January 30, 2018

TO: Region I IAIP Members
RE: 2018 Regional Conference registration packet

Welcome!

We are looking forward to welcoming you to Portsmouth for the 2018 Region 1 Conference as we Get FIT in Portsmouth, New Hampshire April 5th - 8th. Our committee has been working hard for the last two years to provide you with a conference you will remember.

What does FIT stand for? It can stand for many things but for that particular weekend, it will stand for:

Fascinating Interesting Topics: We will be offering 15 hours of continuing education that will expand your insurance knowledge. We will also be offering 13 hours of IAIP education including classes taught by IAIP’s International President-Elect Angie Sullivan and Past International President Cheryl Blair. Rounding out the offerings will be 7 hours of Personal Development Classes. There will be something for everyone.

Fellowship Increases Teams: The members have always been the most valuable part of IAIP. You will have plenty of time to renew your IAIP friendships and make new ones. These connections form a team that you can reach out to when you need help. Teamwork makes us all stronger and IAIP teams are the best in the industry.

FUN INTERESTING TIME - Not only will you gain knowledge this weekend, there is plenty of time to have some fun! Our hotel is located on the edge of downtown Portsmouth where you will find plenty of shops and restaurants. There are breweries, historical sites and outlet shopping nearby. You can also, start each day with a fitness activity.

We hope to see you in April in Portsmouth! In the meantime, if you have any questions about the conference or why you should Get FIT in Portsmouth, please do not hesitate to contact either one of us.

Yours in Fellowship,

Sally Alexander
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Saturday Afternoon Activities

Tours

Strawbery Banke Museum, in the heart of historic downtown Portsmouth, New Hampshire, is an authentic 10-acre outdoor museum dedicated to bringing 300+ years of American history in the same waterfront neighborhood to life. For a low price of $10, attendees will have a private 2-hour tour of the museum. This tour is subject to a minimum of 6 people and a maximum of 12 people so reserve early!

Redhook Brewery Tour. Take a guided walk through the brewery and check out how we make our beers. You’ll enjoy some Redhook history along with some of the freshest Redhook beers there are. For the low price of $5, you will have a 1 hour tour of the brewery including a taste testing. (Transportation, if offered, will be an additional charge.) Tours are offered every hour on the hour so please indicate your first and second time choices for 3:00, 4:00 and 5:00.

On Your Own

Shopping in Downtown Portsmouth. A short walk from the Sheraton, downtown Portsmouth and Market Square offer a wide variety of boutiques for your shopping pleasure. If you need a gift to take home to that special someone or if you want to treat yourself, you are sure to find something! Jewelry stores, toy stores, clothing stores, etc. abound. If you simply want to people watch, there are plenty of coffee shops and restaurants around so you can grab a snack or something to drink while you rest and relax.

The DuDa Spa. Located a few feet from the Sheraton, a hideaway, a refuge of total relaxation and style where your body is rejuvenated, your mind is revitalized, and your spirit experiences total bliss. They offer a wide variety of spa treatment. Check out their website at www.dudaspa.com and contact them directly at 603-430-9800 for reservations. Space is limited so call early so you don’t lose out!

Shopping at the Kittery Outlet Malls. The famous Kittery Outlets, less than a 10-minute drive from the Sheraton, has over 120 outlet stores with everyday savings of 20 – 60% off designer labels.
WELCOME PARTY!

Come Get

F (fun) I (interesting) T (tidbits)

April 5, 2018 7-10pm

Games of Chance Played with our Vendors

You’ll get to meet and greet our wonderful exhibitors

There will be lots of games of chance to entertain you throughout the evening

Free photo booth to capture your memories

There will be plenty of food

Don’t forget to bring lots of business cards. Don’t have any you say...well there is plenty of time to go out to National’s website, use their template and make some. You will need them throughout the weekend as you meet new friends from all over the region

We don’t want to give all the details away, but you will need plenty to share on Thursday evening to trade for tickets

Everyone receives free chips at the door when they arrive. The chips will be used for our games of chance. You will have the opportunity to earn tickets for the raffle as you meet our vendors
Shuttle Bus

For your convenience, we will be offering a shuttle bus to Market Square, Strawberry Banke, the Kittery Outlets, and Redhook Brewery. For the low price of $10, you can hop on and hop off as many times as you would like from 3 to 7 pm.

