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Illinois

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2020 Annual Meeting & Expo

Renaissance Schaumburg Convention Center • Schaumburg, IL

March 17-19, 2020



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Contents

Annual Meeting and Expo Schedule 4
 Keynote Address 7
 C-Suite and Trustee Event 9
 Continuing Education 12
 Session Planner..... 13
 List of Exhibitors..... 17
 Education Sessions 19
 Rates, Registration, & Hotel Accommodations 44

Key Deadlines

Early Registration Deadline **Monday, January 13, 2020**
 Pre-Registration (Standard) Deadline .. **Monday, February 17, 2020**
 Cancellation/Refund Deadline..... **Monday, February 17, 2020**
 No Fee Substitution **Monday, March 9, 2020**
 Hotel Cut-off Dates **Monday, February 24, 2020**

Why Attend?

The 2020 LeadingAge Illinois Annual Meeting and Expo can help you **REFOCUS**.

- **R**esearch options on the expo floor
- **E**arn CE's
- **F**acilitate new ideas
- **O**btain information about best practices
- **C**ollaborate with like-minded individuals
- **U**ncover innovative solutions
- **S**harpener your skills

Visit leadingageil.org to register

Thank You

LeadingAge Illinois would like to thank the following members who so generously gave of their time to help develop the 2020 Annual Meeting's educational agenda.

- Bobbie Beake, Covenant Living Communities and Services
- Dave Blunier, Fairview Haven
- Sheila Bogen, The Selfhelp Home
- Jacque Bogner, Concordia Village
- Krista Borbely, Clark-Lindsey Village
- Deborah Buck, The Village at Victory Lakes
- Vivian Chazen, Mather LifeWays
- Kathryn Capito, Brookdale Lisle
- Dawn Cohn, Addolorata Villa
- Cynthia Degroot, Riverside Senior Life Communities
- Dan Diaz, Covenant Living Communities and Services
- Michael Duffy, The Good Samaritan Home of Quincy
- Jon Dunker, Covenant Living Communities and Services
- Carl Goodfriend, Providence Life Services
- Christian Hill, CJE Senior Life - Swartzberg House
- Brenda Hearn, Carriage Crossings Champaign
- Angela Jalloh, The Admiral at the Lake
- Keith Kurtenbach, CJE Senior Life
- Pam Lamb, Vi at The Glen
- John Larson, Cantata Adult Life Services
- Kimberly Malchow, Lutheran Life Communities
- Amber Martin, Friendship Village of Schaumburg
- Hannah Meyers, Covenant Living Communities and Services
- Diane Oremovich, Peace Village
- Bill Pratt, Wesley Willows
- Jeff Rose, Mather LifeWays
- Lynette Rugg, Brookdale Hawthorn Lakes
- Jackie Sander, The Birches
- Megan Tengerstrom, Providence Life Services
- Bernard Wheeler-Medley, Belmont Villages
- Pamela Wyatt, Presence Casa San Carlo Retirement Community
- Jamie Zens, Riverside Senior Life Communities

OPENING RECEPTION



Relax and unwind from your first day of sessions with hors d'oeuvres, cash bar, networking, giant party games, and Irish music!

Schaumburg Convention Center, Ballroom Lobby
 Tuesday, March 17, 5:00 – 6:30 p.m.

Celebrate St. Patrick's Day, Chicago style. Enjoy live Irish music, party favors, and festive food and beverage.

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Annual Meeting and Expo Schedule

	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM
Monday, March 16		Leadership Academy (8:00 AM – 5:00 PM)				
Tuesday, March 17	Coffee (Breakfast Items for sale) (7:15 AM – 8:00 AM)	Leadership Academy and Graduation (8:00 AM – 4:00 PM)			Exhibit Hall Open (11:00 AM – 1:30 PM)	
		Breakout Session (8:00 AM – 9:30 AM)	 General Session (9:45 AM – 11:15 AM)		Focal Point (11:00 AM – 1:30 PM)	
					Lunch in Expo Hall (11:45 AM – 12:45 PM)	
Wednesday, March 18	Coffee (Breakfast Items for sale) (7:15 AM – 8:00 AM)	Breakout Session (8:00 AM – 9:30 AM)			Exhibit Hall Open (11:00 AM – 1:30 PM)	
			 General Session and Honoring Excellence Awards (9:45 AM – 11:15 AM)		Focal Point (11:00 AM – 1:30 PM)	
					Lunch (11:45 AM – 12:45 PM)	
Thursday, March 19	Coffee (Breakfast Items for sale) (7:15 AM – 8:00 AM)	Breakout Session (8:00 AM – 9:30 AM)		Breakout Session (9:45 AM – 10:45 AM)	Breakout Session (11:00 AM – 12:00 PM)	

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1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM
	Breakout Session (1:30 PM – 2:30 PM)	Sweets Break (2:30 PM – 2:45 PM)	Breakout Session (2:45 PM – 3:45 PM)	Breakout Session (4:00 PM – 5:00 PM)	Reception for All Attendees (5:00 PM – 6:30 PM)
	Breakout Session (1:30 PM – 2:30 PM)	Sweets Break (2:30 PM – 2:45 PM)	Breakout Session (2:45 PM – 3:45 PM)	Breakout Session (4:00 PM – 5:00 PM)	

**Save the Date
for next year!**

**2021 Annual Meeting
and Expo
March 9-11**

Renaissance Schaumburg
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**LIABILITY
INSURANCE AND
RISK MANAGEMENT**



Keynote Address

Tuesday Keynote Speaker



Making a Difference

Making a Difference focuses on the conscious choices people make every day that impact the lives of others. Steve takes attendees on an eye-opening journey that will show them how to positively influence people in every imaginable way, regardless of position or status. Listeners will hear new ideas, workable tactics, and useful tools that, when put into practice, will make a considerable impact in their professional and personal lives. Everyone has the potential to transform the culture of an organization through actions and attitude. This presentation centers on three empowering dynamics:

- *Purpose*: It's what drives you!
- *Passion*: It's what fuels you!
- *Pride*: It's what defines you!

Participants will:

- Learn how to improve performance and deliver excellence within an organization
- Discover the skills and attributes necessary to have people follow them and their vision
- Discover the essentials to fostering communication and creating a more stimulating work atmosphere
- Determine how to find their "leadership voice" that will influence people and motivate them to impact others beyond their own influence

Steve Gilliland, CSP, was inducted into the Speaker Hall of Fame in 2012, has been recognized by Who's Who for Speakers and Business Professionals, and can be heard daily on SiriusXM. The Pittsburgh Business Times named his company one of the fastest growing privately held companies in the region. The author of four books which identify practical lessons that grow people and their businesses, he has made his publisher's bestseller list each year.

Wednesday Keynote Speaker

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Boomer Consumers' Desires and Expectations: Implications for Care Providers

What do prospective residents and clients want, prefer and expect and what are they most concerned about when it comes to aging services? What technology can help meet these expectations and address such concerns? What technology and spending patterns are organizations adopting to help prepare them to better serve the baby boomers?

Dr. Alwan will report on national data and trends that will assist organizations' strategic planning efforts and provide them with LeadingAge- and CAST-developed resources to help prepare them for the future through successful planning and technology selection and implementation.

Participants will:

- Hear about Boomer Consumers' Desires and Expectations, including their expectations with regards to technology and how technology can help them meet their desires
- Learn about technology trends that will impact aging services and senior living providers from Internet of things (IOT) to increasing demands on connectivity bandwidth and speed
- Explore what they need to be thinking about and planning for as they build, expand, renovate, and/or upgrade communities and create new operations to ensure future-proofing operations

Majd Alwan, Ph.D., a noted researcher and authority on aging-services technologies, is LeadingAge's senior vice president of technology, and executive director of the LeadingAge Center for Aging Services Technologies (CAST). Dr. Alwan is responsible for creating and leading a network of technology companies, providers and research institutions focused on technology solutions for an aging society. Prior to joining CAST, Dr. Alwan served as an Assistant Professor and the Director of the Robotics and Eldercare Technologies Program at the University of Virginia's Medical Automation Research Center. He is a Senior Member of the IEEE's Engineering in Medicine and Biology, and Robotics and Automation Societies, and a member of IEEE-USA's Medical Technology Policy Committee and the Geriatric Care Workgroup. Alwan also serves on the Alzheimer's Association's Work Group on Technology. Dr. Alwan received his Ph.D. in intelligent robotics from Imperial College of Science, Technology and Medicine, University of London, a Master's of Science degree in control engineering with distinction from Bradford University, and a bachelor's degree in electrical engineering from Damascus University.

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Board of Directors/Trustee Program

LeadingAge Illinois member Trustees NOT employed by a provider or vendor can attend at no extra cost if employees from the member organization are registered to attend the Annual Conference. Just include the Trustees' information on the organization's registration form and indicate "Board Member". CE credit not provided.

Sessions and conference activities that would be of greatest interest to those serving our members in volunteer leadership roles are listed below.

Tuesday, March 17, 2020

8:00 AM – 9:30 AM

152A Disruptions and the Future of Senior Living
C-Suite Executive/Trustee Event
(Invitation only)

GENERAL SESSION

9:45 AM – 11:15 AM

Making a Difference
Steve Gilliland

11:30 AM – 4:45 PM

152A Disruptions and the Future of Senior Living
C-Suite Executive/Trustee Event (cont.)
(Invitation only)

5:00 PM – 6:30 PM

Opening Reception

Wednesday, March 18, 2020

8:00 AM – 9:30 AM

23A Emerging Technology Trends: Now and Not Yet

127E Active Adults: Moving Upstream to Attract the Younger Consumer

GENERAL SESSION

9:45 AM – 11:15 AM

Boomer Consumers' Desires and Expectations: Implications for Care Providers
Majd Alwan, Ph.D.

1:30 PM – 2:30 PM; 2:45 PM – 3:45 PM

129F State of Senior Living 2020 and Beyond

4:00 PM – 5:00 PM

131H Not on MY Watch! Effective Strategies for Organizational Growth and Sustainability

Thursday, March 19, 2020

8:00 AM – 9:30 AM

118I Ideas to Inspire: Provider Journeys Through our Changing Landscape

9:45 AM – 10:45 AM

133J Adventures in Campus Repositioning

121J Preparing for HCBS and Other Supplemental Benefits in Medicare Advantage

11:00 AM – 12:00 PM

134K The Evolving Senior Living Prototype: How to Design and Build Successful Communities Across the US

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Exclusive C-Suite Executive and Trustee Event

LeadingAge Illinois is pleased to offer an exclusive experience for C-level Executives and Trustees in conjunction with the 2020 Annual Meeting. The day's agenda has been developed with organizational leaders' interests in mind. Our faculty will provide thought-provoking content that will help you think strategically about approaches and solutions to your organization's greatest challenges.

Watch your mail for your invitation to this exclusive event scheduled for Tuesday, March 17, 2020.

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152A Disruptions and the Future of Senior Living

Tuesday, March 17, 2020; 8:30 AM – 4:45 PM

Robert Kramer shares business intelligence on the disruptive changes predicted in seniors housing and services.

Learn how to apply trend data to anticipate how these factors may impact your organization's future. Start with a snapshot view of current market conditions, then hear national trends that are impacting Illinois markets. Together, we'll explore the key concepts defining and shaping the future of senior living.

By understanding four key concepts and four key drivers, you can develop successful strategies to strengthen your organization's ability to remain vital to your community and your stakeholders into the future.

Includes Networking Break & Dessert

1:45 PM – 2:30 PM

Robert Kramer, *Founder and Strategic Advisor, National Investment Center for Seniors Housing and Care*

Mr. Kramer is founder and strategic advisor to the National Investment Center for Seniors Housing & Care (NIC), a non-profit education and resource center that serves debt and equity investors interested in the seniors housing and care industry. NIC is the leading provider of research as well as business and financial performance data on this sector for capital providers.

Mr. Kramer, a frequent writer and speaker on trends in seniors housing, post-acute and long-term care, directed NIC from its inception in 1991 until 2017. A former county government official and Maryland state legislator, Mr. Kramer was a leader on health and environmental issues while representing the state capital of Annapolis in the 1980s. Mr. Kramer was educated at Harvard and Oxford Universities and also holds a Master of Divinity degree from Westminster Theological Seminary.

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STEPHEN JOHNSON
MANAGING DIRECTOR
sjohnson@ziegler.com
312 596 1512

WILL CARNEY
MANAGING DIRECTOR
wcarney@ziegler.com
312 596 1535



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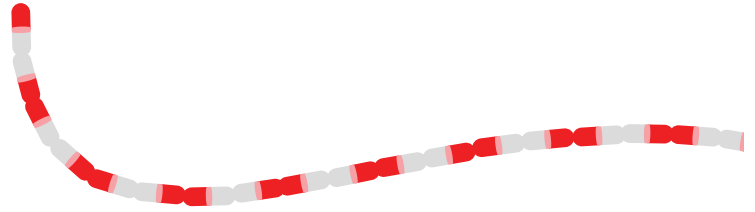
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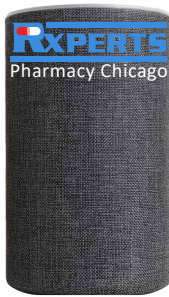
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Dr. FEELGOOD, I.		
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Contact Zachary Ruben

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Food Fight!

Located in the 900 Aisle of the Expo Hall

Tuesday, March 17, 2020; 11:45 AM – 12:15 PM and 12:30 PM – 1:00 PM

Wednesday, March 18, 2020; 11:45 AM – 12:15 PM and 12:30 PM – 1:00 PM

Chefs from Illinois communities will battle it out on the Expo Floor while creating dishes to be evaluated by guest judges. Grab your lunch and a seat then watch the competition. Gain CE's as competing chefs discuss nutrition and dietary educational content while cooking their dishes. Taste samples of the completed dishes while judges cast their votes.

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1.0 continuing education credit may be earned each day with full participation (**both demonstrations during the same day**) and documented attendance and may be applied to Illinois Nursing Home Administrators, Illinois Nurses, Advanced Practice Nurses, Registered Nurses and Licensed Practical Nurses, Clinical Social Workers/ Social Workers, Registered and Certified Public Accountants, Physical Therapists/ Physical Therapy Assistants, Occupational Therapists/Occupational Therapy Assistants, and Professional Counselor/Clinical Counselor.

Food Fight!

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Continuing Education Credits

Full/Daily provider and vendor registration categories are eligible to earn CE Credit for the following:

- Education Sessions: up to 12.5 hours
- Keynote: 1.0 hour for each presentation (in addition to the hours noted above)
- Chef's Educational Challenge: 1.0 hour each day (Tuesday & Wednesday) in the exhibit hall. Session must be attended for the full hour (2 demonstrations each day) to receive credits. See page 11 for qualifications.

CE Credit is Available for the Following Occupations

- **Illinois Licensed Nursing Home Administrators**
LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed nursing home administrators. License #139-000011
- **Illinois Licensed Clinical Social Workers/Licensed Social Workers**
LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed clinical social workers/ licensed social workers. License #159-000161
- **Illinois Licensed Occupational Therapists and Occupational Therapy Assistants**
LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed occupational therapists and occupational therapy assistants. License #224-000020
- **Illinois Licensed Physical Therapists and Physical Therapy Assistants**
LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed physical therapists and physical therapy assistants. License #216-000036
- **Illinois Registered Public Accountants**
LeadingAge Illinois is an approved sponsor of (CPE) continuing education credit through the Illinois Department of Financial and Professional Regulation for registered public accountants. License #158-000942
- **Illinois Licensed Nurses**
LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for nurses. License #236-000019
- **Illinois Licensed Professional Counselors/Clinical Counselors**
LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for registered professional counselors/clinical counselors. License #197-000195
- **Activity Professionals**
LeadingAge Illinois will apply for 14.5 clock hours of continuing education through the National Certification Council of Activity Professionals.

