



ServiceMaster is offering **FREE C.E. Classes** to Insurance Professionals! Handouts will be provided in advance for these engaging online ZOOM classes.

**Questions? Or to register, call or email:**

**Beth Markowski-Roop, ServiceMaster By Mason**

**860-455-1249 ext. 306 / Cell: 401-640-8431**

**Beth@servicemasterbymason.com**

## 2023 CONNECTICUT & RHODE ISLAND C.E. CLASS SCHEDULE

### ONLINE CLASSES

**FEBRUARY 16 EXTREME CLEANUP: HANDLING A HOARDING DILEMMA 9:00am — 12:00pm**

**ONLINE CLASS:** Learn about this psychological disorder affecting tens of millions of Americans, how hoarding impacts the average claim cost and insurance industry, health and safety concerns, resources available, and how to more effectively communicate with a hoarder. **3 Credits PC**

**MARCH 14 ETHICS IN THE WORKPLACE 10:00am — 11:00am**

**ONLINE CLASS:** March is National Insurance Ethics Month! We're celebrating with this class designed to encourage interaction and help provide and include sound decision making in your business ventures and personal lives. **1 Credit LRE**

**JULY 19 UNDERSTANDING MOLD REMEDIATION 10:00am — 11:00am**

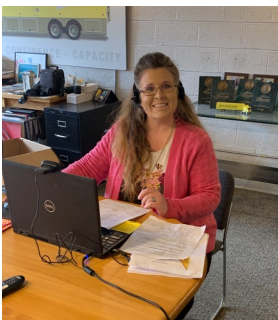
**ONLINE CLASS:** Learn the procedures needed to properly remediate a mold loss, the misconceptions, necessary PPE, details on mold air quality testing, and health and safety concerns. **1 Credit PC**

**AUGUST 24 UNDERSTANDING WATER DAMAGE MITIGATION FOR MANUFACTURED HOMES 10:00am-11:00am**

**ONLINE CLASS:** Manufactured homes are popular in our region! Learn how to reduce the size of a property loss for modular or mobile homes, steps to minimize water damage, and the professional equipment needed. **1 Credit PC**

**DECEMBER 7 INSURANCE FRAUD 9:00am — 12:00pm**

**ONLINE CLASS:** Insurance Fraud costs the industry billions of dollars each year. This class encourages interaction as we discuss the history, laws, consumer attitudes towards fraud, how fraud occurs, and case studies of everyday insurance fraud. **3 Credits PC**



**To register for these FREE online classes, please call or email Beth Markowski-Roop at:**

**860-455-1249 ext. 306 / 401-640-8431 Beth@servicemasterbymason.com**

Please provide your Name (First, Last, Middle Initial), License Number & State, and Company Name & Address. *Handouts and ZOOM class link will be provided prior to class.*

**Register today!**



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## 2023 CONNECTICUT C.E. CLASS SCHEDULE

### **MAY 2** **The Little Theatre of Manchester Cheney Hall, 177 Hartford Rd, Manchester CT**

#### **9:00am — 12:00pm INSURANCE FRAUD** **3 Credits PC**

Insurance Fraud costs the industry billions of dollars each year. This class encourages interaction as we discuss the history, laws, consumer attitudes towards fraud, how fraud occurs, and case studies of everyday insurance fraud.

Noon — 12:30pm Lunch Break & Registration Afternoon Class

#### **12:30pm — 3:30pm MOLD REMEDIATION IN HOMES** **3 Credits PC**

This hands-on class walks you through the mold growth needs and removal process from start to finish. Learn the industry lingo, health and safety concerns, and preventing future mold growth. You'll conduct air quality testing, wear PPE and set-up containment.

### **JUNE 8** **Hampton Inn, 300 Long Hill Road, Groton CT**

#### **9:00am — 12:00pm SURVIVING A DISASTER IN YOUR BUSINESS** **3 Credits PC**

Learn what happens when a disaster occurs in a business and the importance of creating a disaster plan. You'll develop the 5-key components of a Disaster Plan for your selected business and alter it when you discover a disaster has struck.

Noon — 12:30pm Lunch Break & Registration Afternoon Class

#### **12:30pm — 1:30pm SUBROGATION REPORTING ON MITIGATION CLAIMS** **1 Credit PC**

Successful subrogation can be a big deal to your company! In this session, we'll define subrogation and subrogatable items, discuss the importance of teamwork between the vendor, adjuster & insured, and communicating vital information to the carrier.

1:30pm — 1:45pm Break & Registration Afternoon Class

#### **1:45pm — 2:45pm HOARDING: THE HIDDEN DISORDER** **1 Credit PC**

Learn about this psychological disorder affecting tens of millions of Americans, the types of hoards, health & safety concerns, helpful do's and don'ts when dealing with a hoarding client, and resources available.

**Lunch, Snacks, Beverages & Handouts will be provided in these engaging and hands-on classes. Plus, raffles!**  
**Class space is limited, reserve your space today!**

***If cancelling your attendance, please provide 24 hours notice.***  
***Any no-calls/no-shows in 2023 will be charged \$10 to defray expenses.***





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## 2023 CONNECTICUT C.E. CLASS SCHEDULE

### SEPTEMBER 14

**Putnam Elks Lodge, 64 Edmond Street, Putnam CT**

#### 9:00am — 12:00pm MITIGATING A SMOKE & ODOR LOSS

**3 Credits PC**

This course explains the misconceptions of mitigation, benefits of prompt response, and compares simple vs. complex fires. You'll learn how soot and smoke can cause more damage than the fire itself, view various materials damaged by smoke and learn the actual process to mitigating smoke and odor damage, in order to save money for the customer and insurance company, and conduct lab experiments.

