



# Continuing Education 2019

Date/Time	Class
January 17, 2019 Thurs-9:00-12:00 PM 3 Credit Hours	<b>Ethics</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.
January 17, 2019 Thurs-1:00–4:00 PM 3 Credit Hours	<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.
February 21, 2019 Thurs-9:00-12:00 PM 3 Credit Hours	<b>Subrogation</b> When disaster strikes, your policyholders may be hearing other “voices” telling them that materials cannot be saved and all must be torn out and replaced. This misunderstanding has the potential to rob your claims department, not only of clam dollars, but also of subrogation evidence. With the help of a mitigation first responder the homeowner can be encouraged to save evidence and not throw things in the trash. We will explain the need for teamwork between the mitigation professional, homeowner, agent, adjuster and contractor in successful subrogation.
February 21, 2019 Thurs-1:00–5:00 PM 4 Credit Hours	<b>Trauma and Biohazard</b> This course will cover OSHA requirements, Blood Borne Pathogen issues and protection, cleaning techniques, marketing, and dealing with the emotional issues experienced by the customer.
March 21, 2019 Thurs-9:00-12:00 PM 3 Credit Hours	<b>Ethics</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.
March 21, 2019 Thurs-1:00–4:00 PM	<b>Furniture Restoration</b> Replacing damage furniture is costly. Restoration can save replacement costs and protect customer retention for the insurance company.
April 18, 2019 Thurs-9:00-3:30 PM 6 Credit Hours	<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.
May 16, 2019 Thurs-9:00-12:00 PM 3 Credit Hours	<b>Ethics</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.
May 16, 2019 Thurs-1:00-4:00 PM 3 Credit Hours	<b>Hoarding (for IL. License only)</b> An in-depth look at a delicate topic. Covers reasons, and best practices when dealing with a hoarding situation.
June 20, 2019 Thurs-9:00-12:00 PM 3 Credit Hours	<b>Mitigating Manufactured Homes</b> This course focuses on 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.
June 20, 2019 Thurs-1:00-4:00 PM 3 Credit Hours	<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.

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Register online: [www.servicemasterdisaster.com](http://www.servicemasterdisaster.com) — Register by phone: 636-926-2040 — Register via Email: [restore@svmstl.com](mailto:restore@svmstl.com)

Class size is limited to 30. Classes fill up quickly so register today! Note: If less than 15 participants have signed up for a particular class at the registration cut-off date, the class will be cancelled and rescheduled for a later date. All registered participants will be notified.