

RIA *Fall Conference*

Restoration Industry Association

October 5-8, 2010

Hotel Albuquerque at Old Town • Albuquerque, NM

ALBUQUERQUE, NM

October 5-8, 2010

HOTEL ALBUQUERQUE AT OLD TOWN

**Early-Bird
Registration Deadline:**

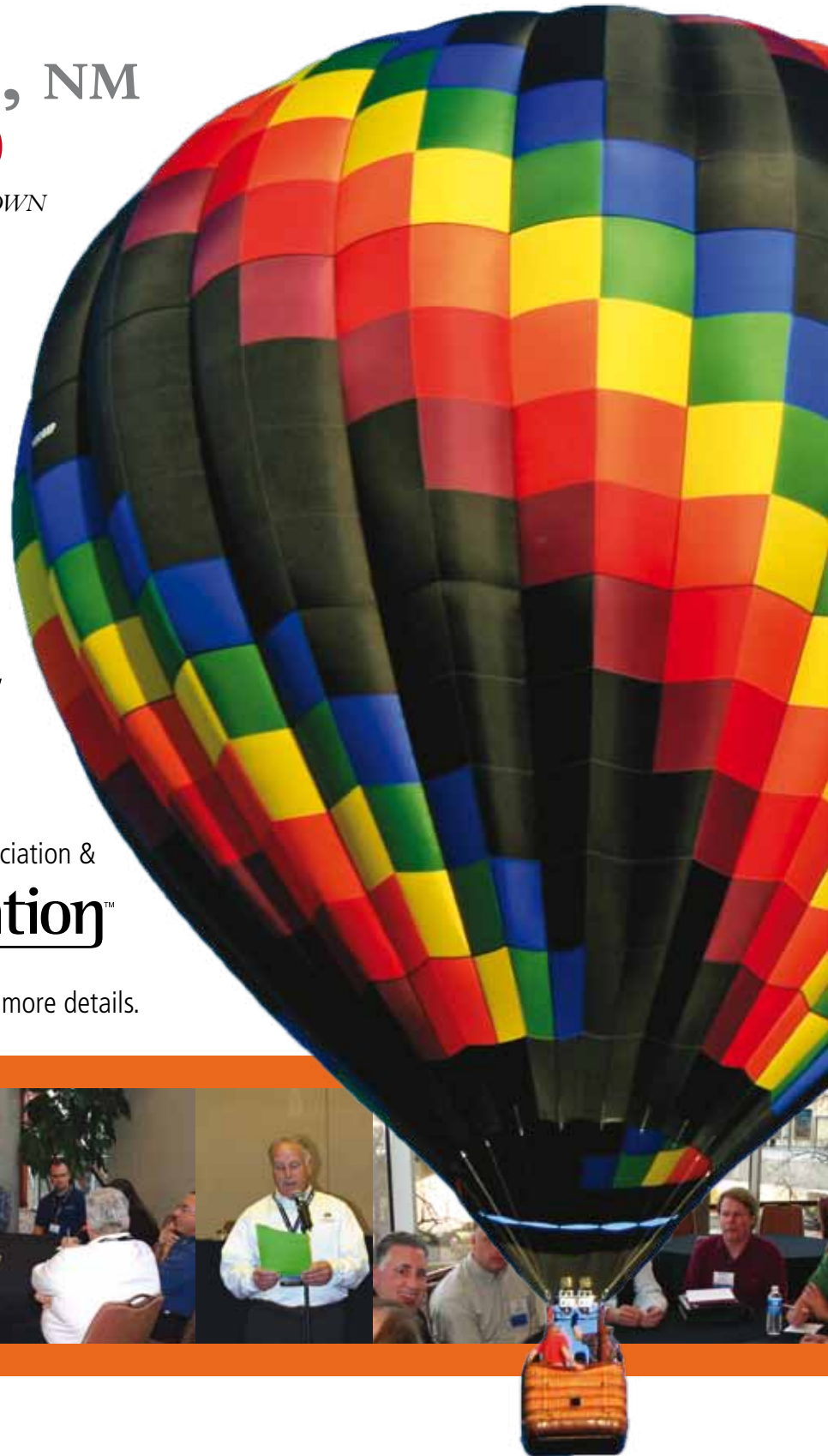
September 14, 2010

Face time – It Matters!

