

EDUCATIONS SESSIONS

Care/Services

101: What ALPs Can Do to Prevent Elopements

Wednesday, May 7 9-10 a.m.

- Identify modifiable reasons individuals will attempt to elope.
- Identify ways to predict elopement behaviors.
- Examine person-centered activities that will engage a person to keep them calm and satisfied in their safe environment to assist in reducing elopement risk.

Faculty: Kari Brizendine, Select Rehabilitation

202: Contemplative Strategies for Activities and Wellbeing

Wednesday, May 7 1-2 p.m.

- Employ mindfulness and heightened awareness in activities to enhance engagement and enrich sensory experiences for individuals coping with memory loss or dementia.
- Define Sacred Idleness and explain its benefits. Explore methods to seamlessly incorporate it into your resident's daily routines.
- Explore methods to incorporate Mindfulness, Awareness, and Sacred Idleness into your own daily schedule to help with burnout and compassion fatigue.

Faculty: Shane Hoffman, MA, ADC, Life Enrichment Director, Samaritan Bethany

105: Creating a Vibrant Culture through Multi-Dimensional Wellness & Activities Programming

Wednesday, May 7 9-10 a.m.

- Review the numerous benefits of integrating wellness into regular activities, including improved physical health, enhanced mental well-being, and a stronger sense of community.
- Discover insights on how to elevate traditional programs with wellness-focused elements, making them more engaging and impactful.
- Describe actionable tips and resources that participants can use to successfully incorporate wellness into their own activity calendars.

Faculty: Sarah Robertson, Aegis Therapies; Airianna Culler, Aegis Therapies

301: Socializing and Engagement: An important Part of Memory Care

Wednesday, May 7 2:15-3:15 p.m.

- Describe person specific ways to reduce unwanted behavior and reactions.
- Describe how to incorporate their job function into meaningful and functional activity that reduces boredom.
- Describe how to incorporate their discipline specific goals into functional day to day activities.

Faculty: Kari Brizendine, Select Rehabilitation

201: Prevent and Reduce Frail Elder Syndrome for Fall Reduction and Prevention

Wednesday, May 7 1-2 p.m.

- Define frail elder syndrome and frailty.
- Identify the debilitating characteristics of frailty that can be addressed to reduce or prevent frailty.
- Examine strategies that reduce and prevent falls for frail elders.

Faculty: Kari Brizendine, Select Rehabilitation

304: Books for the Bookends

Wednesday, May 7 2:15-3:15 p.m.

- Learn the benefits of using "kid" literature to engage older adults who have dementia or are reflecting on earlier chapters of their lives.
- Understand how rhythms, rhymes, illustrations, and simply told stories – familiar or new with validating subjects – promote fun and relaxation for residents, team, and families.

Faculty: Jenny Barlow, Friendship Village of Bloomington

EDUCATIONS SESSIONS

Care/Services

305: Practical Strategies for Managing Behavioral Health Needs of Nursing Home Residents

Wednesday, May 7 2:15-3:15 p.m.

- Understand symptoms of common mental health diagnoses.
- Establish strategies for management of behavioral health conditions.
- Identify available resources to assist with planning effective nonpharmacological interventions.

Faculty: Amber Jennings, EdD, Improvement Advisor/Systemwide Quality Improvement, Comagine Health

501: Developing and Maintaining a Positive Family Member Culture in Your Community Setting

Thursday, May 8 8-9 a.m.

- Explain the importance of open and transparent communication between staff and families.
- Review and summarize strategies for building trust and strong relationships with family members, and develop a plan to encourage family involvement in resident care and activities.
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Faculty: Catherine R. "Cat" Selman, Educator, Motivator, Communicator, Consultant, Author, The Cat Selman Company

401: Storytelling and the Resident Experience

Wednesday, May 7 3:45-4:45 p.m.

- Identify the benefits of sharing life stories for residents, families, and care teams.
- Examine free or inexpensive ways to collect and tell residents' stories, as well as fee-based products.
- Discuss effective ways to share stories to increase resident, family, and care team engagement.