- **Certified Aging Services Professionals (CASP)**
Graduates of the Certified Aging Services Professionals (CASP) Program may use continuing education credits earned at this meeting towards their CASP recertification.
- **Certified Dietary Managers (ANFP)**
LeadingAge Illinois will apply for a maximum of 14.5 general hours and 1.0 each day for show hours through the Certifying Board for Dietary Managers.
- **Commission on Dietetic Registration the credentialing agency for the Academy of Nutrition and Dietetics**
LeadingAge Illinois will apply for hours that meet the education requirements of the Commission on Dietetic Registration.
- **NAB: National Association of Boards of Examiners of Long-Term Care Administrators**
LeadingAge Illinois will apply for Continuing Education clock hours from NAB/NCERS. **NEW in 2020** – All sessions in all tracks including the keynote address and C-Suite will be submitted for NAB approval. Chef's Educational Challenge not included.
- **NAB: CE Registry Requirements**
To have attendance reported to NAB, **provide your NAB CE Registry ID to LeadingAge Illinois within 7 days of the conference** (LeadingAge Illinois will no longer report attendance to state boards). LeadingAge cannot report attendance for individuals who do not have a NAB Registry ID at the time of registration. Visit <https://www.nabweb.org/ceregistry> to sign up with the NAB Registry to obtain a NAB ID.
- **Human Resource Professionals**
LeadingAge Illinois will apply for (General) recertification credit hours toward aPHR™, PHR®, PHRca®, SPHR®, GPHR®, PHRI™ and SPHRI™ recertification through HR Certification Institute® (HRCI®). Please check the LeadingAge Illinois conference website for sessions submitted for HRCI credit. Only the sessions submitted will be approved for HRCI credit.
- **Other Professional Groups**
All other professionals are encouraged to submit detailed information on the sessions attended (LeadingAge Illinois brochure and handout materials) along with a copy of the Certificate of Attendance to a professional organization for consideration of continuing education credit. Due to the large number of credentialing bodies and professional organizations, it is impossible for LeadingAge Illinois to obtain prior approval of conference programs from each of them.

Continuing Education Credit Policy

When offering CE credit, LeadingAge Illinois must abide by the rules and regulations of all applicable professional accrediting boards and agencies. As such, LeadingAge Illinois cannot provide CE credit to attendees who arrive late or leave prior to the conclusion of the session, including the Q&A and interactive components of a session. Attendees must be present for the entire duration of the session to receive full credit. **Name badges must be scanned at each session attended in order to receive a certificate of attendance.**

IMPORTANT: Badges will have a bar code that is unique to each registrant. Registrants should scan their badge at each session at the Annual Meeting. **Badge sharing is not allowed.**

Continuing education certificates will be made available no later than 45 days from last day of the meeting and can be found on the LeadingAge Illinois website at www.leadingageill.org.

Session Planner – Tuesday, March 17

	8:00 - 9:30 AM	1:30 - 2:30 PM	2:45 - 3:45 PM	4:00 - 5:00 PM
Care and Services	<p>1A The New Texture Modified and Pureed Diet Standards (IDDSI) Explained and What to Do Next</p> <p>2A Mitigating the Risks While Honoring Residents' Person-Centered Diet Preferences</p>	<p>3B Trauma Informed Care: Preparation for Phase III Requirements</p> <p>4B How to Use the Transformative Power of Nutrition to Engage, Excite and Empower Your Residents</p>	<p>5C First Aid Interventions for Mental Health</p>	<p>6D Adding Respiratory Therapy to Home Health! How We Reduced Return to Hospital COPD & CHF</p> <p>7D Keeping Up with Quality Measures</p>
Innovation in Aging Services	<p>19A Voice-First Technology: Privacy and HIPAA Considerations</p>	<p>20B How the Internet of Things (IoT) Will Transform the Delivery of Care in Senior Living</p>	<p>21C How Music and Technology are Elevating Cognitive Care</p>	<p>22D How to Plan for Technology in a Re-Positioning Project with New Construction</p>
Life Enrichment and Wellness	<p>33A Why Does My Food Taste Like Cardboard?</p>	<p>34B Why Fall Prevention Does Not Work</p>	<p>35C Cooking Up an Unforgettable Dining Experience</p> <p>36C Combatting Social Isolation Through Shared Experiences</p>	<p>37D Senior Living's Critical Dining Challenges and Implications for the Future</p>
Living Well with Dementia	<p>49A Bathing Without a Battle</p>	<p>50B The Effects of an Interactive Music Program on Those Living with Dementia</p>	<p>51C Modifying the Environment to Decrease Challenging Behaviors</p>	<p>52D Move YOUR Mind - Live with Dementia</p>
Marketing & Consumer Behavior	<p>64A Combining Actionable Strategies with Marketing Automation to Shorten the Sales Cycle</p>	<p>65B Video, Video, Video...How to Use Videos to Capture and Nurture Leads</p>	<p>66C Clean Slate Project: Envisioning a New Future</p> <p>67C Website ADA Compliance - A Technical and Legal Exploration</p>	<p>68D How To Improve Your Marketing Messaging Through The Power of "Why"</p>
Operational Excellence	<p>79A Turn Those Blurry Receivables into Clear Collections</p> <p>80A Deck to Deal During Crisis</p>	<p>81B Owning the Outcomes: Understanding the Intersection of Quality, Finance, and Operations</p> <p>82B From QRP to Med Reconciliation and Everything in Between: Patient Transitions Need Special Attention</p>	<p>83C Arriving at the Intersection of Quality and Cost-Effective Staffing</p> <p>84C Utilizing Lean Six Sigma to Improve Quality, Reduce Cost, and Transform Your Culture</p>	<p>85D Upping Your Clinical Game in Post-PDPM World</p>
Public Policy and Legal Issues	<p>101A Mitigating Caregiver Turnover - A Look at How Contracts Can Help Reduce This Risk</p> <p>102A Successfully Navigating the Regulatory Landscape: A Former Surveyor's Perspective</p>	<p>103B What to Chart and When from a Legal Perspective: Good vs. Poor Charting, and Potential Consequences</p> <p>104B Assisted Living Update</p>	<p>105C Managing Medicinal Cannabis in Your Community</p>	<p>106D Who Are You Going to Call? Exploring the Various Decision-Makers and the Scope of Their Authority Over Disabled Adults</p> <p>107D Mental Illness & Related Disabilities in the Senior Living Workplace: Strategies for Legal Compliance</p>
Strategic Growth	<p>123A Refocus Your Campus Vision: Planning with Capital Expenditures in Mind</p>	<p>124B Strategic Capital Planning: Real Answers for Real Problems</p>	<p>125C Make No Small Plans: A Focused Discussion on the Redevelopment Process</p>	<p>126D No Excuses: Strategically Creating a Modern Independent Living Environment</p>
Workforce and Leadership Development	<p>135A Wrestling with Relationships: Fostering a Workplace that Strengthens the Teamwork Environment</p>	<p>136B Follow Me</p> <p>137B On the Job Training and Delegation: Coaching & Delegation</p>	<p>138C On the Job Training and Delegation: Job Training</p> <p>139C Framing and Fostering Crucial Conversations: How to Have a Voice and Authentic Dialogue with Respect</p>	<p>140D On the Job Training and Delegation: Providing Performance Feedback</p> <p>141D Creating a Culture of Innovation</p>

Tuesday Keynote

9:45 AM – 11:15 AM

See page 7 for more information.

Session Planner – Wednesday, March 18

8:00 - 9:30 AM

1:30 - 2:30 PM

2:45 - 3:45 PM

4:00 - 5:00 PM

	8:00 - 9:30 AM	1:30 - 2:30 PM	2:45 - 3:45 PM	4:00 - 5:00 PM
Care and Services	<p>8E The LGBTQ Senior - Understanding the New Population</p> <p>9E New Paradigm of Precautions: What are Enhanced Barrier/Enhanced Standard Precautions?</p>	<p>10F The Ethics of Gender, Sex and Sexuality</p> <p>11F Restorative Nursing: How Does Your Program Measure Up?</p>	<p>12G Yes, An Infection Prevention Program is Necessary for Assisted Living!</p>	<p>13H "The First 48" - The Patient Experience to Drive Census</p> <p>14H Evolving Challenges and Opportunities in Pain Management</p>
Innovation in Aging Services	<p>23E Emerging Technology Trends: Now And Not Yet</p>	<p>24F Fall Prevention in the 21st Century - Leveraging Technology to Target Programming and Reduce Falls</p> <p>25F The IT Strategic Plan in an Era of Digital Disruption</p>	<p>26G HIPAA Risk Assessment: Adhere to the OCR Guidelines</p> <p>27G Transforming Your Workforce with AI</p>	<p>28H Unlocking the Full Potential of Your EHR Solutions</p> <p>29H High Tech Aging: Transforming the Quality of Life</p>
Life Enrichment and Wellness	<p>38E Planning Your Last Party: Helping People in Planning their Funeral, Memorial, or Remembering Time</p>	<p>39F Assistance and Companion Animals in Housing</p>	<p>40G End Complaints: Clear Sound for All</p> <p>41G Use It or Lose It: Harnessing the Power of Cognitive Engagement Through Entertainment</p>	<p>42H Moving Toward Interfaith Spiritual Programming</p> <p>43H This is Home: Making Home in Senior Living Communities</p>
Living Well with Dementia	<p>53E Too Good to Be True? Humanity - An International Approach to Caring for Persons with Dementia</p> <p>54E Optimizing Function and Physical Activity for Older Adults in Senior Living</p>	<p>55F Sexual Expression and Behavior Among Older Adults with Dementia</p>	<p>56G Where We've Been and Where We Need to Focus: A Retrospective of 50 Years in LTC</p> <p>57G The Ethics of Dealing with Dementia</p>	<p>58H Compassionate Touch: A Non-Pharmacological Approach that Responds to and Prevents Stress Reactions</p>
Marketing & Consumer Behavior	<p>69E Empower Your Sales Team & Drive Occupancy Through Sales Enablement</p>	<p>70F Sales and Marketing Alignment: Best Practices for Increasing Revenue</p> <p>71F Is It Time to Rebrand?</p>	<p>72G Perfecting The Media Mix: Balancing Online and Traditional To Drive The Best ROI On Your Spend</p> <p>73G The Power of Brand in an Increasingly Tech-Driven World</p>	<p>74H WOW 'Em with a Red Carpet Tour and Move-In Experience!</p>
Operational Excellence	<p>86E PDPM & Phase 3 Rules of Participation..Now What? Using QAPI to Succeed in PDPM and RoP</p> <p>87E The Armed Intruder/Active Shooter - Planning for and Responding to the Unthinkable</p>	<p>88F Effectively Address the TOP Fire/Life Safety Code Findings</p> <p>89F Outcomes Still Rule the Day!</p>	<p>90G Facilities Planning: Strategies to Avoid Band-Aid Fixes</p> <p>91G General Pest Control, Integrated Pest Management, and You</p>	<p>92H REFOCUS on Security, Balancing Protection, and Convenience</p> <p>93H Designing Healthy Buildings? Mitigating Legionella Risks for Vulnerable Populations</p>
Public Policy and Legal Issues	<p>108E Advocacy Town Hall</p>	<p>109F Nursing Home Policy Forum</p> <p>110F Supportive Living Program Update</p> <p>111F Understanding Fair Housing Act Applications in the Design of Senior Housing and Care Communities</p>	<p>112G Proactive Updates - A Look at Best Practices for Updating Both Employee and Resident Handbooks in ALFs</p> <p>113G CMS Enforcement Update</p> <p>114G Affordable Housing Update</p>	<p>115H From Application to Move Out: Taking a Holistic View of What's Important</p> <p>116H The Nurse's Deposition: How to Prove the Best Care was Provided and Avoid Admitting the Opposite</p>
Strategic Growth	<p>127E Active Adults: Moving Upstream to Attract the Younger Consumer</p> <p>128E Rental vs. Entrance Fee: Responding to Consumer Preferences</p>	<p>129F State of Senior Living 2020 and Beyond</p>	<p>129F State of Senior Living 2020 and Beyond (cont.)</p>	<p>130H Should I Stay or Should I Go? Determining When To Renovate or Build New Skilled Care</p> <p>131H Not on MY Watch! Effective Strategies for Organizational Growth and Mission Sustainability</p>
Workforce and Leadership Development	<p>142E Leadership Ethics and Moral Management</p> <p>143E Extreme Makeover: New Hire Orientation and Onboarding Edition</p>	<p>144F Internal Customer Service: Roll Out the Red Carpet for Your Staff</p>	<p>145G Digital Recruiting Strategies for Attracting Today's Modern Senior Living Talent</p>	<p>146H WeCare Connect: An Employee-Driven Retention Strategy</p> <p>147H Transforming Culture by Transforming Service</p>

Wednesday Keynote

9:45 AM – 11:15 AM

See page 7 for more information.

Session Planner – Thursday, March 19

8:00 - 9:30 AM

9:45 - 10:45 AM

11:00 - 12:00 PM

Care and Services	15I	Here and Now: Antibiotic Resistant Threats and Infection Control in Long-Term Care	17J	Operationalizing Care Navigation	18K	Senior Bullying
	16I	Engaging Residents in Their Care While Reducing Unnecessary Medication Usage				
Innovation in Aging Services	30I	Biometrics, Geolocation and Emerging Technologies: What You Don't Know About Data Privacy Can Hurt	31J	Health Care Technology & Long-Term Care: Navigating the Digital Age	32K	Transportation Alternatives for Seniors in Healthcare
Life Enrichment and Wellness	44I	The Quest to Decrease Stress: Refocusing to Improved Health of Elders, Colleagues, and Caregivers	46J	Practical Ideas to Engage All Staff in Activities	48K	Navigating the Health Care Maze with the Older Adult
	45I	Don't Fix This!	47J	Refocus on the New Resident - Creating a New Resident Orientation Program		
Living Well with Dementia	59I	Tips and Techniques for Supporting People with Alzheimer's Using the Habilitation Model	61J	Joyful Connections! A Structured Social Club for People with Dementia	63K	A Person-Centered Approach to Refocusing on Rehab & Recovery
	60I	ABA 101: The ABCs of ABA	62J	Review the Development of the Memory Care Bundle		
Marketing & Consumer Behavior	75I	Today's Digital Marketing Best Practice Do's & Don'ts	76J	Your Biggest Profit Potential Lives in Your Sales and Marketing	77K	Successful Home Care Marketing and Operations: A True-Life Case Study
					78K	Achieving Measurable Occupancy Improvements: A Best Practice Approach to Sales and Marketing
Operational Excellence	95I	ICD-10-CM Coding and Clinical Documentation for Patient-Driven Payment Model (PDPM)	96J	Why an Effective Compliance Program Matters - Having a Proactive Approach to Prevent Failures	98K	Residents at the Reins
					99K	SPADES: Is Your Facility Playing With a Full Deck?
					100K	Strategies for Implementing Phase 3
Public Policy and Legal Issues	117I	Maximizing Post-Incident Practices to Minimize Liability Risk	119J	IDPH Home Care Licensure Update	122K	Informal Dispute Resolution: Finding Your Seat at the Table
	118I	Ideas to Inspire: Provider Journeys Through our Changing Landscape	120J	Hot Fair Housing Issues		
			121J	Preparing for HCBS and Other Supplemental Benefits in Medicare Advantage		
Strategic Growth	132I	The Middle-Income Puzzle	133J	Adventures in Campus Repositioning	134K	The Evolving Senior Living Prototype: How to Design and Build Successful Communities Across the US
Workforce and Leadership Development	148I	Creating a Culture That Retains Employees: Emotionally Intelligent Skills You Can Implement Tomorrow	149J	Healthy Body, Healthy Life: A Journey to Work/Life Balance	151K	Laughing at Stress
			150J	In It To Win It: How To Attract, Engage & Retain Like A Champ Amidst Workforce Challenges		

Student Program

LeadingAge Illinois is excited to once again offer full-time, undergraduate or graduate students enrolled in an accredited college or university the opportunity to attend the 2020 Annual Meeting and Expo. The purpose of the program is to expose students to the many career opportunities that exist and introduce them to the cutting-edge practices and the transformational, forward-thinking leaders who are shaping the future of aging services. Students will have the opportunity to dialogue with member leaders throughout the conference, to have their questions answered and to hear about the career experiences of those currently working in the field.

Conference registration scholarships are available to a limited number of students for the 3-day event. See page 44 for registration details.



Student Program

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Caryn Adams, RN, MSN, Manager
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List of Exhibitors

The Expo Floor will be open on Tuesday and Wednesday from 11:00 am to 1:30 pm. Visit the most up-to-date exhibitor list and floor plan at https://annualconference.leadingageil.org/2020/floor_plan.cfm. The interactive floor plan can also help you manage your time on the Expo Floor with options to contact exhibitors prior to the conference to request a meeting or simply create your own list of "must see" companies. The Expo Floor is also home to the Focal Point Networking Zone and other Attendee Engagement Areas.