Want other suggestions? Contact Jonel at Jonel@theleakefamily.com and let her know what you are interested in and she will put her local knowledge to work for you!
Hotel Information

The 2018 Region 1 Conference will be held at the Sheraton in beautiful downtown Portsmouth, NH. The address is 250 Market Street, Portsmouth, NH 03801.

We have a guaranteed room rate of $149/night plus tax. This applies to single occupancy thru quad occupancy. This rate applies for two days before and two days after the conference and the room block is being held until March 5, 2018. The rate will be honored after that date on an as available basis so make sure you make your registration early.

***We cannot stress enough- DO NOT DELAY in making your reservations. There are a number of other hotels within walking distance but you will not find any close to our $149 guaranteed room rate. Additionally, the parking rate for the others is $25 per day***

To make your reservations:

Reservations can be made through the following options:
Hotel Direct: 603-431-2300
Toll Free: 888-627-7138

A personalized Web site for IAIP Regional 1 Conference occurring (April 4, 2018 - April 8, 2018) has been created for you.

Guests can access the site to learn more about the event and to book, modify, or cancel a reservation from October 20, 2016 to April 13, 2018.

Below you will find the appropriate for you to access the site:

Attendee

IAIP Regional 1 Conference (OR copy and paste the following link into a web browser)
https://www.starwoodmeeting.com/events/start.action?id=1610207211&key=348FF705

Parking is available at the following rates:

$14/day plus applicable tax in the self-service open air lot.
$24/day plus applicable tax for valet parking.
$6/day plus applicable tax for day parking for guests not staying in hotel.

For questions, please contact Jonel Leake at Jonel@theleakefamily.com.
CE

**Equipment Breakdown Coverage for Today’s Exposures & Risks** – 2 hr CE – Ann Roemer- Hartford Steam Boiler – [8:00-10:00] Approved in: CT, ME, NH, PA, NY (2 hour), NJ and VT Pending in: MA, RI, NY (1 hour)

We will talk about what is new in equipment breakdown insurance and how current coverage relates to the constant introduction of new technologies.


During this course you will become familiar with common types of employment claims as well as trends in workplace exposures. You will understand how federal laws and the legal environment that create employment related exposures as well obtain a clearer understanding of the difference between EPL and GL coverage. This program will review claims-made vs occurrence coverage


The program will introduce the basic concepts of data breach and outline ways to reduce the risk of breaches of personal identifying information. The presenter will share statistics about breaches of PII and explain the monetary and non-monetary damages caused by such breaches. The program will address the insurability of data breaches and describe the key features of coverage forms currently available in the market. Finally, the program will discuss the special needs of a commercial entity of providing appropriate services to affected individuals.

**Hot Potatoes in Personal Lines** – 3hr CE – Judy Durst – NH Association of Insurance Agents approved in: NH, ME, VT, pending in NJ, PA, CT, RI (8:30-11:30)

There are a number of areas of concern for the average personal lines account. We'll look at some of Homeowners policy anxiety with regards to insurance to value, renting out their home, insuring homes owned by an LLC and more. Personal Auto issues include car sharing, rental cars, two auto policies in the same household, and much more. We’ll also review boat, inland marine, flood, and personal umbrella concerns as well. A lot of information jam packed into a three hour class!

**When is a Contractor a Motor Carrier?** – 3hr CE – Judy Durst – NH Association of Insurance Agents approved in: NH, ME, VT, pending in NJ, PA, CT, RI CT, (1:00-4:00)

The purpose of the class is to provide an understanding of motor carrier regulations that could be affecting more than just the motor carrier industry. This class will begin by giving the attendee the basics of motor carriers and permission to haul. It will continue by explaining the Unified Registration System and the regulations that could affect a contractor working across state lines. The impact on the insured’s Commercial Auto policy including symbols, limits, MCS 90 endorsements and pollution coverage will also be outlined. A discussion will be included on safety compliance requirements. Finally, we will review claim scenarios and how to protect the agency from potential errors and omissions allegations. This course is a must for anyone who insures a vehicle with a gross vehicle weight of 10,001 lbs. or more!

