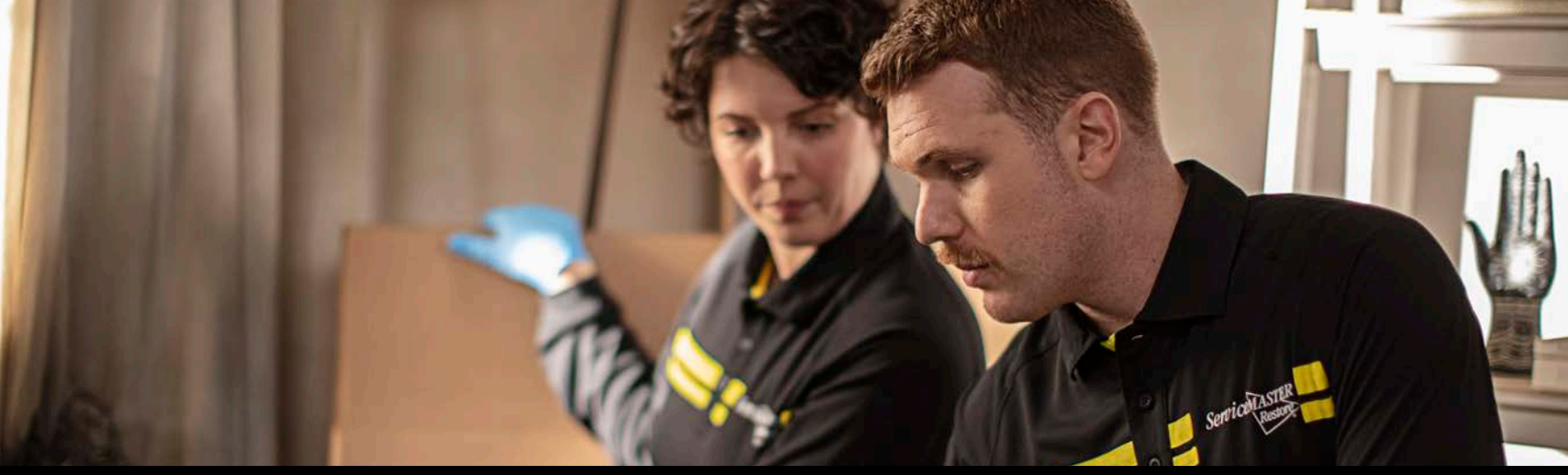
Many communities are underprepared: fewer than 40% of homeowners in high-risk zones have wind mitigation upgrades or storm-resistant roofing.

UNDERSTANDING WIND DAMAGE

Hazards to Watch For After a Windstorm or Derecho

HAZARD	WHAT TO WATCH OUT FOR
Roof damage or loss	Missing shingles, exposed decking, sagging supports
Structural movement	Cracked drywall, misaligned doors, shifted framing
Window or door failure	Broken seals, shattered glass, wind-blown debris entry
Water intrusion	Ceiling leaks, attic moisture, wall and ceiling staining
Electrical hazards	Downed wires, power surges, damaged panels
Exterior collapse	Garage doors, sheds, signage, HVAC or rooftop units

A roof doesn't have to blow off to be compromised. Even moderate wind can lift shingles and let water in days before you notice the damage.



UNDERSTANDING THE RESTORATION PROCESS

Recovering from windstorm damage requires more than just debris cleanup. Structural integrity, moisture exposure, and safety hazards must all be assessed and professionally managed to prevent escalating issues such as mould, electrical failure, or structure collapse.

ServiceMaster Restore uses a systematic approach to windstorm restoration — addressing both visible destruction and the hidden vulnerabilities that could follow.

