

ADVANCE CONFERENCE PROGRAM

LeadingAge[®]
Illinois



Evolution

2022 ANNUAL MEETING & EXPO

Renaissance Schaumburg Convention Center – Schaumburg, IL

May 17-18, 2022



STATE PARTNER

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Key Deadlines

Early Registration Deadline	Thursday, March 17, 2022
Pre-Registration (Standard) Deadline	Tuesday, April 19, 2022
Cancellation/refund deadline	Tuesday, April 19, 2022
Hotel cut-off dates	Tuesday, April 26, 2022
No Fee Substitution	Monday, May 9, 2022

Visit leadingageil.org/annual-conference to register and to view updates, the exhibitor list, and more.

Annual Meeting and Expo Schedule

	Tuesday, May 17	Wednesday, May 18
7:45 AM - 8:30 AM	Coffee (Breakfast items for sale)	
8:30 AM - 10:00 AM	 General Session and Keynote Address John Cochrane	 General Session, Keynote Address, and Honoring Excellence Awards Christopher Ridenhour
10:30 AM - 11:30 AM	Breakout Session	
11:30 AM - 1:30 PM	Exhibit Hall Open	
11:30 AM - 1:30 PM	LeadingAge Illinois membership table	
11:45 AM - 12:45 PM	Lunch in Expo Hall	
1:30 PM - 2:30 PM	Breakout Session	
2:30 PM - 2:45 PM	Break	
2:45 PM - 3:45 PM	Breakout Session	
4:00 PM - 5:00 PM	Breakout Session	
5:00 PM - 6:30 PM	Opening Reception	

Save the date for next year!
 2023 Annual Meeting and Expo
 March 7-8, 2023
 Renaissance Schaumburg Convention Center and Hotel

Keynote Address

Tuesday Keynote Speaker



Embracing Disruption: Finding Hope, Facing the Challenge, and Realizing Opportunity

Challenges brought about by the pandemic, along with changes in consumer expectations, labor shortages, supply chain disruptions, and inflation, are creating disruption on a scale we never anticipated. And yet, despite the challenges, we have never been more relevant or more needed. Out of the chaos will emerge the greatest opportunities we have seen in our lifetimes to change the perception of our industry and position ourselves as great places to work, live, play, explore, heal, and grow. Join John Cochrane as we begin a conversation about transforming our field, reaching more people, and growing our missions in new and relevant ways.

Participants will:

- Understand what it means to take an honest assessment of the current situation
- Acknowledge challenge while identifying and embracing opportunities made available in disruptive times
- Be prepared to lead teams and stakeholders in building the future

John Cochrane is President and Chief Executive Officer of HumanGood, the seventh-largest nonprofit senior living provider in the country, with 22 life plan communities and 97 affordable housing communities in eight states. Previously, John was chief operating officer for Lifespace Communities. After earning his bachelor's degree in political science from Northern Illinois University, he earned his law degree from Northwestern University.

Wednesday Keynote Speaker



Living That Website Life!

The sun always shines on the organization's home page. Every featured leader and employee epitomizes a team-first eagerness to serve and create "WOW" experiences. Realistically, as you walk through the halls, does everyone, across culture and class, reflect that website glow?

With the best of intentions, we invite folks to bring their "whole selves" to work, without any additional details or direction. The cacophony of worldviews, life-histories, personalities, and varying degrees of neuroses overtake our culture. Unfocused, nonspecific cultural goals and accountabilities results in groups of people getting lost in the gap between the website's aspirations and the reality of departmental life. The secret sauce is harmonizing the hundreds of disparate competing beliefs, behaviors, and individual cultures.

Participants will:

- Experience and practice the skills necessary to influence leaders to embrace change and thrive during chaos
- Identify the phenomena within organizational structures and cultures that prevent institutionalizing "Acceptance" and honoring "Difference" in positive and productive ways
- Analyze existing organizational events, traditions, and structures for opportunities to add content and strategy

Christopher Ridenhour has led wholesale culture change as the Chief Learning Officer for two multi-site healthcare companies over the last two decades. His primary responsibilities involve building Corporate Universities and "actionizing" the Mission, Vision, and Values into daily commitments. He is a perennial presenter at Pioneer Network, LeadingAge, Argentum, AHCA/NCAL, NADONA, and AHE.



LeadingAge
Illinois
Leadership Academy

Join the Leadership Academy class of 2022-23!

Are you looking to develop and transform your leadership skills? Do you want to learn how to influence and implement change within your organization?

The LeadingAge Illinois Leadership Academy was created to develop leaders who are passionate, empowered, visionary, and committed to life-long learning so they can successfully advocate for older adults while evoking excellence within their organization.

Applications will be available on-line only in March. Visit leadingageil.org/leadership-academy/ for an application and program details.

Learning Themes

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

WHAT'S NEW FOR 2022?

- Proof of vaccine required to attend meeting
- All participants must wear a mask
- Conference is 2 days and begins with the keynote at 8:30 am each day (earn up to 2 CEs)
- Five session tracks with over 70 sessions (earn up to 8 CEs)
- Campfire Program in the Expo Hall on Tuesday (1 CE offered)
- Networking in the Expo Hall on Wednesday (1 CE offered)

A MESSAGE FROM THE BOARD CHAIR

COVID-19 is the ultimate disrupter and, after 2 years, the field of senior care has evolved. How we serve older adults has evolved, too. Though so much has changed, the need to connect with each other endures. We still need to be informed and find opportunities to develop our organizations and industry so that we can continue to serve and support.

After a three-year hiatus, we are happy to offer the return of the in-person Annual Meeting & Expo. We've trimmed the conference down to 2 days, with over 70 sessions in 5 tracks. At just \$299 per person for a member provider and offering up to 12 CEs, the conference provides significant value!

This year's Annual Meeting offers everything that you've come to expect. Through knowledgeable speakers and industry experts, quality education, exhibitors, networking, and the Opening Reception, you'll find what you need to serve, support, and evolve. I can only imagine the enthusiasm and excitement we'll all feel seeing each other again.

Thank you for your stamina, passion, care, and fortitude these past two years. Together, we can continue to advance excellence and innovation in adult life services during the pandemic and beyond.

In gratitude,



Michael Mutterer
Chair, LeadingAge Illinois

THANK YOU

LeadingAge Illinois would like to thank the following members who so generously gave of their time to help develop the 2022 Annual Meeting's educational agenda.

- Terri Bowen, King-Bruwaert House
- Dawn Cohn, Addolorata Villa
- Mark Dubovick, The Admiral at the Lake
- Mordechai Finkel, Greek American Rehab & Nursing Centre
- Michelle Hart-Carlson, Oak Trace
- Mark Jeffries, Alton Memorial Rehabilitation & Therapy
- Deena Karno, Friendship Village of Schaumburg
- Karen Miller, King-Bruwaert House
- Karen Phipps, Providence Life Services
- Megan Tengerstrom, Providence Life Services



Opening Reception

It's been 3 years since our last in-person Annual Meeting and we can't wait to see you! We hope you join us at our Opening Reception to catch up with friends, sample hors d'oeuvres, partake in the cash bar, network, and enjoy some music and fun.

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

Visit www.leadingageil.org to register

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, May 17, 2022

General Session

8:30 AM – 10:00 AM

Embracing Disruption: Finding Hope, Facing the Challenge, and Realizing Opportunity
John Cochran

C-Suite Executive and Trustee Event (4 sessions) (Invitation Only)

10:30 AM – 5:00 PM

Embracing Disruption Deep-Dive: Exclusive

10:30 AM – 11:30 AM

81A Five Tools for Embracing Disruption

1:00 PM – 2:00 PM

82B Five Tools for Embracing Disruption (cont.)

