



ServiceMaster is offering **FREE C.E. Classes** to Insurance Professionals. **Lunch, Snacks, Beverages & Handouts will be included** in these engaging and hands-on classes.

Questions? Or to register, call or email:

Beth Markowski-Roop, ServiceMaster By Mason

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

Email: Beth@servicemasterbymason.com

2020 CONNECTICUT C.E. CLASS SCHEDULE

JULY 15 The Little Theatre of Manchester Cheney Hall, 177 Hartford Rd, Manchester CT

9:00am—12:00pm MITIGATING A WATER LOSS

3 Credits PC

***This hands-on class is NEW for 2020!** This course will walk you through a water loss from start to finish, including learning the industry standards, insured concerns, the water mitigation process, and developing a plan to better assist insureds when they have a loss.*

(CT Course #113960) (RI Course #6000051959)

Noon — 12:40pm Lunch Break & Registration Afternoon Class

12:40pm—3:40pm EXTREME CLEANUP: HANDLING A HOARDING DILEMMA

3 Credits PC

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.

(CT Course #108777) (RI Course #20782)

SEPT. 15 Little Theatre of Manchester Cheney Hall, 177 Hartford Rd, Manchester CT

9:00am—10:00am ETHICS IN THE WORKPLACE

1 Credit LRE

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

(CT Course #107641) (RI Course #6000006542)

10:00am — 10:20pm Morning Break & Registration Morning Class

10:20am—11:20am UNDERSTANDING MOLD REMEDIATION

1 Credit PC

Learn the procedures needed to properly remediate a mold loss, the misconceptions and health & safety concerns. Participants will utilize equipment used on a mold loss and wear the necessary PPE. (CT Course #107648) (RI Course #6000006489)

11:20am — Noon Lunch Break & Registration Afternoon Class

12:00pm — 4:00pm 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. Disclaimer: This class contains graphic photos and content. (CT Course #109022) (RI Course #6000006490)

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2020 CONNECTICUT C.E. CLASS SCHEDULE

OCTOBER 13

Killingly Public Library, 25 Westcott Road, Danielson CT

10:00am – 11:00am GETTING BACK TO BUSINESS THROUGH ELECTRONICS RESTORATION

Presented by Ellen Kern, Restoration Specialties Franchise Group LLC, dba Electronic Restoration

Services (CT Course #113044)

1 Credit PC



11:00am - 11:20am Break & Registration Morning Class

11:20am – 12:20pm THE MEANING OF ART (RECOVERY)

Presented by Ellen Kern, Restoration Specialties Franchise Group LLC, dba Art Recovery

Technologies (CT Course #103038)

1 Credit PC



12:20pm — 1:00pm Lunch Break & Registration Afternoon Class

1:00pm — 4:00pm 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, and case studies of everyday insurance fraud. (CT Course #104189) (RI Course #6000006929)

NOVEMBER 4

Hampton Inn, 300 Long Hill Road, Groton CT

9:00am—12:00pm ETHICS: IF YOU DON'T LIVE IT, YOU DON'T BELIEVE IT

3 Credits LRE

This class was modified for 2019 to encourage interaction, and designed to help encourage sound decision making in your business ventures and personal lives. (CT Course #107688) (RI Course #6000006565)

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

12:30pm—3:30pm SURVIVING A DISASTER IN YOUR BUSINESS

3 Credits PC

Learn what happens when a disaster occurs in a business and the importance of having a plan in place. Participants will develop the 5 key components of a Disaster Plan for your selected business and alter it when you discover a disaster has struck!

(CT Course #112266) (RI Course #6000014731)

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