Exhibitor List as of 10/1/19:

Accurate Biometrics
 AdvaCare Systems
 Aladtec, Inc.
 All Trust Home Care
 All-Stat Portable
 Amada Senior Care NorthShore
 Arch Consultants
 Arjo Inc.
 Assurance Agency
 BB&T Capital Markets
 BLDD Architects, Inc.
 Baker Tilly Virchow Krause, LLP
 Balanced Environments, Inc.
 Best Bus Sales (Zimmerman Enterprises, Inc.)
 Bestbath
 Biocodex USA
 CVS Health
 Calmoseptine, Inc.
 Caremerge
 Cawley Company
 CliftonLarsonAllen LLP
 Community Physical Therapy & Associates
 Consonus Healthcare
 Contech MSI
 Cornell Communications, Inc.
 Cura Hospitality
 Direct Supply
 DriQ Health
 EarlySense
 EasyShifts.com LLC
 Elderwerks Educational Services
 Elite Ambulance
 Farnsworth Group, Inc.
 Fitzsimmons Hospital Services
 Forum Extended Care Services
 Genesis Rehab Services
 GlynnDevins
 Green Tree Pharmacy
 Guardian Pharmacy
 Halik Healthcare Products
 Harley Ellis Devereaux
 HealthPRO Rehab (formerly The Comprehensive Group)
 Heart Technologies Inc.
 Henry Bros. CO.
 Hershey's Creamery Company
 Hoffman Planning, Design & Construction, Inc.

Home Instead Senior Care
 Illinois State University, Mennonite College of Nursing
 In Touch Pharmaceuticals
 INVIACOM
 Integra Healthcare Equipment
 Integrated Facilities Solutions, Inc.
 Ivy Marketing Group
 Joseph J. Duffy Construction Co.
 KDI Design, Inc.
 Kronos Incorporated
 MAC Rx LLC
 Marketing Essentials
 MatrixCare
 McKesson Medical-Surgical
 Medical Express Ambulance
 Medication Management Partners LLC
 Medline Industries, Inc.
 Mobilex USA
 Morrison Community Living
 NHRMA Mutual Workers' Compensation
 NICL Laboratories
 Nania Energy
 North Park University
 One Day
 One Dream
 Oregon Healthcare Pharmacy Services, Inc.
 Ovitsky Vision Care
 Parasol Alliance
 Pathway Health Services, Inc.
 PharMerica
 PharmScript, LLC
 Pioneer
 Plante Moran, PLLC
 Podiatry PLUS
 PointClickCare
 ProviNET Solutions
 RSM US LLP
 RX2Live Illinois
 Remedi SeniorCare
 Reside Admissions
 Rxperts Pharmacy Chicago
 SAS Architects and Planners, LLC
 Sawgrass Partners, LLC
 Select Rehabilitation
 Senior Care Pharmacy Services

Senior Dental Care
 Shive-Hattery Architecture-Engineering
 Smithereen Pest Management
 Southern Bus & Mobility
 Star Lab, Corp
 Symbria
 THW Design
 Tee Jay Service Company, Inc.
 Thomas Cuisine
 Thunder Hearing & Sound, LLC

Tovar Snow Professionals
 Trinity Risk Solutions
 UVANTA Pharmacy- Northern Illinois
 Value First
 Weis Builders, Inc.
 Vigil Health Solutions
 Walsh Construction Company
 Wipfli LLP
 Ziegler

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Education Sessions

Care and Services

1A The New Texture Modified and Pureed Diet Standards (IDDSI) Explained and What to Do Next

Tuesday, March 17; 8:00 AM - 9:30 AM

1.5 CEs

- Identify key characteristics of dysphagia, gain understanding of current state of dysphagia diets and need for change
- Understand the new IDDSI framework, list details on each of the IDDSI levels including testing methods
- Outline next steps for successful IDDSI implementation

FACULTY

Margaret Roche, MS, RD, CDE, CSG, FAND, Owner, Roche Dietitians

2A Mitigating the Risks While Honoring Residents' Person-Centered Diet Preferences

Tuesday, March 17; 8:00 AM - 9:30 AM

1.5 CEs

- Cite the CMS regulations which reference the resident rights regarding their choices and decisions affecting their care
- List the disadvantages of diet waivers and advantages of recommended interdisciplinary documentation of the residents' choice
- Identify the steps of care planning and informed consent regarding a resident's choice of dietary plan

FACULTY

Lisa Milliken, Education Specialist, Select Rehabilitation

3B Trauma Informed Care: Preparation for Phase III Requirements

Tuesday, March 17; 1:30 PM - 2:30 PM

1.0 CEs

- Identify the required elements for behavioral health for Phase 2 and Phase 3 of the RoP requirements
- Learn where to find helpful resources to assist with creation of a behavioral health program
- Describe 3 leadership strategies for caring for someone with behaviors or mental health issues

FACULTY

Leah Killian-Smith, Director of Quality and Government Services, Pathway Health Services, Inc.

4B How to Use the Transformative Power of Nutrition to Engage, Excite and Empower Your Residents

Tuesday, March 17; 1:30 PM - 2:30 PM

1.0 CEs

- Gain an understanding of how to engage residents with your nutritional authority using credible nutrition sources and by avoiding traps that diminish your nutrition messages
- Acquire ideas on how to excite residents with easy to execute, impactful nutrition programs that match your resident population
- Learn new strategies to empower residents with nutrition approaches that impact their health and well being without negative nutrition messages

FACULTY

Margaret Roche, MS, RD, CDE, CSG, FAND, Owner, Roche Dietitians

5C First Aid Interventions for Mental Health

Tuesday, March 17; 2:45 PM - 3:45 PM

1.0 CEs

- Describe three ways healthcare workers can provide support for mental health
- Identify the 2 most common mental health disorders
- Learn signs and symptoms of depression and anxiety

FACULTY

Leah Killian-Smith, Director of Quality and Government Services, Pathway Health Services, Inc.

6D Adding Respiratory Therapy to Home Health! How We Reduced Return to Hospital COPD & CHF

Tuesday, March 17; 4:00 PM - 5:00 PM

1.0 CEs

- Review home health agency pilot program which includes clinical parameters and goals, respiratory therapy skill set and implementation of return to hospital strategy
- Learn how to care plan COPD & CHF patients from the acute environment to the sub-acute side & then to home successfully
- Learn about the review of our results including education of patient, family, & staff, exercise improvement and overall quality of life

FACULTY

John Anderson, BS, RRT, Vice President of Sub Acute Services, PEL/VIP Respiratory Consulting
Chris Oltmans, PT, DPT, VP of Sales, HRS Home Health Care

7D Keeping Up with Quality Measures

Tuesday, March 17; 4:00 PM - 5:00 PM

1.0 CEs

- Learn strategies to data mine, monitor and improve facility measures as well as patient specific measures on a weekly and monthly basis
- Describe clinical programs that will support the reduction in occurrence of falls, skin integrity issues and loss of independence with ADL performance
- Learn how your center can create tools for tracking progress and sharing exceptional outcomes with your community partners

FACULTY

Elisa Bovee, VP of Clinical Strategies, HealthPRO Heritage

8E The LGBTQ Senior - Understanding the New Population

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Understand the population from a historical and legal perspective
- Understand how the facility or service provider can best address the unique needs of the LGBTQ senior
- Understand the unique clinical needs of the LGBTQ senior

FACULTY

David Alfani, Partner, Hinshaw and Culbertson, LLP
Dan Churchill, Chief Financial Officer, Admiral at the Lake

9E New Paradigm of Precautions: What are Enhanced Barrier/Enhanced Standard Precautions?

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Define Enhanced Barrier/Enhanced Standard Precautions
- Formulate a plan to incorporate new precautions into person centered model of care
- Identify potential barriers to successful implementation of the new precautions model

FACULTY

Deb Burdsall, PhD, RN-BC, CIC, FAPIC, Infection Preventionist, Manager, Baldwin Hill Solutions, LLC

10F The Ethics of Gender, Sex and Sexuality

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Define important concepts regarding sex and gender
- Address the ethical implications posed by services that are offered to gay, lesbian and transgender individuals
- Analyze ethical challenges regarding placement and service delivery that could be impacted by gender identity

FACULTY

Michael Gillette, PhD, President, Bioethical Services of Virginia, Inc.

11F Restorative Nursing: How Does Your Program Measure Up?

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Identify procedures proven to improve quality of life and quality measures
- Understand the importance of effective training and periodic competencies for nursing and aides to improve your existing program or begin a new program in your community
- Apply a Needs Assessment Tool to identify where you excel and where you can improve your restorative program

FACULTY

Wendy Underwood, Clinical Excellence Coordinator, TMC

12G Yes, An Infection Prevention Program is Necessary for Assisted Living!

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Identify why infection prevention is necessary in all aspects of long term care, including assisted and supportive living
- Describe necessary components of an AL/SLF infection prevention program SLP
- Identify infection prevention challenges unique to AL/SLF SLP

FACULTY

Deb Burdsall, PhD, RN-BC, CIC, FAPIC, Infection Preventionist, Manager, Baldwin Hill Solutions, LLC

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Source: IBM study



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Source: The Research Institute of America



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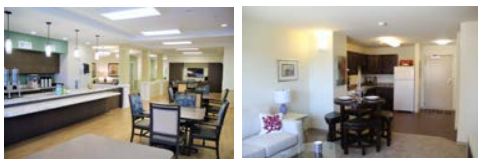
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Education Sessions

13H "The First 48" - The Patient Experience to Drive Census
Wednesday, March 18; 4:00 PM - 5:00 PM
 1.0 CEs

- Identify early assessment approaches with new resident move-ins
- Create a template for team development at their facility
- Acquire an overall understanding on how patient experience and census are inextricably attached to each other

FACULTY

Anthony Rizzato, LNHA, MHA, MSW, LSW,
 Administrator, GreenFields of Geneva

Sarah McCann, RN, Director of Nursing, GreenFields of Geneva

14H Evolving Challenges and Opportunities in Pain Management
Wednesday, March 18; 4:00 PM - 5:00 PM
 1.0 CEs

- Learn a framework for systematic approaches for more effective pain management
- Share strategies to mitigate the risks of opioid use
- Describe the US Health and Human Services 5-Point Strategy to Combat the Opioid Crisis

FACULTY

Nell Griffin, EdM, CPHQ, Program Specialist, Telligen

Paul Mulhausen, MD, MHS, FACP, AGSF, Chief Medical Officer, Telligen

15I Here and Now: Antibiotic Resistant Threats and Infection Control in Long-Term Care
Thursday, March 19; 8:00 AM - 9:30 AM
 1.5 CEs

- Highlight surveillance and prevention initiatives in long-term care settings
- Describe implementation of infection control programs in these settings
- Align methods for the interruption of infectious diseases transmission with regulatory requirements

FACULTY

Massimo Pacilli, MS, MPH, QA Manager, Chicago Department of Public Health

16I Engaging Residents in Their Care While Reducing Unnecessary Medication Usage
Thursday, March 19; 8:00 AM - 9:30 AM
 1.5 CEs

- Discuss reduction of unnecessary medication usage and resident engagement
- Identify common barriers and obstacles with resident engagement and regulation compliance to reduce the use of unnecessary medications
- Explore options for better resident engagement and compliance

FACULTY

Nell Griffin, EdM, CPHQ, Program Specialist, Telligen

Paul Mulhausen, MD, MHS, FACP, AGSF, Chief Medical Officer, Telligen

17J Operationalizing Care Navigation
Thursday, March 19; 9:45 AM - 10:45 AM
 1.0 CEs

- Understand and articulate the care navigation model
- Understand the impact of the care navigation model on each organization's services considering its respective organizational capabilities
- Identify models for success through required tools and processes

FACULTY

Jennifer Schwalm, Partner - Healthcare, Senior Services Leader, Baker Tilly Virchow Krause, LLP

18K Senior Bullying
Thursday, March 19; 11:00 AM - 12:00 PM
 1.0 CEs

- Identify reasons why people bully
- Describe practical approaches to stop bullying behavior
- Describe tips and techniques management can use to eliminate opportunities for bullying behavior

FACULTY

Caren Silverlieb, Principal, SilverLiving Consulting and Training

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Education Sessions

Innovation in Aging Services

19A Voice-First Technology: Privacy and HIPAA Considerations

Tuesday, March 17; 8:00 AM - 9:30 AM
1.5 CEs

- Learn about the privacy and HIPAA considerations surrounding voice-first technology in various regulated and non-regulated aging services settings
- Learn best practices and guidance for developing policies and procedures for voice-first technology
- Learn from providers who have implemented voice-first technology and the lessons learned from their experiences

FACULTY

Scott Code, Associate Director, LeadingAge CAST
John Dimaggio, CEO, BlueOrange Compliance

20B How the Internet of Things (IoT) Will Transform the Delivery of Care in Senior Living

Tuesday, March 17; 1:30 PM - 2:30 PM
1.0 CEs

- Define the nature of Internet of Things (IoT)
- Understand the type of devices which can be connected as part of senior living IoT adoption
- Describe how IoT through data analytics can provide a business advantage compared to non-connected devices

FACULTY

Gregory Dean, MD, CEO and Founder, DriQ Health

21C How Music and Technology are Elevating Cognitive Care

Tuesday, March 17; 2:45 PM - 3:45 PM
1.0 CEs

- Understand the science behind how music impacts our neurological, physical and emotional health
- Articulate at least 3 best practices when implementing top-tier musical care to colleagues
- Understand the options available in senior care for implementing and scaling musical care

FACULTY

Andrew Tubman, Co-Founder, Musical Health Technologies

22D How to Plan for Technology in a Re-Positioning Project with New Construction

Tuesday, March 17; 4:00 PM - 5:00 PM
1.0 CEs

- Learn what components need to be planned for technology in new construction or renovation
- Gain specific takeaways via a case study and the technology planning in new buildings
- Learn the rule of thumb costs and other estimates for technology when planning construction

FACULTY

Jennylynde Packham, MSN, RN, CPASRM, Interim Executive Director, Oakwood Village Prairie Ridge
Amber Redmann, CEO, Parasol Alliance

23E Emerging Technology Trends: Now And Not Yet

Wednesday, March 18; 8:00 AM - 9:30 AM
1.5 CEs

- Learn and discuss resident facing technologies, including robotics, virtual reality, artificial intelligence, and more
- Explore examples of the emerging technologies starting to gain traction, such as driverless cars, AI-based fall detection and artificial intelligence in robots
- Learn about the tools and resources LeadingAge CAST has available

FACULTY

Scott Code, Associate Director, LeadingAge CAST

24F Fall Prevention in the 21st Century - Leveraging Technology to Target Programming and Reduce Falls

Wednesday, March 18; 1:30 PM - 2:30 PM
1.0 CEs

- Understand the role and growing importance of technology in more accurately assessing residents
- Become familiar with the most prominent technological advances used in identifying fall risk
- Learn how to customize programming to address deficiencies identified through assessments

FACULTY

Joseph Alvarado, Senior Director, Symbria Wellness, Symbria
Sandy Stoub, Director of Wellness Services, Symbria



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Education Sessions

25F The IT Strategic Plan in an Era of Digital Disruption

Wednesday, March 18; 1:30 PM - 2:30 PM
1.0 CEs

- Consider practical strategies for your organization to inform IT of business strategies
- Learn what key components make up a successful strategic IT plan that will survive a dynamically disruptive space
- Enable IT to tie the organization's guiding principles into its strategic plan

FACULTY

Steven VanderVelde, PMP, Senior Living Enterprise Architect, ProviNET Solutions

Majd Alwan, Ph.D., Sr. VP of Technology, LeadingAge
Joe Velderman, MCP, Director of Consulting Services, ProviNET Solutions

26G HIPAA Risk Assessment: Adhere to the OCR Guidelines

Wednesday, March 18; 2:45 PM - 3:45 PM
1.0 CEs

- Understand why fines are being levied against organizations related to HIPAA nonconformance
- Identify the tool kits recommended by OCR for conducting HIPAA Risk Assessment and know the elements required for HIPAA Risk Assessment
- Recognize areas of security risk assessment frequently missed by organizations

FACULTY

Janice Ahlstrom, Director, Healthcare Risk, Technology and Internal Audit, Baker Tilly Virchow Krause LLP

27G Transforming Your Workforce with AI

Wednesday, March 18; 2:45 PM - 3:45 PM
1.0 CEs

- Describe how predictive analytics and machine learning can identify job candidates who are likely to succeed in specific places and positions
- Formulate questions that uncover the logic behind a predictive analytics tool
- Determine the value of an AI tool in the hiring process

FACULTY

Dvora Inwood, Vice President of Marketing, Arena.io

28H Unlocking the Full Potential of Your EHR Solutions

Wednesday, March 18; 4:00 PM - 5:00 PM
1.0 CEs

- Identify areas to focus on in optimizing their current EHR
- Strategize on bolstering areas outside of the EHR that affect its well-being
- Learn how to keep an EHR optimized after improvements have already been implemented

FACULTY

Steven VanderVelde, PMP, Senior Living Enterprise Architect, ProviNET Solutions

29H High Tech Aging: Transforming the Quality of Life

Wednesday, March 18; 4:00 PM - 5:00 PM
1.0 CEs

- Attain a knowledge of emerging innovative older adult technologies
- Understand how to incorporate these technologies into their services
- Understand how these technologies can contribute to the provider cost savings, improvements in quality of services and increase in competitive advantage

FACULTY

Jane Shekman, MHA, CEO, LifeCare Home Health & In-Home Services

30I Biometrics, Geolocation and Emerging Technologies: What You Don't Know About Data Privacy Can Hurt

Thursday, March 19; 8:00 AM - 9:30 AM
1.5 CEs

- Learn about key data privacy regulations that are current hot compliance buttons that are relevant to emerging technologies
- Gain exposure to case studies and learn about the impact and cost of non-compliance
- Learn about best practices and actionable items that you can bring back to your organization and take immediate action

FACULTY

Phillip Long, Principal, Plante Moran
Lindsay Dailey, Associate, Polsinelli

31J Health Care Technology & Long-Term Care: Navigating the Digital Age

Thursday, March 19; 9:45 AM - 10:45 AM
1.0 CEs

- Learn about Telemedicine and technological advances in healthcare and for both assisted living and nursing home facilities
- Learn about issues to consider when adopting, shopping, or implementing technology for your facility
- Learn about latest trends in dealing with technology transactions and contracting

FACULTY

Neville Bilimoria, Partner, Duane Morris LLP

32K Transportation Alternatives for Seniors in Healthcare

Thursday, March 19; 11:00 AM - 12:00 PM
1.0 CEs

- Identify and discuss how new technology solutions can provide alternatives to traditional transportation services for older adults living in a community
- Educate yourself how to introduce change and secure buy-in from residents and their families
- Understand how the proven relationship with a tech platform and community works

FACULTY

Deborah Hart, CEO, Montgomery Place
Mindi Knebel, CEO, Kaizen Health

Life Enrichment and Wellness

33A Why Does My Food Taste Like Cardboard?

