



# *MOMENTUM*

## 2023 ANNUAL MEETING & EXPO

**MARCH 7-8**

Renaissance Schaumburg  
Convention Center  
Schaumburg, IL

ADVANCE CONFERENCE PROGRAM

*LeadingAge*<sup>®</sup>  
Illinois

## WHAT'S NEW FOR 2023?

- Conference is 2 days and begins with the keynote at 8:00 am each day
- Five session tracks with over 95 sessions
- Special half-day dedicated to the C-Suite takes place on Monday, March 6

## A MESSAGE FROM THE BOARD CHAIR

It is full steam ahead at this year's Annual Meeting & Expo as we gather in-person to learn, network, and rededicate ourselves within the field of senior services that we love and the families we serve.

The past few years have posed exceptional challenges for all of us. Together, as professionals in service to older adults, we have met those challenges and persevered. Our teams and leaders have learned and adapted, bending but not breaking. Now, we will gather with thought-leaders, industry experts, and a broad range of exhibitors to prepare ourselves for the future we can create together.

This year's annual meeting will offer the pioneering educational opportunities you have come to expect, with over 95 sessions in 5 tracks, delivering 10 CE's for just \$ 349 per person. The value goes far beyond the unconventional education you will receive. Networking opportunities will abound, ensuring members can spend time with old colleagues and make new connections. There is no better way to stay current, exchange ideas with peers who share your interests, and elevate your services and practices.

We look forward to celebrating your dedication and supporting your quest to excel at this year's Annual Meeting and Expo. Join us for education, innovation, and a heaping dose of inspiration.

in gratitude,



Elizabeth McLaren, 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 2023 Annual Meeting's educational agenda.

- |  |   |
|--|---|
| • Kristy Borbely, Clark-Lindsey Village                  | • Zina Kind, The Admiral at the Lake          |
| • Colleen Bottens, Lutheran Senior Services              | • Alpana Patel, Presbyterian Homes            |
| • Terri Bowen, King-Bruwaert House                       | • Matt Riehle, Westminster Village            |
| • Ann Brennan, Chicago Methodist Senior Services         | • Charles Sankovich, Mather                   |
| • Janet Cannon, Covenant Living at Windsor Park          | • Tina Spingola, Presbyterian Homes           |
| • Jon Dunker, Covenant Living Communities & Services     | • Megan Tengerstrom, Providence Life Services |
| • Sherry Hamlin, The Voyage Senior Living                | • Karen Tomko, Greenfields of Geneva          |
| • Jeanne Heid-Grubman, Chicago Methodist Senior Services | • Paisley Valentincic, CJE Senior Life        |
| • Angela Jalloh, The Admiral at the Lake                 | • Johanna Zandstra, Providence Life Services  |
| • Cory Kallheim, Covenant Living Communities & Services  |   |

## Opening Reception

We hope you join us at our Opening Reception to catch up with friends, sample hors d'oeuvres, network, and enjoy some fun.

We can't wait to see you!

**Schaumburg Convention Center, Ballroom Lobby**  
**Tuesday, March 7, 5:00 – 6:30 p.m**





## Keynote Address Tuesday Keynote Speaker

### Legendary Leadership in the New Workplace



Low accountability and chronic underappreciation threaten the survival of our organizations. Despite the intense stress and exhaustion, can you see yourself lifting spirits, igniting passions, and inspiring greatness from everyone around you? 20 years of national training, consulting, and coaching has revealed 3 consistent truths about the most powerful and effective leaders and role models. Join Christopher to start your journey towards becoming a legendary role model leader!

#### Participants will:

- Learn techniques that encourage the shift where team members embrace change, own problems, and take personal accountability for challenges and mistakes.
- Learn theories of Human Performance Improvement that motivate others in the face of increased demands without the promise of additional resources.
- Practice communication techniques that positively impact retention, workplace satisfaction, engagement, and the quality of team relationships.

Then, Join Christopher at his breakout sessions at 1:30 pm to continue the discussion of Leadership in the New Workplace.

**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.

## Wednesday Keynote Speaker

### In This Together! Become a Team of Retention Champions



When employee turnover seems never-ending, it negatively affects everyone on staff and keeps organizations from building cohesive teams. As many teams remain consistently understaffed, it becomes vital that everyone plays a part to improve team retention. Doing so means less stress and more restful sleep at night for all!

Magnet Culture's Retention Strategist will energize and empower your entire team to reduce "us vs, them" team conflicts at work. Participants will leave this powerful, engaging session with a renewed sense of commitment to the organization and ownership in the retention solution. Our people are our greatest retention advocates, so let's all attract others onto our teams, instead of repelling the talent we can't afford to lose.

