



THE 2010 Continuing Education Series

OFFERED BY SERVICEMASTER CLEAN 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. Chris Coffin CE Certification: Virginia#125001, Maryland#S13968, DC#1556



2010 COURSES CURRENTLY SCHEDULED at 7551 Fordson Road, Alexandria, VA 22306

Mold Remediation: Thursday, Jan 14, April 8, June 15*, Oct 14

Covers: Attendees are introduced to the science of mold and explore its potentially harmful effects on building materials and occupants. This class shows 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.

CE Credits: VA/DC/MD 3 CE units

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

Hours: 1 pm - 4:00 pm except *June 15: 9am-12pm

Water Damage Restoration: Thursday, Jan 14, April 8, July 8, Oct 14

Covers: This class illustrates how water damage can occur and its effects on carpet, wood floors, 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.

CE Credits: VA/MD/DC 3 CE units

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

Hours: 9:00am-12:00 pm

Restorative Structural Drying: Thursday, Feb 11, May 13, Nov 11

Covers: This hands-on approach provides the latest information, equipment, procedures, and recommended certifications needed for water extraction and drying out of structures affected by water intrusion. Topics covered include effects of water saturation on various structural materials, evaluation of water losses, industry standards for drying, measurement and documentation, restoration processes, equipment and technology, modern drying paradigms and an overview of the science of drying (psychrometry) and explores the restore vs. replace decision.

CE Credits: VA/MD/DC 6 CE units

CE Course: VA#C58128 MD#C58213 DC#00013608

Hours: 9:00am - 4:00 pm

Water Mitigation for Modular Homes April 13am, Oct 12 pm

Covers: This course focuses restoration of mobile and modular homes after a water loss. The course covers the differences between the two types of manufactured homes, mobile and modular and the unique construction features that may impact decisions made during water mitigation

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

CE Course: MD#C03664 DC#1720

Hours: April 13 9:00am-12 noon, Oct 12 1:00pm-4:00 pm

Note: Under development are courses titled: "Errors & Omissions", "Flood", "Insurance Fraud", and "Subrogation". Be the first to know when new classes are available... "opt in" on the registration form on the back.

Smoke & Odor Damage Restoration:

Thursday, March 11, June 10, Sept 9, Dec 9

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.

CE Credits: VA/MD/DC 3 CE units

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

Hours: March & Sept. 1pm - 4:00 pm June & Dec 9am-12pm

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

Feb 9, April 13, June 15, Oct 12, Dec 7

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

CE Credits: VA 3 L & R credits/ MD&DC- 3 Ethic credits

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

Instructor: Jane Gandee, Owner

Hours: Feb, Oct & Dec 9am-12pm; April & June 1pm- 4:00pm

Mitigating Personal Property Packout Claims

Thursday, March 11, June 10, Sept 9, Dec 9

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.

CE Credits: VA/MD/DC 3 CE units

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

Hours: March, Sept 9am-12pm, June, Dec 1-4pm

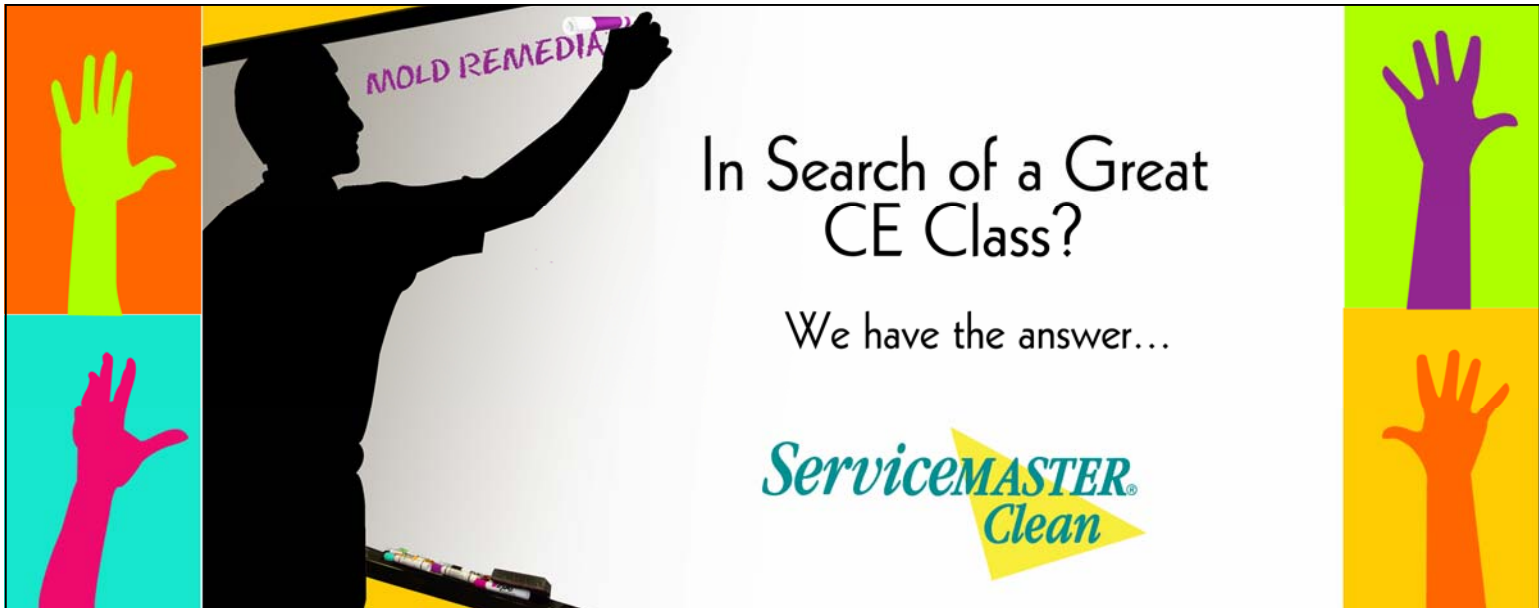
If interested in the following classes, please notify us and we will schedule them.

Biohazard

Covers: This course takes a practical look at the special requirements for handling biohazardous conditions and the need for safe and effective methods of mitigation. (under development for CE Credit)

NEW
for MD & DC

NEW COURSE!



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 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: _____

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.

City: _____ State _____ Zip Code: _____

Phone #: _____ Fax #: _____

Cell #: _____ Email: _____

Class(es) I wish to attend:

Water: July 8 ___ Oct 14 ___

Mold: June 15 ___ Oct 14 ___

Structural Drying: Nov 11 ___

Smoke/Odor: June 10 ___ Sept 9 ___ Dec 9 ___

Ethics: June 15 ___ Oct 12 ___ Dec 7 ___

PackOut: June 10 ___ Sept 9 ___ Dec 9 ___

Water Mitigation Modular: Oct 12 ___

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**