1. Emergency Response & Safety Assessment

- Rapid dispatch of restoration crews to assess hazards
- Identification of roof loss, water intrusion, broken windows, and compromised structural elements
- Coordination with municipal services or utilities if lines or transformers are affected
- Immediate documentation for insurance claims and adjuster coordination

2. Property Stabilization & Temporary Protection

- Roof tarping, board-up of windows and doors, and structural bracing if needed
- Removal of fallen trees, debris, or collapsed exterior features (sheds, fences, HVAC units)
- Setup of perimeter barriers for commercial or multi-unit sites
- Moisture containment and isolation of affected areas to prevent further spread

3. Water Mitigation & Drying (if applicable)

- Water extraction if heavy rain or snow entered through compromised roofs or windows
- Use of air movers, dehumidifiers, and moisture meters to ensure full structural drying
- Antimicrobial treatments in affected areas

UNDERSTANDING THE RESTORATION PROCESS

4. Contents Restoration & Packout (See next section for details)

- Salvage, cleaning, or inventorying of affected personal or commercial contents
- Off-site deodorization and secure storage where necessary
- Product inventory documentation to support insurance claims

5. Mould Remediation (if applicable)

- Identification and containment of affected areas
- Safe removal of mould-damaged materials
- HEPA vacuuming, air scrubbing, and anti-microbial treatments
- Air clearance testing as required by provincial regulations and hygienist

6. Repairs & Reconstruction

- Replacement or repair of roofing systems, siding, insulation, soffits, fascia, or windows
- Framing and drywall repair for structural movement or water damage
- Electrical system checks and rewiring if needed
- Interior finishing: flooring, paint, cabinetry, and fixtures
- Commercial reinstallation or fit-out where appropriate

RESTORING YOUR PROPERTY

Windstorms can cause immediate structural damage, followed by secondary issues like water infiltration, power disruption, or building envelope failure. ServiceMaster Restore provides rapid, expert intervention to secure your property, protect valuable contents, and prepare for full recovery.

EMERGENCY SERVICES

Our 24/7 emergency crews are trained to stabilize your home or business quickly and safely:

- Roof tarping and temporary sealing of exposed structures
- Board-up services for broken windows, doors, and compromised openings
- Tree and debris removal from structures, walkways, and access points
- Moisture detection and air-drying setup if rain entered the building
- Safety assessments for structural hazards, gas leaks, or electrical issues
- Documentation of damage for insurance and project planning
- Water damage mitigation and mould prevention treatments

Emergency mitigation helps contain the problem so it doesn't escalate while you wait for rebuild planning or claim approvals.

RESTORATION SERVICES

Once the site is stabilized, ServiceMaster Restore manages full structural and environmental restoration:

- Roof, siding, and soffit repairs or replacement
- Interior drying and sanitization for affected rooms, offices, areas, or systems
- Reconstruction of framing, drywall, and finishes
- Electrical system assessment and repairs
- Commercial services for signage, HVAC units, and rooftop systems

CONTENTS RESTORATION

Wind damage can affect a property's interior even without visible damage. We offer contents recovery for:

- Soft goods such as drapes, bedding, upholstered furniture
- Electronics and appliances exposed to water, debris, or wind-blown contaminants
- Paper documents, art, or business equipment
- Inventory and stock in commercial or retail environments
- Deodorization and sanitization of salvageable materials
- Disposal and replacement coordination for items deemed non-salvageable