#### Learning Objectives:

- Explore ways to reduce negative and critical judgment of others.
- Learn to recognize all valuable contributions on our teams.
- Become a magnetic Retention Champion who helps reduce team turnover.

**Cara Silletto**, MBA, CSP, workforce thought leader, works with organizations to reduce unnecessary employee turnover by bridging generational gaps and making managers more effective in their roles. Cara began her career working for a senior care association, where she learned about the complex regulatory and reimbursement environment post-acute operators face daily



**LeadingAge®**  
Illinois  
Leadership Academy

#### Join the Leadership Academy class of 2023-24!

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/](http://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

# Session Planner - Tuesday, March 7

	9:45 - 10:45 AM	1:30 - 2:30 PM	2:45 - 3:45 PM	4:00 - 5:00 PM
<b>Care and Services</b>	<p><b>1A</b> Yes, You REALLY CAN Prevent Resident Falls: Part 1</p> <p><b>2A</b> Interdisciplinary Approach to the Care of Residents with Mental Illness</p> <p><b>3A</b> Dietary strategies to maintain and promote long-term brain health</p>	<p><b>4B</b> The In's and Out's of Respiratory Therapy</p> <p><b>5B</b> Activity-Based Behavioral Health Care</p> <p><b>6B</b> Yes, you REALLY CAN prevent resident falls: Part 2</p>	<p><b>7C</b> Successful Aging: 10 Tips for Meaningful Engagement</p> <p><b>8C</b> The Nurse's Voice: Finding Staffing Solutions in the Annual State of Nursing Report</p> <p><b>9C</b> Doing More with Less</p>	<p><b>10D</b> Using BCBAs in Dementia Care: Our Most Difficult Cases</p> <p><b>11D</b> Let's Get Back to Quality Data and Outcomes</p> <p><b>12D</b> IDDSI - A Strategic Transition to the New Diet Texture Standards</p>
<b>Marketing &amp; Sales</b>	<p><b>23A</b> 5 Strategies To Take A WOE Marketing Program To WOW</p>	<p><b>24B</b> Your Food Your Story: Turn Your Dining Program into Your Best Marketing Tool</p> <p><b>25B</b> Market Trends: Demographics, Economics, Contract Review and Financial Impact</p>	<p><b>26C</b> 7 Best Practices to Consider When Assessing the Effectiveness of Your Digital Marketing Program</p> <p><b>27C</b> Data Driven Storytelling: Strategies for Success</p>	<p><b>28D</b> How to Gain Momentum During Challenging Times With Your Digital Marketing Program</p>
<b>Public Policy &amp; Legal Issues</b>	<p><b>34A</b> The Nurse's Deposition: How to Prove the Best Care was Provided and Avoid Admitting the Opposite</p> <p><b>36A</b> Top 10 IDPH Life Safety Code Findings for Senior and Assistant Living</p> <p><b>39B</b> What you need to know about the newest State and Federal Laws Impacting Long Term Care</p>	<p><b>35A</b> Hot Button in SNF</p> <p><b>38B</b> Assisted Living Town Hall Meeting</p>	<p><b>40C</b> Audit Trails: Legal Requirements and Use as a Litigation Tool</p> <p><b>41C</b> Nursing Home Forum</p> <p><b>42C</b> Difficult Families</p>	<p><b>43D</b> Responding to Regulators: What to do When Regulatory Agencies are Investigating a Facility</p> <p><b>44D</b> New Developments in the Fair Housing Act: What you need to know now</p> <p><b>45D</b> Immigration Services</p>
<b>Strategy &amp; Operations</b>	<p><b>57A</b> More Than Checking a Box: DEI for Meaningful Change</p> <p><b>58A</b> Key Health Care Trends Using Data</p> <p><b>59A</b> Cyber-security: An actionable plan to keep your community secure &amp; compliant</p> <p><b>70D</b> Campus Repositioning: The Future of Skilled Nursing and Consumer Preferences</p>	<p><b>60B</b> The 2022 State of Senior Living and the Senior Living Capital Markets</p> <p><b>61B</b> Development Outlook Amid Volatile Construction Environment</p> <p><b>62B</b> Understanding the Medicare Benefit and Other Coverage Nuances</p> <p><b>63B</b> The Importance of Risk Management in Aging Services and Benefit of a Risk Retention Group</p>	<p><b>64C</b> Advancing Strategic Technology Solutions in Senior Living and Care</p> <p><b>65C</b> Streamlining Your Admissions and Intake Process</p> <p><b>66C</b> Future Ready</p>	<p><b>67D</b> Non Profit Financing Options and Challenges</p> <p><b>68D</b> How to use informed data to choose the best master plan for your community</p> <p><b>69D</b> Dining's Role in the Success of Developing the Middle Market</p>
<b>Workforce &amp; Leadership Development</b>	<p><b>84A</b> Mixing Emotional Intelligence and Mindfulness: A recipe for Leadership success</p> <p><b>85A</b> Managing when No One Wants to Work</p>	<p><b>87B</b> Legendary Leadership in the New Workplace continuation of the keynote address</p> <p><b>91D</b> Digital Recruiting Strategies for Attracting Today's Modern Senior Living Talent</p>	<p><b>88C</b> Diversity, Equity, and Inclusion: Name It, Aim It, and Claim It!</p> <p><b>89C</b> Creative and Meaningful Education: Building Nursing Competencies</p>	<p><b>90D</b> DON Strategies to Embrace and Enhance Leadership Skills of Your Nursing Management Team</p> <p><b>86B</b> Technology as a Differentiator: Attracting Staff and Residents To Your Community</p>