Faculty: Jenny Barlow, Friendship Village of Bloomington

503: Tech-Savvy Senior Dining: Leveraging Social Media for Census Building

Thursday, May 8 8-9 a.m.

More information coming soon.

Faculty: Michelle Van Dorn, Martin Bros

407: Decolonization: A Proven Effective Tool in the Fight Against the Spread of Infection

Wednesday, May 7 3:45-4:45 p.m.

- Discuss multidrug-resistant organisms (MDROs) and their impacts in long-term care (LTC).
- Review effective infection prevention strategies that are utilized to prevent MDRO colonization and spread.

Faculty: Mary Cantu, BS RN, Medical Science Liaison, Medical Affairs, Medline Industries, LP

601: The Science of Caring: Evidence-Based Innovations for non-Pharmaceutical Dementia Care

Thursday, May 8 9:30-10:30 a.m.

- Gain insights into the latest research supporting non-pharmaceutical interventions in dementia care, including their impact on residents' well-being and quality of life.
- Discover a practical framework for assessing the credibility, usability, and scalability of emerging tools and technologies.
- Describe actionable strategies for integrating research-backed innovations into care models, fostering an environment of continuous improvement in dementia care.

Faculty: Valerie Larochelle, Eugeria

EDUCATIONS SESSIONS

Care/Services

602: CMS Revised Surveyor Guidance: Behavioral & Mental Health Supports

Thursday, May 8 9:30-10:30 a.m.

- Describe the key elements of the revised Surveyor Guidance.
- Identify the need for Mental Health Screenings and Assessments and learn how to identify and implement trauma-informed care practices.
- Understand the role of staff training in supporting behavioral and mental health.

Faculty: Catherine R. "Cat" Selman, Educator, Motivator, Communicator, Consultant, Author, The Cat Selman Company

603: If It Isn't Charted - It Didn't Happen!

Thursday, May 8 9:30-10:30 a.m.

- Review the CBDM Professional Standards of Practice regarding documenting in the medical record.
- Discuss different methods of charting.
- Discuss the importance of collaboration between Nutrition Services and Interdisciplinary Team.

Faculty: Jessica Weisbrich, Director of Nutrition Services, Oak Hills Living Center, MN

702: Deescalate, Ground, Cope: Staff Interventions for Trauma-Informed Care

Thursday, May 8 1:45-2:45 p.m.

- Explain the importance of open and transparent communication between staff and families.
- Review and summarize strategies for building trust and strong relationships with family members, and develop a plan to encourage family involvement in resident care and activities.
- Review conflict resolution techniques to address concerns and misunderstandings.

Faculty: Catherine R. "Cat" Selman, Educator, Motivator, Communicator, Consultant, Author, The Cat Selman Company

Public Policy & Legal

102: Life Safety Code for NF & AL

Wednesday, May 7 9-10 a.m.

- Provides an update on life safety code survey trends and regulations in nursing homes and assisted living programs.
- Describe deficiency trends cited during life safety code surveys.
- Outline regulatory requirements for commonly cited deficiencies to assist with compliance.

Faculty: Amy Fratzke, Iowa Department of Inspections, Appeals, & Licensing

203: Difficult Families

Wednesday, May 7 1-2 p.m.

More information coming soon.

Faculty: Jason Lundy, IceMiller LLC

302: Policy Matters: Ensuring Compliance and Quality Care in Long-Term Care Facilities

Wednesday, May 7 2:15-3:15 p.m.

- Understand the statutory and regulatory requirements for policies and procedures in long-term care facilities.
- Learn best practices for drafting policies tailored to the unique operational and clinical needs of your facility and residents.
- Develop strategies for training, supervising, and supporting staff to ensure consistent adherence to facility policies and procedures.

Faculty: Mollie Werwas, Airdo Werwas, LLC; Michael Airdo, Airdo Werwas, LLC

EDUCATIONS SESSIONS

Public Policy & Legal

402: Managing the Employee Lifecycle

Wednesday, May 7 3:45-4:45 p.m.