Sponsored by the Restoration Industry Association &

Cleaning & Restoration™

Go to www.restorationindustry.org for more details.





The Albuquerque International Balloon Fiesta will serve as the backdrop for this year's RIA Fall Conference as we explore the many facets of building science with industry leaders who will explain how it impacts the structures restoration professionals encounter every day.

You'll hear from a high level "brain trust" with expertise in homebuilding, academic research, and damage restoration and repair. It's a science-based program that provides information every professional needs in order to effectively dry and restore a wide variety of buildings. The success of your company depends on your knowing what's happening at this conference.

And, the caliber of the program combined with the world famous balloon festival makes this program one unlikely to be repeated in your professional lifetime.

10 REASONS TO ATTEND!

- Face-to-face conferences build trust and relationships.
- Learning and training are more effective in a live setting.
- Live conferences actually save time and money.
- Expanded, in-depth sessions on critical topics.
- Meet the leaders in building science whose knowledge directly affects your success.
- Constant networking opportunities with peers from around the globe.
- The opportunity to "test drive" today's technology before you buy.
- Live conferences result in a more effective exchange of ideas.
- Face-to-face meetings provide the human connection that powers business.
- **Face time – it matters.**

Register as soon as possible. Limited hotel rooms are available in RIA's room block and this event is being held during the International Balloon Fiesta, the busiest time of year in Albuquerque. Make your hotel and travel arrangements early.

SCHEDULE AT-A-GLANCE

TUESDAY, OCTOBER 5 – Pre-Conference Workshops

- | | |
|--------------------------|---|
| 8:00 am – 5:00 pm | <i>Building Science Applied to Water
Damage Restoration & Drying Course</i> |
| 5:00 pm – 7:30 pm | <i>Exhibit Hall Opening Reception</i> |

WEDNESDAY, OCTOBER 6 – Conference Day 1

- | | |
|---------------------------|---------------------------------------|
| 8:00 am – 12:00 pm | <i>Conference Program</i> |
| 12:00 pm – 2:00 pm | <i>Exhibit Hall Open (lunch)</i> |
| 2:00 pm – 5:00 pm | <i>Conference Program</i> |
| 5:00 pm – 7:00 pm | <i>Exhibit Hall Closing Reception</i> |

THURSDAY, OCTOBER 7 – Conference Day 2

- | | |
|---------------------------|---|
| 8:00 am – 12:00 pm | <i>Conference Program</i> |
| 12:00 pm – 1:15 pm | <i>Lunch and Speaker</i> |
| 1:30 pm – 4:00 pm | <i>Conference Program</i> |
| 5:00 pm – 8:30 pm | <i>Twilight Balloon GLOWDEO® at Albuquerque's
renowned International Balloon Fiesta</i> |

FRIDAY, OCTOBER 8 – Post Conference Workshops

- | | |
|--------------------------|--|
| 8:00 am – 3:00 pm | <i>Healthy Buildings = Healthy People & Business</i> |
| 8:00 am – 3:00 pm | <i>Mold Refresher Course</i> |

“When I attend conferences and expos I always try to ask attendees why they come. They give standard reasons like the sessions are helpful, etc., which were all echoed by your members, but this is the first time when someone added that they come for the people and it feels like coming home. Thanks again and on to the next!”

– Luciana Tiberio, Workforce Language Services, LLC

INVITED SPEAKERS

(as of July 10, 2010)

PETE CONSIGLI, CR, WLS **G. PETE CONSIGLI GROUP**

Pete Consigli is RIA's Development Advisor and Facilitator and serves as the course facilitator for the RIA's Water Loss SpecialistSM (WLS) program. Consigli specializes in training and consulting for the restoration, insurance and indoor air quality (IAQ) industries, is a published contributor to *Cleaning & Restoration* as well as other trade journals, and a frequent presenter or panel moderator at industry gatherings. In 2008, he received RIA's prestigious Martin L. King award for his contribution to the profession of restoration.