TUESDAY KEYNOTE SPEAKER,  
8:00 am



CHRISTOPHER RIDENHOUR

WEDNESDAY KEYNOTE SPEAKER,  
8:00 am



CARA SILLETTO

# MOMENTUM

## Session Planner - Wednesday, March 8

	9:45 - 10:45 AM	1:30 - 2:30 PM	2:45 - 3:45 PM	4:00 - 5:00 PM
<b>Care and Services</b>	<b>13E</b> Expanding Wellness Possibilities: Improving Resident Advocacy and Community Census <b>14E</b> Best Practices in Fall Prevention <b>15E</b> Strategies for Successful Operationalizing Infection Prevention and Control	<b>16F</b> How Ohio Living Westminster-Thurber Drove Resident Engagement <b>17F</b> Revitalize Your Restorative Nursing Program for Positive Outcomes, Compliance and Reimbursement! <b>18F</b> Benefits of Music, Movement, and Mindfulness for Dementia	<b>19G</b> Physical Activity Practices in Long-Term and Residential Care Communities and the Covid-19 Impact <b>20G</b> Reviewing Publicly Reported Quality Measures to Identify Improvement Opportunities	<b>21H</b> Tying It All Together-An Interdisciplinary Team Approach to Addressing Health Equity In SNF <b>22H</b> Strengthen Documentation to Improve Quality
<b>Marketing &amp; Sales</b>	<b>29E</b> A Marketing Event Without a Strategy is Just a Party <b>30E</b> Digital Strategies to Online Lead Generation: How To Drive Demand	<b>31F</b> Integrated Digital Marketing: The New Marketing Workhorse	<b>32G</b> Dynamic Sales & Marketing Tactics: Driving Outcomes	<b>33H</b> Using Data to Increase Conversion
<b>Public Policy &amp; Legal Issues</b>	<b>47E</b> Hot Survey Issues a 2023 Update <b>48E</b> Housing Forum	<b>49F</b> Using SNF and ALF Contracts As Both a Shield And Sword in Illinois Litigation <b>50F</b> Medicaid Rates Forum <b>51F</b> BIPA/Social Media and Privacy: Managing Provider Liability Arising from Technology	<b>52G</b> Facility Policies: Drafting and Implementing Policies and Procedures for Long Term Care Facilities <b>53G</b> State and Federal SNF Surveys--Yearly Update	<b>54H</b> IStaffing Agency Potholes: How to Avoid Unnecessary Legal Issues Involving Staffing Agency Workers <b>55H</b> Sheltered Care Forum <b>56H</b> HCBS Forum
<b>Strategy &amp; Operations</b>	<b>71E</b> Medicaid Reimbursement and Cost Reports: Improve Your Bottom Line <b>72E</b> The Merger, Acquisition, and Sponsorship Marketplace <b>73E</b> MDS October 2023 - Change is Coming! <b>74E</b> Transforming the Community of Yesteryear to the Community of Tomorrow	<b>75F</b> Navigating the Five-Star Rating Process to Achieve Both Operational and Financial Success <b>76F</b> Strategic Foresight for Senior Living <b>77F</b> Prevent Denials of Medicare Reimbursements Through Affective Clinical Documentation <b>78F</b> A Tale of Flexibility	<b>79G</b> Four Traits of Strategically Thinking Leaders <b>80G</b> Creative Financing during Challenging Times: How Phasing & Financing can help your project get done <b>81G</b> Third Party Billing Pitfalls (...and how to avoid them!)	<b>82H</b> If you're not at the table, you're probably on the menu: Preparing your board for M&A Opportunities
<b>Workforce &amp; Leadership Development</b>	<b>92E</b> Labor & Employment Update 2023: What You Need to Know to Be Compliant <b>93E</b> Motivational Interviewing as a Strategy for Staff Retention <b>94E</b> Becoming a Coaching Leader	<b>95F</b> Using Virtual Reality Technology as a Tool for Enhanced Learning <b>96F</b> "Creating a Realistic Retention Roadmap for Sustainable Success"	<b>97G</b> Creating a Path Towards Workplace Citizenship to Strengthen Employee Retention and Engagement <b>96F</b> Continued	<b>99H</b> Need new employees fast? Learn How to Use Social Media and Digital Marketing for Recruitment <b>100H</b> Unique Challenges of the Health Care Workforce

