

# FIRE & SMOKE DAMAGE REFRESHER

## Overview of this Half-Day CEC Course:

Fire and Smoke Damage remediation services are a key part of most Disaster Restoration companies. This course is geared towards two groups of professionals who look after property losses. It is a great refresher for staff who haven't had this type of training for several years. Also, it can be used as a basic overview and primer for newer staff, field or telephone adjusters or risk coordinators who could deal with fire and smoke losses. Either way this course will benefit everyone involved.

**This half-day Course** will cover Fire & Smoke Damage topics such as:

- Assessment of a Fire & Smoke Damage property and contents
- A variety of Cleaning procedures we can possible use
- Various procedures and cleaning processes
- Deodorization techniques and equipment
- A review of the basic 'tools' of our trade
- Hands on demonstration of various aspects of this work
- An overview of the most common PPE (Personal Protection Equipment) to be while inspecting or remediating Fire & Smoke Damage jobs

Dealing with fire and smoke damage jobs require both technical abilities and procedures but also a customer service component to ensure a satisfied customer. Both are important to build a list of satisfied customers or tenants within your company.

We will spend time on discussing the principals of a fire & smoke damage and how to restore the property to its pre-loss condition. An overview of how to restore and deodorize contents & structural damage and how to deal with soot residue.

**“The Key to full and proper smoke odour removal is to eliminate the source”**

We will also discuss different restoration techniques including ultrasonics, ozone, Hydroxyl, Thermal and ULV Foggers, etc. We will look at some of the obstacles that can hinder removal of smoke odours, such as not dealing with the source removal properly or performing work such as proper HVAC cleaning, etc.

### **This course will appeal to:**

Property Inspectors, Property Managers, Insurance Brokers & Adjusters, Facility Managers and others involved in dealing disaster restoration claims and losses.

This CE Course is presented by a Restoration Contractor with extensive real life experience dealing with these types of situations.