



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

800-934-5869 ext. 306 / Cell: 401-640-8431

Beth@servicemasterbymason.com

2026 CONNECTICUT & RHODE ISLAND C.E. CLASS SCHEDULE, ONLINE CLASSES

FEBRUARY 17
10:00AM – 11:00AM

INTRODUCTION TO MITIGATING A SMOKE & ODOR LOSS **1 CREDIT PC CT & RI, 1 CREDIT ADJUSTER RI**

This course helps you handle fire-related claims better, focusing on mitigation, smoke damage assessment, and odor control. Learn practical strategies to minimize damage, assess smoke risks accurately, and eliminate odors effectively.

MARCH 10
10:00AM – 11:00AM

ETHICS IN THE WORKPLACE **1 CREDIT ETHICS CT & RI, 1 CREDIT ETHICS ADJUSTER RI**

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.

APRIL 7
10:00AM – 11:00AM

UNDERSTANDING WATER DAMAGE MITIGATION FOR MANUFACTURED HOMES **1 CREDIT PC CT & RI (1 CREDIT ADJUSTER RI *PENDING APPROVAL*)**

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 for water mitigation.

JULY 15
9:00AM – 12:00PM

MASTERING PROPERTY PACKOUT CLAIMS **3 CREDITS PC CT & RI, 3 CREDITS ADJUSTER RI**

Enhance your expertise in handling property pack out claims by gaining insights into the essential procedure, risk factors and mitigation strategies involved in managing these claims. You'll learn to navigate complex claim scenarios to ensure client satisfaction and operational excellence.

AUGUST 18
10:00AM – 11:00AM

HOARDING: THE HIDDEN DISORDER **1 CREDIT PC CT & RI (1 CREDIT ADJUSTER RI *PENDING APPROVAL*)**

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 working with a hoarding client, and resources available.

DECEMBER 1
9:00AM – 12:00PM

INSURANCE FRAUD **3 CREDITS PC CT & RI (3 CREDITS ADJUSTER RI *PENDING APPROVAL*)**

Insurance Fraud costs the industry billions of dollars each year. This interactive class examines the history, laws, consumer attitude towards fraud, how fraud occurs, and case studies of everyday insurance fraud.



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2026 CONNECTICUT C.E. CLASS SCHEDULE, IN-PERSON CLASSES

MAY 6 **The Little Theatre of Manchester Cheney Hall, 177 Hartford Road, Manchester CT**

9:00AM - 12:00PM **MITIGATING A WATER LOSS** **3 CREDITS PC**

This hands-on course walks 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 assist insureds when they experience a water loss.

12:00PM - 12:30PM Lunch Break & registration afternoon class

12:30PM - 3:30PM **COMBATING INSURANCE FRAUD: A GUIDE FOR INSURANCE PROFESSIONALS** **3 CREDITS PC**

This interactive workshop equips you with the knowledge and tools necessary to prevent, protect and recover from insurance fraud. Through engaging activities, case studies and discussions, you'll gain insights into identifying fraudulent activities, implementing preventative measures, and responding effectively to instances of fraud.

JUNE 18 **Hilton Garden Inn, 224 Gold Star Highway, Groton CT**

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 small and large containment chambers.

12:00PM - 12:30PM Lunch Break & registration afternoon class

12:30PM - 3:30PM **COMPLEX CLEANUPS: HANDLING A HOARDING CLAIM** **3 CREDITS PC**

The hoarding disorder affects tens-of-millions of Americans. Learn what the disorder is, who is hoarding, the risk for structural damage as well as the impact on the average claim costs. You'll also learn how to effectively communicate with a hoarding client, safety concerns, and discuss several hoarding case studies.

**LUNCH, SNACKS, BEVERAGES
& HANDOUTS PROVIDED.
PLUS, RAFFLES!**

FREE PARKING AVAILABLE!
**Class space is limited,
reserve your space today!**

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2026 CONNECTICUT C.E. CLASS SCHEDULE, IN-PERSON CLASSES

SEPTEMBER 16 The Little Theatre of Manchester Cheney Hall, 177 Hartford Road, Manchester 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 important 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.

12:00PM - 12:30PM Lunch Break & registration afternoon class

12:30PM - 1:30PM ESSENTIALS OF TRAUMA & BIO-HAZARD CLAIMS 1 CREDIT PC

Gain valuable insights into the fundamentals of trauma assessment, biohazard cleanup, and insurance processes along with essential knowledge to handle related claims effectively. You'll put on your "CSI Hat" and solve a Halloween-themed crime scene.

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 working with a hoarding client, and resources available.

OCTOBER 15 Putnam Elks Lodge, 64 Edmond Street, Putnam CT

9:00AM - 12:00PM ETHICS: IF YOU DON'T LIVE IT YOU DON'T BELIEVE IT 2.0 3 CREDITS LRE

This interactive class is designed to educate you about decision making. You'll learn how moral and ethical decision making is part of our everyday lives, and help you provide and encourage sound decision making in your business ventures and personal lives.