2:15 PM – 3:45 PM

83C State of Senior Living: 2022 & Beyond

4:00 PM – 5:00 PM

84D Opening Doors to Aging Services: Raising Awareness, Improving Perceptions

5:00 PM – 6:30 PM

Opening Reception

Wednesday, May 18

General Session

8:30 AM – 10:00 AM

Living That Website Life
Christopher Ridenhour

Breakout Sessions

10:30 AM – 11:30 AM

57E The Power of Innovative Senior Services Board

58E Senior Living Trends 2022 and Beyond

1:30 PM – 2:30 PM

60F Stronger Together 2022: Senior Living Affiliation & Partnership Update

72F Unique Employment Considerations for the Aging Services C-Suite

2:45 PM – 3:45 PM

61G How to Develop a Technology Plan for Your Campus Expansion

62G Financial Stability for Not-For-Profit Senior Services

4:00 PM – 5:00 PM

64H Navigating Turbulent Times: A Strategic Approach to Setting Your Community's Course for the Future

78H Addressing Senior Living Workforce Challenges

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Labor-Saving products, technologies and efficiencies for senior living communities

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Terry Romin • tromin@leadingageil.org • 224.230.7265



Continuing Education Credits

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

- Education Sessions: up to 8.0 hours
- General Sessions: 1.0 each day (in addition to the hours noted above)
- Campfire Sessions: 1.0 CE may be earned for full participation on Tuesday
- Netwalking Session: 1.0 CE may be earned for full participation on Wednesday

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 12.0 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 up to 12.0 general hours, 1.0 hour each day for time spent viewing the exhibits, and 1.0 hour for a topic that pertains to ethics through the Certifying Board for Dietary Managers. Note: there are two hours of education time included in the general hours that will be offered while the expo is open. Attendees may claim hours spent in the sessions on the expo floor (Netwalking and Campfire sessions) or time spent viewing the booths.
- **Commission on Dietetic Registration the credentialing agency for the Academy of Nutrition and Dietetics**
LeadingAge Illinois will apply for up to 6.0 hours that meet the essential practice competencies of the Commission on Dietetic Registration. Please check the LeadingAge Illinois conference website for sessions that meet the education requirements for this discipline.
- **NAB: National Association of Boards of Examiners of Long-Term Care Administrators**
LeadingAge Illinois will apply for Continuing Education clock hours from NAB/NCERS. All sessions in all tracks including the keynote address and C-Suite will be submitted for NAB approval.
- **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.leadingageil.org.

Embracing Disruption Deep-Dive: Exclusive C-Suite Executive and Trustee Event

LeadingAge Illinois is pleased to offer an exclusive experience for provider member C-level Executives and Trustees in conjunction with our 2022 Annual Meeting. The day's agenda has been developed with organizational leaders' interests in mind. Join C-Suite colleagues to identify ways you can level disruption into opportunities. 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 e-mail for your invitation to this exclusive event scheduled for Tuesday, May 17, 2022.

Sponsored by



81A Embracing Disruption: Finding Hope, Facing the Challenge, and Realizing Opportunity

10:30 AM – 11:30 AM

82B Embracing Disruption: Finding Hope, Facing the Challenge, and Realizing (cont.)

1:00 PM – 2:00 PM

Aging services has never been more stressed. Challenges brought about by the pandemic, along with changes in consumer expectations, labor shortages, supply chain disruptions, and inflation, are creating disruption on a scale we never anticipated. We will take a deep dive and use the opportunity to change the perception of our industry.

Objectives:

- Explore the 5 tools for embracing disruption
- Discover actionable plans for recognizing and repairing what is broken
- Capitalize on new opportunities to change the perception of senior living at your organization

Faculty: John Cochrane, President and CEO, HumanGood

83C State of Senior Living: 2022 & Beyond

2:15 PM – 3:45 PM

Review Ziegler's up-to-the-minute research on today's important topics: the post-COVID marketplace, partnership and affiliation trends and tactics, hot technologies, the latest in home and community-based services, campus repositioning and winning workforce strategies.

Objectives:

- Examine the current state of the senior living capital markets, senior living financing trends, changes in the banking climate and credit ratings
- Engage in conversation with fellow thought leaders to reflect on the year that was and consider the year ahead
- Learn about post-COVID marketplace, technology, and new services from a panel of senior living executives and industry professionals

Faculty:

Dan Hermann, CEO, Ziegler
Stephen Johnson, Managing Director, Ziegler
Will Carney, Managing Director, Ziegler
Marie Carlson, Director, Ziegler

84D Opening Doors to Aging Services: Raising Awareness, Improving Perceptions

4:00 PM – 5:00 PM

As the nation's population grows older, and the number of family caregivers shrinks, the aging services sector has never been more important to the lives of Americans. LeadingAge's new Opening Doors to Aging Services initiative provides first-of-its-kind research and communications strategies to effectively introduce the aging services sector to millions of Americans and improve perceptions of aging services. The initiative sets out a path forward as aging services leaders seize the spotlight COVID shone on us to reimagine aging services.

Objectives:

- Understand public perception of the aging services sector and what factors drive their impressions of aging services
- Learn the research-based strategies to raise public awareness and understanding of the cross-continuum aging services sector
- Understand the effective (tested, researched) messages that resonate with US adults, especially those over 45 years old

Faculty: Susan Donley, Senior VP Communications and Marketing, LeadingAge

Learning in the Expo Hall



Campfire Learning Circle (Tuesday)

It's Back! After a 3-year hiatus, the Campfire Learning Circle will return to the Expo Floor on Tuesday between 12:00 pm – 1:00 pm. Cozy up around the “fire” at the back of the Expo Hall, bring your lunch, and hear experts discuss topics of interest. Speakers will provide a 15-minute interactive campfire session on solutions for your organization’s most challenging issues. Check the LeadingAge Illinois Mobile Event App and website for the complete list of Campfire Sessions. You won’t want to miss these!

New this year – NETWALKING: The Conference Experience (Wednesday)

“NETWALKING: The Conference Experience” is the event that brings professionals together in a way rarely found at conventions. Grab a gameboard and break down the barriers to authentic conversation and relationship building. There will be a unique mix of fun and provocative questions, small puzzles, riddles, and challenges to support connections with your peers during this educational event. Participants will have the opportunity to win new friends and business partners and extrinsic prizes.

Christopher Ridenhour, Accountability Coach and Shenanigan Enthusiast, emcees this unique and exciting experience.



Objectives:

- Learn and practice techniques that engage and ignite the passion of others
- Become change agents for a positive workplace culture and gain the confidence to practice the skills
- Review the merit of concepts and best practices found in the works of today’s leading Organizational Culture Experts

1.0 continuing education credit may be earned with full participation and documented attendance for each of the above activities 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.



The Honoring Excellence Awards Program recognizes and honors LeadingAge Illinois member organizations and their staff who put quality first, deliver excellence, and inspire others to do the same. The program also honors one organization for an outstanding community impact program. Winners will be recognized during the General Session at the 2022 Annual Meeting & Expo.

The Award categories include Heart & Hands, Strive & Thrive, Rising Star, Leadership in Action, and Community Impact. LeadingAge Illinois member organizations are limited to one frontline staff nomination and one management nomination in each category (except for the Leadership in Action and Community Impact award categories).

Awardees will be recognized during the general session starting at 8:30 AM on Wednesday, May 18.