Noon — 12:30pm Lunch Break & Registration Afternoon Class

#### 12:30pm — 3:30pm ERRORS & OMISSIONS

**3 Credits PC**

Learn about the need for Errors and Omissions, types of documentation needed, and agency procedures to avoid E & O concerns. We'll discuss the E & O claim process including coverage available, exclusions and underwriting along with examples of E & O issues.

### OCTOBER 24

**The Little Theatre of Manchester Cheney Hall, 177 Hartford Rd, Manchester CT**

#### 9:00am — 1:00pm FLOOD INSURANCE

**4 Credits PC**

This session will help create a better understanding of flood insurance and its importance, and explore NFIP and FEMA. Demonstrations of items affected by flood and the restoration process.

1:00pm — 1:30pm Lunch Break & Registration Afternoon Class

#### 1:30pm — 2:30pm UNDERSTANDING SMOKE DAMAGE MITIGATION

**1 Credit PC**

Learn how much damage smoke can cause, what items can be cleaned and salvaged, and what steps can be taken to minimize damage. You'll use our professional equipment and products and learn helpful tips.

**Lunch, Snacks, Beverages & Handouts will be provided in these engaging and hands-on classes.**

**Plus, raffles! Class space is limited, reserve your space today!**

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## 2023 RHODE ISLAND C.E. CLASS SCHEDULE

**APRIL 18 Southern Rhode Island Chamber of Commerce, 230 Old Tower Hill Road, Wakefield RI**

**9:30am — 12:30pm ERRORS & OMISSIONS**

**3 Credits PC**

Learn about the need for Errors and Omissions, types of documentation needed, and agency procedures to avoid E & O concerns. We'll discuss the E & O claim process including coverage available, exclusions and underwriting along with examples of E & O issues.

12:30pm — 1:00pm Lunch Break & Registration Afternoon Class

**1:00pm — 2:00pm UNDERSTANDING WATER DAMAGE MITIGATION FOR MANUFACTURED HOMES 1 Credit**

**PC** Manufactured homes are popular in our region! Learn how to reduce the size of the property loss for modular or mobile manufactured homes, steps to minimize damage, and use the professional equipment needed.

2:00pm — 2:15pm Break & Registration Afternoon Class

**2:15pm — 3:15pm HOARDING: THE HIDDEN DISORDER**

**1 Credit PC**

Learn about this psychological disorder affecting tens of millions of Americans, the types of hoards, health & safety concerns, helpful do's and don'ts when dealing with a hoarding client, and resources available.

**MAY 9 CRICC Washington Trust Business Center, 3280 Post Road, Warwick RI**

**9:00am — 12:00pm MOLD REMEDIATION IN HOMES**

**3 Credits PC**

This hands-on class walks you through the mold growth needs and removal process from start to finish. Learn the industry lingo, health and safety concerns, and preventing future mold growth. You'll conduct air quality testing, wear PPE and set-up containment.

12:00pm — 12:30pm Lunch Break & Registration Afternoon Class

**12:30pm—3:30pm INSURANCE FRAUD**

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## 2023 RHODE ISLAND C.E. CLASS SCHEDULE

### SEPTEMBER 26

**Holiday Inn Express, 855 West Main Road, Middletown RI**

#### **9:00am — 1:00pm TRAUMA AND BIO-HAZARD LOSSES**

**4 Credits PC**

Learn when to request bio-hazard cleaning services and how to set customer expectations based on the type of trauma and difficulty of its removal. Put on your "CSI-hat" and help us solve 2 Halloween-themed crime scenes, then determine the best methods for clean-up.

**Disclaimer: This class contains graphic photos and content**

1:00pm — 1:30pm Lunch Break & Registration Afternoon Class

#### **1:30pm — 2:30pm UNDERSTANDING WATER DAMAGE MITIGATION**

**1 Credit PC**

Reduce the size of your property losses by learning how much damage water can cause and steps to be taken to minimize damage. You will use our professional moisture meter and equipment used on a water loss.

2:30pm—2:45pm Break & Registration Afternoon Class

#### **2:45pm — 3:45pm ETHICS IN THE WORKPLACE**

**1 Credit LRE**

Class is designed to encourage interaction and help provide and encourage sound decision making in your business ventures and personal lives.

### NOVEMBER 14

**ServiceMaster By Mason, 12 Gavitt Avenue, Westerly RI**

#### **9:00am — 1:00pm FLOOD INSURANCE**

**4 Credits PC**

This session will help create a better understanding of flood insurance and its importance, and explore NFIP and FEMA. Demonstrations of items affected by flood and the restoration process.

1:00pm — 1:30pm Lunch Break & Registration Afternoon Class

#### **1:30pm — 2:30pm SUBROGATION REPORTING ON MITIGATION CLAIMS**

**1 Credit PC**

Successful subrogation can be a big deal to your company! In this session, we'll define subrogation and subrogatable items, discuss the importance of teamwork between the vendor, adjuster & insured, and communicating vital information to the carrier.

2:30pm — 2:45pm Break & Registration Afternoon Class

#### **2:45pm—3:45pm UNDERSTANDING SMOKE DAMAGE MITIGATION**

**1 Credit PC**

Learn how much damage smoke can cause, what items can be cleaned and salvaged, and what steps can be taken to minimize damage. You'll use our professional equipment and products and learn helpful tips.

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