## Pre-Conference: Exclusive C-Suite Executive and Trustee Event (Invite Only) Monday, March 6, 1 - 5pm with Reception Following

LeadingAge Illinois is pleased to offer an exclusive pre-conference experience for C-level Executive and Trustees in conjunction with our 2023 Annual Meeting. The agenda has been developed with organizational leaders' interests in mind. Join C-Suite colleagues to identify ways you refocus your efforts on growth while also ensuring you have the workforce available to do so. Then, end the day with an exclusive reception with your colleagues to network and discuss the future of senior living.

## 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/LeadingAge2023>  
– 5 room reservations can be reserved on-line at a time  
Call reservations at 1 (800) 468-3571 or 847-303-4100. When making a reservation, mention 'LeadingAge Illinois Annual Meeting & Expo'.

**Rates: \$166 Single or double**

**Rooms at the Renaissance Schaumburg will be held until Friday, February 10, 2023, 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](mailto: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



### Member Central Located in Expo Hall

Come to Member Central in the Expo Hall to chat with staff and other members from LeadingAge Illinois. Here, you can get your membership questions answered, as well as learn more about all that your membership provides you:

- 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

**Not a member yet? Stop by to learn about LeadingAge Illinois membership and apply onsite.**



## Education Sessions

### Care and Services

- 1A** Yes, you REALLY CAN prevent resident falls: Part 1 Going beyond 'basic' risk assessment and 'generic' care planning!

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Maximize the effective use of pre-admission falls information.
- Incorporate the 'right' questions into the Fall Risk Assessment process
- Develop and implement effective fall prevention care plan interventions Before the first fall!

#### Faculty:

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

- 2A** An Interdisciplinary Approach to the Care of Residents with Mental Illness

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Examine the role the interdisciplinary team plays in managing residents with severe mental illness.
- List three programming ideas that will assist facilities in managing residents with severe mental illness
- Recognize the skills residents with severe mental illness need to move to the next level of care.

#### Faculty:

**Linda Riccio**, VP Therapy , Transitional Care Management

**Michelle Stuercke**, RN, MSN, MPH, DNP, LNHA, Chief Clinical Officer, Transitional Care Management

- 3A** Dietary strategies to maintain and promote long-term brain health

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Provide recent research and understand the close connections between food, lifestyle, dementia, and strong cognitive health
- Understand the practices, strategies and supports needed to ensure a better culture of care from pre-diagnosis, early-stage, living with and those with advanced dementia
- Provide overview of the MIND (Mediterranean-DASH Intervention for Neurodegenerative Delay) and DASH (Dietary Approaches to Stop Hypertension) diets and how the lower the chance (by 53%) of developing Advance Dementia

#### Faculty:

**Mindi Manuel**, MS, RD, CSG,LDN, CDP, Sodexo Seniors

**Emily Fear**, MS, RDN, LDN, CDP, Sodexo Sr. Area Manager Clinical Support , Sodexo Seniors

- 4B** The In's and Out's of Respiratory Therapy

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Describe the importance of Respiratory Therapy for seniors.
- Examine how Skilled Nursing Facilities can be financially impacted by providing respiratory therapy.
- Discuss the role respiratory therapy plays in clinical.

#### Faculty:

**Jay Mandra**, PharmD, Executive Vice President, Symbria

- 5B** Activity-Based Behavioral Health Care

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Identify common behavioral health challenges experienced by older adults living with dementia, or who have experienced challenges as a result of COVID-19 and the pandemic.
- List key components of an activity-based behavioral health program.
- Develop at least 3 activity programs which minimize challenging behaviors

#### Faculty:

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

- 6B** Yes, you REALLY CAN prevent resident falls: Part 2 Root Cause: What it isn't and What it is

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Define Root Cause for what it is and isn't.
- Utilize falls investigation clues to accurately determine Root Cause.
- Use Root Cause to develop resident-specific vs 'buying time' care plan interventions.

#### Faculty:

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

## Education Sessions

### 7C Successful Aging: 10 Tips for Meaningful Engagement

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Illustrate activity modifications and recognize other antecedent-based environmental improvements.
- Identify strategies to cultivate independence in leisure programs.
- Use reinforcement-based procedures to maintain skills.