Session Planner - Tuesday, May 17

	10:30 - 11:30 AM	1:30 - 2:30 PM	2:45 - 3:45 PM	4:00 - 5:00 PM
Care and Services	<p>1A Bullying Among Older Adults: Not Just a Playground Problem</p> <p>2A Pandemic Era Malnutrition and Dehydration: The Interdisciplinary Role in Identification and Treatment for the Older Adult</p>	<p>3B Dementia: Pursuit of Potential -Intentional Engagement in Communities and Beyond</p> <p>4B The Diet Order Challenge: How to Manage Diet Orders to Meet a Resident's Nutritional Needs Without Upending Your Department</p>	<p>6C Infection Prevention and Control of MDROs in LTC Facilities</p> <p>5C Real Food First</p>	<p>7D Technology Programming for Residents: Planning Steps and Innovative Solutions</p> <p>8D Prioritizing Resident Satisfaction in Dining</p> <p>9D An Interdisciplinary Approach to Managing Resident Care Post COVID-19</p>
Marketing & Sales	<p>19A Inject Momentum into Your Census and Recruiting Efforts with Social Media</p> <p>20A Opening Doors to Aging Services: To Know Us is to Love Us!</p>	<p>21B Canary in the Mine</p> <p>22B Winning Websites with a Human Connection that Help Drive Demand and Lead Generation</p>	<p>23C Growing Relationships Online with Content and Storytelling</p>	<p>24D Digital Strategies to Boost Lead Conversions & Drive Results</p>
Public Policy & Legal Issues	<p>31A Critical Risk Management Issues</p> <p>32A Internet Connectivity in Affordable Housing</p>	<p>33B Arbitration Agreements: A Revisit to the Importance These Agreements can Play in Litigation</p> <p>34B HUD Physical Inspection Standards After COVID-19</p> <p>35B Informed Consent: Resident Rights and Provider Responsibilities</p>	<p>36C Securing Resident Payments</p> <p>37C Affordable Housing Update</p> <p>38C Informal Dispute Resolution: Finding Your Seat at the Table</p> <p>79C PASRR 101 and Illinois Redesign</p>	<p>39D Annual Tax Exempt Update</p> <p>40D How to Win A Wound Care Case</p> <p>41D Local Affordable Housing Update</p> <p>80D PASRR Follow Up Visits</p>
Strategy & Operations	<p>47A Reducing Readmissions: Clinical Strategies for Operational Success</p> <p>48A Quality and Reimbursement Team: Friend or Foe?</p>	<p>49B Cyber Crime in Senior Care - How to Avoid the Hack</p> <p>50B Planning Capital for the New Reality</p>	<p>51C Strategic Growth Plans for Senior Services</p> <p>52C Operational & Clinical Strategic Positioning for Success</p> <p>53C Envision Everything: Global Solutions Yielding Long Term Success</p>	<p>54D Understand How Your Reimbursement Rates Are Calculated</p> <p>55D Minding the PDPM Store During A Pandemic: Financial, Clinical, and Operational Tips To Help You Succeed</p> <p>56D Technology Trends For Senior Living Providers In 2022</p> <p>63H Assisted Living Strategies for Moving Forward</p>
Workforce & Leadership Development	<p>65A Attracting, Engaging, and Retaining a Burned-Out Workforce</p> <p>66A Employees First! Inspire, Engage, and Focus on the Heart of Your Organization</p>	<p>67B Every Interaction Matters: The Path to Employee Retention, Resident and Customer Loyalty, and a Better World</p>	<p>68C One Voice: Effect of Inter-Team Communication on Quality</p>	<p>70D Unique Challenges of the Health Care Workforce: New Strategies for New Demands</p>

TUESDAY GENERAL SESSION & KEYNOTE
8:30 - 10:00 am



JOHN COCHRANE

WEDNESDAY GENERAL SESSION & KEYNOTE
8:30 - 10:00 am



CHRISTOPHER RIDENHOUR

Evolution

For more information, see Page 3.

Session Planner - Wednesday, May 18

	10:30 - 11:30 AM	1:30 - 2:30 PM	2:45 - 3:45 PM	4:00 - 5:00 PM
Care and Services	<p>10E Unlocking the Magic of Virtual Programs</p> <p>11E How to Use an Infection Preventionist in AL and SNF</p> <p>12E Trauma-Informed Care in a Post-COVID World</p>	<p>13F Deconditioning and Reconditioning: Rebounding Post-Pandemic</p> <p>14F How Do Activities Need to Change Post COVID-19</p>	<p>15G Practical Ideas to Engage All Staff in Activities</p> <p>16G Revitalize Your Restorative Nursing Program for Positive Outcomes, Compliance and Reimbursement</p>	<p>17H Technology and Innovations in Falls Management</p> <p>18H Breaking Away from the Pack Creating Signature Programs</p>
Marketing & Sales	<p>25E Everyone is in Sales: Leveraging Operations for Occupancy Growth</p> <p>26E Strategic Approaches to 360 Degree Census Development Across the Continuum</p>	<p>28F Perfecting the Media Mix: Balancing Online and Traditional To Drive The Best ROI</p>	<p>29G New Trends and Sales Tactics for a Bright Future</p>	<p>30H The Ever-Evolving Census Strategy</p>
Public Policy & Legal Issues	<p>42E State Survey Pitfalls: A Case Study</p>	<p>43F Social Media in the Nursing Home: A Legal Perspective</p> <p>44F Assisted Living Update</p> <p>79F Nursing Home Regulatory Update</p>	<p>45G IDPH Nursing Home Policy Forum</p>	<p>46H Incident Investigation: What To Do and How To Do It From a Legal Perspective</p>
Strategy & Operations	<p>57E The Power of Innovative Senior Services Boards</p> <p>58E Senior Living Trends 2022 and Beyond</p>	<p>59F Top Billing Mistakes You CAN'T Afford to Make</p> <p>60F Stronger Together 2022: Senior Living Affiliation & Partnership Update</p>	<p>61G How to Develop a Technology Plan for Your Campus Expansion</p> <p>62G Financial Stability for Not-for-Profit Senior Services</p>	<p>64H Navigating Turbulent Times: A Strategic Approach to Setting Your Community's Course for the Future!</p>
Workforce & Leadership Development	<p>71E Love, Loyalty, and the Language of Leaders in the Time of COVID</p> <p>77H Bringing Cultural Experience Full Circle</p>	<p>72F Unique Employment Considerations for the Aging Services C-Suite</p> <p>73F Creating Joy at Work</p>	<p>74G Leading with Service: The Key to Employee Satisfaction</p> <p>75G Recruiting Challenges Resulting From the Great Resignation</p> <p>76G Social Determinants of Employment: The Impact To Your Organizational Health</p>	<p>78H Addressing Senior Living Workforce Challenges</p>

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 2022 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 Student Program conference experience includes:

- Opportunities to network with aging services professionals
- Over 70 education sessions and 2 general sessions
- Opportunities to meet with aging services industry product and service vendors during the Expo
- Students must be at least 18 years of age to participate and must demonstrate proof of full-time status. Conference registration scholarships, offering students complimentary registration, are available to a limited number of students for the 2-day event. To apply, please email meetingservices@leadingageil.org to request the registration link.

Visit www.leadingageil.org to register

Support Your Association – Book Your Stay With LeadingAge Illinois!

Making a hotel reservation within the LeadingAge Illinois hotel room block allows the association to keep registration costs low and continue to negotiate competitive hotel room rates for future Annual Meetings. **Be sure to 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 prevent LeadingAge Illinois from incurring penalty fees, it is imperative that attendees reserve hotel rooms realistically and cancel with as much notice as possible.**

Hotel Accommodations

Renaissance Schaumburg Convention Hotel
1551 N. Thoreau Dr.
Schaumburg, IL 60173
847-303-4100

Ways to reserve a sleeping room:

- Reserve on-line at <https://book.passkey.com/go/LeadingAge2022> – 5 room reservations can be reserved on-line at a time
- Call reservations at (888) 236-2427 or 847-303-4100. When making a reservation, mention 'LeadingAge Illinois Annual Meeting & Expo'.

Rates: \$164 Single or double

Rooms at the Renaissance Schaumburg will be held until Tuesday, April 26, 2022, 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: The deadline to cancel a reservation is 3 business days prior to arrival date, and a cancellation number is obtained. If a reservation is cancelled after the 3 business days 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.

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/>

Joint Student Membership

Join LeadingAge Illinois' new **Joint Student Membership!** A joint student membership provides full-time undergraduate and graduate students with unique opportunities to develop expertise or begin a career in aging services.

Complete **one application** to receive **complimentary** membership to LeadingAge national and LeadingAge Illinois. Enjoy member benefits and resources from both organizations. Your Joint Student membership lasts one-year post-graduation so that you can utilize LeadingAge member resources in your job search! To learn more, contact info@leadingageil.org.

