

# CONTINUING EDUCATION SERIES

OFFERED BY SERVICEMASTER NATIONAL CAPITAL RESTORATION

## 2017 CLASSES OFFERED

Instructor: Chris Coffin, unless otherwise noted

### WATER DAMAGE RESTORATION

Thursday, March 9

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.

### TRAUMA AND BIOHAZARD LOSSES

Thursday, April 13

Hours: 8:30 am - 12:30 pm

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.

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

Thursday, May 18 1pm - 4pm

Thursday, October 12 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

Thursday, March 9

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.

### EXTREME CLEAN-UP: HANDLING A HOARDING DILEMMA

Thursday, April 13

Hours: 1-4pm

Insurance CE Credits: MD/DC 3 CE units

*(This class is NOT for VA Credit; it will be offered in Spring 2018 for VA)*

CE Course: DC#9063 MD#24056

**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
- Ample time for questions
- Pertinent take-home materials
- Continental Breakfast provided for all morning classes, full day attendees also receive lunch.
- Free parking 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)

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

## INSTRUCTORS

**CHRIS COFFIN, DIRECTOR OF PRODUCTION, SAFETY & 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
- 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, PRESIDENT**  
**INSTRUCTOR #: 714178**

Mrs. Gandee has over 31 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
- Mount Vernon-Lee Chamber of Commerce, Chairman
- Salvation Army- Alexandria Corps, Chairman
- Regional Area Large Loss Manager for ServiceMaster
- ServiceMaster Expert Award Winner - Six times



## REGISTER TODAY !

Fax this registration form to: **703-836-0818**  
 (or register online at <http://tinyurl.com/SMNCRClass> )

**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: \_\_\_\_\_

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 2017**

- |                    |        |                          |             |        |                          |
|--------------------|--------|--------------------------|-------------|--------|--------------------------|
| ◆ WATER            | MAR 9  | <input type="checkbox"/> | ◆ MOLD      | MAR 9  | <input type="checkbox"/> |
| ◆ TRAUMA/BIOHAZARD | APR 13 | <input type="checkbox"/> | ◆ HOARDING* | APR 13 | <input type="checkbox"/> |
| ◆ ETHICS           | MAY 18 | <input type="checkbox"/> | ◆ ETHICS    | OCT 12 | <input type="checkbox"/> |

\*Hoarding is available for DC/MD credit ONLY

**Questions? Call Janice at 855-957-6627 or email [ce@smnrcr.com](mailto:ce@smnrcr.com)**