









Brief Course Descriptions

Category	Class Title	3-Hour Agenda	
	Water Damage Mitigation	3-Hour Agenda	
	<p>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.</p>		
	Mold Remediation	3-Hour Agenda	
	<p>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.</p>		
	New: Water Mitigation for Modular Homes	3-Hour Agenda	
	<p>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.</p>		
	Smoke and Odor Damage Mitigation	3-Hour Agenda	
	<p>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.</p>		
	New: Mitigating Personal Property Packout Claims	3-Hour Agenda	
	<p>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.</p>		
	Reducing Severities Through an Understanding of Furniture Damage & Restoration	3-Hour Agenda	

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	Ethics: If You Don't Live it You Don't Believe It	3-Hour Agenda	
	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		

Visit <http://www.servicemasterva.com/beta/class-schedule.shtml> for class schedule.
 Call 434-293-3366 to register.