Opportunities

- Exclusive access to internships and job postings through the LeadingAge Illinois and national Career Centers
- Student-specific programming and networking events
- Online member communities and membership groups
- Connections to human resources experts

Member Resources

- Career development resources and tools
- On-demand and live webinars and workshops
- Regular communications, including The Lead, LeadingAge Illinois' weekly eNewsletter, and the LeadingAge national Student Newsletter
- Members-only online content



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- Learn about the latest LeadingAge Illinois programs and member benefits
- Discuss how you can become 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

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Education Sessions

Care and Services

1A Bullying Among Older Adults: Not Just a Playground Problem

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Describe the incidence and characteristics of bullying behaviors
- Identify the five different types of bullies, their intended targets, and the impact on older adults
- Identify organizational interventions that may help to minimize community bullying

Faculty:

Kathleen Weissberg, MS, OTD, OTR/L, CMDCP, CDP, National Director of Education, Select Rehabilitation

2A Pandemic Era Malnutrition and Dehydration: The Interdisciplinary Role in Identification and Treatment for the Older Adult

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Gain understanding of how the unique nutritional needs of the older adult put them at risk for malnutrition and dehydration and how COVID-19 has exacerbated those needs
- Learn how simple validated nutrition screening tools specifically developed for the older adult reduce malnutrition and dehydration in assisted living and other settings
- Receive best practices for nutrition interventions and reducing and treating malnutrition that work in the COVID-19 era

Faculty:

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

3B Dementia: Pursuit of Potential - Intentional Engagement in Communities and Beyond

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- Identify words and phrases commonly used that burden those living with dementia
- Consider what it means to build a "box around the individual" vs. "placing the individual in a pre-designed box"
- Adopt specific engagement tactics that contribute to "inclusion with adaptations" vs. exclusion based on a diagnosis

Faculty:

Jill Ricker, National Director of Operations, SAIDO Learning, Covenant Living Communities & Services
Benjamin Leavell, LNHA, Executive Director, Waterford Place

4B The Diet Order Challenge: How to Manage Diet Orders to Meet a Resident's Nutritional Needs Without Upending Your Department

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- What the nutritional priorities for older adults are and how therapeutic diets fit within those priorities
- What steps care providers should take to ensure the diet orders they receive meet the needs of those they serve
- How the new International Dysphagia Diet Standardization Initiative (IDDSI) is transforming the way communities serve texture modified foods and thickened liquids.

Faculty:

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

5C Real Food First

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- Understand factors influencing poor intake
- Identify practices to prevent or reduce flavor fatigue for residents
- Investigate why nutrition supplements are often used as the first line of defense against malnutrition

Faculty:

Gretchen Robinson, Marketing Dietitian, Martin Bros. Distributing

6C Infection Prevention and Control of MDROs in LTC Facilities

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- Review why infection prevention is so critical for residents in long term care
- Assess overall infection prevention and control best practices and clinical-based evidence to protect residents
- Discuss strategies for infection prevention including against multi-drug resistant organisms

Faculty:

Mary Cantu, Medical Science Liaison, Medline Industries, LP

7D Technology Programming for Residents: Planning Steps and Innovative Solutions

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Learn trends and expectations in senior living resident technology
- Learn critical planning steps to building a resident technology program and options for personalized on-campus technology support for residents
- Learn the unique journeys of two communities as they developed robust, high-impact resident technology programs and the ROI experienced

Faculty:

Amber Bardon, CEO, Parasol Alliance

8D Prioritizing Resident Satisfaction in Dining

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Understand the importance of prioritizing resident satisfaction to benefit a community
- Discover ways to survey residents, family, and staff on a dining program
- Access tools and resources for resident satisfaction dining improvements

Faculty:

Gretchen Robinson, Marketing Dietitian, Martin Bros. Distributing

9D An Interdisciplinary Approach to Managing Resident Care Post COVID-19

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Understand the affects on the resident of COVID-19
- Name three ways each member of the interdisciplinary team contributes to the recovery of the resident
- Name three symptoms of post-COVID-19 and the interventions to reverse the syndrome

Faculty:

Michelle Stuercke, RN, MSN, MPH, DNP, LNHA, Chief Clinical Officer, Transitional Care Management
Linda Riccio, Vice President of Therapy Services, Transitional Care Management



Education Sessions

10E Unlocking the Magic of Virtual Programs

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Define creative aging and describe the physical, psychological, and emotional benefits for older adults participating in engaging programming
- Identify key elements of accessible and inclusive program design
- Analyze how virtual program models can support connections during the COVID pandemic and beyond

Faculty:

Jessica McCracken, MPA, Director, Front Porch
Katie Wade, MEd, Front Porch

11E How to Use an Infection Preventionist in AL and SNF

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Define the role of an infection preventionist in congregate care
- Analyze the unique challenges of infection prevention in a person-centered model
- Evaluate infection prevention needs post-COVID-19

Faculty:

Deb Patterson Burdsall, PhD, RN-BC, CIC, FAPIC, Infection Control Consultant, Hektoen Institute/IDPH

12E Trauma-Informed Care in a Post-COVID World

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Learn what trauma-informed care looks like
- Learn how COVID-19 has changed the game
- Learn what they can do to ensure that their organization is trauma-informed

Faculty:

Jodi Eyigor, Director, Nursing Home Quality & Policy, LeadingAge

13F Deconditioning and Reconditioning: Rebounding Post-Pandemic

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Describe the physical and cognitive impact the COVID-19 pandemic and related isolation has had on older adults
- Explore strategies to address and mitigate functional and cognitive decline related to COVID-19 and isolation
- Hear from peers the practical strategies they have employed to address and prevent this from occurring in their residents

Faculty:

Kathleen Weissberg, MS, OTD, OTR/L, CMDCP, CDP, National Director of Education, Select Rehabilitation

14F How Do Activities Need to Change Post COVID-19?

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Understand the challenges of the public health emergency and the long-term effects of COVID-19 and how that changes the provision of activities in long-term care environments
- Define what already happening are and how to track them for attendance
- Problem solve strategies to provide the key components for post COVID-19 activity programs when circumstances such as necessary quarantine and isolation periods arise

Faculty:

Linda Riccio, Vice President of Therapy Services, Transitional Care Management

15G Practical Ideas to Engage All Staff in Activities

Wednesday, May 18 2:45 PM - 3:45 PM

1 CE

- Discover at least 3 specific examples of programs to increase staff involvement
- Define what already happening 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, CTRS, CADDCT, CDP, Senior Living Consultant, Rachelle Blough LTD

16G Revitalize Your Restorative Nursing Program for Positive Outcomes, Compliance and Reimbursement

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Identify key regulatory and best practice aspects for implementation of a restorative nursing program for quality outcomes
- Verbalize understanding of the documentation necessary to support the MDS 30 coding
- Describe three successful leadership strategies for oversight of the restorative nursing program

Faculty:

Susan LaGrange, RN, BSN, Chief Nursing Officer, Pathway Health Services, Inc.

17H Technology and Innovations in Falls Management

Wednesday, May 18 4:00 PM - 5:00 PM

1 CE

- Identify ways to assess/choose Fall Prevention Programs that are compatible within a community
- Describe research-based approaches to fall programming in a community
- Identify opportunities to incorporate technology into a fall-prevention program

Faculty:

Michael Capstick, President, Select Rehabilitation

18H Breaking Away from the Pack Creating Signature Programs

Wednesday, May 18 4:00 PM - 5:00 PM

1 CE

- Gain understanding and awareness about the importance of utilizing a QA process for life enrichment to measure and monitor programs
- Learn how to access dementia care best practices
- Determine what exactly constitutes a 'signature program' and how to showcase these programs in an effective way

Faculty:

Rachelle Blough, CTRS, CADDCT, CDP, Senior Living Consultant, Rachelle Blough LTD

Education Sessions

Marketing and Sales

19A Inject Momentum into Your Census and Recruiting Efforts with Social Media

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Construct a social media strategy for increased engagement that will be easy to implement
- Learn about new platforms to utilize and what audiences are available on them
- Review resources, such as a social media calendar, an audit tool, and an idea bank, to execute new processes for diversifying social media posts

Faculty:

Erika Kramer, Senior Living Engagement Advisor, Martin Bros.