LEWIS (LEW) HARRIMAN, III **MASON GRANT**

Lew Harriman has over 30 years of experience with applied science and engineering in HVAC, dehumidification, moisture management, thermal imaging and building investigation. He is an ASHRAE Fellow, and Vice Chair of ASHRAE's Technical Committee 1.12 (Moisture Management in Buildings). He was the lead author for ASHRAE's *Guide for Buildings in Hot & Humid Climates*, the *ASHRAE Humidity Control Design Guide* and the well-known *Dehumidification Handbook* (the "blue book").

MICHAEL (MIKE) HUMPHREY **DAVID WEEKLEY HOMES**

Mike Humphrey, Vice President of Operations, has led the quality movement within David Weekley Homes to create innovative programs and policies. Humphrey earned one of the company's highest honors – the Presidential Citation – both in 1991 and 1993, and has been instrumental in team member training and development. He holds a construction degree from Texas State Technical Institute.

PATRICK (PAT) HUELMAN **UNIVERSITY OF MINNESOTA**

Patrick Huelman is an Associate Professor and Extension Educator in the Department of Bioproducts and Biosystems Engineering at the University of Minnesota and coordinator of the University's Cold Climate Housing program. This program is focused

on the advancement of performance-built homes through education of the building industry, development and dissemination of information on new technologies and practices, and a critical investigation of housing design and construction innovations. His three decades of research have focused on the hygrothermal behavior of residential building systems, including foundations, walls and roofs, and mechanical ventilation systems.

DARREN HUDEMA, WLS **DRI-EAZ PRODUCTS**

Darren Hudema has been in the restoration and cleaning industry for more than 21 years and has worked on hundreds of fire and water damage jobs, ranging from residential to commercial buildings, including large losses after Hurricane Ike. Since 1999, Hudema has taught more than 4,600 water damage restoration professionals the principles of drying. He was involved in the development of the body of knowledge for RIA's pending Basic Water Loss online training modules.

JOSEPH (JOE) LSTIBUREK **PH.D., P.ENG., BUILDING** **SCIENCE CORP.**

Dr. Lstiburek is a principal of Building Science Corporation. His extensive background and expertise have led to international recognition as an authority on moisture-related building problems and indoor air quality. A member of ASTM and the past Chairman of ASTM E241, he has authored numerous books and technical papers on building science, indoor air quality and durability. He is the author of the *U.S. DOE Handbook on Moisture Control* and a special contributor to the EPA Guidance document on building air quality.

MCGREGOR (MAC) PEARCE **MPH, MOLD SAMPLING &** **DIAGNOSTIC SERVICE**

Mac Pearce is a private consultant on indoor microbiological problems and has investigated mold problems in thousands of homes and buildings. He specializes in evaluating water damage/mold problems, and designs clean-up protocols, and deals with health issues pertaining to exposure to microbiological contaminants. He is a frequent speaker at professional conferences, and has conducted

workshops for the EPA. He takes a practical problem solving approach to disputes arising from mold/moisture issues in homes and buildings.

WILLIAM (BILL) ROSE **BUILDING RESEARCH COUNCIL,** **UNIVERSITY OF ILLINOIS**

William Rose is a research architect and examines the effects of water in buildings. He is also the handbook chair of the *ASHRAE Handbook* chapters related to thermal and moisture effects in building envelopes.

RANDY RAPP, D. MGT, PE **PURDUE UNIVERSITY, BLDG.** **CONST. MGT. TECH.**

Randy Rapp, D. Mgt., PE, is an Associate Professor of Building Construction Management at Purdue University, where his primary responsibility is coordinating the Disaster Restoration and Reconstruction specialization. He worked DRR for hurricanes Katrina and Wilma, managed project controls to restore Iraqi oil, and also demobilized that effort.

