

## Norm Gagnon

Director, Eastern Canada

Hamilton

### Qualifications

- 25+ years insurance industry experience
- Has consulted on residential, commercial, and industrial projects
- Experience as a Senior Appraiser/Building Consultant
- Served as a Senior Project Manager for a national restoration company
- Owner, Director of Operations of a restoration company
- Has expertise in large loss projects
- Claims Adjusting experience in both Canada and the United States

### Education & Professional Development

- Member of Institute of Inspection Cleaning & Restoration Certification (IICRC), in Good Standing
- Holds certification in Water Damage Restoration (WRT), Applied Structural Drying (ASD), Applied Microbial Restoration (AMRT), Health & Safety (HST), Fire and Smoke Restoration (FSRT), Odour Control (OCT)
- Infection Control During Construction in Health Care Facilities
- Member of Certified Personal Property Appraisers Group (CPPAG), in Good Standing
- Primary Property Loss Adjusting and Intermediate Property Loss Adjusting professional courses

### Specialties

- Appraisal Under the Insurance Act
- Project Management
- Building Consultation
- Building Valuation Appraisals for replacement cost value and depreciated value
- Construction Bid Document specifications, estimations, contract preparation and tendering
- Quantification of damages
- Cost consulting, analysis, and file auditing
- Building Code and By-Law Review
- Conflict Resolution

### Contact

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