#### Faculty:

**Maranda Trahan**, Behavior Analyst, Program Coordinator, Abilities Behavior Services, A Division of Trinity Services Inc.

**Amanda Ripley**, Behavior Analyst, Abilities Behavior Services, A division of Trinity Services, Inc.

### 8C The Nurse's Voice: Finding Staffing Solutions in the Annual State of Nursing Report

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Gain insights into nurse perspectives on long-term care nursing.
- Take away actionable strategies to address staffing challenges.
- How technology can help alleviate the pain points associated with staffing shortages

#### Faculty:

**David Posner**, VP, Business Development, ShiftMed

### 9C Doing More with Less

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Recognize the technology options to improve dining operations.
- Discuss inspired approaches to reinvigorate excitement in senior living dining programs.
- Examine the tools and resources available to efficiently execute meal service in your senior living community.

#### Faculty:

**Gretchen Robinson**, RDN, LD, Nutrition & Dining Strategist, Martin Bros. Distributing

### 10D Using BCBAs in Dementia Care: Our Most Difficult Cases

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Identify the general job duties of a Board Certified Behavior Analyst (BCBA).
- Recognize how BCBAs use behavioral assessments to determine environmental influences of behavioral and psychological symptoms of dementia.
- Describe behavior analytic interventions to decrease challenging behaviors and increase desirable behaviors

#### Faculty:

**Amanda Ripley**, Behavior Analyst, Abilities Behavior Services, A division of Trinity Services, Inc.

**Maranda Trahan**, Behavior Analyst, Program Coordinator, Abilities Behavior Services, A Division of Trinity Services Inc.

### 11D Let's Get Back to Quality Data and Outcomes

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Identify what quality measure data represents now.
- Describe a process for analyzing data to select the most current information.
- Draft a plan for using quality data for one improvement project.

#### Faculty:

**Lisa Thomson**, Chief Operating Officer, Pathway Health

### 12D IDDSI - A Strategic Transition to the New Diet Texture Standards

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Name the new diet texture standards.
- Describe the difference between the old. National Dysphagia Diet Textures and the new IDDSI textures.
- Identify the key players needed to prepare for the conversion within a community.

#### Faculty:

**Mindi Manuel**, MS, RD, CSG,LDN, CDP, Sodexo Seniors.

**Emily Fear**, MS, RDN, LDN, CDP, Sodexo Sr. Area Manager Clinical Support, Sodexo Seniors.



## Education Sessions

### 13E Expanding Wellness Possibilities: Improving Resident Advocacy and Community Census

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Illustrate how a robust and sustainable wellness program promotes aging in place.
- Discuss items to consider when developing a wellness strategy in your sites.
- Examine how collaboration with your rehabilitation provider and marketing your wellness program can drive patient advocacy and improve community occupancy.

#### Faculty:

**Jordan Bowman**, Vice President Business Development, Powerback Rehabilitation

### 14E Best Practices in Fall Prevention

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Examine the role and growing importance of technology in more accurately assessing residents.
- Summarize the most prominent technological advances used in identifying fall risk.
- Explain how to customize programming to address deficiencies identified through assessments.

#### Faculty:

**Jay Mandra**, PharmD, Executive Vice President, Symbria

**Derek Brown**, Senior Director, Pharmacy Operations, Symbria, Inc.

**Sandy Stoub**, MA, AEA, Senior Consultant, Well-Being, Symbria

### 15E Strategies for Successful Operationalizing Infection Prevention and Control

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Describe the recent industry expectations for Infection Prevention and Control.
- Describe the clinical processes affected by the industry updates
- Verbalize 3 leadership strategies for successful implementation of an Infection Prevention and Control Program

#### Faculty:

**Susan LaGrange**, Chief Nursing Officer, Pathway Health

### 16F How Ohio Living Westminster- Thurber Drove Resident Engagement

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Review how to choose the right senior living technology partners for their community.
- Examine how technology can draw enthusiasm and positivity for both residents and staff.
- Discuss how resident engagement grows with streamlined solutions

#### Faculty:

**Ryan Galea**, CEO, Icon

### 17F Revitalize Your Restorative Nursing Program for Positive Outcomes, Compliance and Reimbursement!

**Wednesday, March 8 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.
- Explain the documentation necessary to support the MDS 3.0 coding.
- Describe 3 successful leadership strategies for oversight of the Restorative Nursing Program.