- Identify best practices for reducing liability during recruitment, including avoiding discriminatory practices and ensuring thorough pre-employment screening.
- Learn how to create and implement clear, enforceable policies that comply with employment laws and support organizational goals.
- Explore practical strategies for managing employee separations to mitigate risks of wrongful termination claims and protect facility reputation.

Faculty: Michael Airdo, Airdo Werwas, LLC; Mollie Werwas, Airdo Werwas, LLC

606: AL & Adult Day Update – DIAL

Thursday, May 8 9:30-10:30 a.m.

- Provide assisted living and adult day providers with updates on recent monitoring visit trends and changes from the State survey agency.
- Identify common insufficiencies and trends of AL and Adult Day surveys.

Faculty: Catie Campbell, Iowa Department of Inspections, Appeals, & Licensing

406: Legal Updates for Aging Services

Wednesday, May 7 3:45-4:45 p.m.

- Discuss current legal trends in the area of surveys and citations.
- Review current legal trends in the area of licensure and other laws affecting long-term care.
- Identify hot legal topics and trends in long-term care.

Faculty: Alissa Smith, Dorsey & Whitney LLP; Rebecca Brommel, Dorsey & Whitney LLP

703: Mental Health and the Workplace: An Employer's Guide to Compliance

Thursday, May 8 1:45-2:45 p.m.

- Gain an understanding of the state and federal law implicated when presented with an employee's mental health condition in the workplace.
- Gain an understanding of the balance of rights and obligations when managing leave or other requests for accommodation.
- Learn best practices for compliance.

Faculty: Aimee Delaney, Hinshaw & Culbertson LLP; Amanda Tzivas, Hinshaw & Culbertson LLP

502: Guidance to Action: Enhancing Healthcare Compliance with OIG Recommendations

Thursday, May 8 8-9 a.m.

- Describe the key components of the OIG General Compliance Program Guidance and how it applies to healthcare providers.
- Identify common risk areas within healthcare compliance, such as fraud, waste, and abuse, and understand how to assess these risks in their own organizations.
- Apply best practices for developing, implementing, and maintaining a compliance program that aligns with OIG recommendations.

Faculty: Karla Dreisbach, Friends Services Alliance

EDUCATIONS SESSIONS

Strategy & Operations

103: Strategic Planning for Aging Services: A Roadmap for Managing Your Own Approach

Wednesday, May 7 9-10 a.m.

- Summarize the role of strategic planning as an organizational imperative.
- Explore the three essential steps in any planning process and key work for each step.
- Review the roles of governance and leadership in a planning process.

Faculty: Andy Edeburn, MA, Founder and Managing Partner, Elder Dynamics

206: Exploring Innovation and Change for Aging Services

Wednesday, May 7 1-2 p.m.

- Describe digital transformation and how it applies to aging services.
- Summarize leading technologies for aging services organizations.
- Discuss approaches to innovation and partnering with other organizations.

Faculty: Andy Edeburn, MA, Founder and Managing Partner, Elder Dynamics

106: Marketing Solutions for Success in Senior Living- Review the State of Marketing in 2025

Wednesday, May 7 9-10 a.m.

- Discuss the challenges the senior living industry faces to uniquely set themselves apart from the competition
- Learn about marketing trends for senior living communities that are evolving to meet the needs of an aging population while incorporating modern marketing strategies.
- Discover the customer journey mapping, identify key touchpoints for senior living campaigns, and participate in group exercises on creative marketing strategies.

Faculty: Melissa Smalley, Marketing Essentials

303: AI's Biggest Questions, Myths and Mysteries

Wednesday, May 7 2:15-3:15 p.m.

- Discover the newest AI tools and how to stay on top of new AI technology and opportunities.
- Understand why AI makes up facts and how to combat misinformation.
- Examine the issue of data privacy.

Faculty: Beth Ziesenis, Author, Speaker, Your Nerdy Best Friend

204: Unleashing Creativity In Marketing- Stand Out In A Competitive Environment

Wednesday, May 7 1-2 p.m.