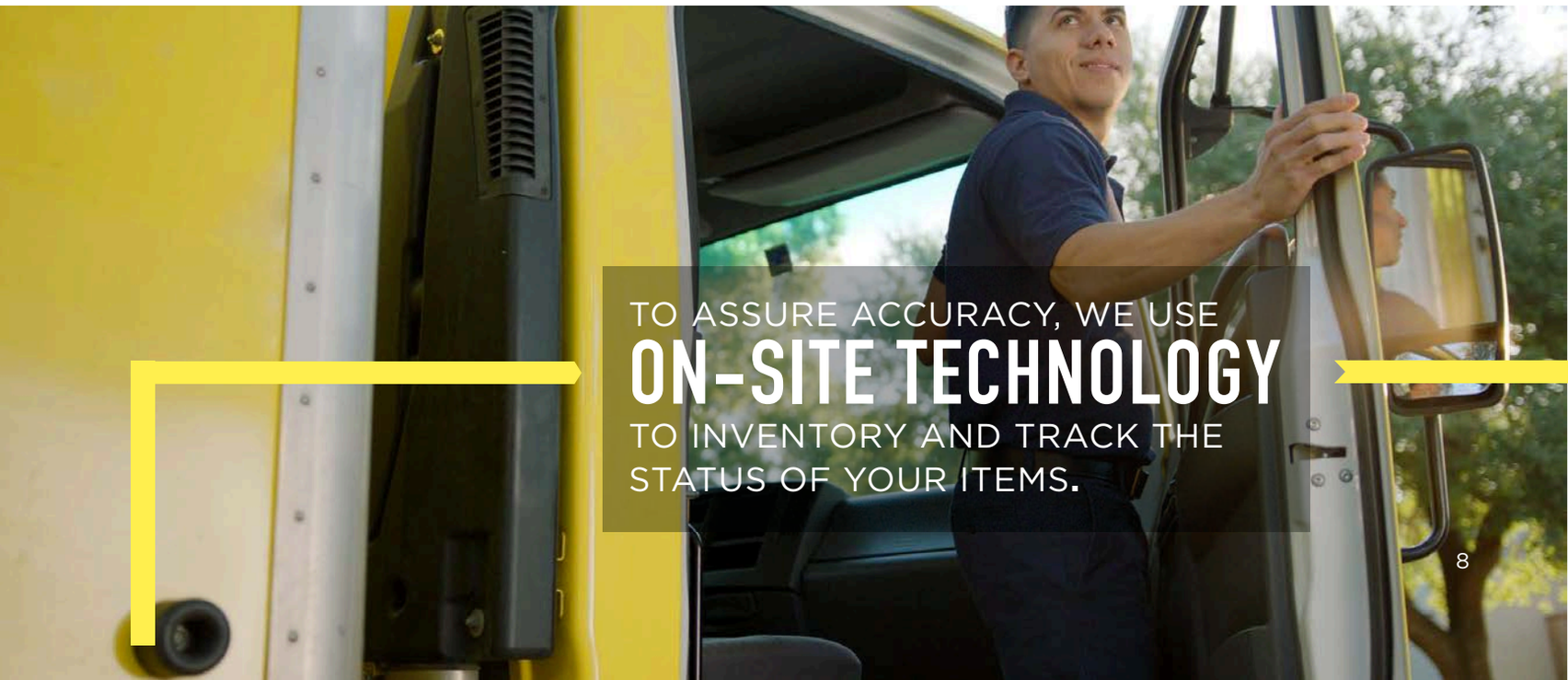
All items are tracked in an inventory management system and assessed for cleaning, storage, or replacement.

PACKOUT SERVICES

If the building is uninhabitable or undergoing major repairs, we offer complete packout and return logistics:

- Each room, office or area is inventoried with labeled packing
- Safe packaging and transport to a secure restoration facility
- Cleaning, deodorization, and climate-controlled storage
- Reinstallation when the building or home is ready for occupancy

For commercial clients, we can also coordinate equipment restoration, reinstallation, and continuity planning.



TIPS: FASTER & SAFER RECOVERY

Severe wind events often cause sudden and widespread damage — but recovery doesn't have to be chaotic. A few early steps can make the entire process faster, safer, and more manageable for homeowners and business owners alike.

1. Don't Assume the Damage Is Only Cosmetic

Even if your roof looks intact or only a few shingles are missing, structural damage can be hidden. Water may already be entering through lifted flashing, torn membrane layers, or soffit vents. A professional inspection is essential.

2. Take Clear Photos and Videos

Document everything — including siding, roofing, broken fences, interior ceilings, water stains, and displaced items. If it's safe, take pictures before cleanup. This will help validate your claim and speed up reimbursement.

3. Notify Your Insurance Provider Promptly

Most insurers require prompt reporting of wind damage. Even if you're unsure about coverage, starting a claim early ensures adjusters can assess the damage before further deterioration occurs.

4. Track All Expenses

Keep receipts for:

- Temporary housing
- Emergency board-up or tarp services
- Tree removal or roof patching
- Equipment or inventory losses
- Hotel stays or meals

These may qualify for reimbursement under Additional Living Expenses (ALE) or business interruption insurance.

5. Avoid Unsafe DIY Repairs

Don't climb on your roof, remove large limbs, or attempt repairs without proper safety gear and expertise. Falling debris, loose shingles, or weakened structures pose serious risks.

6. Think Long-Term

Windstorms often expose vulnerabilities in roofing, siding, or exterior components. As part of the rebuild, consider impact-rated shingles, reinforced garage doors, or improved drainage systems — especially in high-risk areas.