#### Faculty:

**Susan LaGrange**, Chief Nursing Officer, Pathway Health

### 18F Benefits of Music, Movement, and Mindfulness for Dementia

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Explore the theoretical framework regarding the connection between music, the brain, and the body while looking at which parts of the brain are stimulated in connection with the use of different styles of music during purposeful activity and movement programming.
- Develop the connection between music cadence, movement, and balance as the use of rhythm and syncopation is integrated into programming.
- Consider the many ways music and mindfulness can be utilized to restore, maintain, and improve emotional, physical, physiological, and spiritual health and well-being.

#### Faculty:

**Sandy Stoub**, MA, AEA, Senior Consultant, Well-Being, Symbria

### 19G Physical Activity Practices in Long-Term and Residential Care Communities and the Covid-19 Impact

**Wednesday, March 8 2:45 PM - 3:45 PM**

**1 CE**

- Describe the impact of facility staffing, resources/ funding, and resident needs within Long-Term and Residential Care Communities.
- Identify how PA practices differ within various Long-Term and Residential Care Communities.
- Differentiate how Covid-19 has impacted Long-Term and Residential Care Communities, as well as PA practices within these facilities.

#### Faculty:

**Angela Doebling**, PhD, Assistant Professor, University of Illinois Springfield

## Education Sessions

- 20G** Reviewing Publicly Reported Quality Measures to Identify Improvement Opportunities

**Wednesday, March 8 2:45 PM - 3:45 PM**

**1 CE**

- Identify the impact of the pandemic on quality measures (QM) in Long-Term Care (LTC) settings.
- Explain publicly reported QMs on Care Compare that impact nursing home.
- Describe how using QAPI strategies can lead your team to implement interventions and determine QM improvement.

**Faculty:**

**Nell Griffin**, Sr. Quality Improvement Facilitator, Telligen

- 21H** Tying It All Together-An Interdisciplinary Team Approach to Addressing Health Equity In SNF

**Wednesday, March 8 4:00 PM - 5:00 PM**

**1 CE**

- Examine health equity in SNF.
- Examine social determinants of health in SNF.
- Explain the role that each member of the interdisciplinary team member plays in addressing health equity and social determinants of health.

**Faculty:**

**Sabrena McCarley**, MBA-SL, OTR/L, CLIPP, RAC-CT, QCP, FAOTA, Director of Clinical Reimbursement, Transitional Care Management

- 22H** Strengthen Documentation to Improve Quality

**Wednesday, March 8 4:00 PM - 5:00 PM**

**1 CE**

- Explain the value of flowcharting the process to identify documentation opportunities.
- Use QAPI to improve timely documentation practices.
- Review QAPI tools and resources to support documentation process improvement.

**Faculty:**

**Nell Griffin**, Sr. Quality Improvement Facilitator, Telligen

## Marketing and Sales

- 23A** 5 Strategies To Take A WOE Marketing Program To WOW

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Examine the fundamentals of five marketing strategies that include messaging, social media thought leadership, ongoing tactical improvements based on data, and lead nurturing; and understand the value of using these in combination.
- Gain insight on how to develop an organization's competitive advantages based on its core values and how to communicate them through Storybranding, telling your brand's story in a way that emotionally connects with prospects so that you can effectively implement them into your company's messaging to attract prospects.
- Define marketing objectives in measurable and attainable terms so that you can communicate with leadership on the return on investment (ROI) for marketing efforts and spend.

**Faculty:**

**Dan Gartlan**, President, Stevens & Tate Marketing

- 24B** Your Food Your Story: Turn Your Dining Program into Your Best Marketing Tool

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Explain strategies to create a brand for your dining program that stands out in a crowd.
- Identify examples of successful, innovative dining programs and experiences.
- List marketing tips to tell your story to the right audience through multiple formats.

**Faculty:**

**Kymberly Wroble**, MS, RD, LD, Non-Commercial Business Solutions Specialist, Gordon Food Service

- 25B** Market Trends: Demographics, Economics, Contract Review and Financial Impact

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Discover current demographic and economic trends nationally and within the Illinois that are impacting Life Planned Communities and Assisted Living providers.
- Explain how a pricing analysis can assist a community increase their monthly service fees and entrance fees as it relates to comparable competition and real estate data.
- Identify the financial and operational impact of modifying contract types, modifying monthly service fees/entrance fees or converting to a rental structure.

**Faculty:**

**Chad Kunze**, CPA, Principal, CLA

- 26C** 7 Best Practices to Consider When Assessing the Effectiveness of Your Digital Marketing Program

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Examine the 7 areas that should be systematically reviewed within your digital program.
- Discover how to translate your findings into strategies that result in keeping your pipeline full.
- Discuss a digital audit process that will result in generating and nurturing higher-quality leads.