- Learn to navigate the marketing landscape and capture the attention of your prospects.
- Discover tactics to move your potential resident through the pipeline.
- Learn how to use creative marketing strategies to make a difference.

Faculty: Melissa Smalley, Marketing Essentials

403: Beyond ChatGPT: 24 Fabulously Fresh Ways to Use Generative AI in Aging Services

Wednesday, May 7 3:45-4:45 p.m.

- Create a list of the very latest and greatest AI tools.
- Discuss Ideas from your peers on best practices and use cases.
- Discuss how to create content in a flash.

Faculty: Beth Ziesenis, Author, Speaker, Your Nerdy Best Friend

EDUCATIONS SESSIONS

Strategy & Operations

505: What Leaders Need to Know in Times of Financial Distress

Thursday, May 8 8-9 a.m.

- Strategies for monitoring and understanding key financial performance indicators.

Faculty: Kimberly T. Boike, Principal, CHUHAK TECSON

701: Technology Opportunities in the Industry: What's New, What's Great, What Works in Dining

Thursday, May 8 1:45-2:45 p.m.

- Gain insights into how to optimize dining technology and identify proper matches in which technologies to use.
- Identify and understand common barriers that impact the effectiveness of integrated technologies.
- Learn practical methods for staying current and determining which technologies are most needed to support dining operations.

Faculty: David Koelling, Strategic Dining Services; Eric Wong, Compass Group

604: Managing the Complexities of Managed Care

Thursday, May 8 9:30-10:30 a.m.

- Define the current managed care landscape.
- Identify the core components for a successful managed care relationship.
- Identify the benefits of post-acute care network membership.

Faculty: Arlene Jaroscak LNHA, RN, CDP, Senior Vice President of Network Management & Quality Carolyn Roten, Partner, Strategic Health Care

704: Growth Strategies: The Not-for-Profit Senior Living Imperative

Thursday, May 8 1:45-2:45 p.m.

More information coming soon.

Faculty: Matt Mulé, Ziegler

607: Incentives 101: Expanding Your Compensation Toolkit

Thursday, May 8 9:30-10:30 a.m.

- Understand the forms and structure of incentive compensation.
- Gain tips and tools for designing and managing an incentive program tailored for your organization.
- Assess your organizational readiness while considering what contributes to a successful program.

Faculty: Cathy Schweiger, CliftonLarsonAllen LLP

EDUCATIONS SESSIONS

Workforce & Leadership Development

104: Integrated teams contain a Rainbow of Talent

Wednesday, May 7 9-10 a.m.

- Analyze the four different brain colors and the strengths and preferences of each.
- Compare the communication differences between the different color personalities and identify the best communication style of each.
- Discuss the different outcomes using strategic communication methods during role-play of healthcare work scenarios.

Faculty: Ingrid Provident, Select Rehabilitation

404: Every Mind Matters Creating Workplaces and Communities Where Every Person Thrives

Wednesday, May 7 3:45-4:45 p.m.

- Explore a new perspective on what mental health truly means and how it is perceived in society.
- Apply a self-literacy framework to personal mental health practices.
- Design and propose inclusive mental health strategies for diverse teams.

Faculty: Nora Plambeck, Agile Mindfulness

205: Developing Your Personal Power

Wednesday, May 7 1-2 p.m.

- Define positional vs. personal leadership power and recognize how each impacts team dynamics and engagement.
- Identify current strengths in personal leadership and areas of opportunity to enhance influence within your team.
- Explore practical tools and techniques to cultivate personal power through active listening, building trust, demonstrating integrity, and fostering a shared vision with the team.

Faculty: Candace Fisher, HR Source

405: The “Big 4” to creating more storytellers for your organization!

Wednesday, May 7 3:45-4:45 p.m.

- Discover how to build a welcoming culture where everyone feels valued and appreciated.
- Understand the importance of developing Standards of Excellence that define your organization's unique brand of service and ensure consistent delivery.
- Identify what Impact Points are and how they are utilized to enhance the overall resident experience by seeing your organization through the lens of your customers.