Tuesday, March 17 8:00 AM - 9:30 AM
1.5 CEs

- Describe 3 changes that occur with taste and smell as we age
- Evaluate their own taste profile and apply to their culinary program
- List 3 symptoms and solutions that occur in older adults as it relates to changes in taste and difficulty swallowing

FACULTY

Erin Van Valkenburgh, Director of Nutrition and Wellness Support, Morrison Community Living

Heidi Fields, Director, Business Development, Morrison Community Living

34B Why Fall Prevention Does Not Work

Tuesday, March 17; 1:30 PM - 2:30 PM
1.0 CEs

- Understand the history of fall prevention and how it fails
- Understand best current evidence to achieve empowerment and participation, not hope and dreams
- Learn 3 instantly deployable tactics that older adults will and want to participate in resulting in real world balance change

FACULTY

Nathan Estrada, Director of Sales and Market Development, Nymb Science

35C Cooking Up an Unforgettable Dining Experience

Tuesday, March 17; 2:45 PM - 3:45 PM
1.0 CEs

- Explore how design, branding, operations, and creative solutions impact the dining experience of your residents and guests, but not your bottom line
- Learn first-hand lessons from the Director of Fun (and Food and Beverage) at the London House Chicago and Vice President of Design and Retail at Morrison Community Living
- Receive take-away tools to apply these principles for practical applications in your own communities

FACULTY

Hillary DeGroff, IIDA, LEED AP ID+C, Senior Associate, Perkins Eastman

Phillip Dopson, Vice President Design and Retail, Morrison Community Living

John Glover, Chief Operating Officer, Franciscan Ministries

John Belter, Director of Fun (and Food and Beverage), LondonHouse Chicago

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Education Sessions

36C Combatting Social Isolation Through Shared Experiences

Tuesday, March 17; 2:45 PM - 3:45 PM

1.0 CEs

- Learn the quantifiable impact of social isolation on residents' health
- Learn the current industry's approaches to combatting loneliness and the various degrees of success through family engagement, external community involvement, and impactful technologies
- Understand the use of immersive technologies in creating shared positive experiences that deliver quantifiable and quantifiable improvements in social connectedness within senior living communities

FACULTY

Nick Abruzzo, Director, Business Development, Rendeavor

37D Senior Living's Critical Dining Challenges and Implications for the Future

Tuesday, March 17; 4:00 PM - 5:00 PM

1.0 CEs

- Identify demographic changes, population trends, and socio-economic shifts that create a different set of challenges for senior living facilities
- Understand the implications of current health and wellness trends, including the rise of chronic diseases and dementias
- Outline areas where dining can offer much needed relief and supplement important elements of care in communities

FACULTY

Ellen Lowre, Senior Director of Nutrition, Health and Wellness, Unidine

38E Planning Your Last Party: Helping People in Planning their Funeral, Memorial, or Remembering Time

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Describe the process for a planning event with their elders
- Learn best verbiage use in engaging the topic of planning one's life celebration
- Learn examples on how specific choices elders can make in planning their own celebration

FACULTY

Rev. Doreen Sterba DeZur, BME, MM, MDIV, Chaplain, Plymouth Place Senior Living

Rev. Christina Vosteen, RN, MS, MDiv, MA, Chaplain of Independent Living, Plymouth Place Senior Living

39F Assistance and Companion Animals in Housing

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Understand the laws protecting people with disabilities
- Recognize how assistance animals and companion animals contribute to enhancing the quality of life for people with disabilities
- Identify the various types of animals commonly used to assist individuals with disabilities

FACULTY

Patricia Trombello, CPM, President, Technical Training Consultants, Inc.

40G End Complaints: Clear Sound for All

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Understand why it's possible to get complaints that people can't hear the sound and that it's too loud at the same time
- Gain an understanding of hearing loss and how it effects people
- Solve all these problems with today's technology and bring clear sound to all

FACULTY

Steve Thunder, President - Acoustical Engineer, Thunder Hearing & Sound, LLC

41G Use It or Lose It: Harnessing the Power of Cognitive Engagement Through Entertainment

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Recognize and implement the 9 cognitive skills and ways you can exercise each to build cognitive reserve and create craveable social interaction for the community members
- Create and implement suitable programming for men, a challenging demographic of residents, that enlightens the senses and embraces the past
- Tackle the prevalence of senior loneliness/isolation with more intention-driven and collaborative group effort experiences

FACULTY

Carrie O'Meara, Director of Marketing, Senior Sleuths & Subscription Box Solutions

42H Moving Toward Interfaith Spiritual Programming

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CEs

- Discover the importance of a resident religious census
- Discover the difference between religion and spirituality
- Discover at least 7 innovative interfaith spiritual program ideas

FACULTY

Rev. Dr. Shawn Kafader, M. Div., MA, D. Min., LCPC, Chaplain and Clinical Counseling Supervisor, Friendship Village of Schaumburg

Rev. Caryn Baham, M. Div., BCC, Chaplain, Friendship Village

43H This is Home: Making Home in Senior Living Communities

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CEs

- Identify common themes that contribute to or detract from resident sense of "home," as observed by the "This is Home" project
- Understand the ways in which architectural features offer the opportunity to support resident sense of "home"
- Analyze tools provided in the presentation to engage with residents and gather stories, in their own facilities, about the idea of "home"

FACULTY

Jane Sloss, AIA, LEED AP, WELL AP, Project Manager, Worn Jerabek Wiltse Architects

44I The Quest to Decrease Stress: Refocusing to Improve Health of Elders, Colleagues, and Caregivers

Thursday, March 19; 8:00 AM - 9:30 AM

1.5 CEs

- Cite the physical effects which may often result from prolonged stress
- Describe how to recognize potential events that trigger increased disturbances in people with high levels of stress
- List strategies to support caregivers, team members and elders, for improved care for themselves as well as for those around them

FACULTY

Lisa Milliken, Education Specialist, Select Rehabilitation

45I Don't Fix This!

Thursday, March 19; 8:00 AM - 9:30 AM

1.5 CEs

- Define motivational interviewing
- Practice the use of motivational interviewing in conversations about change
- Discuss workplace situations when motivational interviewing can be applied

FACULTY

Mallori DeSalle, Director of SBIRT Implementation, Prevention Insights at Indiana University Bloomington

46J Practical Ideas to Engage All Staff in Activities

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CEs

- Discover at least 3 specific examples of programs to increase staff involvement
- Define what already happenings are and how to track them for attendance
- Learn specific systems to use to support the success of staff who are not trained in activities

FACULTY

Rachelle Blough, Corporate Memory Care Director, Gardant Management Solutions

47J Refocus on the New Resident - Creating a New Resident Orientation Program

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CEs

- Discuss overcoming the challenges of engaging a new resident into your community
- Learn how to set up and maintain a new resident guide committee and provide training information for new guides
- Explore ways to engage new residents into the community

FACULTY

Jill Steco, Director of Lifestyles, Friendship Village

Phyllis Brennan, Move-In Coordinator, Friendship Village

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Ed Slack ed.slack@plantemoran.com

Dana Wollschlager dana.wollschlager@plantemoran.com

Education Sessions

48K Navigating the Health Care Maze with the Older Adult

Thursday, March 19; 11:00 AM - 12:00 PM

1.0 CEs

- Understand the importance of the comprehensive care plan
- Learn effective communication techniques across the care continuum
- Recognize the effectiveness of a strong client/health care team partnership

FACULTY

Terri Maxeiner, Vice President, Providence Solutions

Living Well with Dementia

49A Bathing Without a Battle

Tuesday, March 17; 8:00 AM - 9:30 AM

1.5 CEs

- Identify at least one method of maintaining hygiene that could be improved in your setting
- Implement at least 3 practical ideas for making bathing more comfortable
- Demonstrate to others how to decrease resistive, self-protective behaviors during bathing

FACULTY

Joanne Rader, Consultant, Rader Consulting

50B The Effects of an Interactive Music Program on Those Living with Dementia

Tuesday, March 17; 1:30 PM - 2:30 PM

1.0 CEs

- Understand the stages of dementia and the impact on language and cognitive abilities
- Learn the relationship between music and communication
- Learn how to adapt activities based on cognitive abilities for a resident

FACULTY

Lisa Meyer, Senior VP of Operations, EmpowerMe Wellness

Emily Eckhardt, Speech Language Pathologist, EmpowerMe Wellness

51C Modifying the Environment to Decrease Challenging Behaviors

Tuesday, March 17; 2:45 PM - 3:45 PM

1.0 CEs

- Identify areas to explore when assessing for underlying cause(s) of challenging behaviors
- Understand and identify that all behaviors have meaning and are a symptom of an unmet need
- Name at least 3 ways the environment could be altered to better address unmet needs, improve quality of life and decrease challenging behaviors

FACULTY

Joanne Rader, Consultant, Rader Consulting

52D Move YOUR Mind - Live with Dementia

Tuesday, March 17; 4:00 PM - 5:00 PM

1.0 CEs

- Describe the 6 pillars of well-being as it relates to cognitive health
- Integrate the pillars of well-being into all levels of living
- Evaluate and implement strategies for improving the dining experience for persons with cognitive decline

FACULTY

Erin Van Valkenburgh, Director of Nutrition and Wellness Support, Morrison Community Living

Heidi Fields, Director, Business Development, Morrison Community Living

53E Too Good to Be True? Humanity - An International Approach to Caring for Persons with Dementia

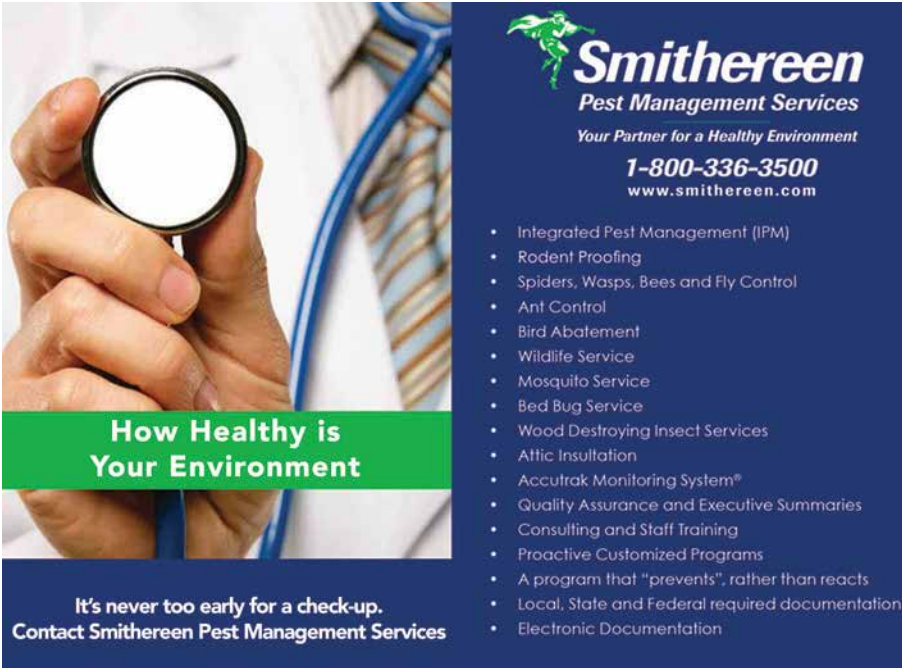
Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Become familiar with the four pillars of the Humanity method: eye gaze, speech, touch and verticality
- Implement at least 3 new techniques for addressing symptoms of dementia
- Learn how restoring human dignity to care practices can reduce challenging behaviors

FACULTY

Joanne Rader, Consultant, Rader Consulting



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- Electronic Documentation

Education Sessions

54E Optimizing Function and Physical Activity for Older Adults in Senior Living

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Define Function Focused Care and provide examples of this type of care
- Describe a four-step approach to implementing Function Focused Care in senior living
- Analyze 3 challenges and the ways to overcome those challenges and successfully implement Function Focused Care in senior living

FACULTY

Elizabeth Galik, PhD, CRNP, Professor, University of Maryland School of Nursing

55F Sexual Expression and Behavior Among Older Adults with Dementia

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Learn how to distinguish between sexual expression and inappropriate sexual behavior among individuals with dementia
- Apply a framework for the assessment of sexual behaviors among older adults with dementia to a variety of case studies
- Discuss non-pharmacological and pharmacological treatment for inappropriate sexual behaviors among individuals with dementia

FACULTY

Elizabeth Galik, PhD, CRNP, Professor, University of Maryland School of Nursing

56G Where We've Been and Where We Need to Focus: A Retrospective of 50 Years in LTC

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Understand how the commitment of a few dedicated people, working together, can change the course of long-term care
- Learn how to create their own transformational journey of change
- Learn how to refocus to improve the lives of people who live and work in long-term care settings

FACULTY

Joanne Rader, Consultant, Rader Consulting

57G The Ethics of Dealing with Dementia

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Examine the concept of individual autonomy, specifically as it relates to individuals suffering from dementia
- Investigate the ethical justification for interventions over individual's objections that are designed to protect the individual from harm
- Understand the importance of developing an ethical framework for adjudicating disagreements between providers and family members

FACULTY

Michael Gillette, PhD, President, Bioethical Services of Virginia, Inc.