THERESA (TERI) WESTON **PH.D., DUPONT**

Theresa Weston leads the residential construction technology group for DuPont Building Innovations, where she conducts building science research and product development. She participates in industry research programs and in standards and codes development. With over 20 years experience in materials and fiber development, she holds four U. S. patents. Theresa is on the Board of Directors of the Building Environment and Thermal Envelope Council of the National Institute of Building Science, and has served on the Board of Directors of both the Energy and Environmental Building Association (EEBA) and the Cold Climate Housing Research Council (CCHRC).



Tuesday, October 5 – Pre-Conference Workshop*

8:00 am – 5:00 pm **Building Science Applied to Water Damage Restoration and Drying**
Presenter: Joseph "Joe" Lstiburek, Ph.D., P.Eng, Building Science Corp.

This day-long course is a new prerequisite for those pursuing their Water Loss Specialist (WLS). Taught by one of the industry's most knowledgeable instructors, discussions will focus on the effects of water on drywall, insulation, concrete, wood, masonry, and steel framing, the interdependent system and how this affects water migration, as well as how buildings "behave" in response to moisture. May be attended for CEC credits. For more information on RIA's WLS certification, visit www.restorationindustry.org.

***Optional Event: Additional registration fee required.**

CONTINUING EDUCATION CREDITS

RIA will grant 2 CECs for those attending the RIA Fall Conference.

RIA has also applied to the following organizations for continuing education credit approval:

- Institute of Inspection, Cleaning & Restoration Certification (IICRC)
- American Council for Accredited Certification (ACAC)

HOTEL & TRAVEL INFORMATION

HEADQUARTERS HOTEL

** Rooms are limited. Please make your reservations today!*

HOTEL ALBUQUERQUE AT OLD TOWN
800 Rio Grande Blvd., NW
Albuquerque, NM 87104
Phone: 505-843-6300

Hotel Albuquerque at Old Town is a beautiful landmark hotel near the heart of the historic Old Town Plaza and museum district with its 400-year history and more than 200 shops, restaurants, and galleries to explore. The hotel has two restaurants onsite: Café Plazuela, a casual dining atmosphere and Cristobals, an intimate fine dining experience. Complimentary parking, fitness center and WiFi are included in guest rooms/public areas.

CONFERENCE OVERVIEW: DAY 1

Wednesday, October 6

Morning Session **Evaluating Building Materials for Restorability**
*Panelists: Teri Weston, Ph.D., DuPont
Barry Reid, G-P
Xuaco Pascual, Honeywell*
Moderator: Joe Lstiburek, Ph.D, P. Eng., Building Science Corp.

This is the only place where you'll hear from the building material and R&D sector of the industry. Discussions will cover both common and "up and coming" building materials and their applications, building enclosures and how they are affected by water. Learn about:

- Developments with gypsum, OSB, wood, concrete and insulation
- Diagnostic challenges
- Environmental issues of restored materials
- The science of products and replacement criteria
- The value of drying verification to retain structural integrity.

Afternoon Session **The Value of Builders and Damage Repair Contractor Collaborations for the Common Customer**
*Panelists: Mike Humphrey, David Weekley Homes
Additional Home Builder Panelists to be Announced*
Moderator: Pete Consigli, CR, WLS, RIA Development Advisor & Facilitator

This professional panel will focus more on business and marketing and creating a "bridge" between the home building and restoration industries. You'll learn:

- The complications builders face when homes under construction experience a fire or water loss and how builders can work with a restoration company to mitigate the loss instead of doing it themselves.
- Dealing with mold problems in new construction and how builders employ drying services during construction and before homes are closed up to minimize and prevent mold problems before they occur.
- The business partnership opportunity the one-year warranty provides and how builders can benefit from having pre-agreed contracts with restoration contractors.

“Once again, RIA’s Fall Conference was FREE! The registration fee was absolutely covered in one open discussion session which was part of the format. The comments made in the group setting saved me tens of thousands of dollars. This new concept in educational delivery won over a shy and introverted Ernie. Let’s do it again!”