**Faculty:**

**Melissa Smalley**, Business and Marketing Strategist, Marketing Essentials

- 27C** Data Driven Storytelling: Strategies for Success

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Analyze marketplace data + predictive analytics to identify growth opportunities.
- Discuss how to leverage data driven strategies to cultivate purposeful, long-lasting partnerships.
- Identify data that can be utilized to build your story, driving market expansion.

**Faculty:**

**Natalie Hackett Casey**, PT, DPT, RAC-CT, QRP, VP of Strategic Partnerships, HealthPRO Heritage

## Education Sessions

### 28D How to Gain Momentum During Challenging Times With Your Digital Marketing Program

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Get tips for positioning your digital marketing strategy
- Discover how to use advertising, SEO and social media to reach your customers.
- Learn to personalize your virtual sales experience and Plan your marketing for the next 30, 60 and 90 days.

#### Faculty:

**Melissa Smalley**, Business and Marketing Strategist, Marketing Essentials

### 29E A Marketing Event Without a Strategy is Just a Party

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Discuss how to engage prospects through events and encourage them to take the next step in the sales journey.
- Explore to best utilize your sales team before, during, and after the event.
- Discuss a variety of creative event themes, topics, and concepts that aim to engage prospects and retain depositors.

#### Faculty:

**Leslie Dominguez**, Vice President, Greystone  
**Kristine Graeber**, First Vice President, Greystone

### 30E Digital Strategies to Online Lead Generation: How To Drive Demand

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Examine how to draw more visitors to your website and convert them into qualified sales leads.
- Compare the different types of prospects and where they are at in the buyer's journey.
- Discuss how to use digital media to strengthen your brand in the eyes of your prospects and stay on their decision making list.

#### Faculty:

**Nicole Wagner**, Internet Marketing Director, Stevens & Tate Marketing

### 31F Integrated Digital Marketing: The New Marketing Workhorse

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Define today's customer journey and the best ways to attract prospects to begin the journey.
- Describe how much of the marketing process can be automated to nurture prospects along their journey, leading them to want to engage with the sales team.
- Examine how the sales team's role in the customer's journey is evolving in today's digital world, and the current tools and techniques needed to best engage prospects and help guide their decision making.

#### Faculty:

**Rob Love**, President/CEO, Love & Company  
**Ellen Stokes**, VP of Marketing Innovation, Love & Company

### 32G Dynamic Sales & Marketing Tactics: Driving Outcomes

**Wednesday, March 8 2:45 PM - 3:45 PM**

**1 CE**

- Understand the foundational principle that sales and marketing tactics need to adapt to changing times.
- Highlight successful not-for-profit examples.
- Discuss tools to consider when needing to beef up their sales tactics and improve closing rates.

#### Faculty:

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

### 33H Using Data to Increase Conversion

**Wednesday, March 8 4:00 PM - 5:00 PM**

**1 CE**

- Explore what data to use for strategic marketing plans.
- Identify where to put the data to work in marketing.
- Discuss what better results look like with data-driven marketing.

#### Faculty:

**Jonathan Hurst-Sneh**, VP, Strategy, Attane

## Public Policy and Legal Issues

### 34A The Nurse's Deposition: How to Prove the Best Care was Provided and Avoid Admitting the Opposite

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Examine the litigation process in a lawsuit against a residential care facility, with a focus on depositions and their role in defending such a lawsuit.
- Describe the common mishaps by nurses testifying on behalf of residential care facilities that turn a defensible case into an indefensible case, with examples taken from real cases.
- Attendees will leave with recommendations, best practices, and advice for advising staff when they have to give a deposition.

#### Faculty:

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

### 36A Top 10 IDPH Life Safety Code Findings for Senior and Assistant Living

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Review the top 10 IDPH Life Safety Code findings for SNFs and Assisted Living facilities.
- Provide actual tools and examples on how to avoid life safety code findings.
- Identify how to hold your vendors accountable to ensure they don't add to your noncompliance.

#### Faculty:

**Lamar Davis**, M.S., Senior Safety Engineer, Bravura Facility Management, LLC  
**Anne Guglielmo**, Project Manager, Code Consultants

### 39B What you need to know about the newest State and Federal Laws Impacting Long Term Care

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Identify and describe new laws impacting long term care providers.
- Discuss the risks and enforcement issues associated with new laws
- Describe strategies to ensure compliance and mitigate risk.

#### Faculty:

**Meredith Duncan**, Shareholder Attorney, Polsinelli  
**Sara Avakian**, Attorney, Polsinelli  
**Matthew Murer**, Shareholder Attorney, Polsinelli PC



## Education Sessions

### 35A Hot Button Topics in SNF

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Identify the recent challenges communities face during the survey process and in meeting regulatory requirements.
- Develop solutions in how to best prepare to overcome these challenges.
- Determine best next steps in responding to violations.

