

March
2020

CONTINUING EDUCATION CLASSES

For Insurance Agents and Adjusters



SERVICEMASTER NATIONAL CAPITAL RESTORATION

Headquartered in Alexandria, VA
since 1986

703-212-7000 or

855-95SMNCR (855-957-6627)



**JANE GANDEE, OWNER/PRESIDENT
SERVICEMASTER NCR
INSTRUCTOR #: 714178**

Mrs. Gandee has over 34 years of disaster restoration experience. She has a love of education and enjoys sharing her experience and knowledge in class. She serves on the boards for the Mt Vernon-Lee Chamber of Commerce and the Salvation Army, is the local Election Day Precinct Captain and is a leader at her church. Credentials: IICRC: WRT: Water Restoration Technician, Six Sigma Green Belt, Mount Vernon-Lee Chamber of Commerce, Past Chairman, Salvation Army- Alexandria Corps, Chairman, Regional Area Large Loss Manager for ServiceMaster, ServiceMaster Expert Award Winner - Six times



**GREG GANDEE, OWNER/ MANAGING
DIRECTOR SERVICEMASTER NCR**

INSTRUCTOR #: 1060494

Mr. Gandee has over 35 years of disaster restoration experience. He has been instrumental in creating restoration policies that have been adopted by IICRC, and has been teaching restoration topics since he founded the Restoration Institute in 1997. Credentials: IICRC: WRT: Water Restoration Technician and ASD: Applied Structural Drying, OSHA compliant bloodborne pathogen training & Hazwoper 40 certification, IAQ CIE: Indoor Environmentalist certification, CMRS: IAQA Certified Microbial Remediation Supervisor, CMR: Mold Remediator certification, ASCR CR- Restorer certification, NADCA ASCS: Air Systems Cleaning specialist, Matt Paxton trained Hoarding specialist, CAT Loss Management



**FRANCES POWELL, REGIONAL
SALES ADVISOR/ ACCT MANAGER
GLASS AMERICA**

INSTRUCTOR #: 1060494

Ms Powell has over 20 years of experience with Glass America. She has a MS Degree in Education and is a certified instructor through Profitable Glass Solution, LTD PPG Industries, Inc in Pittsburg, PA.

Preparing agents and adjusters in the event of a disaster.

The more you know the more you can help.

As the insurance agent or adjuster, you're often the first contact for a policyholder who has experienced a disaster. You are in a unique position to put your policyholder at ease and to help minimize damage. The more you know about the disaster mitigation process and recovery, the more you can guide your client in taking the right steps to control damage and therefore control costs.

Learn the ropes with continuing education.

"ServiceMaster Restore" is an approved Continuing Education (CE) provider in 43 states. We've developed multiple curriculums that emphasize the cost-saving benefits of quick response and correct action. ServiceMaster National Capital Restoration (NCR) will be hosting Continuing Education courses for local agents and adjusters in 2020. All classes are at the intermediate level. This year, we are reaching out to other businesses that work with the insurance industry to provide a wider range of CE classes.

All Classes Are FREE! Parking is FREE at our 7551 Fordson Road, Alexandria, VA facility! Lunch is FREE! Invest your time and join us .

When attending classes refreshments and lunch are provided at all presentations. Space is limited; please fill out this registration form to guarantee your seat. Attendance for the entire course presentation is a state requirement in order to receive full CE credit. ServiceMaster courses is credited in DC/MD/VA. Glass America classes are credited in MD/VA.

Please contact [ServiceMaster NCR](#) with any questions There is a brief description for each continuing education course. To register, complete the form on the back or register online at <http://bit.ly/2020CEClass>





“Informative and engaging” ~ VA NATIONWIDE AGENT

“Great information to bring back to the office! Always learn something new.” ~MD ALLSTATE AGENT

“Highly recommend all ServiceMaster classes!” ~VA AAA AGENT

MOLD REMEDIATION IN HOMES (NEW CLASS)

Tuesday, April 30, 2020

Hours: 9am-12 noon

Instructor: Greg Gandee

Insurance CE Credits: 3 CE P&C Units
VA/DC/MD

CE Course#: VA220102 MD105502 DC 6000052256

Covers: Attendees are introduced to the science of mold and explore its potentially harmful effects on building materials and occupants. Learn how mold grows, how it spreads, and what actions should be taken to remove mold in a safe, effective, and reasonable manner. Procedures such as containment, negative air, and the proper use of personal protective equipment in removing mold are taught as well as discussing advances in remediation.

BONDING INSUREDS FOR LIFE

Tuesday, April 30, 2020

Hours: 1pm—3pm

Instructor: Frances Powell, Glass America

Insurance CE Credits: 2 P&C credits
VA/ MD (NOT DC)

CE Course: VA 220179, MD 105768

Covers: The primary course objective is to provide the agents an understanding of the importance of a properly bonded windshield and its relationship to occupant safety. Further, agents will learn of common auto glass fraud scams that have taken place in order to safeguard their clients as auto glass claims typically rank first in total volume of comprehensive claims.

MITIGATING A WATER LOSS (NEW CLASS)

June 2, 2020

Hours: 9am-12pm

Instructor: Greg Gandee

Insurance CE Credits: VA/MD/DC 3 CE units

CE Course: TBA

Covers: This class illustrates how water damage can occur and its effects on flooring and other building materials, shows how quickly secondary damage happens and what steps can be taken to reduce or minimize the damage. The best water removal processes and equipment used for various building materials are presented, while explaining the principles of drying and dehumidification, mold growth and the use of antimicrobials, and odor control issues.

ETHICS: “IF YOU DON'T LIVE IT, YOU DON'T BELIEVE IT”

Tuesday, June 2, 2020

Hours: 1pm - 4pm

Instructor: Jane Gandee, Owner

Insurance CE Credits: 3 Ethic credits
VA/DC/MD

CE Course: VA#212684 MD#C04044 DC#1719

Covers: This program is a practical look at ethical decision-making. Instead of relying on “gut feel”, the process contained in this program takes the decision-maker through a logical course of action.

Key objectives:

- 1) Define ethics/values.
- 2) Describe foundational and situational ethics
- 3) Identify sources of ethical framework
- 4) Practice method of decision-making

Class **may** be rescheduled if minimum class size (12) is not reached.

Ethics has a maximum enrollment of 16.

Title: _____ First Name: _____ Last Name: _____ Suffix _____

Company Name: _____ Position Held: _____

Address: _____

City: _____ State _____ Zip Code: _____

Phone #: _____ Fax #: _____ Cell #: _____

Email: _____ Producer or State Ins. _____

License # VA | DC | MD *must have to register- not social security#)*

CLASS(ES) I WISH TO ATTEND IN 2020

APR 30 MOLD REMEDIATION

JUNE 2 ETHICS

APR 30 BONDING INSUREDS FOR LIFE (MD/VA ONLY)

JUNE 2 WATER LOSS

Fax this registration form to: **703-836-0818** or email to **CE@SMNCR.COM**

Or Register online at <http://bit.ly/2020CEClass>

Questions? Call Dianne at 703-212-7000 or email ce@smnocr.com