– Ernie Storrer, President, Injectidry Systems

CONFERENCE OVERVIEW: DAY 2

Thursday, October 7

Morning Session *Damage Evaluation & Restoration of Non-Conditioned Spaces: Blending University Research with Practical Experience*

Expert Panel: Mac Pearce, MPH, Mold Sampling & Diagnostic Service

Pat Huelman, University of Minnesota

Moderator: Darren Hudema, WLS, Dri-Eaz Products

Hear the issue of why moisture in non-conditioned spaces can’t be neglected. This multi-discipline approach will provide attendees with the information they need to properly investigate, dry and remediate moisture problems in non-conditioned spaces so they are not exacerbated. These unique perspectives will educate restorers on how to sell important services to property owners and insurance companies.

12:40 pm – 1:00 pm *Featured Mini-Keynote Presentation Home Performance Contracting: A New Opportunity for Profit*

Speaker: Lew Harriman, III, Mason Grant

Restoration professionals will learn and apply the techniques of Home Performance Contracting (HPC). These projects improve comfort and reduce energy costs in homes, but require an understanding of how air moves through a building and how houses can be retrofitted to make them air tight and well-insulated without creating ventilation problems or other safety issues. (This new opportunity does not involve the insurance industry.)

Afternoon Sessions *The Young “Old” Guys Who Know Stuff*

Panelists: Bill Rose, Building Research Council, University of Illinois at Urbana-Champaign

Randy Rapp, D. Mgt., PE, Disaster Restoration & Reconstruction Management, Purdue University

Moderator: Pete Consigli, CR, WLS, RIA Development Advisor & Facilitator

Universities Study the Darndest Things

Speaker: Bill Rose, University of Illinois at Urbana-Champaign

State Farm Insurance funded the University of Illinois’ study of burst water pipes and the findings were vetted by Martin King, CR. Think you know how surfaces are wetted and dried? Then explain why bathroom mirrors are often fogged on the top and clear on the bottom (Bill will explain why.) What are the resulting concentrations of combustion products—and moisture? How can restoration contractors work effectively with the preservation community? Is it fair to treat historic buildings differently from the rest of the existing building stock? University types love the questions more than the answers, but we promise plenty of both!

The Next Generation of Restoration Project Managers

Speaker: Randy Rapp, Purdue University

The Project Manager of the Future is here! Hear where the Purdue program is today, how the future looks, and what graduates look for in a position. See how employers can leverage this future generation to create and sustain a competitive advantage for their companies!

ROOM RATE

\$159 single/double occupancy
The room rate is subject to state and local taxes, currently 12.75%. Rates are slightly higher if more than 2 people are in a room. All guest rooms are non-smoking and are available with one king or two double beds. Check in is 3:00 pm. Check out is 12:00 noon.

RESERVATIONS

Phone: call 1-800-237-2133 and mention you are with RIA.

ONLINE

Click on the Hotel & Travel link on the RIA Fall Conference page.

Hotel Deadline: Friday, September 3

RIA’s Fall Conference is being held during Albuquerque’s famous “International Hot Air Balloon Fiesta,” so we strongly encourage you to make your travel plans early to secure your stay at our headquarters hotel. **Any remaining rooms being held for RIA will be released after Friday, September 3.**

CANCELLATIONS

Please note that cancellation of any room is your responsibility. If the need to cancel a reservation should arise, cancellation must be made prior to 3:00 pm the day before your arrival to avoid a one-night penalty.





TRAVEL INFORMATION

AIRPORT

Hotel Albuquerque is just 15 minutes from the airport, Albuquerque International Sunport (ABQ).

GROUND TRANSPORTATION

RIA recommends Sunport Shuttle located on the 1st floor of the airport, across from Southwest baggage claim 3. Cost: \$15 one way/\$28 round trip. Taxis are also available for \$24 each way.