Faculty: Bob Pacanovsky, The Black Tie Experience

306: Tackling Tough Talks

Wednesday, May 7 2:15-3:15 p.m.

- Discuss the tools to create a productive, effective conversation that produces results.
- Discuss how to navigate those tricky conversations with confidence and clarity while ensuring every interaction is constructive.
- Discover how to turn an “I can’t...” into an “I can...”!

Faculty: Candace Fisher, HR Source

504: Resiliency Recipe - Eldercare

Thursday, May 8 8-9 a.m.

- Identify the stages of burnout and recognize early warning signs, or your own well-being and that of your colleagues.
- Review practical strategies for preventing and recovering from burnout in a demanding work environment.
- Discuss the importance of fostering a resilient workplace culture to support well-being and reduce burnout.

Faculty: Tammy Rogers, BecomeMore Group

EDUCATIONS SESSIONS

Workforce & Leadership Development

506: Igniting Selfless Leadership: A Spark for Organizational Success

Thursday, May 8 8-9 a.m.

- Discover the 8 Sparks that characterize a selfless leader, and explore practical strategies for implementing these qualities in daily work interactions to foster a positive and productive work environment.
- Gain a clearer understanding of the fundamental distinctions between “leadership” and “bossship”, focusing on the distinct roles, responsibilities, and behaviors associated with each.
- Identify the four critical questions that employees typically think of, but never ask a leader to assess their trustworthiness, competence, care, and inspiration, and understand how these questions influence employee engagement and loyalty.

Faculty: Bob Pacanovsky, The Black Tie Experience

608: What's the 411?: Intersection of Identity, Social Justice, and the Equality Imperative Part 1

Thursday, May 8 9:30-10:30 a.m.

- Understand how diversity and individual differences influence behaviors and healthcare delivery.
- Assess and enhance your own intercultural competence to improve care.
- Gain a deeper understanding of key concepts like diversity, inclusion, social justice, and the impact of power, privilege, oppression, and injustice in healthcare settings.

Faculty: Debra Carr, Carr & Associates

507: From Words to Waves: Coaching & Communication Strategies That Transform Lives

Thursday, May 8 8-9 a.m.

- Discuss how to transform everyday conversations into Coaching Moments of Impact.
- Describe how to enhance team communication through coaching.
- Discover how to empower residents through coaching conversations.

Faculty: Vanessa Howell, The Howell Solution

705: How to Communicate With Authority

Thursday, May 8 1:45-2:45 p.m.

- Identify the tone of voice and body language that best support how you want to be perceived.
- Identify techniques to enhance your credibility, authority and messaging.
- Determine how to practice utilizing these techniques for improved communications.

Faculty: Carol Moore, Carol Moore Presents

605: Optimizing Aging Services Outcomes Through Self-Awareness

Thursday, May 8 9:30-10:30 a.m.

- Recognize Personal Strengths and Blind Spots.
- Enhance Communication Skills Through Self-Awareness.
- Learn How to Self-Manage and Modify to Maximize Outcomes/Results.

Faculty: Jenn Peterson, BecomeMore Group

706: What's the 411? Intersection of Identity, Social Justice, and the Equality Imperative Part 2

Thursday, May 8 1:45-2:45 p.m.

- Understand how diversity and individual differences influence behaviors and healthcare delivery.
- Assess and enhance your own intercultural competence to improve care.
- Gain a deeper understanding of key concepts like diversity, inclusion, social justice, and the impact of power, privilege, oppression, and injustice in healthcare settings.

Faculty: Debra Carr, Carr & Associates

TIMELY SESSIONS

Strategy & Operations

207: Facility Assessments and the Future

Wednesday, May 7 1-2 p.m.

*Faculty: Rob Milam, CEO,
zumBrunnen*

307: Capital Planning and Unexpected Needs

Wednesday, May 7 2:15-3:15 p.m.

*Faculty: Chad Kunze, CPA,
Principal, Health Care and Life
Sciences, CLA (CliftonLarsonAllen)*