58H Compassionate Touch: A Non-Pharmacological Approach that Responds to and Prevents Stress Reactions

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CEs

- Describe how skilled touch enables care partners to connect and communicate in new ways with people with dementia
- Competently perform two expressive touch techniques
- Explain, as evidenced by self-report, the clinical impact of expressive touch on behavior, pain, and anxiety of people with dementia

FACULTY

Julie Boggess, MPA, LNHA, Owner, Enlighten Eldercare, and Interim Director of Gerontology, Northern Illinois University

59I Tips and Techniques for Supporting People with Alzheimer's Using the Habilitation Model

Thursday, March 19; 8:00 AM - 9:30 AM

1.5 CEs

- Identify and explain the parts of the brain that are impacted by Alzheimer's disease and describe why the Habilitation Model is based on emotion
- Understand the concepts of knowing and understanding the individual into action, with tips and techniques, and why the way they communicate is critically important
- Identify behavior that is challenging vs. problematic and be able to use concrete tips and techniques to manage the behavior

FACULTY

Caren Silverlieb, Principal, SilverLiving Consulting and Training

60I ABA 101: The ABCs of ABA

Thursday, March 19; 8:00 AM - 9:30 AM

1.5 CEs

- Understand the history including the evidence base on effectiveness of Applied Behavior Analysis (ABA) for dementia, and other conditions
- Learn what is ABA: the moving parts, the lingo, the bottom line, the simplicity of applied neuro-behavioral science
- Learn how to implement ABA in your setting by doing a mini-exercise

FACULTY

Karma Lynn Carpenter, Behavioral Health Provider, Care Management

61J Joyful Connections! A Structured Social Club for People with Dementia

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CEs

- Understand the importance of afternoon program planning specifically for residents with memory loss
- Receive practical action steps that follow an online guide
- Be able to offer residents opportunities to have a sense of purpose, express creativity, improve mood, and reduce social isolation caused by memory loss

FACULTY

Caren Silverlieb, Principal, SilverLiving Consulting and Training

62J Review the Development of the Memory Care Bundle

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CEs

- Provide education on analysis of market need and environment to support residents with dementia
- Learn the strategy for selection of programming related to the environment and Memory Care System design
- Describe details on the memory care education provided to health care takers - 'Experience the Dementia Live' to understanding living with dementia

FACULTY

Debra Valkenberg, Chief Nursing Officer, Ascension Living

Joy Dukart-Benefiel, MSN, RN, Director of Clinical Operations Memory Care, Ascension Living

63K A Person-Centered Approach to Refocusing on Rehab & Recovery

Thursday, March 19; 11:00 AM - 12:00 PM

1.0 CEs

- Identify methods utilized by empowered therapists to achieve each resident's desired functional outcome
- List functional-based therapeutic interventions that are being utilized to promote meaningful lifestyles (in place of the traditional impairment-based therapies)
- State the results of higher functional outcomes across different types of function per diagnostic category

FACULTY

Lisa Milliken, Education Specialist, Select Rehabilitation

Marketing and Consumer Behavior

64A Combining Actionable Strategies with Marketing Automation to Shorten the Sales Cycle

Tuesday, March 17; 8:00 AM - 9:30 AM

1.5 CEs

- Understand the fundamentals of 4 interconnected strategies in order to implement them into marketing efforts to attract prospects to brand, culture and services
- Learn how to draw visitors to website and convert them into qualified sales leads
- Understand how the concept of "attract, convert, closes, and delight", in combination with marketing automation, can engage and nurture prospects

FACULTY

Nicole Wagner, Internet Marketing Director, Stevens & Tate Marketing

Education Sessions

65B Video, Video, Video...How to Use Videos to Capture and Nurture Leads

Tuesday, March 17; 1:30 PM - 2:30 PM

1.0 CEs

- Discuss why videos are a powerful media tool for building and nurturing trust and lasting relationships
- Review various video strategies that should be used in each stage of the buyer's journey to drive lead conversions
- Explore must-know video production basics for a lasting investment

FACULTY

Patty Cisco, CEO & Founder, Marketing Essentials

66C Clean Slate Project: Envisioning a New Future

Tuesday, March 17; 2:45 PM - 3:45 PM

1.0 CEs

- Discover how futurists in the fields of global research, technology, and healthcare are planning for the 55+ consumer
- Understand the drivers of change and how multiple markets are converging to force innovation in senior living
- Learn how innovative CEOs are using this innovation to redirect and reinvent their own organizations

FACULTY

JinHwa Paradowicz, AIA, LEED, AP BD+C, Senior Associate, Perkins Eastman

Jerry Walleck, Managing Principal, Perkins Eastman Architects

67C Website ADA Compliance - A Technical and Legal Exploration

Tuesday, March 17; 2:45 PM - 3:45 PM

1.0 CEs

- Understand the technical specifications and requirements for your website to meet various levels of the American Disabilities Act (ADA) certification
- Review legal case precedent that involves a current court case in which a senior living organization has been cited for not being ADA compliant
- Learn how to mitigate the risks of being targeted for settlements

FACULTY

Fran Palma, Senior Vice President Digital Strategies, Covenant Living Communities & Services

Peter Carlson, Assistant Legal Counsel, Covenant Living Communities & Services

68D How To Improve Your Marketing Messaging Through The Power of "Why"

Tuesday, March 17; 4:00 PM - 5:00 PM

1.0 CEs

- Develop the ability to help your organization articulate its core value in order to help you to define your audiences, and put your WHY on paper
- Understand the concept of selling to the emotional brain and how it differs from traditional marketing messaging
- Learn how to use language to articulate competitive advantages in a way that separates your organization from the competition

FACULTY

Dan Gartlan, President, Stevens & Tate Marketing

69E Empower Your Sales Team & Drive Occupancy Through Sales Enablement

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Understand where prospects are in the buyer's journey and learn how to provide them with relevant content as they move through the decision-making process
- Learn a step-by-step guide to create an effective, technology-enabled sales playbook
- Learn from real life examples of sales providers who have effectively leveraged sales enablement to enhance growth

FACULTY

Ann Runkle, Director of Sales Consulting, GlynnDevins

Sarah Dodge, Associate Director of Sales Enablement, GlynnDevins

70F Sales and Marketing Alignment: Best Practices for Increasing Revenue

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Explore why a change in how sales and marketing work together is necessary, and why the process of alignment is the optimal approach
- Analyze the 4 critical steps implemented to shift the sales and marketing culture in the organization
- Identify the measurements of success, and do's and don'ts of implementation

FACULTY

Patty Cisco, CEO & Founder, Marketing Essentials

Nadim AbiAntoun, Chief Operating Officer, Presbyterian Homes

71F Is it Time to Rebrand?

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Understand some of the indicators and factors to consider when determining whether it is time to rebrand
- Outline what impact rebranding has on an organization's sales and marketing efforts, and how to leverage rebranding efforts for occupancy/census/client/patient development via case study
- Address potential rebranding components, from the organization's name to their logo and branding standards and pitfalls to avoid

FACULTY

Jeremy Johnson, Executive Creative Director, Murdock

72G Perfecting The Media Mix: Balancing Online and Traditional To Drive The Best ROI On Your Spend

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Develop an understanding on how the numerous types of online and traditional media each has a role, and how to balance them together
- Learn how the levels of spending in each type of media should be adjusted based on organizations objectives, target audience and types of services and level of care offered
- Discover the importance of starting with a well-articulated strategy document to achieve leadership buy-in

FACULTY

Dan Gartlan, President, Stevens & Tate Marketing

73G The Power of Brand in an Increasingly Tech-Driven World

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Discover real-life examples of how other communities are successfully marketing their brand
- Gain a better understanding of what "brand" is and how to utilize it properly in a tech-driven world
- Use more effective targeting tools to help a customer make one of the most important decisions of their life

FACULTY

TBA, GlynnDevins

74H WOW 'Em with a Red Carpet Tour and Move-In Experience!

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CEs

- Identify ways to personalize the tour and move-in experience for prospects and new residents
- Understand how every team member can make red carpet first impressions
- Employ strategies for making new residents feel welcome in their new home

FACULTY

Donna Cutting, Founder & CEO, Red-Carpet Learning Systems, Inc.

75I Today's Digital Marketing Best Practice Do's & Don'ts

Thursday, March 19; 8:00 AM - 9:30 AM

1.5 CEs

- Define lifecycle marketing and the importance of understanding the buyer's journey
- Explore 15+ of the most commonly overlooked digital best practices that are significant to leads and search engines
- Discuss the importance of continuous improvement and technology necessary to support an optimal healthy digital program

FACULTY

Patty Cisco, CEO & Founder, Marketing Essentials

76J Your Biggest Profit Potential Lives in Your Sales and Marketing

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CEs

- Identify strengths and weaknesses of your sales and marketing team
- Discover industry trends and best practices that have been proven to work
- Differentiate when to use lead generation vs lead nurturing (in some cases speaking to two different audiences)

FACULTY

Matt Wilson, President, Murdock

Lisa Vellekamp, Marketing and Sales Consultant, Murdock



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Education Sessions

77K Successful Home Care Marketing and Operations: A True-Life Case Study

Thursday, March 19; 11:00 AM - 12:00 PM

1.0 CEs

- Understand what strategies worked to increase lead generation and ultimate business success
- Understand the flow of data from first contact to admission and the critical areas of conversion
- Learn how to use technology to assist in the overall customer experience and overall satisfaction

FACULTY

Fran Palma, Senior Vice President Digital Strategies, Covenant Living Communities & Services

Andy Schultz, National Director of Healthcare Sales, Covenant Living Communities and Services

Elizabeth McLaren, Vice President of Health Services Strategy, Covenant Living Communities and Services

78K Achieving Measurable Occupancy Improvements: A Best Practice Approach to Sales and Marketing

Thursday, March 19; 11:00 AM - 12:00 PM

1.0 CEs

- Understand the necessary sales and marketing processes that are essential for growth
- Describe the key metrics/performance indicators necessary to evaluate the daily and monthly activities and results of the sales and marketing staff
- Recognize the warning signs that may be evident to drive early interventions to head off serious occupancy crises

FACULTY

Cindy Olson, Vice President of Consulting Services, Health Dimensions Group

Operational Excellence

79A Turn Those Blurry Receivables into Clear Collections

Tuesday, March 17; 8:00 AM - 9:30 AM

1.5 CEs

- Review key items management should have in place to review and monitor revenue cycle performance
- Understand when the collection process starts and how to maximize your organization's ability to recover all monies owed on current and aging receivables
- Apply industry benchmarks to determine revenue cycle performance compared to state and national averages

FACULTY

Julie Bilyeu, Managing Director, BKD, LLP

Brian Stines, Attorney, Vanek, Larson & Kolb, LLC

Juli Pascoe, CPA, Partner, BKD, LLP

80A Deck to Deal During Crisis

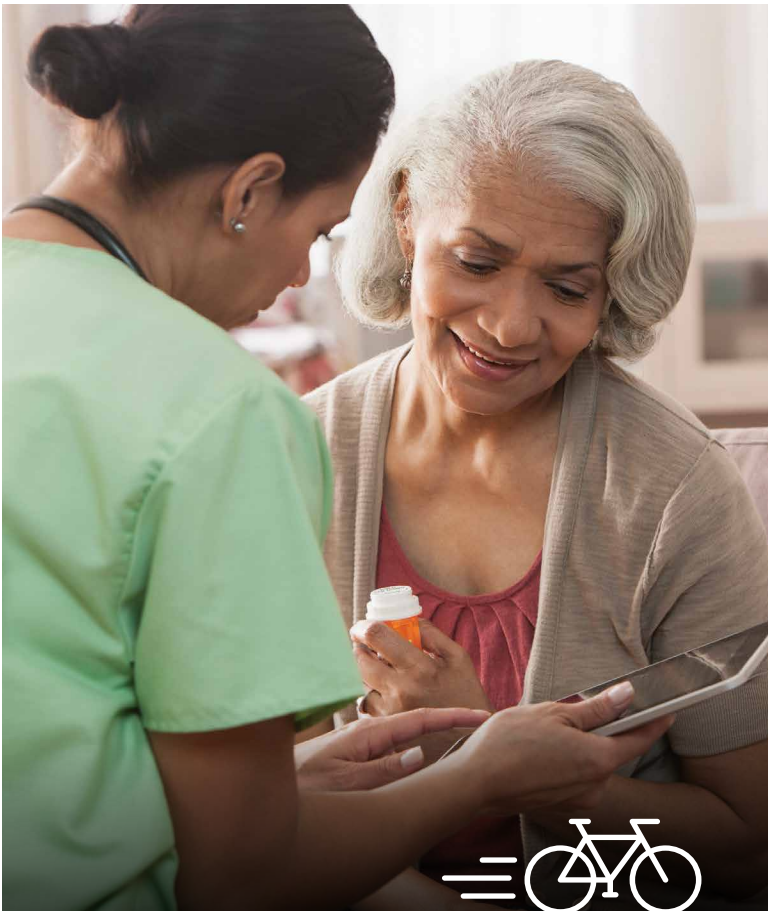
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1.5 CEs

- Learn what to do to prepare in advance for a crisis or incident
- Understand how to turn chaos into stability
- Discover how to mitigate a negative situation and find the ways to positive public opinion

FACULTY

Debra Sheridan, President, IVY Marketing Group



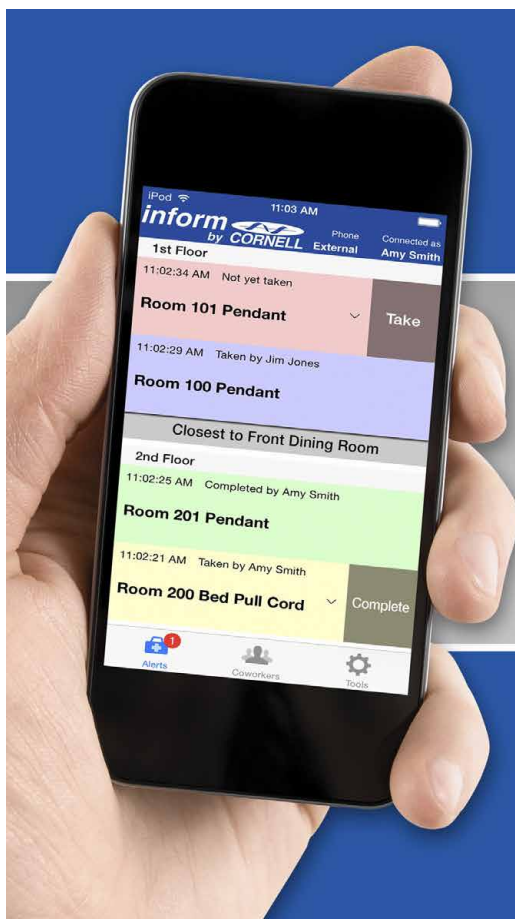
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Education Sessions

81B Owning the Outcomes: Understanding the Intersection of Quality, Finance, and Operations

Tuesday, March 17; 1:30 PM - 2:30 PM

1.0 CEs

- Demonstrate the correlation between quality metrics and financial and operational performance at a facility
- Learn the importance of conducting a facility review to determine potential cost savings without negatively impacting 5-Star rating
- Learn how to use prospective 5-star data to create actionable items to improve performance

FACULTY

Jeff Heitgerd, Principal, CliftonLarsonAllen LLP

Stephen Taylor, Principal, CliftonLarsonAllen LLP

82B From QRP to Med Reconciliation and Everything in Between: Patient Transitions Need Special Attention

Tuesday, March 17; 1:30 PM - 2:30 PM

1.0 CEs

- Explore the various components of transitions across healthcare settings
- Study the evidence behind best practices for safe transitions
- Create a game plan for safe transitions in your facility

FACULTY

Rajeev Kumar, MD, Chief Medical Officer, Symbria, Inc.

Aaron Hagopian, Director of Analytics, Symbria

83C Arriving at the Intersection of Quality and Cost-Effective Staffing

Tuesday, March 17; 2:45 PM - 3:45 PM

1.0 CEs

- Utilize payroll based journaling (PBJ) to evaluate the cost of the existing nursing staffing model
- Develop "what if" scenarios utilizing payroll-based journal
- Understand the impact of nursing staffing scenarios on star rating and staffing costs

FACULTY

Cindi Raymond, Principal, Healthcare Management Strategy & Operations, Plante Moran, PLLC

84C Utilizing Lean Six Sigma to Improve Quality, Reduce Cost, and Transform Your Culture

Tuesday, March 17; 2:45 PM - 3:45 PM

1.0 CEs

- Understand key philosophies, processes, and tools of Lean Six Sigma
- Identify how the practice of Lean Six Sigma can impact an organization
- Implement incremental small "wins" to achieve buy-in and demonstrate value

FACULTY

Pamela Bryan Kramer, BA, LPHt, Executive Vice President, Forum Extended Care Services

Joanne Cu, BS, MBA, LPHt, CHC, Vice President of Compliance, Forum Extended Care Services

85D Upping Your Clinical Game in Post-PDPM World

Tuesday, March 17; 4:00 PM - 5:00 PM

1.0 CEs

- Describe the 5 clinical programs that complement recovery for short term rehab patients
- Gain information and strategies for integrated therapy and nursing care areas
- Learn how to address complex patient populations through interdisciplinary collaboration to improve streamlined patient transitions

FACULTY

Sarah Wendel-Skjoldager, VP of Clinical Strategies, HealthPRO Heritage

86E PDPM & Phase 3 Rules of Participation..Now What? Using QAPI to Succeed in PDPM and RoP

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Understand key success measures for quality, experience, and cost
- Use Lean QAPI processes to check and modify work-plans
- Identify the impact of operational changes on the facility assessment

FACULTY

Cindi Raymond, Principal, Healthcare Management Strategy & Operations, Plante Moran, PLLC

Denise Gadomski, Partner, Healthcare Consulting & Reimbursement, Plante Moran, PLLC

Elizabeth McLaren, Vice President of Health Services Strategy, Covenant Living Communities and Services

87E The Armed Intruder/Active Shooter - Planning for and Responding to the Unthinkable

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Describe the 4 OUTs for survival in an Active Shooter/Armed Intruder
- Learn a decision-making model that helps the caregiver make the critical decision between personal safety and resident safety
- Describe the components of an Armed Intruder/Active Shooter Plan

FACULTY

Daniel Wilder, Vice-President of Operations, Sorensen, Wilder & Associates

88F Effectively Address the TOP Fire/Life Safety Code Findings

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Know how to identify fire life safety code violations
- Know how to effectively address the fire life safety code violations
- Receive the necessary tools to effectively reduce the occurrence of further fire life safety code violations

FACULTY

Lamar Davis, M.S., Senior Safety Engineer, Bravura Facility Management, LLC

89F Outcomes Still Rule the Day!

