



Mapping, Documenting and Reporting Basic Water Damage Restoration Projects (1 IICRC Credit)

Tuesday 17 March 2009

Purpose of the training: Provide the water damage restoration specialist with information to better understand the residential water damage restoration market, and how to document the loss as per the IICRC S-500.

Personnel who should attend: Sales managers, project managers, and lead technicians who are actively involved with water damage restoration projects.

Instructors:

W. Craig Fillmann (Founder, President of Moisture Mapper International, Inc)

Ellen Paladino (Business Manager and Co-founder, Moisture Mapper International, Inc)

James Deely (Customer Service, Moisture Mapper International, Inc)

Carey Bergeron, Esq. (Environmental and risk management consultant)

When / where conducted: Tuesday, 17 March 2009, 8:30 – 4:30

One day class at Moisture Mapper training facility, 60 Island Street, Lawrence, MA

Registration / cost: (note that the class is limited to 20 people, call to sign up today and reserve your spot)

\$150 for the one day course (\$125 if signed up and paid by 23 February), includes lunch and handouts noted above,

10% discount for MM subscribers

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Training aids used and handouts provided:

Commercial Process Management Notebook from Moisture Mapper International, Inc

PowerPoint handouts from Moisture Mapper International, Inc

Standard Investigative Guidelines from Moisture Mapper International, Inc

Builders Guide for Mixed Climates (available for purchase)

References:

Institute of Inspection Cleaning and Restoration, IICRC S500 Standard and Reference Guide for Professional Water Damage Restoration, third edition, Vancouver, WA, 2006 (Only ANSI approved standards for the conduct of water damage) (available for purchase)

The Dehumidification Handbook, Munters Corporation

ASHRAE Standard 55-192 "Thermal Environmental Conditions for Human Occupancy"

Builders Guide for Mixed Climates, Building Science Corporation

Agenda / Topics to be Covered:

1. **Introduction** – Cover the agenda for the day, meet the participants – (who you are and experience), presenters background and area of expertise, and other administrative items
2. **The water damage restoration market** - a brief summary of the industrial, commercial and residential markets. There are differences in how each market is handled, and the role of each stakeholder in ensuring that the project is brought to a satisfactory conclusion.
3. **Documentation standards** - The second edition of the S500 is very specific on administrative procedures, project documentation and risk management. We will review the requirements of chapter 10, specifically "thorough project documentation, monitoring and recordkeeping.

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4. **Detection and Monitoring Equipment, types including proper use on a water damage project** - There are numerous types of instruments on the market that measure and document psychrometric conditions and moisture content of materials. There are differences in how to use them effectively during the water damage restoration process as presented in Chapter 7 of the S-500.
5. **Mapping the water damaged structure** - Defining what is wet, and what is at "normal moisture content equilibrium" with the environment. This is crucial when developing a drying plan to effectively dry a water damaged structure and its contents. Confirming completion of drying potentially limits the contractor's liability.
6. **Hands on training using instruments and water damaged structural wall sections** - Understanding how an instrument works is only part of using it effectively. There will be several types of instruments with an opportunity to use them on sample structures that have been water damaged.
7. **Documenting and reporting the loss** - Now that you have collected all of the information as required, what do you do with it? The property owner, insurance adjuster and your company each have different requirements for a complete report on what happened and what was done.
8. **Affinity Diagram** – Learn how to plan for keeping track of all of the information at the job site. Builds on the experience of the participants, including the instructors. Take home new ideas on how to conduct and manage a water damage restoration project.