



# Continuing Education 2019

Date/Time	Class
January 9, 2019 Wed-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 9, 2019 Wed-1:00–4:00 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.
February 14, 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.
March 14, 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 14, 2019 Thurs-1:00–4:00 PM 3 Credit Hours	<b>Smoke and Odor Mitigation</b> This 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.
April 11, 2019 Thurs-9:00-12:00 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.
April 11, 2019 Thurs-1:00–4:00 PM 3 Credit Hours	<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 & technology of evaluating, restoring, and tracking inventory from start to finish.
May 9, 2019 Thurs-9:00-12:00 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.
May 9, 2019 Thurs-1:00-4:00 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.
June 13, 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.
June 13, 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.

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. All registered participants will be notified.  
ALL Classes held at Best Western Kirkwood ~ 1200 South Kirkwood Road ~ Saint Louis, MO 63122

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