LIST OF EXHIBITORS

1-800-BOARDUP, Inc.
Allstate Insurance Co.
Arid Dry by CDIMS
Assured Software
Benefect RS Co.
BNP Media
CodeBlue
Business Mentors
Business Networks
Disaster Equipment, Inc.
Driscoll & Driscoll Insurance
Electronic Restoration Contractors
Grand Northern Products
Injectidry Systems
Interlink Supply/TES
Legend Brands
Midwest Rental Service
Omegasonics
Phoenix Restoration Equipment,
Div. of Therma-Stor, LLC
Prochem
Stuart & Prior
Sunbelt Rentals, Inc.
Top Tier Software Solutions
Vaportek

Afternoon Sessions (continued)

Applying What We've Learned To Effectively Restore Damaged Buildings!

Facilitator: Pete Consigli, CR, WLS

If you've ever wondered, "What did those guys just say???" our conference "Raconteurs" will lend their collective expertise and distill down the presentations to what the speakers really said! Taking collaborative notes throughout the day, Bill and Randy will blend the homebuilders' perspective, academic research and restoration aspects into a cohesive "whole." You'll walk away with information that can be used immediately to better serve your customers!

5:00 pm – 8:30 pm *Twilight Balloon GLOWDEO & Fireworks at Albuquerque's renowned International Balloon Fiesta*

The sight of balloons lit from within at night like giant holiday ornaments is breathtaking. Albuquerque launched its Balloon Glow, the world's largest, in 1987. Fiesta Glow "all burns" when all balloons fire their burners and light up at the same time, are perhaps the most spectacular single moment in all of Balloon Fiesta. As part of your conference registration, RIA will provide coach transportation and admission to the Fiesta grounds, access to the Balloon Glow, vendors, lemonade, coffee and cookies. You'll be able to get out on the field and talk to the pilots and crews as you stroll amongst the balloons tethered to the ground (they will not launch). The Glowdeo's special shaped balloons will be the focus – don't be surprised if you see a pink elephant or a flying pig – and the evening will culminate with a spectacular fireworks display. Hundreds of vendors will be selling fair-type food and everything a seasoned "balloonatic" or newcomer would want as a souvenir. Alcoholic beverages will be available for purchase.

Friday, October 8 (Post Conference Workshops*)

8:00 am – 3:00 pm *RIA's Mold Refresher Course* *Presenter: Michael Pinto, CSP, CMP, Wonder Makers Environmental, Inc.*

This course is specifically geared for those who need continuing education credits to maintain and update their knowledge in the mold and environmental fields. Prerequisites include attendance at either the Mold Remediation Technician or the Mold Remediation Supervisor courses, or holding an advanced designation in mold remediation. This is not an entry-level course. Required course book is Fungal Contamination, Second Edition, which is available through RIA's Bookstore at www.restorationindustry.org.

8:00 am – 3:00 pm *Healthy Buildings = Healthy People & Business* *Presenters: Barbara Manis, M.D., and Allan Burt, Building Health Sciences*

People and their health are factors to consider in remediation efforts. People live in the space prior to the incident and upon completion of the remediation. This workshop will focus on two key areas: incident response integrating building and health science, and niche remediation work in various health environments.

In the first segment, attendees will learn how to analyze the five stages of a critical incident management path: Evaluation, Assessment, Communication, Remediation, and Clearance in addition to the incident "life cycle" with ten distinct and sequential process stages common to the building and the occupants.

The second segment will focus on hospitals, nursing homes, long-term care or convalescent facilities, assisted living and retirement home environments as untapped business markets which require health education and training. Attendees will gain the essential knowledge and training requirements for this niche remediation business.

***Optional Events: Additional registration required for these sessions.**



Fall Conference

2010 REGISTRATION FORM

Confirmation letters will be sent via email.

Please complete a separate registration form for each Attendee and fax to RIA at 443-878-1010.