20A Opening Doors to Aging Services: To Know Us is to Love Us!

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Understand the most critical findings influencing public perception of the aging services sector
- Learn the research-based strategies to raise public awareness and understanding of the cross-continuum aging services sector
- Understand the effective (tested, researched) messages, tools and materials that resonate with US adults, especially those over 45 years old

Faculty:

Susan Donley, Senior Vice President, Communications and Marketing, LeadingAge

21B Canary in the Mine

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- Describe the changes to expect over the next few years and some strategies for adjusting to them
- Explain the impact those changes will have on the industry and on revenue projections
- Demonstrate creating solid sales and marketing strategies, plans and systems that others have found effective

Faculty:

Veronica Fogelman, President, Ledgerock Consulting LLC

22B Winning Websites with a Human Connection that Help Drive Demand and Lead Generation

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- Understand how to improve and evolve brand messaging and user-friendliness of a website over time
- Discover how to keep increasing a website's exposure to regularly attracting high-quality prospects
- Learn how to nurture prospects and continue conversations and engagement through their buying journey

Faculty:

Nicole Wagner, Internet Marketing Director, Stevens & Tate Marketing

23C Growing Relationships Online with Content and Storytelling

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- Learn how to nurture relationships with target audiences via web, email and social media
- Understand how to take advantage of platforms like video, infographics, and podcasts to boost brand authority and authenticity
- Explore methods for centering messages around a brand's why to tell stories that connect emotionally

Faculty:

Malayna Evans, Founder and President, Ammit Creative

24D Digital Strategies to Boost Lead Conversions & Drive Results

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Learn how to draw more visitors to a website and convert them into qualified sales leads
- Gain a deeper understanding of the different types of prospects and where they are in the buyer's journey
- Understand how to use social media to strengthen an organization's brand in the eyes of prospects and remain on their decision-making list

Faculty:

Nicole Wagner, Internet Marketing Director, Stevens & Tate Marketing

25E Everyone is in Sales: Leveraging Operations for Occupancy Growth

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Review the sales journey, and revisit the impact of the on-site experience for prospects and residents alike, with an eye toward lead generation and sales conversion
- Explore the critical roles that different staff has on the on-site prospect experience
- Examine in-depth how a focus on operational excellence can impact move-ins and other key census metrics

Faculty:

Joan Kelly-Kincaid, Strategic Sales Advisor, Love & Company

Kate Leach, Strategic Sales Advisor, Love & Company

26E Strategic Approaches to 360 Degree Census Development Across the Continuum

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Analyze marketplace data to identify opportunities for internal and external referrals
- Gain strategic insight in the value of clinical programming and wellness models
- Understand how to build sophistication in census development efforts by using key data points rather than relying on single touchpoint relationships

Faculty:

Kristy Yoskey, SVP of Clinical Strategies, HealthPRO Heritage

Erin Dunn, VP of Strategic Partnerships, HealthPRO Heritage

28F Perfecting the Media Mix: Balancing Online and Traditional To Drive The Best ROI

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Develop an understanding of numerous types of emerging online and traditional media
- Learn how spending in each type of media should be adjusted based on organization's objectives, target audience, types of services, level of care offered, and budget
- Discover how starting with a well-articulated strategy document will help achieve leadership buy-in

Faculty:

Dan Gartlan, President, Stevens & Tate Marketing



Education Sessions

29G New Trends and Sales Tactics for a Bright Future

Wednesday, May 18 2:45 PM - 3:45 PM

1 CE

- Review data and insights to communicate the need for growth
- Learn strategies to overcome consistent marketing and sales challenges
- Review best practices for tackling current marketing and sales challenges

Faculty:

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

Hoppy Sell, President/Partner, Spectrum Consulting

30H The Ever-Evolving Census Strategy

Wednesday, May 18 4:00 PM - 5:00 PM

1 CE

- Identify referral sources' pain points
- Use data to show their value proposition in the market
- Create a process that will assist in choosing post-acute partners with aligned values

Faculty:

Leigh Lachney, Vice President of Business Development, TMC

Public Policy and Legal Issues

31A Critical Risk Management Issues

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Identify the five most common avoidable causes of liability
- Improve staff compliance through smart policies
- Develop a strategy for managing expectations through communication starting with the first meeting and including the relationship with the resident and family

Faculty:

Matt Murer, Chair of Health Care Department, Polsinelli, PC

Meredith Duncan, Shareholder, Polsinelli

32A Internet Connectivity in Affordable Housing

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Hear about the different modalities to provide internet connectivity to residents
- Consider the different business models, opportunities, programs, and subsidies available to potentially support the connectivity infrastructure and ongoing expenses
- Explore the journey, experience gained, and lessons learned from providers who have implemented Internet Connectivity in Affordable Housing

Faculty:

Majd Alwan, Ph.D., Sr. VP of Technology and Business Strategy, LeadingAge

Scott Code, Senior Director, LeadingAge CAST

33B Arbitration Agreements: A Revisit to the Importance These Agreements can Play in Litigation

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- Learn recent changes to Illinois law on the enforcement of arbitration agreements in the skilled nursing setting
- Review best practices for skilled nursing providers to successfully implement arbitration agreements into admission contracts
- Discuss real life case scenarios demonstrating the effectiveness of arbitration agreements in litigation

Faculty:

Adam Guetzow, JD, Partner, Hinshaw and Culbertson LLP

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

David Alfini, JD, Partner, Hinshaw & Culbertson LLP

34B HUD Physical Inspection Standards After COVID-19

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- Review HUD REAC protocols throughout first year of pandemic
- Understand current REAC requirements, inspector protocols, and tenant rights, as impacted by COVID-19
- Understand future directions for physical inspections, including under HUD's new NSPIRE format

Faculty:

Juliana Bilowich, Director, Housing Operations and Policy, LeadingAge

35B Informed Consent: Resident Rights and Provider Responsibilities

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- Define the term "treatment" per the guidance to surveyors at F552
- Describe the training and experience required by staff to competently engage a resident in a discussion concerning informed consent
- Identify three factors which must be disclosed to a resident before proposed care is provided

Faculty:

William Vaughan, BSN, RN, Consultant, Long-Term Care, Self Employed

36C Securing Resident Payments

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- Identify legal tools to secure payments before and during residency
- Address families who fail to pay residents' bills
- Understand legal options to collect outstanding balances

Faculty:

Jason Lundy, Partner, Ice Miller LLP

37C Affordable Housing Update

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- Review temporary and permanent pandemic changes to the affordable senior housing field
- Understand current HUD leadership priorities and policies
- Understand the latest updates from the Hill impacting affordable housing

Faculty:

Linda Couch, Vice President, Housing Policy, LeadingAge

Juliana Bilowich, Director, Housing Operations and Policy, LeadingAge

38C Informal Dispute Resolution: Finding Your Seat at the Table

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- 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, BSN, RN, Consultant, Long-Term Care, Self Employed

Education Sessions

79C PASRR 101 and Illinois Redesign

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- PASRR 101 education inclusive of CMS regulations
- Overview of the newly implemented IL PASRR Redesign
- High-level overview of technology usage when completing the IL PASRR process

Faculty:

Gabriela Moroney, Illinois Department of Healthcare and Family Services
Joi Shaw, Vice President, Clinical Services Division, Maximus

39D Annual Tax Exempt Update

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Understand the new legislation and the impact to tax exempt organizations
- Apply the guidance from the IRS and Treasury to your internal operations and compliance filings
- Implement changes in reporting or operations based on the IRS initiatives and examination triggers for the upcoming year

Faculty:

Rebekuh Eley, Partner, RSM

40D How to Win A Wound Care Case

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Attendees will learn the civil litigation process and the causes of action in a typical wound care case
- Attendees will understand the best practices for response to skin integrity concerns that occur at residential care facilities
- Attendees will learn about the defenses to a wound care case

Faculty:

Michael Airdo, JD, Partner, Airdo Werwas, LLC
Mollie Werwas, JD, Partner, Airdo Werwas, LLC

41D Local Affordable Housing Update

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- TBA

Faculty:

TBA

80D PASRR Follow Up Visits

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- How to ensure PASRR identified services are included in an Individual's Plan of Care
- Completing the PASRR Follow Up Visit questionnaire in AssessmentPro
- How to get the most from the PASRR Follow Up Visit Technical Assistance

Faculty:

Gabriela Moroney, Illinois Department of Healthcare and Family Services
Lisa Ritter, Clinical Supervisor, Clinical Services Division, Maximus

42E State Survey Pitfalls: A Case Study

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Gain a deeper understanding of the most sought out violations and citations following the resumption of State Surveys
- Review best practices for when to IDR and appeal violations/findings
- Review a case study of a facility navigating a recent post-COVID 19 survey and the subsequent appeal process

Faculty:

Adam Guetzow, JD, Partner, Hinshaw and Culbertson LLP
James Moriarty, Deputy General Counsel, AbleHearts
Aimee Delaney, Partner and Labor and Employment Practice Group Leader, Hinshaw & Culbertson LLP
David Alfini, JD, Partner, Hinshaw & Culbertson LLP

43F Social Media in the Nursing Home: A Legal Perspective

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Receive guidance and ideas for drafting/revising social media policies and procedures in the residential care facility
- Identify and address potential risks of social media information sharing
- Understand the legal implications of social media posts by residents, employees and third-parties

Faculty:

Michael Airdo, JD, Partner, Airdo Werwas, LLC
Mollie Werwas, JD, Partner, Airdo Werwas, LLC

44F Assisted Living Update

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Review the top 10 deficiencies and compliance issues in Assisted Living
- Learn about the changes that are coming to Assisted Living and Shared Housing Rules
- Examine the changes to the Life Safety Code Survey

Faculty:

Sheila Baker, JD, MBA, RN, Bureau Chief Long Term Care, Office of Health Care Regulation, Illinois Department of Public Health
Dennis Schmitt, Architect, Office of Health Care Regulation, Illinois Department of Public Health

79F Nursing Home Regulatory Update

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Learn about the effects of regulations and sub-regulatory guidance as well as other regulatory developments impacting nursing home operations
- Hear about the impact of proposed regulations, agency and administration recommendations, and CMS's regulatory work plan for the upcoming year
- Understand the intersection of infection control and emergency preparedness from the experience of COVID-19 pandemic

Faculty:

Jodi Eyigor, Director, Nursing Home Quality & Policy, LeadingAge



Education Sessions

45G IDPH Nursing Home Policy Forum

Wednesday, May 18 2:45 PM - 3:45 PM

1 CE

- Review the top 10 deficiencies and compliance issues in LTC
- Learn how to successfully navigate waivers, emergency rules, and Departmental guidance
- Understanding the survey cycle

Faculty:

Becky Dragoo, MSN, RN, CNOR-E, HFSN, Deputy Director, Office of Healthcare Regulation, Illinois Department of Public Health

46H Incident Investigation: What To Do and How To Do It From a Legal Perspective

Wednesday, May 18 4:00 PM - 5:00 PM

1 CE

- Learn best practices for investigating various incidents that occur at residential care facilities
- Recognize the legal implications of evidence that are created by the residential care facility after an accident
- Receive a checklist for the most common incidents, such as falls and resident injury, containing every component of the after-incident investigation

Faculty:

Michael Airdo, JD, Partner, Airdo Werwas, LLC
Mollie Werwas, JD, Partner, Airdo Werwas, LLC

Strategy and Operations

47A Reducing Readmissions: Clinical Strategies for Operational Success

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Review leadership strategies, including organizational readiness, clinical readiness, clinical competency and quality monitoring, to prepare an organization to reduce unnecessary hospital readmissions
- Identify three key resources available to utilize for program development and staff education
- Discuss the importance of the need for strategic partnerships within the care continuum

Faculty:

Susan LaGrange, RN, BSN, Chief Nursing Officer, Pathway Health Services, Inc.

48A Quality and Reimbursement Team: Friend or Foe?

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Learn how to operationalize the quality metrics that are tied to reimbursement
- Demonstrate how Covenant implemented their program and provide examples that led to the success of the program
- Learn recommendations to implement a program

Faculty:

Elizabeth McLaren, Vice President of Reimbursement and Community-Based Services, Covenant Living Communities and Services
Peggy Connorton, Associate Vice President Healthcare Regulation, Compliance and Quality, Covenant Living Communities and Services

49B Cyber Crime in Senior Care - How to Avoid the Hack

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- Discuss the current trends and projected future of cyber attacks
- Describe the goal of a cyber security program and the NIST Cyber Security Framework
- Discuss procedures organizations can implement to make themselves less vulnerable to cyber crime and ransomware

Faculty:

John DiMaggio, CEO, BlueOrange Compliance
Dan Lee, Client Development, BlueOrange Compliance

50B Planning Capital for the New Reality

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- Understand the need for capital investment
- Determine capital needs and strategies
- Learn best practices for investing in new COVID-19 deterrent materials and technology for the future

Faculty:

Jamie Timoteo, MBA, Senior Vice President, Plante Moran Living Forward
Daniel Godfrey, AIA, LEED AP, Partner, RLPS Architects

51C Strategic Growth Plans for Senior Services

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- Understand the basics of an effective strategic growth planning process
- Explore ideas for market expansion and creation of customer value
- Determine organizational changes that can help support your strategic growth plans

Faculty:

Michael Edwin, Director, Healthcare - Senior Living, Baker Tilly

52C Operational & Clinical Strategic Positioning for Success

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- Understand the current challenges and opportunities facing post-acute care leaders
- Identify business and clinical opportunities today and for the future
- Define leadership strategies while working with partners for strategic positioning

Faculty:

Lisa Thomson, LNHA, CIMT, Chief Strategy & Marketing Officer, Pathway Health Services, Inc.

53C Envision Everything: Global Solutions Yielding Long Term Success

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- Formulate a tactical plan in order to move their site or system toward value based care
- Understand the implications of 2% penalties or incentives, and their over-all impact on successful operations
- Gain insight into what the distant horizon looks like in terms of the evolution of service delivery, and incorporate this understanding into long-term strategic planning

Faculty:

Kristy Yoskey, SVP of Clinical Strategies, HealthPRO Heritage



Education Sessions

54D Understand How Your Reimbursement Rates Are Calculated

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Understand how HFS calculates the nursing, support, and capital components of the Illinois Medicaid reimbursement rate and how these components are combined together to form the overall rate
- Understand how CMS calculates the Medicare rates by analyzing components, including therapy and functional components, that makes up the final reimbursement amounts
- Analyze how rates may change from one period to the next and determine which factors are controllable by a facility

Faculty:

Steven Lavenda, Partner, Marcum LLP
Scott Manson, Managing Director, Marcum LLP

55D Minding the PDPM Store During A Pandemic: Financial, Clinical, and Operational Tips To Help You Succeed

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Understand important updates to PDPM coding needed for clinical integrity and receiving credit
- Understand the changes regarding ongoing oversight and monitoring programs, including updates to weekend staffing and QPR compliance
- Learn the financial impact of all the clinical, operational, and regulatory changes and updates that have a financial impact for better budgeting and strategic needs

Faculty:

Chad Kunze, CPA, Principal, CLA
Jillian Martin, MSN, RN, FNP-C, DNS-CT, RAC-CTA, RAC-MT, Senior Healthcare Consultant, CliftonLarsonAllen LLP

56D Technology Trends For Senior Living Providers In 2022

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Explore top trends and topics in technology in 2022
- Learn from real world examples and provider stories on the implementation and support of new tech
- Discuss what "senior living 2022" could look like in the face of new technology and how to strategize for this

Faculty:

Steven VanderVelde, PMP, Director of Senior Living Partnerships, ProviNET Solutions

63H Assisted Living Strategies for Moving Forward

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Understand the important of putting strategic planning back at the forefront
- Examine the importance of service diversifications in assisted living
- Explore assisted living trends for 2022

Faculty:

Michael Edwin, Director, Healthcare - Senior Living, Baker Tilly

57E The Power of Innovative Senior Services Boards

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Learn the twelve principles of governance that power exceptional boards and how they can be applied to an organization
- Gain an understanding of how to shift the board from crisis management back to strategic planning
- Understand the roles and responsibilities of post-pandemic governing boards and be able to share that wisdom with a board

Faculty:

Michael Edwin, Director, Healthcare - Senior Living, Baker Tilly
Lynn Daly, Executive Vice President, HJ Sims

58E Senior Living Trends 2022 and Beyond

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Understand market trends and the changing landscape of senior living locally and nationally
- Analyze existing data to understand the operational and financial trends that impacted providers through COVID-19 and beyond
- Address how home and community based services may impact an organization's strategic direction in response to many of the trends identified

Faculty:

Chad Kunze, CPA, Principal, CLA

59F Top Billing Mistakes You CAN'T Afford to Make

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Identify at least three billing mistakes made in organizations and how to correct them
- Understand the intake and admission process and how mistakes in this process will lead to claims processing mistakes and potential claims denials
- Develop a process to retrieve information from managed care contracts to maximize on reimbursement and avoid claims denials

Faculty:

Elizabeth McLaren, Vice President of Reimbursement and Community-Based Services, Covenant Living Communities and Services
Steve Wermuth, Partner, Strategic Healthcare

60F Stronger Together 2022: Senior Living Affiliation & Partnership Update

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Explore how rapidly changing market and business forces are converging to threaten the future of many senior living organizations
- Explore how a well-executed affiliation can secure the success of both organizations
- Examine recent success stories from around the country, including Project Wildcat, the 2021 affiliation of Three Crowns Park with Covenant Living, right here in Illinois

Faculty:

Marie Carlson, Director, Sponsorship Transition Advisory Practice, Ziegler
Stephen Johnson, Managing Director, Sponsorship Transition Advisory Practice, Ziegler

Education Sessions

61G How to Develop a Technology Plan for Your Campus Expansion

Wednesday, May 18 2:45 PM - 3:45 PM

1 CE

- Learn what technology trends and components need to be planned in new construction or renovation
- Gather tactical takeaways via a case study covering Clark-Lindsey's technology planning in their campus expansion
- Learn rule of thumb costs, ROI, and other estimates for technology when planning construction

Faculty:

Amber Bardon, CEO, Parasol Alliance
Laura Edwards, Vice President of Strategy & Innovation, Clark-Lindsey Village

62G Financial Stability for Not-for-Profit Senior Services

Wednesday, May 18 2:45 PM - 3:45 PM

1 CE

- Recognize how senior service providers can remain, or become, financially sustainable
- Understand the mindset and strategic plans of for-profit senior service providers
- Identify ways that not-for-profit senior services providers can diversify their services and collaborate with others to build operation, financial, and service excellence

Faculty:

RoseAnn Abraham, Partner, Baker Tilly
 Virchow Krause, LLP

64H Navigating Turbulent Times: A Strategic Approach to Setting Your Community's Course for the Future!

Wednesday, May 18 4:00 PM - 5:00 PM

1 CE

- Learn how to engage in a strategic planning process and apply outcomes to successful community re-positioning
- Discover how to leverage current and emerging demographic and financial statistics to strengthen the financial future of senior living communities
- Learn how to apply new design trends in senior living to both large and small-scale projects

Faculty:

Daniel Godfrey, AIA, LEED AP, Partner, RLPS Architects
Deb Reardanz, MBA, CEO and President, Clark-Lindsey
Lynn Daly, Executive Vice President, HJ Sims
Dana Wollschlager, Partner, Plante Moran Living Forward

Workforce and Leadership Development

65A Attracting, Engaging, and Retaining a Burned-Out Workforce

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Learn how to effectively attract, hire, and retain members of a workforce
- Discuss critical elements of an onboarding program
- Identify common pitfalls with new hire experience

Faculty:

Ericka Heid, VP of Human Resources, Health Dimensions Group

66A Employees First! Inspire, Engage, and Focus on the Heart of Your Organization

Tuesday, May 17 10:30 AM - 11:30 AM

1 CE

- Identify future workplace trends and establish new guidelines for the employee experience
- Apply listening strategies to better collaborate with front-line and back-of-the-house employees
- Differentiate between best practices and next practices and build a culture that works to attract and retain today employees

Faculty:

Donna Cutting, Red Carpet Learning

67B Every Interaction Matters: The Path to Employee Retention, Resident and Customer Loyalty, and a Better World

Tuesday, May 17 1:30 PM - 2:30 PM

1 CE

- Create a welcoming environment using greetings, body language, genuine curiosity, and respect
- Identify uncivil behavior and how to stop it
- List three ways to develop team members' communication skills and cultivate a culture of respect

Faculty:

Donna Cutting, Red Carpet Learning

68C One Voice: Effect of Inter-Team Communication on Quality

Tuesday, May 17 2:45 PM - 3:45 PM

1 CE

- Identify communication trends with an impact on organizational quality
- List the observed traits of a 'communication strategist'
- Recognize seven communication pitfalls and match them to an improvement approach

Faculty:

Kathleen Weissberg, MS, OTD, OTR/L, CMDCP, CDP, National Director of Education, Select Rehabilitation

70D Unique Challenges of the Health Care Workforce: New Strategies for New Demands

Tuesday, May 17 4:00 PM - 5:00 PM

1 CE

- Describe industries affecting the health care workforce
- Articulate the top challenges of the health care workforce and operations
- Explain five key leadership strategies to meet the new demands for positive outcomes

Faculty:

Lisa Thomson, LNHA, CIMT, Chief Strategy & Marketing Officer, Pathway Health Services, Inc.

71E Love, Loyalty, and the Language of Leaders in the Time of COVID

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Gain experience and practice the skills necessary to influence leaders to embrace change and thrive during chaos to create higher functioning inclusive teams
- Identify the phenomena within organizational structures and cultures that prevent institutionalizing acceptance and honoring difference in positive and productive ways
- Analyze existing organizational events, traditions, for opportunities to ensure that diversity becomes a more integral component in internal processes

Faculty:

Christopher Ridenhour, Inspired2results!



Education Sessions

77H Bringing Cultural Experience Full Circle

Wednesday, May 18 10:30 AM - 11:30 AM

1 CE

- Define elements of workplace culture to improve
- Learn how to evaluate and revise recruitment engagement efforts
- Develop a retention strategy

Faculty:

Leigh Lachney, Vice President of Business Development, TMC

72F Unique Employment Considerations for the Aging Services C-Suite

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Gain a deeper understanding of the hiring and termination issues regarding C-Suite positions in the aging services space
- Review issues relative to employment agreements for executive employees
- Learn advantages and pitfalls of agency employment

Faculty:

Adam Guetzow, JD, Partner, Hinshaw and Culbertson LLP

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

David Alfini, JD, Partner, Hinshaw & Culbertson LLP

73F Creating Joy at Work

Wednesday, May 18 1:30 PM - 2:30 PM

1 CE

- Gain tools to identify internal motivators that address employee burnout
- Explore the meaning of joy and the relationship between a work environment, wellbeing, and job satisfaction
- Review examples of evidence-informed approaches to wellbeing and create a multi-pronged approach to supporting joy at work

Faculty:

Jessica McCracken, MPA, Director, Front Porch

Katie Wade, MEd, Front Porch

74G Leading with Service: The Key to Employee Satisfaction

Wednesday, May 18 2:45 PM - 3:45 PM

1 CE

- Identify employee satisfaction, needs, and wants
- Identify the differences between managing and leading and ways to enhance these traits
- Learn new ideas to help implement leadership behaviors that will positively impact a team

Faculty:

Erika Kramer, Senior Living Engagement Advisor, Martin Bros.

