

CONTINUING EDUCATION SERIES

OFFERED BY SERVICEMASTER NATIONAL CAPITAL RESTORATION

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

2019 CLASSES OFFERED

WATER DAMAGE RESTORATION

Tuesday, March 12

Hours: 9am-12pm

Instructor: Chris Coffin

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.

TRAUMA AND BIOHAZARD LOSSES

Tuesday, September 10

Hours: 8:30 am - 12:30 pm

Instructor: Chris Coffin

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 experienced by the customer.

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

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

Tuesday, May 21 1pm - 4pm

Tuesday, October 15 1pm - 4pm

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.

MOLD REMEDIATION

Tuesday, March 12

Tuesday, September 10

Hours: 1-4pm

Instructor: Greg Gandee

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 as well as discussing advances in remediation.

EXTREME CLEAN-UP: HANDLING A HOARDING DILEMMA

Tuesday, May, 21

Hours: 9am—12 pm

Instructor: Chris Coffin

Insurance CE Credits: MD/DC 3 CE units

(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.

Insurance CE Credits: 3 Ethic credits

Instructor: Jane Gandee, Owner

Key objectives:

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

ABOUT OUR CLASSES

- The latest industry information Hands-on opportunities in an informal lecture style
- Continental Breakfast provided for all morning classes, full day attendees also receive lunch.
- Ample time for questions
- Register NOW! (The ethics class tends to fill quickly)
- Course & course numbers may be updated late Spring, 2019. An announcement will be sent to the registered email address on file if needed.
- Classes are held and parking is FREE at our facility located at:
7551 Fordson Road, Alexandria, VA 22306



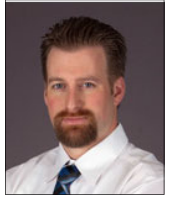
SERVICEMASTER NATIONAL CAPITAL RESTORATION
 Headquartered in Alexandria, VA since 1986
703-212-7000 or 855-95SMNCR (855-957-6627)

INSTRUCTORS

CHRIS COFFIN, DIRECTOR OF PRODUCTION, SAFETY & EDUCATION

INSTRUCTOR #: 719823

Mr. Coffin has over 15 years disaster restoration experience. His expertise and engaging educational methods contribute to his reputation as a popular CE provider. Credentials: Virginia Licenses Mold Inspector, IICRC: **WRT**: Water Restoration Technician, **ASD**: Applied Structural Drying, **FRST**: Fire & Smoke Restoration Technician, **OCT**: Odor Control Technician, **MRS**: Mold Remediation Specialist, **HST**: OSHA Health & Safety Technician, **AMRT**: Applied Microbial Remediation Technician, **CDS**: Commercial Drying Specialist, OSHA: HAZWOPER 40



JANE GANDEE, OWNER, PRESIDENT

INSTRUCTOR #: 714178

Mrs. Gandee has over 33 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: IICRC: **WRT**: Water Restoration Technician, Six Sigma Green Belt, Mount Vernon-Lee Chamber of Commerce, Past Chairman, Salvation Army- Alexandria Corps, Chairman, Regional Area Large Loss Manager for ServiceMaster, ServiceMaster Expert Award Winner - Six times



GREG GANDEE, OWNER, MANAGING DIRECTOR

INSTRUCTOR #: 1060494

Mr. Gandee has over 34 years of disaster restoration experience. He has been instrumental in creating restoration policies that have been adopted by IICRC, and has been teaching restoration topics since he founded the Restoration Institute in 1997. Credentials: IICRC: **WRT**: Water Restoration Technician and **ASD**: Applied Structural Drying, OSHA compliant bloodborne pathogen training & Hazwoper 40 certification, **IAQ CIE**: Indoor Environmentalist certification, **CMRS**: IAQA Certified Microbial Remediation Supervisor, **CMR**: Mold Remediator certification, **ASCR CR**- Restorer certification, **NADCA ASCS**: Air Systems Cleaning specialist, Matt Paxton trained Hoarding specialist, **CAT** Loss Management



REGISTER TODAY !

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: _____

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.

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

CLASS(ES) I WISH TO ATTEND IN 2019

- | | | | | | |
|--------------------|--------|--------------------------|--------------------|--------|--------------------------|
| ◆ WATER DAMAGE | MAR 12 | <input type="checkbox"/> | ◆ MOLD REMEDIATION | MAR 12 | <input type="checkbox"/> |
| ◆ ETHICS | MAY 21 | <input type="checkbox"/> | ◆ HOARDING*** | MAY 21 | <input type="checkbox"/> |
| ◆ TRAUMA/BIOHAZARD | SEP 10 | <input type="checkbox"/> | ◆ MOLD REMEDIATION | SEP 10 | <input type="checkbox"/> |
| ◆ ETHICS | OCT 15 | <input type="checkbox"/> | | | |

Hoarding is available for MD/DC credit ONLY

Fax this registration form to: **703-836-0818** or email to **CE@SMNCR.COM**

For easy ON-LINE registration, go to bit.ly/2019ce-smnrcr

Questions? Call Janice at 703-212-7000 or email ce@smnrcr.com