



THE 2012 Continuing Education Series

OFFERED BY SERVICEMASTER OF ALEXANDRIA, VA, FT. WASHINGTON, MD & WASHINGTON, DC

INSTRUCTOR:

CHRISTOPHER COFFIN

Chris is the Director of Production, Safety and Education at ServiceMaster of Alexandria, VA, Ft. Washington, MD and Washington, DC. He holds the following certifications: IICRC: WRT: Water Restoration Technician, ASD: Applied Structural Drying; NADCA: Air Systems Cleaning Specialist; OSHA: Certified Lead Abatement Supervisor; HAZWOPER 40 Certified; CMR: Certified Mold Remediator; Certified in Clean Space Encapsulation systems course by Basement Systems; MRT: Mold Remediation Technician; Certified CE (Continuing Education) Instructor -Virginia, Maryland, & Washington DC Insurance Continuing Education Board; is a member of RIA (Restoration Industry Association), NADCA (National Air Duct Cleaning Association, and IAQA (Indoor Air Quality Association) and has completed many ServiceMaster training courses. CE Provider Number: Virginia#125001, Maryland#S13968, DC#1556



2012 COURSES CURRENTLY SCHEDULED at 7551 Fordson Road, Alexandria, VA 22306

Water Damage Restoration:

Thursday, Oct 11, Nov 8

Hours: Oct 9am-noon Nov 1-4pm

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.

Mitigating Personal Property Packout Claims

Thursday, Sept. 13

Hours: 1:00 – 4:00 pm

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.

Flood Insurance

Thursday, May 24

Hours: 11:00 - 3:15pm

CE Credits: VA/MD/DC 4 CE credits

CE Course: VA#203791, MD#C06389, DC#2676

Covers: This course will cover the history of the NFIP, the Flood Program in detail, community rating systems/dwellings and who should have flood insurance.

**Note: Includes lunch which will be served during the first break and eaten during the class.*

Mold Remediation:

Thursday, Oct 11, Nov 8

Hours: Oct 1-4:00 pm Nov 9am-noon

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.

Smoke & Odor Damage Restoration:

Thursday, Sept. 13

Hours: 9:00am-12pm

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.

Ethics: "If you don't live it, you don't believe it"

Tuesday, Oct. 9, Nov 13

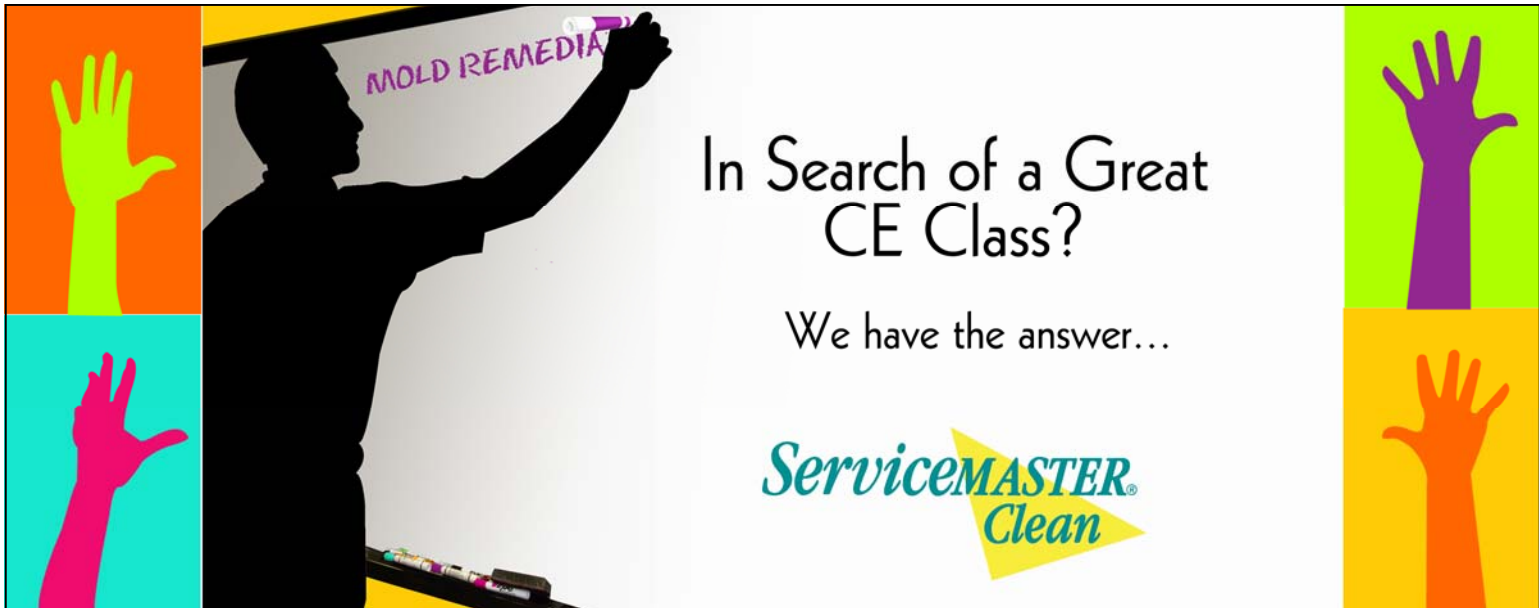
Hours: Oct 1-4pm; Nov. 9am-12pm

CE Credits: 3 Ethic credits **Instructor:** Jane Gandee, Owner

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

Covers: ServiceMaster founder, Marion Wade's sage concepts woven into this insurance industry ethics class. 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 several filters which ensure that all parties affected by the decision will be considered.

The class covers these key objectives: 1) Be able to identify reasons ethics are important. 2) Define ethics/values. 3) Describe foundational and situational ethics 4) Identify sources of ethical framework 5) Practice method of decision-making



In Search of a Great CE Class?

We have the answer...



Registration Information

3 ways to register!

Fax: 703-836-0818

Attn: Janice Canody

Phone: 703-212-7000 Contact: Janice Canody, Marketing Coordinator —Extension 112

Email Registration: Janice@servicemaster-dc.com (include the following information)

Please register for class at least (1) week before each class.

Class *may* be rescheduled if minimum class size (10) is not reached. Ethics has a maximum enrollment of 12.

One form for each registrant Registration Form

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 Clean. Your information will not be shared with any other entity.

License VA/MD/DC # _____ (must have to register— not social security#)

Class(es) I wish to attend:

Water: Oct 11 _____ Nov 8 _____

Mold: Oct 11 _____ Nov 8 _____

Flood Insurance: May 24 _____

Smoke/Odor: Sept 13 _____

Ethics: Oct 9 _____ Nov 13 _____

PackOut: Sept 13 _____

ServiceMaster Clean of Alexandria, VA, Ft. Washington, MD & Washington, DC

703-212-7000

TAKE ADVANTAGE OF WHAT WE HAVE TO OFFER...

- **The latest industry information**
- **Learn about the most current and advanced methods of restoration and remediation.**
- **Become acquainted with the Environmental Protection Agency Guidelines and OSHA standards**
- **Hands-on opportunities in an informal lecture style**
- **Ample time for questions**
- **Pertinent take-home materials**
- **Continental Breakfast provided for ½ day classes, full day attendees also receive lunch.**
- **Free parking at our easy to reach, 7551 Fordson Road, Alexandria, VA 22306 facility**