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Gain an understanding of how SNF's have embraced reimbursement change under PDPM and how/if they are leveraging new processes for success
- Understand insights garnered from the first quarter (Oct-Dec) data
- Learn best practices from early adopters that are showing success with outcomes and reimbursement

FACULTY

Rajeev Kumar, MD, Chief Medical Officer, Symbria, Inc.

Aaron Hagopian, Director of Analytics, Symbria

Linda Kolleng, Vice President Clinical Operations, Symbria

90G Facilities Planning: Strategies to Avoid Band-Aid Fixes

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Understand how to create a preventative maintenance plan
- Learn how to draft an annual maintenance budget
- Understand the value of technology in your EVS/Facilities department

FACULTY

Brit Vipham, Communications Director, ARCH Consultants, Ltd.

Frank Muraca, President, ARCH Consultants, Ltd.

Rick Paisley, Director of Resident Support Services, Friendship Village of Schaumburg

91G General Pest Control, Integrated Pest Management, and You

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Understand the concept and importance of IPM
- Gain awareness of general pests that afflict your industry, and commonalities and ways to manage them
- Learn best practice on how to collaborate with your pest manager to maximize your results and reduce your pest risk

FACULTY

John Kane, Division Entomologist & Technical Director, Orkin Pest Control

92H REFOCUS on Security, Balancing Protection, and Convenience

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CEs

- Realize the importance of security and convenience
- Understand the importance of a security mindset at your facility
- Understand how to implement the process and see the value of the end goal

FACULTY

Glenn Nixon, Security Specialist, Sorensen Wilder & Associates

Education Sessions

93H Designing Healthy Buildings? Mitigating Legionella Risks for Vulnerable Populations

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CEs

- Identify the risks associated with Legionella bacteria to residents in a senior living campus setting
- Learn the current strategies to mitigate Legionella risks
- Understand the evolving regulatory changes that will affect licensure in the future

FACULTY

Ryan Stahlman, Associate, Perkins Eastman

Ramu Ramachandran, AIA, LEED AP, Associate Principal, Perkins Eastman

Tom Buccheit, Principal, Managing Member, BRiC Partnership, LLC Consulting Engineers

Tom Hill, Technical Director, Eriksson Engineering Associates Ltd

95I ICD-10-CM Coding and Clinical Documentation for Patient-Driven Payment Model (PDPM)

Thursday, March 19; 8:00 AM - 9:30 AM

1.5 CEs

- Explain what PDPM is on a high level
- Describe the importance of ICD-10-CM coding for maximizing reimbursement in PDPM
- Explain how to implement a documentation improvement process in your organization that will support your reimbursement in PDPM

FACULTY

Tracey Jenkins, HIM Consultant, Carlin & Associates, LTD.

Doris Perry, RHIT, HIM Consultant, Carlin & Associates, LTD.

96J Why an Effective Compliance Program Matters - Having a Proactive Approach to Prevent Failures

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CEs

- Gain an understanding of how a proactive compliance program can be an early detector of potential compliance issues and how to manage the process when a compliance issue is identified
- Learn how to improve the effectiveness of a compliance program to assure a proactive approach to self-identification of potential issues
- Be able to implement the specific CMS regulations for Phase 3 of the SNF Final Rule, within the context of their current program

FACULTY

Dan Churchill, CFO and Compliance Official, The Admiral at the Lake

Angele Tran, OTR/L, CHC, CAPS, Director of Compliance, Friends Services Alliance

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Education Sessions

97J How to Prepare for a Major Debt Financing: A View from the Operator's Perspective

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CEs

- Identify and discuss the process and steps leading up to and through the debt process
- Learn techniques to prepare your operations and financial position to be attractive to the lending market
- Explore ways to 'tell your story'

FACULTY

Deborah Hart, CEO, Montgomery Place

Stephen Johnson, Managing Director, Ziegler Investment Banking

Matt Mule, Asst VP, Ziegler Investment Banking

98K Residents at the Reins

Thursday, March 19; 11:00 AM - 12:00 PM

1.0 CEs

- Understand the term resident-directed lifestyle
- Identify their current culture's comfort with sharing the reins
- Understand how and when consensus building can be a benefit

FACULTY

Nadia Geigler, NHA, CEO, The Admiral at the Lake

99K SPADES: Is Your Facility Playing With a Full Deck?

Thursday, March 19; 11:00 AM - 12:00 PM

1.0 CEs

- Verbalize the background and intent of the SPADES initiative
- Verbalize the standardized data elements included
- Implement a plan to improve data collection and compliance with the SPADES initiative

FACULTY

Caryn Adams, RN, MSN, RAC-CT, HCS-O, AHIMA

Approved ICD-10 CM Trainer, Director, Wipfli LLP

100K Strategies for Implementing Phase 3

Thursday, March 19; 11:00 AM - 12:00 PM

1.0 CEs

- Understand the required elements of Phase 3 and how they affect long term care's current policies and practices
- Analyze the components of the regulations that are new and those that are in addition to what is already in place
- Gain knowledge to be able to prepare staff members for the next phase of regulatory guidance for long term care

FACULTY

Leah Killian-Smith, Director of Quality and Government Services, Pathway Health Services, Inc.

Public Policy and Legal Issues

101A Mitigating Caregiver Turnover - A Look at How Contracts Can Help Reduce This Risk

Tuesday, March 17; 8:00 AM - 9:30 AM

1.5 CEs

- Learn how to best utilize existing contracts to maintain your homecare employee base
- Understand necessary updates to required client services contracts, with a focus on caregiver employment
- Understand how agreements with third-party vendors can be written to avoid caregiver turnover

FACULTY

Adam Guetzow, JD, Partner, Hinshaw and Culbertson, LLP

David Alfini, Partner, Hinshaw and Culbertson, LLP

Aimee Delaney, Partner and Labor and Employment Practice Group Leader, Hinshaw & Culbertson LLP

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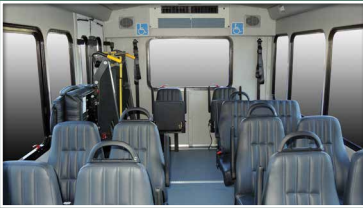


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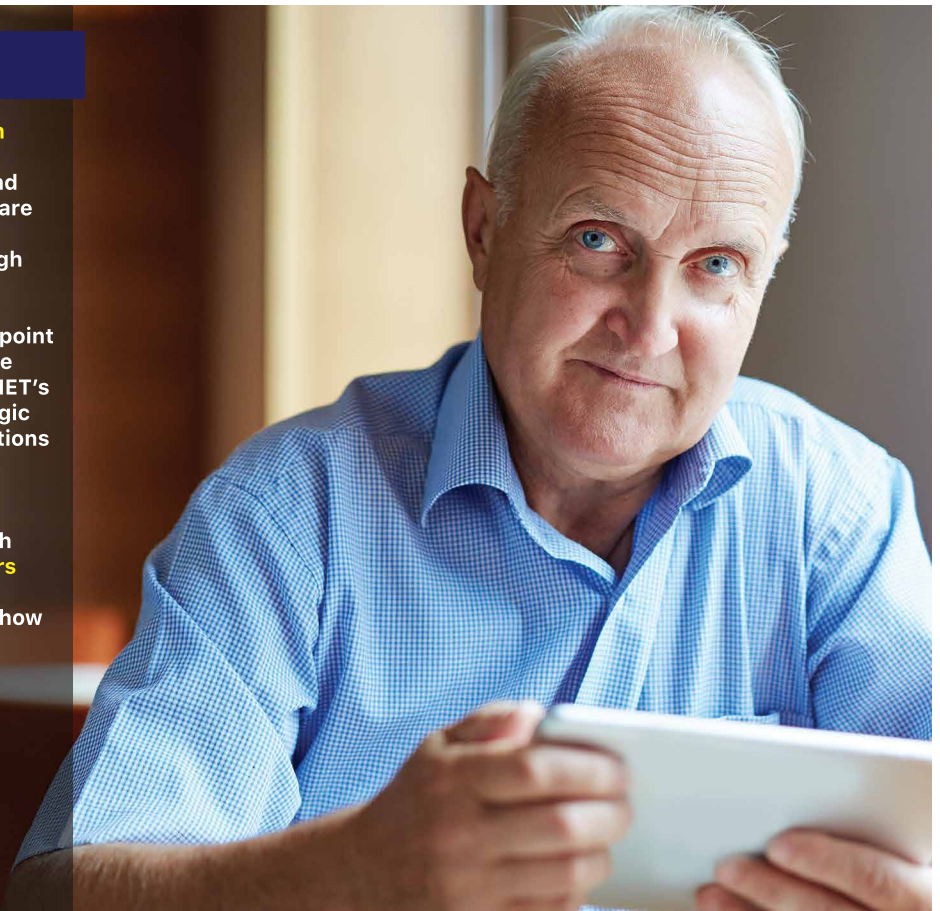
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Education Sessions

102A Successfully Navigating the Regulatory Landscape: A Former Surveyor's Perspective

Tuesday, March 17; 8:00 AM - 9:30 AM

1.5 CEs

- Describe the relationship between regulations, CMS's guidance to surveyors and facility generated policies and procedures and the impact each have on compliance decisions
- Describe 2 approaches to address inadequate documentation identified during the survey process
- Identify 3 strategies which contribute to a successful IDR

FACULTY

William Vaughan, Vice President, Education and Clinical Affairs, Remedi SeniorCare

103B What to Chart and When from a Legal Perspective: Good vs. Poor Charting, and Potential Consequences

Tuesday, March 17; 1:30 PM - 2:30 PM

1.0 CEs

- Learn about common mistakes made by the residential care facility with respect to charting
- Understand how common mishaps can turn a defensible case into an indefensible case
- Learn recommendations, best practices, and advice for educating staff on these common mishaps and how to best prevent them from occurring in the future

FACULTY

Michael Airdo, Partner, Kopon Airdo, LLC

Dorrie Seyfried, BS, MBA, LNHA, RN, Vice President, Senior Care Risk Management Services, IPMG

104B Assisted Living Update

Tuesday, March 17; 1:30 PM - 2:30 PM

1.0 CEs

- Examine the most current survey and compliance issues with IDPH staff
- Understand key areas to prepare for an AL survey
- Review dementia criteria and best practices to ensure regulatory compliance

FACULTY

Lynda Kovarik, RN, HFSN, Chief, Division of Assisted Living, Senior Public Service Administrator, Illinois Department of Public Health Division of Assisted Living

105C Managing Medicinal Cannabis in Your Community

Tuesday, March 17; 2:45 PM - 3:45 PM

1.0 CEs

- Summarize the law and policy in Illinois regarding Medical Cannabis
- Analyze issues communities must consider when determining how to address medical cannabis in its communities
- Discuss the relative requirements and concerns surrounding employment issues with employees who obtain medical cannabis registry cards

FACULTY

Meredith Duncan, Shareholder Attorney, Polsinelli PC

106D Who Are You Going to Call? Exploring the Various Decision-Makers and the Scope of Their Authority Over Disabled Adults

Tuesday, March 17; 4:00 PM - 5:00 PM

1.0 CEs

- Summarize the law surrounding agency in Illinois
- Analyze the hierarchy of agency so a provider can understand who's direction to follow
- Discuss mechanisms by which a facility can take action to ensure proper agency to assist its residents

FACULTY

Meredith Duncan, Shareholder Attorney, Polsinelli PC

107D Mental Illness & Related Disabilities in the Senior Living Workplace: Strategies for Legal Compliance

Tuesday, March 17; 4:00 PM - 5:00 PM

1.0 CEs

- Gain a working understanding of the state and federal laws governing disability discrimination
- Gain an understanding of the parameters for reasonable accommodation as it applies to mental illness
- Learn best practices for engaging in the interactive process to determine whether reasonable accommodation is possible

FACULTY

David Alfini, JD, Partner, Hinshaw & Culbertson LLP

Adam Guetzow, JD, Partner, Hinshaw and Culbertson, LLP

Aimee Delaney, Partner and Labor and Employment Practice Group Leader, Hinshaw and Culbertson, LLP

108E Advocacy Town Hall

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Learn about the latest legislative and regulatory issues impacting provider
- Engage in a dialogue about policy and advocacy considerations relevant to provider concerns
- Gain greater clarity and insight on the aging services policy priorities from both a state and national perspective

FACULTY

Presenters TBD

109F Nursing Home Policy Forum

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Understand the scope of Long Term Care regulatory oversight
- Identify current trending of Phase 3 Rules of Participation
- Explore ways to remain in compliance with rules

FACULTY

Connie S. Jensen, Division Chief Long Term Care, Illinois Department of Public Health

110F Supportive Living Program Update

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Receive information regarding administrative rule changes
- Learn about commonly cited non-compliance areas and how to prevent in your community
- Gain knowledge regarding recent issues impacting the Supportive Living Program

FACULTY

Kara Helton, SLP Coordinator, IL Department of Healthcare & Family Services, Bureau of Long Term Care

Sara Reardon, SLP Coordinator, IL Department of Healthcare & Family Services, Bureau of Long Term Care

111F Understanding Fair Housing Act Applications in the Design of Senior Housing and Care Communities

Wednesday, March 18; 1:30 PM - 2:30 PM

1.0 CEs

- Identify the seven requirements of the Fair Housing Act Guidelines
- Apply the Fair Housing Act requirements to various senior care community components (independent living, assisted living, memory care, skilled care)
- Distinguish differences between the FHA and ANSI standards, with a focus on application of the requirements to resident rooms and dwelling units

FACULTY

Steven Montgomery, AIA, LEED AP, Accessibility Specialist, LCM Architects

Randy Ifft, AIA, Accessibility Specialist, Associate Principal, LCM Architects

112G Proactive Updates - A Look at Best Practices for Updating Both Employee and Resident Handbooks in ALFs

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Understand new changes in law that require updates for employee handbooks
- Analyze best practices for disciplinary procedures
- Learn how to implement resident policies geared towards risk transfer

FACULTY

Adam Guetzow, JD, Partner, Hinshaw and Culbertson, LLP

David Alfini, Partner, Hinshaw and Culbertson, LLP
Aimee Delaney, Partner and Labor and Employment Practice Group Leader, Hinshaw & Culbertson LLP

113G CMS Enforcement Update

Wednesday, March 18; 2:45 PM - 3:45 PM

1.0 CEs

- Understand CMS most recent proposal to modify SNF certification requirements
- Understand the new top enforcement priorities for SNF providers
- Understand new guidance in key operational areas and what steps they should take to be compliant

FACULTY

Matt Murer, JD, Attorney, Polsinelli PC

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Education Sessions

114G Affordable Housing Update
Wednesday, March 18; 2:45 PM - 3:45 PM
 1.0 CEs

- Receive an insider's perspective on the federal government's likely hot topics for affordable housing policy and funding
- Explore opportunities to assert affordable housing for older adults as a priority issue in 2020 and beyond
- Discover insights on how the growing body of research at the intersection of affordable housing and services could impact federal policy

FACULTY

Linda Couch, Vice President, Housing Policy, LeadingAge

115H From Application to Move Out: Taking a Holistic View of What's Important
Wednesday, March 18; 4:00 PM - 5:00 PM
 1.0 CEs