**Professional Ethics – Not Just for Agents** – 3hr CE - Elisa Paylor Ellis – Ellis & Meader Attorneys at Law

Approved in ME, pending in CT, RI, VT, NH, PA, NJ (1:00-4:00)

You will discuss of the value of maintaining a high ethical standard in the delivery of insurance services and the principles of professional ethics—Competence, Integrity, Fairness, Diligence, Professionalism and Confidentiality—on which such a standard should be based.
You will discuss the requirement for product suitability and full client disclosure as well as the ethical principles as applied to the insurance producers’ sales tools and the insurance sales process.

You will review various fact patterns depicting situations that could occur in a producer’s day-to-day activities. Participants analyze the situations depicted in the scenarios, identify the ethical concerns and prescribe appropriate agent actions. When the participant analysis has been completed, the instructor discusses the scenario and identifies the ethical issues.

**CLP**

**The Exceptional Manager – 2hrs** *(8:00-10:00)*

Angie Sullivan- Instructor

As a manager, overseeing employee performance is an essential obligation. This course provides managers at all levels the necessary know-how to help employees grow in their abilities and motivate them to go above and beyond expectations. You will learn how to develop a self-awareness of your managerial skills, demonstrate consistency in your values, attitude and behavior, and exercise mental flexibility and display humility and confidence in both your decisions as a manager and the capabilities of your employees.

**Delegating for Growth- 2hrs** *(10:00-12:00)*

Sarah Gregg - Instructor

Most tasks and projects can be delegated. As a manager, if you find yourself doing the tasks and activities you were promoted from, there's a clear sign of items you should be delegating. This course will help any leader to better understand the purpose of delegation, prepare for and apply the steps to delegating effectively and learn to recover from inevitable mistakes or disappointments.

**Assertiveness Skills ** CLP renewal qualifier –4hrs *(1:00-5:00)*

Cheryl Blair - Instructor

Assertiveness Skills are crucial to professional development, as well as other aspects of life. Some of these skills include asking for what you need, handling confrontations gracefully, and putting ideas forward with confidence. Not only do these skills improve teamwork, focus discussions, and build relationships, but they also help individuals to become competent, constructive, confident, and perform at their best. 4 hours

**IAIP**

**Insurance Claims – A Basic Overview – 1hr** *(9:00-10:00)*

Michelle Redman– Instructor

The jobs of Claims professionals are critical to the insured and to the insurance industry as a whole, as these are the individuals who must have a complete understanding of and comply with regulations pertaining to claim acknowledgement, notices of coverage or no-coverage, documentation, and investigation in addition to other requirements. In this one-hour information packed course, an overview of claim basics will be discussed and include topics such as coverage, ways to investigate a claim, how to document damage, settling the claim, subrogation and litigation.

**Making Change Work for You- 2hr** *(1:00-3:00)*

Angie Sullivan – Instructor

Learn how personality types affect the ability to change, how to develop strategies to meet the demands of the environment, and how to institute change successfully

**Listening Leads to Learning -2hr** *(10:00-12:00)*

Sue Quimby – Instructor

If you ask someone if they heard what you said, they will almost always respond with a "Yes." If you ask them if they understood what you said, you may get a different answer. Effective communication exists between two people when the receiver interprets and understands the sender’s message in the same way the sender intended it. Effective listening demands that you pay attention to what is said. This course will provide tools that you can use to improve your interpersonal effectiveness in your career and in your personal life.
**Personal Development**

Chair Yoga: **[8:15 – 9:15]**
Always wanted to try yoga but the thought of some of the moves intimidate you? If so, this is the class for you! Chair yoga is a gentle form of yoga that is practiced sitting on a chair, or standing using a chair for support. Our instructor, Amanda Stanley, an herbalist, Reiki Master Teacher & 500 hr. Registered Yoga Teacher, has practiced yoga for 19 years. Her classes focus on alignment with the support of props, longer holds in postures & breath work, a yoga practice that is safe for all ages & physical limitations. Please wear comfortable clothes.