12:00PM - 12:30PM Lunch Break & registration afternoon class

12:30PM - 1:30PM INTRODUCTION TO MITIGATING A SMOKE & ODOR LOSS 1 CREDIT PC

This course helps you handle fire-related claims better, focusing on mitigation, smoke damage assessment, and odor control. You'll learn practical strategies to minimize damage, assess smoke risks accurately, and eliminate odors effectively.

1:30PM - 1:45PM Break & registration afternoon class

1:45PM - 2:45PM UNDERSTANDING WATER DAMAGE MITIGATION FOR MANUFACTURED HOMES 1 CREDIT PC

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2026 RHODE ISLAND C.E. CLASS SCHEDULE, IN-PERSON CLASSES

MAY 12 **Southern Rhode Island Chamber of Commerce, 230 Old Tower Hill Road, Wakefield RI**

9:30AM - 12:30PM **ETHICS & AGENCY: NAVIGATING ETHICAL ISSUES IN YOUR BUSINESS** **3 CREDITS LRE/ADJUSTER**

This class provides an introduction to ethics in the insurance industry, issues in practice (advertising, sales, processing errors and disclosures), and review case studies in objectivity, competence, fairness, confidentiality and professionalism.

12:30PM - 1:00PM Lunch Break & registration afternoon class

1:00PM - 2:00PM **PROPERTY PACKOUT CLAIMS SUPPORTING YOUR CUSTOMERS** **1 CREDIT PC/ADJUSTER**

Delving beyond procedural aspects, this course explores the psychological impact of such claims on clients and provides practical strategies to offer empathetic support and tailored communication throughout the process.

2:00PM - 2:15PM Break & registration afternoon class

2:15PM - 3:15PM **INTRODUCTION TO MITIGATING A SMOKE & ODOR LOSS** **1 CREDIT PC/ADJUSTER**

This course helps you handle fire-related claims better, focusing on mitigation, smoke damage assessment, and odor control. You'll learn practical strategies to minimize damage, assess smoke risks accurately, and eliminate odors effectively.

JUNE 23 **CRICC Washington Trust Business Center, 3280 Post Road, Warwick RI**

9:00AM - 12:00PM **ODOR MITIGATION** **3 CREDITS PC (ADJUSTER CREDITS PENDING APPROVAL)**

Learn when to request odor mitigation services for a variety of stinky concerns (smoke, nicotine, marijuana, nuisance animals, etc.) and setting the customer's expectations based on the type of odor and difficulty of removal. You'll use the professional equipment from an odor loss, conduct inspections for odor concerns, and participate in an engaging "what's that smell" contest.

12:00PM - 12:30PM Lunch Break & registration afternoon class

12:30PM - 3:30PM **COMPLEX CLEANUPS: HANDLING A HOARDING CLAIM** **3 CREDITS PC/ADJUSTER**

The hoarding disorder affects tens-of-millions of Americans. Learn what the disorder is, who is hoarding, the risk for structural damage as well as the impact on the average claim costs. You'll also learn how to effectively communicate with a hoarding client, safety concerns, and discuss several hoarding case studies.

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2026 RHODE ISLAND C.E. CLASS SCHEDULE, IN-PERSON CLASSES

OCTOBER 6

Holiday Inn Express, 855 West Main Road, Middletown RI

9:00AM - 12:00PM MOLD REMEDIATION REMOVAL & CONTAINMENT
(ADJUSTER CREDITS PENDING APPROVAL)

3 CREDITS PC /

Learn the procedures needed to properly remediate a mold loss, the importance of containment, the misconceptions and health & safety concerns. In this hands-on class you'll use the professional mold remediation equipment, create different size containment chambers, wear PPE, and determine the costs and needs for containment.

12:00PM - 12:30PM Lunch Break & registration afternoon class

12:30PM - 3:30PM COMBATING INSURANCE FRAUD: A GUIDE FOR INSURANCE PROFESSIONALS **3 CREDITS PC/ADJUSTER**

This interactive workshop equips you with the knowledge and tools necessary to prevent, protect and recover from insurance fraud. Through engaging activities, case studies and discussions, you'll gain insights into identifying fraudulent activities, implementing preventative measures, and responding effectively to instances of fraud.

NOVEMBER 4

ServiceMaster By Mason, 12 Gavitt Avenue, Westerly RI

9:00AM - 12:00PM MITIGATING A WATER LOSS

3 CREDITS PC / (ADJUSTER CREDITS PENDING APPROVAL)

This hands-on course walks 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 assist insureds when they experience a water loss.

12:00PM - 12:30PM Lunch Break & registration afternoon class

12:30PM - 1:30PM ESSENTIALS OF TRAUMA & BIO-HAZARD CLAIMS

1 CREDIT PC/ADJUSTER

Gain valuable insights into the fundamentals of trauma assessment, biohazard cleanup, and insurance processes along with essential knowledge to handle related claims effectively. You'll put on your "CSI Hat" and solve a Halloween-themed crime scene.

1:30PM - 1:45PM Break & registration afternoon class

1:45PM - 2:45PM COMMERCIAL STRATEGIES FOR DISASTER READY BUSINESSES

1 CREDIT PC/ADJUSTER

This workshop provides an overview of commercial insurance, common coverages, exclusions and endorsement options. Explore industry-specific risks, learn about pre-disaster agreements and develop effective conversation skills for client engagement.

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