- Identify the 5 high risk profiles through red flag characteristics
- Review and update the organization's application process to avoid problematic admissions
- Develop strategies for managing difficult family dynamics for admitted residents

FACULTY

Matt Murer, JD, Attorney, Polsinelli PC

Matthew Kelly, Associate Attorney, Polsinelli PC

116H The Nurse's Deposition: How to Prove the Best Care was Provided and Avoid Admitting the Opposite
Wednesday, March 18; 4:00 PM - 5:00 PM
 1.0 CEs

- Understand the litigation process in a lawsuit against a residential care facility, with a focus on depositions and their role in defending such a lawsuit
- Review residential nurse testimony can turn a defensible case into an indefensible case
- Acquire recommendations, best practices, and advice for advising staff when they have to give a deposition

FACULTY

Michael Airdo, Partner, Kopon Airdo, LLC

Dorrie Seyfried, BS, MBA, LNHA, RN, Vice President, Senior Care Risk Management Services, IPMG

Mollie Werwas, JD, Partner, Kopon Airdo, LLC

117I Maximizing Post-Incident Practices to Minimize Liability Risk
Thursday, March 19; 8:00 AM - 9:30 AM
 1.5 CEs

- Explain post-incident investigation strategies with a focus on root cause analysis
- Identify ways staff can communicate to express caring and empathy
- Describe defensive documentation that will support your efforts in the event of litigation

FACULTY

Lori Heilstedt, RN, MS, CPHRM, CPPS, Healthcare Safety Educator, Assurance

Rick Whittmer, Principal, Kitch Drutchas Wagner Valitutti & Sherbrook

Vivianne Adelagun, Clinical Director of Risk Management, Legacy Health Care HC

118I Ideas to Inspire: Provider Journeys Through our Changing Landscape
Thursday, March 19; 8:00 AM - 9:30 AM
 1.5 CEs

- Share updates on new opportunities through national policies and new models in the Center for Medicare and Medicaid
- Identify core elements necessary to succeed in new models
- Review examples of approaches post-acute, long-term services and supports, housing and/or HCBS providers are taking to adapt to new expectations for service delivery and optimize new payment models for success

FACULTY

Nicole Fallon, VP, Health Policy & Integrated Services; and Director, Center for Managed Care Solutions & Innovations, LeadingAge

119J IDPH Home Care Licensure Update
Thursday, March 19; 9:45 AM - 10:45 AM
 1.0 CEs

- Learn about the most common survey deficiencies
- Receive an update on new administrative rules including part 973, Alzheimer's Disease and related Dementia's Services Act

FACULTY

Jack Fleeharty, RN, Administrator, Home Nursing & Home Services Agency Licensing Program, IDPH

120J Hot Fair Housing Issues
Thursday, March 19; 9:45 AM - 10:45 AM
 1.0 CEs

- Identify key risk areas in admissions policies and review process
- Identify key risk areas in dining policies, the use of aids, and service and assistance animals
- Identify best practices for reasonable accommodations in your building

FACULTY

Matt Murer, JD, Attorney, Polsinelli PC

121J Preparing for HCBS and Other Supplemental Benefits in Medicare Advantage
Thursday, March 19; 9:45 AM - 10:45 AM
 1.0 CEs

- Understand how supplemental benefits can be offered by Medicare Advantage plans and the opportunities they create for HCBS, housing and LTSS providers
- Review LeadingAge toolkit to help you successfully navigate Medicare Advantage plans, including contracting, messaging your value, and outreach to plans
- Identify services and packages that may be attractive to Medicare Advantage plans

FACULTY

Nicole Fallon, VP, Health Policy & Integrated Services; and Director, Center for Managed Care Solutions & Innovations, LeadingAge

122K Informal Dispute Resolution: Finding Your Seat at the Table
Thursday, March 19; 11:00 AM - 12:00 PM
 1.0 CEs

- Describe 3 CMS mandated components of the IDR process
- Describe the differences between the informal dispute resolution process (IDR) and the independent informal dispute resolution process (IIDR)
- Identify what aspects of a deficiency should be critically analyzed to determine if it should be disputed

FACULTY

William Vaughan, Vice President, Education and Clinical Affairs, Remedi SeniorCare

Strategic Growth

123A Refocus Your Campus Vision: Planning with Capital Expenditures in Mind
Tuesday, March 17; 8:00 AM - 9:30 AM
 1.5 CEs

- Understand the importance of managing your existing assets
- Understand how a capital budget/forecast is developed
- Know how capital planning impacts organizations' long-range plans

FACULTY

Brit Vipham, Communications Director, ARCH Consultants, Ltd.

Frank Muraca, President, ARCH Consultants, Ltd.

124B Strategic Capital Planning: Real Answers for Real Problems
Tuesday, March 17; 1:30 PM - 2:30 PM
 1.0 CEs

- Learn the basics of facility assessments and capital budget planning, including the philosophies and methodologies of the process, and what to look for in consultants who perform this work
- Learn about new trends and technologies in building systems and equipment including upgrades that facilities can implement for increased energy efficiency and utilization of green technology
- Learn how facility assessments and establishment of a thorough capital repair and replacement budget position you to objectively model and validate a renovation, re-positioning, or replacement of a building or an entire facility

FACULTY

Doug McMillan, President, zumBrunnen, Inc.

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Education Sessions

125C Make No Small Plans: A Focused Discussion on the Redevelopment Process

Tuesday, March 17; 2:45 PM - 3:45 PM

1.0 CEs

- Understand the redevelopment process in order to avoid project black holes
- Navigate common redevelopment challenges with a collaborative team approach
- Implement redevelopment strategies which lead to successful projects

FACULTY

Michael Reed, Associate, Greystone Communities, Inc.

James Moyer, Partner, SAS Architects & Planners, LLC

Daniel Martin, Associate, SAS Architects & Planners, LLC

Jon Lindstrom, Associate, SAS Architects & Planners, LLC

Pat Gleason, First Vice President, Greystone Communities

Steve Brouwer, Project Executive, Pepper Construction Company

Neely Sadowski, Preconstruction Project Executive, Pepper Construction Company

Gary Conkin, Physical Assets and Project Lead, Lifespace Communities, Inc.

126D No Excuses: Strategically Creating a Modern Independent Living Environment

Tuesday, March 17; 4:00 PM - 5:00 PM

1.0 CEs

- Address strategic considerations evaluated to create a new campus living option aimed at a diversified consumer base
- Understand the challenges faced by the organization and project team and outline the key metrics that drive decision making
- Learn about the benefits and liabilities of assembling a team of diverse professionals early with the goal of creating a product that will appeal to future consumers

FACULTY

Jamie Timoteo, MBA, Senior Vice President, Plante Moran Living Forward

Dodd Kattman, Principal, MKM architecture + design

127E Active Adults: Moving Upstream to Attract the Younger Consumer

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Explore how to simultaneously capitalize on expertise in housing by attracting younger older adults into a community that helps cultivate, nurture, and secure fulfilling relationships with new consumers
- Understand why bringing an active adult lifestyle offering into nonprofits' strategic planning conversations is important for the future of nonprofit organizations
- Learn why making the shift to appeal to this active adult market now can be the difference between operators that remain competitive in the future and those that are left behind

FACULTY

Dana Wollschlager, Partner, Plante Moran Living Forward

Deb Reardanz, BS, MBA, CEO and President, Clark-Lindsey Village

128E Rental vs. Entrance Fee: Responding to Consumer Preferences

Wednesday, March 18; 8:00 AM - 9:30 AM

1.5 CEs

- Discover how a life plan community can successfully add a rental option to attract the large number of baby boomers who cannot afford to pay an entrance fee
- Analyze findings from consumer research on rental options in several market areas and explore obstacles you may encounter when launching a new rental product
- Gain insight into how the development, financing, and operation of rental projects differs from entrance-fee projects, and learn how to access junior capital, work with a lender, and maintain investor confidence throughout the process

FACULTY

Rob Love, President/CEO, Love & Company

Toby Shea, Partner, One Point Partners

William Carney, Managing Director, Ziegler

129F State of Senior Living 2020 and Beyond

Wednesday, March 18; 1:30 PM - 2:30 PM;
2:45 PM - 3:45 PM

2.0 CEs

- Review Ziegler's up-to-minute research findings in areas such as consumer demand, growth trends through partnerships and affiliation, HCBS campus repositions, and development and the rising workforce challenges
- Examine the current lending environment and senior living capital markets
- Address the implications for the changes taking place in the not-for profit senior living sector

FACULTY

Stephen Johnson, Managing Director, Ziegler

Panelists TBD

130H Should I Stay or Should I Go? Determining When To Renovate or Build New Skilled Care

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CEs

- Learn how other providers have re-invented their Skilled Nursing buildings to remain competitive
- Discover innovative ways that providers are transforming their care services through design and technology
- Explore the challenges and opportunities presented in re-positioning an existing building and the process for creating a master plan for your campus

FACULTY

Melissa Pritchard, AIA, NCARB, LEED AP bd+c, Senior Vice President, SFCS Architects

Curtis Jennings, Senior Associate, SFCS Architects

131H Not on MY Watch! Effective Strategies for Organizational Growth and Mission Sustainability

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CEs

- Learn how to consider and move forward with collaborative strategies
- Understand the many options of sponsorship transitions
- Learn strategies for doing it right and doing it well

FACULTY

Lynn Daly, Managing Director, BB&T Capital Markets

Karen Messick, Executive Director, United Church Homes Management

132I The Middle-Income Puzzle

Thursday, March 19; 8:00 AM - 9:30 AM

1.5 CEs

- Understand the spectrum of residents caught between too much and not enough
- Identify actionable ideas that can help your current or future community broaden your offering to attract those left out of the mix
- Understand what has been done thus far, the associated successes and failures, and what can be done to make current ideas work better

FACULTY

Chris Lee, Senior Living Designer, BLDD Architects, Inc.

Scott Likins, Principal & Director of Senior Living Design, BLDD Architects, Inc.

133J Adventures in Campus Repositioning

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CEs

- Learn the importance of identifying and confronting challenges faced by older building stock and how to create a viable reinvention plan
- Discover valuable information on how to repurpose existing buildings into transformed environments that meet market expectations, are financially viable and turn stale spaces into vibrant settings
- Receive a toolkit of design ideas and real-life reinvention recommendations that can be utilized in communities

FACULTY

Michael Martin, Managing Partner, RLPS Architects

Daniel Collins, Senior Associate, Eventus Strategic Partners

Kevin McGee, CEO, Smith Senior Living

Education Sessions

134K **The Evolving Senior Living Prototype: How to Design and Build Successful Communities Across the US**
Thursday, March 19; 11:00 AM - 12:00 PM
1.0 CEs

- Discuss the strategy for prototype planning as it applies to different levels of senior living care
- Learn how to design engaging communities that benefit both residents and employees
- Understand the nuances of building on urban and suburban sites, and other key considerations for site selection

FACULTY

Drew Roskos, Architect, HED

Bethany Crispin, Senior Vice President Construction, CA Senior Living

Workforce and Leadership Development

135A **Wrestling with Relationships: Fostering a Workplace that Strengthens the Teamwork Environment**
Tuesday, March 17; 8:00 AM - 9:30 AM
1.5 CEs

- Understand the factors that escalate conflict in the workplace and approaches to address disputes and hostility
- Understand the impact that self-awareness has on creating an environment that welcomes responsibility and accountability
- Initiate constructive interactions that promote effective problem-solving and an appreciative work environment

FACULTY

Claudia Blumenstock, LNHA, Founder/CEO, Copernicus, Inc.

136B **Follow Me**
Tuesday, March 17; 1:30 PM - 2:30 PM
1.0 CEs

- Learn how to use your leadership skills to improve your organization's outcomes
- Discover how to develop your staff to become exceptional leaders and retain your great employees
- Learn how to grow yourself and influence positive change within yourself and your staff

FACULTY

Steve Gilliland, Professional Speaker, Steve Gilliland, Inc.

137B **On the Job Training and Delegation: Coaching & Delegation**
Tuesday, March 17; 1:30 PM - 2:30 PM
1.0 CEs

- Recognize barriers to effective coaching
- Identify individual coaching style and its impact on coaching success
- Understand the necessary skills and a thorough process to delegate tasks so they are done correctly and efficiently

FACULTY

Candace Fisher, SPHR, Director, Organizational Development, HR Source

138C **On the Job Training and Delegation: Job Training**
Tuesday, March 17; 2:45 PM - 3:45 PM
1.0 CEs

- Understand what information needs to be provided to new or existing employees to ensure they are successful in performing their job responsibilities
- Analyze job tasks to create training for their employees
- Understand how to supply coaching and feedback techniques to monitor and encourage their employees' progress

FACULTY

Candace Fisher, SPHR, Director, Organizational Development, HR Source

139C **Framing and Fostering Crucial Conversations: How to Have a Voice and Authentic Dialogue with Respect**
Tuesday, March 17; 2:45 PM - 3:45 PM
1.0 CEs

- Understand the barriers that impact our ability to have difficult conversations
- Understand the use of root cause analysis in identifying the cause of conversation conflicts
- Employ skills to overcome impediments in the conversation process and strategies to create more transparent and authentic dialogue

FACULTY

Claudia Blumenstock, LNHA, Founder/CEO, Copernicus, Inc.

140D **On the Job Training and Delegation: Providing Performance Feedback**
Tuesday, March 17; 4:00 PM - 5:00 PM
1.0 CEs

- Identify aspects of goal setting, monitoring and documenting performance, and preparing for and delivering performance evaluations
- Learn skills needed to provide ongoing feedback
- Identify the elements that contribute to performance

FACULTY

Candace Fisher, SPHR, Director, Organizational Development, HR Source

141D **Creating a Culture of Innovation**
Tuesday, March 17; 4:00 PM - 5:00 PM
1.0 CEs

- Discuss proven strategies to leverage technology, processes and people to solve business problems
- Learn practical tips to engage leadership and employees to rethink practices to create efficiencies
- Capture innovative ideas and transform them into action

FACULTY

Waqqas Mahmood, Director Advanced Technology and Innovation, Baker Tilly

RoseAnn Abraham, Partner, Baker Tilly Virchow Krause, LLP

Jennifer Schwalm, Partner - Healthcare, Senior Services Leader, Baker Tilly Virchow Krause, LLP

Meredith Boyle, Senior Vice President of Strategic Initiatives, Mather LifeWays

142E **Leadership Ethics and Moral Management**
Wednesday, March 18; 8:00 AM - 9:30 AM
1.5 CEs

- Explore the structure of ethical decision making in leadership positions
- Analyze the administrative ethical issues in long-term care
- Develop a better understanding of the relationship between organizational leadership, staff responsibilities, and resident rights

FACULTY

Michael Gillette, PhD, President, Bioethical Services of Virginia, Inc.

143E **Extreme Makeover: New Hire Orientation and Onboarding Edition**
Wednesday, March 18; 8:00 AM - 9:30 AM
1.5 CEs

- Employ orientation and onboarding initiatives designed to get your new hires to buy into your organization's mission and service standards
- Analyze the critical role of department managers to ensure employees successfully integrate into their new jobs
- Acquire a comprehensive checklist to help align new and current staff with your culture

FACULTY

Donna Cutting, Founder & CEO, Red-Carpet Learning Systems, Inc.

144F **Internal Customer Service: Roll Out the Red Carpet for Your Staff**
Wednesday, March 18; 1:30 PM - 2:30 PM
1.0 CEs

- Identify key customer service strategies for improving employee retention and engagement
- Learn how to evaluate the gap between the employee experience you want to create and the one you currently provide
- Obtain actionable ideas for getting people engaged in your mission, excited to come to work and feel valued

FACULTY

Donna Cutting, Founder & CEO, Red-Carpet Learning Systems, Inc.