75G Recruiting Challenges Resulting From the Great Resignation

Wednesday, May 18 2:45 PM - 3:45 PM

1 CE

- Understand how to improve the recruiting process to increase the candidate pool
- Learn how to help an organization become the employer of choice
- Receive suggestions to reward loyal and long-term employees

Faculty:

Jackie Throop, SPHR, Director, EngageHR, HR Source

76G Social Determinants of Employment: The Impact To Your Organizational Health

Wednesday, May 18 2:45 PM - 3:45 PM

1 CE

- Understand the social determinants of today's senior living workforce from new research
- Learn new programs that help associates manage their everyday life burdens
- Discover how providers are integrating social-determinant services into the associate journey, improving retention and quality of care

Faculty:

Jackie Throop, SPHR, Director, EngageHR, HR Source

78H Addressing Senior Living Workforce Challenges

Wednesday, May 18 4:00 PM - 5:00 PM

1 CE

- Understand how the senior living & care workforce defines value
- Identify best practices for recruitment and retention
- Explore alternative models of care that improve staffing efficiencies and possibly reduce the number of staff needed

Faculty:

Stephen Johnson, Managing Director, Sponsorship Transition Advisory Practice, Ziegler

List of Exhibitors

The Expo Floor will be open on Tuesday and Wednesday from 11:30 am to 1:30 pm. Visit the most up-to-date exhibitor list and floor plan at https://annualconference.leadingageil.org/2022/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 LeadingAge Illinois Membership area, Campfire Learning Circle, Netwalking Conference Experience, and other attendee engagement activities.

Exhibitor List as of March 3, 2022:

- | | | |
|---------------------------------|----------------------------------|-----------------------------------|
| ARCH Consultants | Fitzsimmons Hospital Services | PharmScript, LLC |
| Aria Care Partners | Forum Pharmacy | Plante Moran, PLLC |
| ARJO INC | Fox Rehabilitation | ProviNET Solutions |
| AdvaCare Systems | Genesis Rehab Services | RSM US LLP |
| Aegis Therapies | Green Tree Pharmacy | RXPERTS Pharmacy |
| All-Stat Portable | Halik Healthcare Products | Remedi SeniorCare |
| Apollo Corporation | Hamlin Capital Advisors | Rendever |
| Bear Robotics | Heart Technologies Inc. | RetirementHomeTV |
| BELFOR Property Restoration | Home Instead Senior Care | Safe Step LLC |
| Balanced Environments, Inc. | Illinois Aging Services Network | Sawgrass Partners, LLC |
| Biocodex USA | Illinois State University, | Select Rehabilitation |
| By the Yard Inc. | Mennonite College of Nursing | Senior Care Pharmacy Services |
| CMP Pharma | Insurance Program Managers Group | ShiftMed |
| Calmoseptine, Inc. | IntelyCare | Southern Bus & Mobility |
| ClearPath Connections | Marcum | Tee Jay Service Company |
| CliftonLarsonAllen LLP | Martin Bros. Distributing | The Compliance Store |
| Compass Community Living | Medline | THW Design |
| Contech MSI Co. | MedWiz Pharmacy | UVANTA Pharmacy-Northern Illinois |
| Cornell Communications, Inc. | NEXDINE Hospitality | Value First |
| Covenant Living | NEXTAFF | Vohra Wound Physicians |
| Cura Hospitality | Ovitsky Vision Care | Weis Builders, Inc |
| Design Decor Art Group | Parasol Alliance | Wipfli LLP |
| Elderwerks Educational Services | Pathway Health | Ziegler |
| EmpowerMe Wellness | PharMerica | |

Sponsors

Thank you to all of the LeadingAge Illinois sponsors. The following are some of the companies who help make this event possible.

Platinum Sponsors			Gold Sponsors	
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Save the Date!

2022 Senior Living Conference

October 6, 2022

Bobak's Signature Events

Rates

Deadlines

Early Registration Deadline..... **Thursday, March 17, 2022**
 Pre-registration (Standard) Deadline..... **Tuesday, April 19, 2022**

	Early Bird (by March 17)	Standard (March 18 & later)
Provider Member	\$299/pp	\$399/pp
Provider Non-member	\$499/pp	\$599/pp
Non-Exhibiting Vendor (member)*	\$699/pp	\$799/pp
Non-Exhibiting Vendor (non-member)*	\$999/pp	\$1099/pp
Exhibiting Vendor (member add'l)*	\$299/pp	\$399/pp
Exhibiting Vendor (non-member add'l)*	\$499/pp	\$599/pp
Board and Trustee***	FREE	FREE
Resident/Retiree**	\$199/pp	\$199/pp

Registration

Register for the 2022 Annual Meeting & Expo at leadingageil.org/annual-conference. When registering, registrants must attest that they are vaccinated or have received a qualified exemption from their employer.

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

Refer to the on-line brochure at leadingageil.org/annual-conference for full session descriptions. **Sessions do NOT need to be indicated at the time of registration.**

A link to select sessions will be sent to all registrants to help prevent overcrowding and ensure an adequate supply of on-site materials.

Concurrent Educational Sessions

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.**



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.leadingageil.org.

LeadingAge Illinois Member Rates (Non-vendor)

Provider member rates include employees from any provider (non-vendor) members. Providers include organizations that provide direct care or services such as CCRC, SNF, Assisted Living/Supportive Living, Independent Living/Housing, and HCBS.

*Non-exhibiting Vendor Member & Non-exhibiting Non-Member Vendor Rates

Suit-casing on the expo floor is not permitted. Violators will be escorted from the building.

**Resident/Retiree

Retiree – Retirees should email meetingservices@leadingageil.org for the registration link and include the year registrant retired and the organization from which registrant retired in order to complete the registration process.

***Board and Trustee Rate

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. CE credit not provided.



Registrants who have registered under the wrong fee category will be responsible for the difference in fee. The order will automatically be changed to the correct amount.

Registration Instructions

Visit leadingageil.org/annual-conference to register. Registrants must attest that they are vaccinated or have received a qualified exemption from their employer in order to register. Contact LeadingAge Illinois at meetingservices@leadingageil.org or 630-325-6170 for questions.

Registration Substitutions and Cancellation

No longer able to attend the Annual Meeting? You may either

- send a substitute in your place
- cancel your registration

	On or before April 19	After April 19
Substitution	Email outreachregistration@niu.edu with replacement's information	Substitutions will be processed on-site. A \$25 administrative fee will be charged. The original badge MUST be submitted at the time of the substitution in order for a new attendee badge to be issued.
Cancellation	Email outreachregistration@niu.edu A refund will be issued minus a \$25 processing fee	Email outreachregistration@niu.edu . Refunds will not be issued for cancellations received after this date.

Special Services

If you require special services or assistance on-site, please describe your needs in writing and send via email to meetingservices@leadingageil.org.

If you checked the dietary restriction checkbox during registration, LeadingAge Illinois staff will e-mail you prior to the conference regarding meals and restrictions. Not all restrictions may be accommodated.

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 handout link via e-mail.

Registration Confirmation

All pre-registered attendees will receive a confirmation by email. Contact NIU at outreachregistration@niu.edu or 815.753.6900 if a confirmation was not received or if the confirmation contains errors.

Vaccine Required to Attend Conference



COVID-19 vaccines are REQUIRED to attend the conference. Registrants must attest that they are vaccinated or have received a qualified exemption from their employer in order to register.

Per CMS guidelines, vaccines are required of all healthcare workers. Visit the LeadingAge Illinois website for updates to this registration requirement. LeadingAge Illinois reserves the right to modify this requirement as government mandates change.

Badges

Splitting or sharing a registration is not permitted. A registration must be used by the same person for the whole conference 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.

Photography and Video Release Statement

Sessions and activities may be photographed or video-recorded. Attendance at the Annual Meeting constitutes 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

Registration questions should be directed to Northern Illinois University by calling 815.753.7922 or e-mailing outreachregistration@niu.edu. 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.

Continuing Education Credits

Provider and vendor registration categories are eligible to earn CE Credit for the following:

- Education Sessions: up to 8.0 hours
- General Sessions: 1.0 each day (in addition to the hours noted above)
- Campfire Sessions: 1.0 CE may be earned for full participation on Tuesday
- Netwalking Session: 1.0 CE may be earned for full participation on Wednesday

Refer to the on-line brochure at leadingageil.org/annual-conference for the complete list of categories that are eligible to earn CE credit.