



THE  
2015

# Continuing Education Series

OFFERED BY SERVICEMASTER NATIONAL CAPITAL RESTORATION

## 2015 CLASSES OFFERED

### ETHICS: "IF YOU DON'T LIVE IT, YOU DON'T BELIEVE IT"

Tuesday, November 17 9am-12pm

**Insurance CE Credits:** 3 Ethic credits

**Instructor:** Jane Gandee, Owner

**CE Course:** VA#200119 MD#C04044 DC#1719

**Covers:** This program is a practical look at ethical decision-making. Instead of relying on "gut feel", the process contained in this program takes the decision-maker through a logical course of action.

Key objectives: 1) Define ethics/values. 2) Describe foundational and situational ethics 3) Identify sources of ethical framework 4) Practice method of decision-making

### WATER DAMAGE RESTORATION

Thursday, October 8

Hours: 9am-12pm

**Insurance CE Credits:** VA/MD/DC 3 CE units

**CE Course:** VA#200120 MD #C36986 DC #00013605

**Covers:** This class illustrates how water damage can occur and its effects on flooring and other building materials, shows how quickly secondary damage happens and what steps can be taken to reduce or minimize the damage. The best water removal processes and equipment used for various building materials are presented, while explaining the principles of drying and dehumidification, mold growth and the use of antimicrobials, and odor control issues.

### SMOKE & ODOR DAMAGE RESTORATION

Thursday, September 10

Hours: 9:00 am-12 pm

**Insurance CE Credits:** VA/MD/DC 3 CE units

**CE Course:** VA#200121 MD#C36988 DC #00013606

**Covers:** Explore the chemistry of fire and the effects of smoke, chemical vapors and acidic gases produced by fire on various structural building components and household contents, even during short periods of time. This course identifies items in a property that are at risk and how emergency corrosion mitigation can prevent or minimize further damage. Also, odor mitigation methods such as ozone and air cleaning are explained.

### HOARDING

Tuesday, October 13

Hours: 9 am-12 pm

**Insurance CE Credits:** DC/MD 3 CE units

*(Currently not available for VA)*

**CE Course:** MD#C24056 DC#9063

**Covers:** This course will explain why hoarding is important to insurance companies, adjusters and property management professionals. It is designed to help the audience understand hoarders, assist them in identifying a hoarder, and educate them on how to handle a loss properly when a hoarder is involved. It will also cover the impact on the claims process and claim cost as well as concerns that will arise when a loss of this type is encountered.

### ABOUT OUR CLASSES

- The latest industry information
- Hands-on opportunities in an informal lecture style
- Ample time for questions
- Pertinent take-home materials
- Continental Breakfast provided for all day classes, full day attendees also receive lunch.
- Free parking at our 7551 Fordson Road, Alexandria, VA 22306 facility

### MOLD REMEDIATION

Thursday, October 8

Hours: 1-4pm

**Insurance CE Credits:** VA/DC/MD 3 CE units

**CE Course:** VA#200122 MD#C36987 DC#00013607

**Covers:** Attendees are introduced to the science of mold and explore its potentially harmful effects on building materials and occupants. Learn how mold grows, how it spreads, and what actions should be taken to remove mold in a safe, effective, and reasonable manner. Procedures such as containment, negative air, and the proper use of personal protective equipment in removing mold are taught.

### MITIGATING PERSONAL PROPERTY PACKOUT CLAIMS

Thursday, September 10

Hours: 1:00 - 4:00 pm

**Insurance CE Credits:** VA/MD/DC 3 CE units

**CE Course:** VA#201752 MD#C03664 DC#1721

**Covers:** This course will demonstrate how technology is enabling the restoration professional to manage and track packout inventory, movement and restoration better than ever before, while giving the homeowner or business manager a sense of security about the process. The course will cover the new tools and technology of evaluating, restoring and tracking inventory from start to finish.

### TRAUMA/BIOHAZARD

2016 TBA

Hours: 12:30pm-4:30pm

**Insurance CE Credits:** VA/DC/MD 4 CE units

**CE Course:** VA#211076 MD#C30196 DC#9259

**Covers:** Trauma and Bio-Hazards losses occur daily and involve a wide range of impacted individuals. How to address losses and customer psychology are important factors. Beyond cleaning these losses, the emotional and psychological impact affects the results.

Every day claims are filed to assist people in need after a blood or bodily fluid spill. In this course we will cover OSHA requirements, Blood Borne Pathogen issues and protection, cleaning techniques, marketing and dealing with the emotional issues experiences by the customer.

How these types of losses are handled will greatly impact customer retention for the insurance company.



**ServiceMaster National Capital Restoration**  
 Headquartered in Alexandria, VA since 1986  
**703-212-7000 or 855-95SMNCR** (855-957-6627)

INSURANCE CONTINUING EDUCATION PROVIDER VIRGINIA#125001, MARYLAND#S13968, DC#1556

## INSTRUCTORS

**CHRISTOPHER COFFIN, DIRECTOR OF PRODUCTION, SAFETY AND EDUCATION**  
**INSTRUCTOR #: 719823**

Mr. Coffin has over 10 years disaster restoration experience. His expertise and engaging educational methods contribute to his reputation as a popular CE provider.

**Credentials:**

- Continuing Education Provider #719823
- IICRC: WRT: Water Restoration Technician, ASD: Applied Structural Drying, FRST: Fire & Smoke Restoration Technician, OCT: Odor Control Technician
- NADCA: Air Systems Cleaning Specialist, Ventilation System Mold Remediator, Ventilation System Inspector
- OSHA: Certified Lead Abatement Supervisor; HAZWOPER 40
- CMR: Certified Mold Remediator
- AMRT: Mold Remediation Technician



**JANE GANDEE, PRESIDENT**  
**INSTRUCTOR #: 714178**

Mrs. Gandee has over 28 years of disaster restoration experience. She has a love of education and enjoys sharing her experience and knowledge in class. She serves on the boards for the Mt Vernon-Lee Chamber of Commerce and the Salvation Army, is the local Election Day Precinct Captain and is a leader at her church.

**Credentials:**

- Continuing Education Provider #714178
- IICRC: WRT: Water Restoration Technician
- Six Sigma Green Belt
- Regional Area Large Loss Manager for ServiceMaster
- ServiceMaster Expert Award Winner: 94,96,97,03,04,07



## REGISTER TODAY !

Fax this registration form to: **703-836-0818**

Or register on our website: <http://tinyurl.com/SMNCR-class>

**PLEASE REGISTER FOR CLASS AT LEAST (1) WEEK BEFORE EACH CLASS.**

Class *may* be rescheduled if minimum class size (12) is not reached.

Ethics has a maximum enrollment of 16.

Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Suffix \_\_\_\_\_

Company Name: \_\_\_\_\_ Position Held: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone #: \_\_\_\_\_

Fax #: \_\_\_\_\_

Cell #: \_\_\_\_\_ Email: \_\_\_\_\_

Producer or State Insurance License # \_\_\_\_\_ VA/MD/DC  
 (must have to register- not social security#)

Opt In: I would like to opt-in to receive future notifications of CE training classes from ServiceMaster NCR. Your information will not be shared.

### CLASS(ES) I WISH TO ATTEND IN 2015

- ◆ ETHICS  NOV 17
- ◆ WATER  OCT 8
- ◆ SMOKE/ODOR  SEPT 10
- ◆ HOARDING \*  OCT 13
- ◆ MOLD  OCT 8
- ◆ PACKOUT  SEPT 10

\* Hoarding is available for MD/DC credit