145G **Digital Recruiting Strategies for Attracting Today's Modern Senior Living Talent**
Wednesday, March 18; 2:45 PM - 3:45 PM
1.0 CEs

- Understand the challenges inherent in recruiting the modern workforce
- Identify the 4 steps of the recruiting funnel
- Apply digital best practices for each stage of the recruiting funnel

FACULTY

Patty Cisco, CEO & Founder, Marketing Essentials

Education Sessions

146H WeCare Connect: An Employee-Driven Retention Strategy

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CE's

- Understand what current industry employee turnover data is telling us we need to know about and from our employees
- Learn why it is critical to have a communication pipeline with your new hires and existing employees, how to implement one, and what to do with what you hear
- Learn about a tool that helps over 750 LeadingAge sites across the country combat turnover and other best practices from a panel of peer LeadingAge member organizations

FACULTY

Jon Golm, President, WeCare Connect

147H Transforming Culture by Transforming Service

Wednesday, March 18; 4:00 PM - 5:00 PM

1.0 CE's

- Understand the catalyst for and the process used to create a successful, sustained customer service program
- Understand how the customer service program must be integrated into an organization to change culture
- Understand the key success factors of a sustained customer service program

FACULTY

Michelle Kozloski, Vice President Human Resources, Covenant Living

148I Creating a Culture That Retains Employees: Emotionally Intelligent Skills You Can Implement Tomorrow

Thursday, March 19; 8:00 AM - 9:30 AM

1.5 CE's

- Evaluate team culture with the "Three Pillars of Culture" strategy
- Describe how to teach direct reports a coaching exercise to begin changing culture
- Implement SMART goals to lead culture change

FACULTY

Juliana Wilhelm, MA, LCPC, CEO, Capacity Leadership Center

149J Healthy Body, Healthy Life: A Journey to Work/Life Balance

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CE's

- Explain how stress affects work performance and how to identify stress in co-workers
- Develop a program which could help each team member be a high performer at work and equally happy at home
- Assemble a tool kit of resources and activities to help them put together their own Healthy Body, Health Life program

FACULTY

Rose Malcolm, Manager, Embrace Living Communities/Peace Memorial Manor

Mary Jo Porter, Assistant Manager, Embrace Living Communities/Peace Memorial Manor

150J In It To Win It: How To Attract, Engage & Retain Like A Champ Amidst Workforce Challenges

Thursday, March 19; 9:45 AM - 10:45 AM

1.0 CE's

- Gain a greater understanding of how peer organizations are tackling recruiting, hiring and retention issues, including the specific steps they took to overcome and win
- Learn insights and strategies from organizations across a range of industries, including keys to attracting workers and winning over Gen Y
- Learn from new research and data-driven strategies that highlight new insights into the senior care workforce

FACULTY

Lisa Fordyce, EVP, Enterprise Development, OnShift

151K Laughing at Stress

Thursday, March 19; 11:00 AM - 12:00 PM

1.0 CE's

- Define workplace stress and how our bodies/minds react to it
- Discover how humor, laughter and playfulness can positively impact our brain, body, health and resilience
- Practice techniques to increase the use of humor to address workplace stress

FACULTY

Mallori DeSalle, Director of SBIRT Implementation, Prevention Insights at Indiana University Bloomington

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Rates

Deadlines:

Early Registration Deadline..... **Monday, January 13, 2020**

Pre-registration (Standard) Deadline..... Monday, February 17, 2020

LeadingAge Illinois Provider Member Rates (Non-vendor)

Rates include employees from any provider (non-vendor) members. Employees can be from any MEMBER site within the same organization. **All rates are per person.**

Provider Member Rates (Non-vendor)

New Group Pricing Structure.

Savings are based on the Provider Organization Full Conference Rate (Provider Member Only)

	Early Rate	Standard Rate
Save \$200 per person when you send 5 or more.	\$399 pp	\$449 pp
Save \$250 per person when you send 10 or more.	\$349 pp	\$399 pp
BEST VALUE!!! Save \$300 per person when you send 15 or more.	\$299 pp	\$349 pp

Individual Full Conference Rate

Tuesday, Wednesday, Thursday	\$599 pp	\$649 pp
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Only Attending One Day

Daily Rates	\$299 pp	\$349 pp
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Provider Non-Member Rates (Non-vendor)

Full Conference Rate - Tuesday, Wednesday, Thursday	\$799 pp	\$849 pp
Daily Rate	\$349 pp	\$399 pp

Non-Exhibiting Vendor/Business Firms (Member)

Full Conference Rate - Tuesday, Wednesday, Thursday	\$899 pp	\$949 pp
Daily Rate	\$399 pp	\$449 pp

Non-Exhibiting Vendor/Business Firms (Non-Member)

Full Conference Rate - Tuesday, Wednesday, Thursday	\$1199 pp	\$1249 pp
Daily Rate	\$549 pp	\$599 pp

Exhibiting Vendor/Business Firms (Member, Additional Registrations)

Full Conference Rate - Tuesday, Wednesday, Thursday	\$599 pp	\$649 pp
Daily Rate	\$299 pp	\$349 pp

Exhibiting Vendor/Business Firms (Non-Member, Additional Registrations)

Full Conference Rate - Tuesday, Wednesday, Thursday	\$899 pp	\$949 pp
Daily Rate	\$449 pp	\$499 pp

Non-Exhibiting Business Member & Non-Exhibiting Non-Member Vendor Rates

Suppliers to the eldercare industry who are not exhibiting may choose a daily rate or full conference rate. Please note that suit-casing on the expo floor is not permitted. Violators will be escorted from the building.

Please note: If you have registered under the wrong fee category, you will be responsible for the difference and your order will automatically be changed to the correct amount.

Additional Rates

Resident/Honorary Member/ Spouse Rate

\$199 pp

Honorary Member – A cover letter stating the year you retired and the organization from which you retired MUST be attached to your registration form.

Board and Trustee Rate

Free

Board Members and trustees **NOT** employed by a provider or vendor can attend at no extra cost if employees from the organization are registered to attend. Just register under your organization's registration and indicate "Board Member". CE credit not provided.

Student Program

LeadingAge Illinois is excited to once again offer full-time, undergraduate or graduate students enrolled in an accredited college or university the opportunity to attend the 2020 Annual Meeting and Expo. The purpose of the program is to expose students to the many career opportunities that exist and introduce them to the cutting-edge practices and the transformational, forward-thinking leaders who are shaping the future of aging services. The students will have the opportunity to dialogue with member leaders throughout the conference, to have their questions answered and to hear about the career experiences of those currently working in the field.

The Student Program conference experience includes:

- Student orientation program (required)
- Opportunities to network with aging services professionals
- Attendance at two General Sessions
- Choice of 150+ education sessions
- 200+ product and service vendors in the Expo

Students must be at least 18 years of age to participate and must demonstrate proof of full-time student status. Conference registration scholarships are available to a limited number of students for the 3-day event. To register, please contact: info@leadingageil.org and include full name, school name, pending degree or program, address, phone, email and proof of full-time status.

Registration

What's Included?

Full Annual Meeting rates cover all educational sessions, Annual Meeting materials, coffee, lunches, and Tuesday night reception. Breakfast items will be available for purchase each morning.

Concurrent Educational Sessions

Register all attendees for concurrent sessions and food functions to avoid overcrowding and ensure adequate supply of on-site materials. Session numbers are listed by the program title and description in the brochure and should be indicated for each participant on the registration form.

Special Instructions for ONLINE and FAXED Registrations

We are unable to process registration forms received without payment. You may pay your registration fees by check or credit card.

Register at www.leadingageil.org or send your registration form to:

Registration Offices
Northern Illinois University (NIU) Outreach Registration
Swen Parson Hall, Room 140, DeKalb, IL 60115
Phone: 815.753.7922
Fax: 815.753.6900
outreachregistration@niu.edu

Registrations will not be accepted over the phone.

Please do NOT mail a form if you previously faxed your registration or registered online. This will result in a duplicate charge to your credit card, which will be refunded after the meeting takes place.

Checks should be made payable to NIU.

Registration cancellation:

Received by:	Refund:
February 17	Full refund less \$25.00 processing fee

We cannot issue refunds for cancellations received after February 17.

All cancellation requests must be made in writing by fax to 815.753.6900 or email outreachregistration@niu.edu

Registration modifications/additions

Modifications and additions to your registration order can be made by sending a detailed e-mail to: outreachregistration@niu.edu

Substitutions

Substitutions must be submitted in writing to outreachregistration@niu.edu by March 9. After this date all substitutions will be processed at on-site registration and will be charged a \$25.00 administrative fee per substitution. The original badge must be submitted at the time of the substitution in order to receive the new attendee badge.

Email Address Required for Each Attendee

An individual email addresses for **each** attendee is required. **Registered attendees will receive important conference information including schedule changes, reminders, and the handout link via e-mail.** For additional conference information, visit the LeadingAge Illinois website at <https://annualconference.leadingageil.org/2020/index.cfm>

Registration Confirmation

All pre-registered attendees will receive a confirmation by email. If an email address was not provided, then a confirmation letter will be mailed. If you do not receive a confirmation, contact NIU at outreachregistration@niu.edu. If there are mistakes on your confirmation, please fax or e-mail the changes to 815.753.6900 or outreachregistration@niu.edu.

Badges

Split/Share Registration Policy

Splitting or sharing a registration is not permitted. A registration must be used by the same person for each day(s) that the person is registered even if the person is able to attend only part of the program or annual meeting. **Badges will be mailed to the address listed on the registration form.**

Special Services

If you require special services or assistance, please describe your needs in writing and send via email to meetingservices@leadingageil.org. Additionally, for those with dietary restrictions, please check the "dietary restriction" lunch option on the registration form. **You must check the box on the registration form and provide an e-mail address at the time of registration.** You will be e-mailed with a link to indicate your request for an alternate meal. Not all restrictions may be accommodated.

Mother's Room

A mother's room will be located on the first floor of the conference center near registration in the hotel's first aid private room. The room will be equipped with a power source, chair and a refrigerator. A key will be needed for the room and can be signed out and back in at the CE/Information desk at registration. For questions, please e-mail meetingservices@leadingageil.org.

Photography and Video Release Statement

Sessions and activities may be photographed or video-recorded. Attendance at the annual meeting constitutes the consent of all attendees to the future broadcast, publication or other use of photographs or videos at the sole discretion of LeadingAge Illinois.

Registration Questions Regarding:

Registration questions should be directed to Northern Illinois University at 815.753.7922 or email to outreachregistration@niu.edu. Please reference LeadingAge Illinois registration in the subject line.

Direct all other meeting questions to meetingservices@leadingageil.org or call LeadingAge Illinois at 630.325.6170.

Support Your Association – Book Your Stay With LeadingAge Illinois!

Making your hotel reservation within the LeadingAge Illinois hotel room block allows the association to keep your registration costs low and continue to negotiate competitive hotel room rates for future Annual Meetings. **Be sure to save and mention LeadingAge Illinois when booking your hotel room to receive the discount.** Due to hotel policies, associations are held financially responsible for hotel rooms reserved but not actually occupied. *To save LeadingAge Illinois from penalty fees, it is imperative that our attendees reserve hotel rooms realistically and cancel with as much notice as possible.*

Hotel Accommodations

Renaissance Schaumburg Convention Hotel

1551 N. Thoreau Dr.
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847-303-4100

Our Schaumburg hotel accommodations boast stylish design and luxurious comfort. Located in an accessible hub with a sophisticated collection of retail and culinary options such as Sam & Harry's, IKEA and Woodfield Mall, this Schaumburg, Illinois hotel serves as an indigenous ambassador for entire Chicagoland area...and a gateway for the entire Midwest. Experience refined style at the Renaissance Hotel in Schaumburg where stunning design blends seamlessly with impeccable service.

Rates:

- Single/Double: \$183.00
- Triple/Quad: \$213.00

Parking: Renaissance Schaumburg Convention Center offers complimentary on-site open lot parking.

Renaissance Schaumburg Maps and Directions:
<http://www.marriott.com/hotels/maps/travel/chirs-renaissance-schaumburg-convention-center-hotel/>

Member Central Located in Focal Point of the Expo Hall

Come to the Focal Point (middle) of the Expo Hall to chat with staff and other members from LeadingAge Illinois. Here, you can ReFocus on all that your membership provides you:

- Learn about the latest LeadingAge Illinois programs and member benefits
- Discuss how you can get more involved in leadership and advocacy
- Find out about upcoming educational programs and resources
- Ask questions and share ideas with LeadingAge Illinois Staff and Advocates
- Pick up an application for LeadingAge Illinois Leadership Academy

Ways to reserve a sleeping room:

- Reserve on-line at: <https://book.passkey.com/go/LeadingAge2020>
- Call reservations at 800-468-3571 or 847-303-4100. When making a reservation, mention you are with the LeadingAge Illinois Annual Meeting & Expo.

Rooms at the Renaissance Schaumburg will be held until Monday, February 24, 2020 or until the block sells out. Once the room block has been sold out or the cut-off date has passed, group rates may not apply. All rates are per room, per night and are subject to the current state and local sleeping room tax. All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card.

- *Per hotel policy - deadline to cancel a reservation is 48 hours to arrival date at no penalty. If a reservation is cancelled after the 48 hours prior to arrival date, a full amount of the reservation will be charged for first night room & tax.*



IMPORTANT - BEWARE OF ROOM PIRATES!

The Renaissance Schaumburg Convention Center is the official host hotel for the LeadingAge Illinois Annual Meeting. Reservations should be made directly through our reservation link or by calling the hotel number listed. **The hotel will not solicit you to make a reservation.** If you provide your credit card to unauthorized vendors, your card could be compromised and you may not have a reservation when you arrive onsite.



LeadingAge Illinois Leadership Academy

[Join the Class of 2020-2021!](#)

Learning Themes

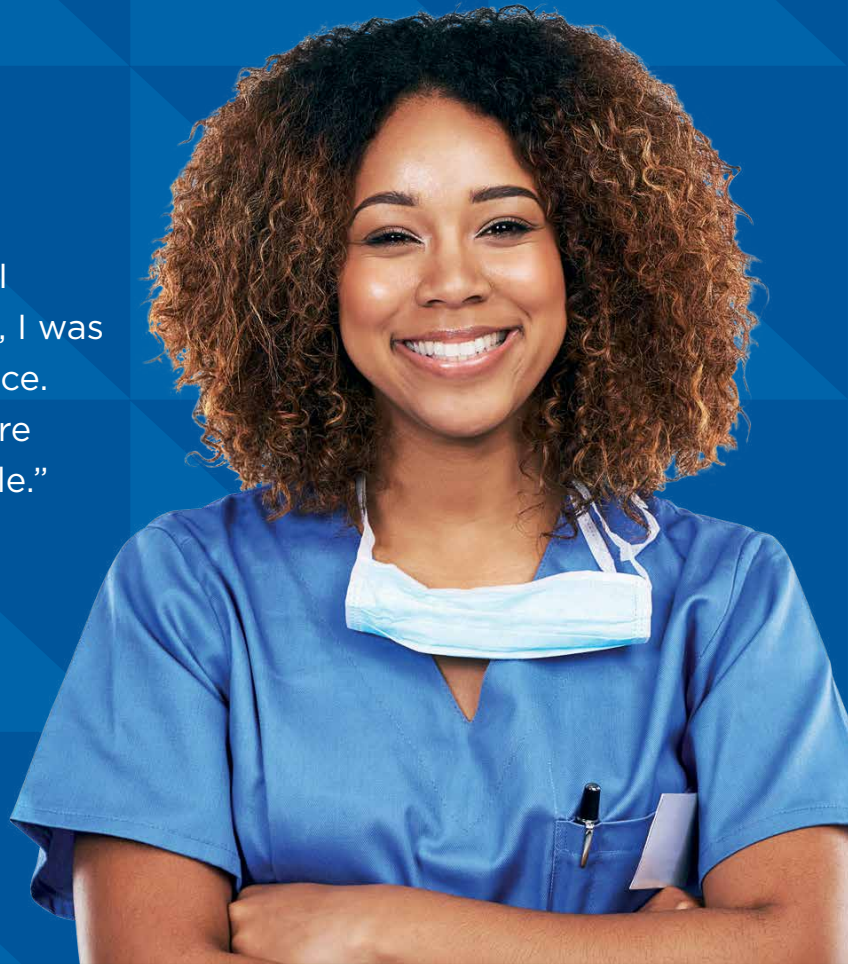
Finding Your Authentic Leadership Voice
Building and Leading Teams
Becoming a Visionary Leader
Discovering a Work/Life Balance

The LeadingAge Illinois Leadership Academy program is available to anyone who works for a LeadingAge Illinois provider member, irrespective of clinical or managerial experience. It is far more important for potential Fellows to demonstrate deep leadership potential within their organizations than it is for them to carry specific job titles.

Applications will be available in the Expo Hall at the LeadingAge Illinois Focal Point!

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MANAGING DIRECTOR
sjohnson@ziegler.com
312 596 1512

WILL CARNEY
MANAGING DIRECTOR
wcarney@ziegler.com
312 596 1535



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