Staying fit when you work in an office: **[9:30-10:30]**
Was getting healthier on your to-do list for 2018 but not sure how it fit it all in? This one hour class will provide you with some tools to get you started! Kristen will show you some exercises for that you will be able to do at the office in addition to some at home exercises. Kristen Rocha is a certified personal trainer and fitness instructor. She is currently working towards becoming a Registered Dietitian and is passionate about finding the right path to a fit and healthy life for everyone. Please wear comfortable clothes.

Stretching: **[10:45-11:45]**
Stretching keeps the muscles flexible, strong, and healthy, and we need that flexibility to maintain a range of motion in the joints. Without it, the muscles shorten and become tight. Then, when you call on the muscles for activity, they are weak and unable to extend all the way. Kristen will lead the class in a 30 minute class of stretches to help get the kinks out. Please wear comfortable clothes.

Active Shooter Workshop: **[1:00-3:00]**
Our world is increasingly dangerous and we hear about disgruntled employees going to their place of employment with guns far too often. Our speaker, Lou Chatel of AaSRT, LLC, will lead us through an exercise focused on how to deal with an active shooter in the workplace. Lou, a retired law enforcement officer, is President of Awareness and Safety Response Training, He is currently the Chief of Security in a rural critical access hospital. He has training in: Homeland Security Active Shooter Response, ALICE Active Shooter Instructor Training, CARVER Risk Assessment Training, Hazard Vulnerability Training and Management of Aggressive Behavior Training.

Self Defense: **[3:00-5:00]**
Our personal and office lives are also becoming more dangerous. Muggings, knife attacks and, yes, even rapes happen with increasing frequency. Tom Leake, co-owner of Defend ME, LLC, will share various easy to learn personal protection techniques in a fun environment. Not only will you learn the techniques during the class, you will be given the opportunity to practice them on him at the end. Tom hold a black belt in Shorin-Ryu karate, a black belt in Mountain Storm Karate and is an associate instructor in Martial Blade Concepts. Please wear comfortable clothes.
You Can Get Here From Everywhere!

The Hotel is the Sheraton Portsmouth Harborside, 250 Market Street, Portsmouth, NH 03801.

By Car:
From the South: Take Exit 7 off of I-95 (Downtown Portsmouth). Turn Right off of the exit. Proceed approximately ½ mile. Bear right at blinking light around hotel. Hotel entrance is on the left and open air parking lot is on the right.

From the North: Take Exit 7 off of I-95 (Downtown Portsmouth). Turn Left off of the exit. Proceed approximately ½ mile Bear right at blinking light around hotel. Hotel entrance is on the left and open air parking is on the right.

From the West: Take Route 101 East to I-95 North. Follow directions above from the south.

By Train:
From the South: Take the Train to Boston’s South Station. Catch the C&J Bus at South Station to Portsmouth NH. [www.ridecj.com](http://www.ridecj.com) The busses run hourly all day long. If you provide us with an arrival time, we will make arrangements to pick you up. We recommend that you buy your round trip tickets ahead of time. There is a train from North Station to New Hampshire. We are not recommending this as there is no stop in Portsmouth.

From the North: You can take the Downeaster. However, the nearest train station is Dover NH and there is not any public transportation so you will need to make arrangements to be picked up.

By Plane:
We have 3 airports; each is an hour drive to our conference location. If you fly into any of them, you will need to rent a car or make other arrangements to get to Portsmouth from the airport.

Many of our locals fly into Boston and catch the C&J [www.ridecj.com](http://www.ridecj.com) to Portsmouth. If you choose that option you fly into Boston’s Logan Airport and want to catch the C&J bus, here is what you need to do: At Logan, once you pick up your luggage, follow the signs to ground transportation. When you see the signs for the other busses, go to the end. It will say something like regional busses. It will not say C & J. The busses run hourly all day. A tip for you. Buy your round trip tickets ahead of time.

C&J terminal is a 4 mile drive to the hotel. To arrange for pick-up from the C&J terminal, please call or text Jonel at 207-752-1115. If possible, please do this as soon as you get on the bus at Logan. We will do our best to accommodate your request to be picked up.