7. Prioritize Your Well-Being

Windstorm recovery can be physically and emotionally exhausting. It's normal to feel overwhelmed. Focus on what you can do today, and let trained professionals help with the rest. You're not alone in this process.

If your garage door failed during the storm, ask about wind-rated replacements — it's one of the smartest upgrades you can make.

FREQUENTLY ASKED QUESTIONS

WINDSTORM & DERECHO

Q **My roof looks fine from the ground — should I still have it inspected?**

A Yes. Wind damage isn't always visible. Shingles may be lifted or flashing displaced, allowing moisture to seep in unnoticed. A professional inspection ensures small problems don't become bigger ones.

Q **What's the difference between a derecho and a tornado?**

A A derecho is a fast-moving, long-track windstorm with powerful straight-line winds — often covering hundreds of kilometers. Unlike a tornado, it doesn't rotate but can cause similar levels of destruction over a much wider area.

Q **Are windstorms covered by insurance?**

A In most cases, yes. Standard policies usually cover wind damage to roofs, siding, windows, and contents. Coverage may vary for detached structures or fences. Check with your insurer for specific terms.

Q **What if the wind damaged my neighbor's tree and it hit my house?**

A Generally, your own insurance covers damage to your property, even if the tree was from next door — unless negligence can be proven. This is a common misconception and can delay filing.

CONTENT MANAGEMENT

Q **Can wind really damage contents inside my home or business?**

A Yes. Wind-driven rain can enter through damaged roofs, vents, or windows. Debris and moisture can affect electronics, documents, textiles, and inventory. We assess and restore salvageable contents, and help document losses for replacement.

Q **What happens to my belongings during the restoration?**

A Items are inventoried, packed out, cleaned off-site if needed, and stored securely until restoration is complete. We use tracking systems to manage your items and return them safely.

RECONSTRUCTION

Q **Can ServiceMaster Restore handle full repairs?**

A Absolutely. We offer comprehensive rebuild services — including roofing, drywall, electrical, flooring, and commercial tenant improvements. We coordinate the entire process so you don't have to manage multiple contractors.

Q **Can I request upgrades during the reconstruction?**

A Yes. While insurance covers "like for like" replacement, many clients choose to make upgrades during the rebuild. Our team can walk you through options and coordinate with your adjuster if necessary.

Q **How long does windstorm restoration take?**

A It depends on the severity. Emergency mitigation may take a few days, while full structural repairs can take several weeks. Supply chain issues and insurance approvals may also affect timelines. We'll provide a clear schedule and keep you updated.

FURTHER READING & RESOURCES

Severe windstorms and derechos can impact entire communities with little warning. The resources below can help you better understand the risks, navigate the recovery process, and protect your property in the future.

Residential Resources

ServiceMaster Restore – Windstorm Damage Recovery
Comprehensive overview of emergency response, structural repair, and contents restoration for residential wind damage.
https://servicemasterrestore.ca/homeowner

GetPrepared.ca – Government of Canada Windstorm Planning
Practical checklists, alert systems, and safety guidance for homeowners before, during, and after severe storms.
https://www.getprepared.gc.ca

Insurance Bureau of Canada – Wind and Storm Insurance Coverage
FAQs about what's typically covered under home insurance policies for wind and storm damage.
https://www.ibc.ca/on/disaster/wind

Commercial Resources

Public Safety Canada – Business Continuity Planning Toolkit
Free guides and templates for emergency planning and disaster recovery for businesses.
https://www.publicsafety.gc.ca

ServiceMaster Restore – Commercial Windstorm Recovery Services
Support for multi-unit buildings, retail sites, and critical infrastructure — from rooftop HVAC to contents packout.
https://servicemasterrestore.ca/business and
https://www.srmcat.ca/

Environment and Climate Change Canada – Severe Weather Alerts
Forecasting, derecho information, and regional weather warning systems.
https://weather.gc.ca

WATER

FIRE

MOULD

RECONSTRUCTION

ServiceMASTER Restore®

ServiceMasterRestore.ca

Services provided by independently owned and operated
franchises or corporate-owned branches. Prices and services may vary by location.

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