

WONDER MAKERS ENVIRONMENTAL

DIFFERENT PERSPECTIVES ON MOLD – FEBRUARY 2012 E-NEWSLETTER

Understanding Your Mold Remediation Customers as Mold Survivors

Does it ever seem as if you're on a different wavelength than your potential mold remediation customers? Do you think they have unrealistic expectations as to what their home or office will be like when you are finished? Do you feel caught between what you think is feasible, what the insurance company will cover, and what the customer expects? As a building owner or manager do you just "not get it" in regards to the excited response that the

discovery of fungal contamination seems to cause?

Part of this disconnect is because many restoration contractors and building managers do

not read the same information that their potential customers do. In a similar fashion, the occupants and potential customers do not get good information regarding the standard of care and the kind of approach that building owners and mold remediation contractors should take to solve these complex problems.

Fortunately, real efforts are being made to pull these aspects of the industry closer together. One of the primary information sources for individuals suffering from mold related illnesses is a website called Surviving Mold (www.survivingmold.com). Every

restoration contractor and building manager dealing with mold should spend a little time reviewing information on the site and looking at the book by the same name—*Surviving Mold, Life in the Era of Dangerous Buildings*. Even a few minutes on the site or with the book will help contractors understand some of the questions and expectations coming from their potential customers.

Recently, the Surviving Mold website

added a new section dedicated to remediation. Wonder Makers was honored to be selected as the organization that supplied some of the

core information for this section. We started off with a general summary of proper remediation techniques as dictated by the current standard of care for the remediation industry. Restoration contractors and building managers may want to follow the link to that article (it is very quick, just a couple pages) so that you can see what your potential customers are learning and make sure that your standard protocols are in line with industry expectations.

As always, call us if you have questions about mold in general, a particular situation, think you need an inspection, or would like more in-depth

Despite the economic doldrums that many sectors of the economy are experiencing, changes continue to ripple through society and business. This is especially true for situations involving indoor contaminants. Keep reading for important summaries of emerging mold and lead issues along with links for more detailed information.

TRAINING SCHEDULE

Mold Remediation Technician

Feb 27-29: Salem, NH

March 14-16: NY, NY

March 20-22: Jacksonville, FL
(FL#0000012)

Mold Remediation Supervisor

April 17-18: Jacksonville, FL

(FL#0000015)

Mold Refresher

March 27: Myrtle Beach, SC

Continuing Education Credits

You can earn continuing education credits by attending the MRT classes.

RIA: 3 credits, Clean Trust: 1 credit, NADCA: 4 credits, ACAC: 24 credits

Wonder Makers offers mold training for the states of Florida, Virginia, Louisiana and more.

information/training on this subject. The essence of good communication is being able to see the situation from the other person's point of view. The staff here at Wonder Makers is uniquely suited to improve communication about mold and other indoor contaminant issues because we have been viewing them from many different perspectives for nearly 25 years.

For article, see

WonderMakers.com/education/articles

New Twist for the EPA RRP Rules:

A rather substantial change has been made to the EPA's Renovation, Repair, and Painting Rules regarding proper control of lead-based paint during construction activities. Initially contractors certified as renovators under the program were only allowed to use chemical detection methods to identify lead in the paint. The revised rules now allow such certified renovators to collect paint chip samples for more definitive laboratory analysis. However, contractors need to be careful as many state regulations limit the collection of paint chip samples accredited lead professionals.

www.EPA.gov/lead/pubs/renovation.htm

Did You Know?

When you utilize the services of Wonder Makers' laboratory you get more than just sample results. Contractors, consultants, and building owners tap into over 24 years of experience with indoor contaminants. Regardless of the hazard that is being corrected, it is crucial to understand the endpoint for the remediation project before you begin. For mold remediation the professionals at Wonder Makers have conducted extensive research on realistic goals for mold remediation, with our groundbreaking work published in a peer-reviewed industry journal. Using such a post-remediation criteria brings clarity in an industry filled with vagueness and double-talk. That is the best reason to consider sending your samples to Wonder Makers; where you get more than analysis-you get data interpretation that makes common sense.

Something a little bit different than a typical industry conference--

Business Mentors event:

Applying Christian Principles To The Workplace

April 24, 2012

Chicago, Illinois

www.BusinessMentors.net/christian-work.html

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www.WonderMakers.com