



# Continuing Education 2012

<b>Date/Time</b>	<b>Class</b>	<b>Instructor</b>
<b>January 26, 2012</b> <b>9:00—12:00 Noon</b> <b>3 Credit Hours</b>	<b>Furniture Restoration</b> Replacing damaged furniture is costly. Restoration can save replacement costs and protect customer retention for the insurance company.	<b>Furniture Medic Manager</b> <b>Will Merriken</b>
<b>January 26, 2012</b> <b>1:00 –4:00 PM</b> <b>3 Credit Hours</b>	<b>Mold Remediation</b> This program introduces the science of mold and explores the potentially harmful effects of mold on building materials and occupants. Participants will learn how mold grows, how it spreads and what actions should be taken to remove mold in a safe and reasonable manner. Procedures such as containment, negative air and the proper use of personal protective equipment are also covered.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> <b>Jeff Fisher</b>
<b>February 23, 2012</b> <b>9:00—12:00 Noon</b> <b>3 Credit Hours</b>	<b>Garment Restoration</b> The "Garment Doctor" is in!! With over 30 years experience see why the chemistry of garment restoration is paramount to the alternative of just sending it to the dry cleaners!	<b>Decorator Fold</b> <b>Ken Rimell</b>
<b>February 23, 2012</b> <b>1:00—4:00 PM</b> <b>3 Credit Hours</b>	<b>Ethics In Business</b> This insurance company training program is designed to provide 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.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> <b>Jeff Fisher</b>
<b>March 29, 2012</b> <b>9:00—12:00 Noon</b> <b>3 Credit Hours</b>	<b>Smoke and Odor Mitigation</b> The course will show how acid gases flow throughout a home, the damage it causes and what should be done about it. This course will review the proper smoke mitigation steps which can reduce the loss.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> <b>Jeff Fisher</b>
<b>March 29, 2012</b> <b>1:00—4:00 PM</b>	<b>Insurance Fraud Training</b> This course focuses on the history, laws and statistics relating to the fraudulent insurance crimes that take place every day in America.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b>
<b>April 26, 2012</b> <b>9:00 –3:30 PM</b> <b>6 Credit Hours</b>	<b>Restorative Structural Drying</b> This course will demonstrate how water can damage carpet, wood floors and other building materials, how long until damage occurs and what steps can be taken to reduce or minimize the damage. The course will also illustrate water removal and explain the principles of drying and dehumidification. Mold growth, the use of antimicrobials and odor control will also be covered.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> <b>Jeff Fisher</b>
<b>May 24, 2012</b> <b>9:00—12:00 PM</b> <b>3 Credit Hours</b>	<b>Ethics In Business</b> This insurance company training program is designed to provide 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.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> <b>Jeff Fisher</b>
<b>May 24, 2012</b> <b>1:00—4:00 PM</b> <b>3 Credit Hours</b>	<b>Errors and Omissions</b> This course will look at E & O from multiple angles. Error & omission lawsuits can be one of the most frightening experiences for an insurance producer. With an ever-changing litigious society, the chances are increasing greatly.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> <b>Jeff Fisher</b>

## Registration Information:

Online: [www.servicemasterdisaster.com](http://www.servicemasterdisaster.com) - Go to the Continuing Education tab; find the schedule and submit your registration. A confirmation email will be sent. Call the office: 636-926-2040. Class size is limited to 30. Classes fill up quickly so register today! Note: It can take up to 30 days for the Missouri website to recognize CE credit hours. Signing up 2 months ahead of renewal time is advised. If you need CE hours for states other than Missouri, we need 30 days lead time for credits.

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Date/Time	Class	Instructor
<b>June 28, 2012</b> <b>9:00—12:00 Noon</b> <b>3 Credit Hours</b>	<b>Furniture Restoration</b> Replacing damaged furniture is costly. Restoration can save replacement costs and protect customer retention for the insurance company.	<b>Furniture Medic Manager</b> Will Merriken
<b>June 28, 2012</b> <b>1:00—4:00 PM</b> <b>3 Credit Hours</b>	<b>Mitigating Personal Property (Packout)</b> 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.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> Jeff Fisher
<b>July 26, 2012</b> <b>9:00—12:00 PM</b> <b>3 Credit Hours</b>	<b>Water Mitigation for Manufactured Homes</b> 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.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> Jeff Fisher
<b>July 26, 2012</b> <b>1:00—4:00 PM</b> <b>3 Credit Hours</b>	<b>Ethics In Business</b> This insurance company training program is designed to provide 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.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> Jeff Fisher
<b>August 28, 2012</b> <b>9:00—3:30 PM</b> <b>6 Credit Hours</b>	<b>Restorative Structural Drying</b> This course will demonstrate how water can damage carpet, wood floors and other building materials, how long until damage occurs and what steps can be taken to reduce or minimize the damage. The course will also illustrate water removal and explain the principles of drying and dehumidification. Mold growth, the use of antimicrobials and odor control will also be covered.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> Jeff Fisher
<b>Sept. 27, 2012</b> <b>9:00—12:00PM</b> <b>3 Credit Hours</b>	<b>Garment Restoration</b> The "Garment Doctor" is in!! With over 30 years experience see why the chemistry of garment restoration is paramount to the alternative of just sending it to the dry cleaners!	<b>Decorator Fold</b> Ken Rimell
<b>Sept. 27, 2012</b> <b>1:00—4:00 PM</b> <b>3 Credit Hours</b>	<b>Mitigating Personal Property (Packout)</b> 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.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> Jeff Fisher
<b>October 25, 2012</b> <b>9:00—12:00 PM</b> <b>3 Credit Hours</b>	<b>Ethics In Business</b> This insurance company training program is designed to provide 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.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> Jeff Fisher
<b>October 25, 2012</b> <b>9:00—12:00 Noon</b> <b>3 Credit Hours</b>	<b>Furniture Restoration</b> Replacing damaged furniture is costly. Restoration can save replacement costs and protect customer retention for the insurance company.	<b>Furniture Medic Manager</b> Will Merriken
<b>November 29, 2012</b> <b>9:00 AM—3:30 PM</b> <b>6 Credit Hours</b>	<b>Restorative Structural Drying</b> This course will demonstrate how water can damage carpet, wood floors and other building materials, how long until damage occurs and what steps can be taken to reduce or minimize the damage. The course will also illustrate water removal and explain the principles of drying and dehumidification. Mold growth, the use of antimicrobials and odor control will also be covered.	<b>ServiceMaster</b> <b>Dir. Of Continuing Education</b> Jeff Fisher