

RIA Content Loss Specialist Course Overview



- **Chapter 1: Perils Impacting Contents**
 - Technicians' health and safety have priority
 - Different perils that can impact contents
 - Primary Peril Assessment
 - Secondary Peril Assessment
 - Restorers Insurance Perils
 - Fire Damage Perils
 - Water Damage Perils
 - Contents Recovery & Triage
 - Perils during content (liability, risk, limitations, exposure, etc.)
 - Contents Manipulation
 - Transportation
 - In-Plant Contents Restoration and Storage
 - Risks involved in handling, cleaning, and restoring contents
 - Various ways the contents may be affected
 - Describe how each peril plays its part in contaminating or damaging personal and commercial property
 - Recognize and deal with affected contents in such a way as to protect and ensure that we reduce further damage

- **Chapter 2: Business Practices**
 - Proper insurance coverage necessary to handle the care, custody and control of another's personal property (contents)
 - Different marketing and branding strategies (Vision & Mission)
 - Setting up business for success
 - Corporate Structure, Insurance, Accounting, Marketing
 - Different methods for issue resolution
 - Best practices for providing excellent customer service
 - Policies, Procedures, Training, Personnel, Facilities

- **Chapter 3: Pack-Out/Pack-Back**
 - Establish Reasons for Completing Pack-Out
 - Storage of Items On / Off Site & Responsibility for Items
 - Displacement of Owner / ALE Considerations
 - Components of the Pack-Out Process
 - Storage (types of storage, inventory, pest control)
 - Insurance, Paperwork and Liability Management
 - Inventory (types) and expectations
 - Crew, logistics, transport, storage
 - Specialty Items (value, disposal, damage issue settlement)

- **Chapter 4: Tools, Equipment, Cleaning Methods, Chemistry & Procedures Including Textiles & Soft Goods**
 - Evaluation and identification for method best suited for cleaning or restoration
 - Variety of cleaning processes and the specific terms used to describe them
 - Test cleaning contents
 - Dry cleaning
 - Wet cleaning
 - Cleaning agents and their application in removing contaminants from damaged contents under the best-suited situations.
 - Emergency Stabilization
 - Freezing wet books/documents, vacuum freeze-drying, oriental rugs, etc.
 - Various methods of deodorization and impact
 - Odor classifications
 - Different cleaning processes and technology that promotes their use
 - Restoration Theory and Important Restoration Concepts (acids & alkalis, chemistry)
 - Tools and equipment available to clean and restore contents
 - Cleaning Systems (Ultrasonic, Soft, Hand)
 - Potential risks associated with introducing gasses and chemicals in cleaning areas

- **Chapter 5: Content Cleaning**
 - Pre-job prep for commercial and residential cleaning, in-plant processing
 - Digital inventory and warehousing process as it relates to contents.
 - Different cleaning techniques for commercial and residential projects
 - Cleaning of Different Types of Contents
 - Items contents companies should not handle
 - general cleaning

- Hepa vacuum
 - Glass shelves, table tops, fiberglass, disassembly of large pieces and specialty restoration, blood, candle wax, smoke damage, plastic, oil finish, bamboo, reed and wicker, phonograph records, CD's, etc.
 - Job Safety
 - The documentation process for commercial and residential projects
 - Pricing and inventory for billing for commercial and residential projects as it relates to contents cleaning.
- **Chapter 6: Project Management and Estimation**
 - Identify the responsibility of the Project Manager / Estimator.
 - Essential attributes for success in Project Management for Contents
 - Determining what cautions should be exercised prior to proceeding with pack-outs and losses.
 - Describe the importance of communication and job instructions passed from the Project Manager to the assigned contents department
 - Gain understanding in estimating and how it relates to time and materials.
 - Discuss handling customer service, complaints and research.
 - Recognize common stresses and triggers to avoid in order to make the claims process as efficiently and smooth as possible for both the insured and the providing company.
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- **Chapter 7: Structuring Your Company & Facility for Contents Restoration**
 - Structure of a contents department
 - Scheduling, paper flow, hazard form, work authorization form, etc.
 - Processes and systems in place to ensure the safe & secure handling of contents
 - Facility design & structure of a physical plant
 - Corporate structure that should be in place for contents restoration
 - Staff training needed to successfully handle contents claims
 - Staff, crew leader, inventory specialist, etc.
 - SOP
 - Administrative & physical structure of a contents department from an efficiency perspective
 - Warehouse overview, etc.
 - Issues faced if production efficiencies aren't addressed
- **Chapter 8: Health and Safety**
 - Dangers associated when working with contents in a restoration environment

- Culture of awareness and safety
 - prevention and control
 - pragmatic hazard mitigation
- Risks involved in handling, cleaning, and restoring contents affected by losses
- Identification of hazards involved in a claim that can impact the scope of loss and danger to insureds and employees
- Recognition of knowing what you don't know and where to get informed
- Safe working environment and culture
- SOP
- Typical Restoration Workflow
- Techniques to safely clean items
- Scope of work overview and determinants
- Safety considerations for employees & insureds (Job site safety/work plan)
- PPE

- **Chapter 9: Specialty Contents**

- Construction of hard furniture
- Finishes of hard furniture including new vs old & different types
- Era/period, modern, heirloom, and antique of hard furniture overview
- Construction of upholstery including sofa, chairs, spring work, foam & padding
- Identify fabrics Era/period
- Different aspects of Art
 - Framed, painting & prints
 - Artifacts
 - Types of paints, gold leafing and glazes
- How to repair damaged canvas
- Distinguish when you would repair vs restore
- Different specialties for restoration and cleaning
 - Taxidermy
 - Oriental rugs
 - Furs
 - Leather
 - Clocks
 - Brass & Metal
 - Musical instruments
 - Pool tables

- **Chapter 10: Contents and Commercial Loss**

- Aspects to consider when dealing with a commercial loss
 - BPP (Business Personal Property)

- Identify prioritization of client essential needs
- Security plan development
- ROM (Rough Order of Magnitude)
- Variety of contents associated with these types of losses (comparisons)
- Re-Insurance
- Business Interruption (BI) & Extra Expense Coverage
- Holistic situation that a commercial contents loss poses
- Construction of critical path for the project
- Identifying specific expertise when dealing with unique contents (different scenarios)
 - High-Rise, Medical Warehouse, etc.
 - Roles
 - Support & Backup
 - Attitudes
- Identify communication and assessment skills necessary in addressing a large commercial contents loss