Step 1. ATTENDEE REGISTRATION INFORMATION

Date _____

Company Name _____

Attendee _____ Title _____
(Print name exactly as it is to appear on name badge)

Email of Attendee _____ Phone _____

May we share your email address with our Exhibitors? Yes No

Address _____ City _____

State/Province _____ Zip/Postal Code _____ Country _____

If you require special accommodations to participate fully, please indicate below:

STEP 2. REGISTRATION FEES

**Register early & SAVE!
EARLY PRICE**

1. Fall 2-Day Conference (Oct. 6-7)

Thru Monday, 9/14/10

REGULAR PRICE

RIA Mbr	Non-Mbr	RIA Mbr	Non-Mbr	\$ _____
\$525	\$725	\$675	\$875	

(Includes education programming, exhibit hall pass for 10/6/10 and 10/7/10, Opening Reception, continental breakfasts, lunch, refreshment breaks, Special Evening Event: Special Shape Glowdeo and Continuing Education Credits).

OPTIONAL EVENTS

1. Building Science: Applied to Water Damage Restoration & Drying (10/5)	\$375	\$575	\$ _____
2. Mold Refresher Course (10/8)	\$375	\$575	\$ _____
3. Healthy Buildings = Healthy People & Business (10/8)	\$275	\$475	\$ _____
			Total \$ _____

(Includes course instruction and materials, continental breakfast, lunch, breaks, and Continuing Education Credits).

* If you're interested in purchasing ADDITIONAL MEALS for a spouse, guest or client, you may do so. To order, call RIA at 443-878-1000, and we'll be happy to accommodate your special request.

STEP 3: PAYMENT INFORMATION

Registration will be processed only with full payment. Payment Amount \$ _____

My check is enclosed (U.S. Funds), payable to RIA or Charge my: MC Visa AMEX Exp. Date _____

Account # _____ Security Code on CC _____

Name on Card _____

Signature _____

RIA CANCELLATION POLICY

1. Cancellations must be made in writing and either faxed or emailed to the RIA office. Phone calls are not accepted.
2. Cancellations received after September 14, 2010 will be subject to a \$100 per attendee processing fee.
- 3. No refunds will be made after September 20, 2010.**
4. Substitutions from the same company are accepted.
5. No-shows (including tours) are not refundable.

Due to the nature of this event, it is specifically understood and agreed that if in the sole opinion of RIA and its leadership it is impossible, impractical or inadvisable to carry on with the conference for any reason, including acts of war, terrorism or other events commonly categorized as force majeure, RIA shall have the right to cancel the event.

RIA, 9810 Patuxent Woods Drive, Suite K, Columbia, MD 21046-1595 Fax: 443-878-1010 Email: info@restorationindustry.org Phone: 443-878-1000.

“RIA’s Conference format gives people the ability and confidence necessary to realize the level of knowledge they really have, and the obstacles they have in front of them in order to achieve the desired results.”

– Chris Butas, Servpro of Phoenix, Phoenix, AZ



NEED TO KNOW INFO:

Register at www.restorationindustry.org

RIA Conference Hotlines:

Toll Free: 800-272-7012

Phone: 443-878-1000

Fax: 443-878-1010

Hotel Albuquerque at Old Town

Reservations: 800-237-2133

Click on the Hotel & Travel link
on the RIA Fall Conference page

OTHER THINGS TO DO WHILE IN ALBUQUERQUE

Albuquerque is ideally located for getting to some of the best places to visit. Check out our Top 10 things to do while in Albuquerque, including historic sites, museums and numerous fun and cultural tourist attractions at www.restorationindustry.org.

“The RIA Fall Conference was awesome! Thanks for all the great information. I will be back—I’ve never left any event with so many new ideas!”

– Al Jankowski, DuraClean, Plover, WI

OPTIONAL SPECIALIZED TOUR SUGGESTIONS WHILE IN ALBUQUERQUE

Tour Options in Albuquerque

There is a lot to see and do in Albuquerque, so consider extending your stay and planning your trip accordingly. For a list of specialized tours and tourist attractions, visit the Fall Conference page on the RIA website: www.restorationindustry.org or contact Tour New Mexico at:

Phone: 505-321-4864

Toll-Free: 800-333-7159

E-Mail: TNM@TourNewMexico.com

Web: www.tournewmexico.com