#### Faculty:

**Jason Lundy**, Attorney, Ice Miller

### 38B Assisted Living Town Hall Meeting

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Examine recent and potential assisted living statutory and regulatory changes.
- Review the most current compliance issues with IDPH.
- Discuss relevant questions regarding daily operations.

#### Faculty:

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

**Matthew Murer**, Shareholder Attorney, Polsinelli PC

### 40C Audit Trails: Legal Requirements and Use as a Litigation Tool

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Summarize the legal requirements relating to electronic medical records and audit trails.
- Examine of the ways in which the audit trail, or failure to produce the audit trail, can be used against the facility in litigation.
- Identify recommendations, best practices, and advice for preventing the audit trail from becoming a litigation tool used against the facility.

#### Faculty:

**Michael Airdo**, JD, Partner, Airdo Werwas, LLC

**Mollie Werwas**, JD, Partner, Airdo Werwas, LLC

### 41C Nursing Home Forum

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Review the latest law and regulatory changes and proposals impacting nursing homes.
- Receive an update on IDPH activities related to nursing homes.
- Discuss participant questions and topics of interest.

#### Faculty:

**Jason Lundy**, Attorney, Ice Miller

### 42C Difficult Families

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Explore strategies and solutions to address some of your most challenging issues with residents and their families.
- Understand legal options for enforcing providers' rights when confronted with challenging residents and families.
- Identify best practices to prevent liability and avoid enforcement actions.

#### Faculty:

**Meredith Duncan**, Shareholder Attorney, Polsinelli

**Matthew Kelly**, Shareholder, Polsinelli PC

### 43D Responding to Regulators: What to do When Regulatory Agencies are Investigating a Facility

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Review the investigation and dispute process involved in a regulatory investigation, with a focus on how to properly comply with surveys and requests for information from regulatory agencies.
- Describe common mistakes made by facilities when complying with a regulatory investigation that create unnecessary liability exposure for a facility.
- Attendees will leave with recommendations, best practices, and advice for advising staff when they have to comply with an investigation.

#### Faculty:

**Michael Airdo**, JD, Partner, Airdo Werwas, LLC

**Mollie Werwas**, JD, Partner, Airdo Werwas, LLC

### 44D New Developments in the Fair Housing Act: What you need to know now

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Review the requirements of the Fair Housing Act.
- Examine the most common claims brought against senior housing providers.
- Discuss strategies to ensure compliance and prevent claims.

#### Faculty:

**Matthew Murer**, Shareholder Attorney, Polsinelli PC

**Sara Avakian**, Attorney, Polsinelli

### 45D Immigration Services

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Examine the new immigration legal changes under the Biden Administration
- Review a more high-level understanding of the immigration options available for this industry.
- Discuss trends to watch within the immigration-employment context.

#### Faculty:

**Ritika Narayanan**, Associate, Hinshaw & Culbertson, LLP

### 47E Hot Survey Issues a 2023 Update

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Identify survey trends impacting long term care providers.
- Develop strategies for preparing for enforcement surveys.
- Examine best practices for responding to survey issues and mitigating liability.

#### Faculty:

**Meredith Duncan**, Shareholder Attorney, Polsinelli

**Matthew Murer**, Shareholder, Attorney, Polsinelli PC

### 48E Housing Forum

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Review an update on the work plan of the LeadingAge Illinois Housing Cabinet.
- Discuss an update on federal housing and operations policy.
- Discuss participant questions.

#### Faculty:

**Juliana Bilowich**, Director, Housing Operations and Policy, LeadingAge

**David Guthridge**, Executive Director Affordable Housing, CJE SeniorLife

**Gail Burks**, Branch Chief, U.S. Department of Housing and Urban Development

## Education Sessions

### **49F** Using SNF and ALF Contracts As Both a Shield And Sword in Illinois Litigation

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Review how ALF and SNF resident contracts and specific provisions can best be used in defense of the facilities in litigated matters.
- Explore how ALF and SNF contracts can be used for risk transfer.
- Review specific contractual provisions that should be included and understand where there may be room for facilities to update their agreements.

#### **Faculty:**

**Adam Guetzow**, JD, Partner, Hinshaw & Culbertson LLP

**David Alfani**, JD, Partner, Hinshaw & Culbertson LLP

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

### **50F** Medicaid Rates Forum

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Discuss the recent changes in Medicaid rates and how they impact providers.
- Examine the most recent updates on proposed changes to Medicaid in the Illinois General Assembly.
- Discuss participant questions.

#### **Faculty:**

**Matt Werner**, Owner, M Werner Consulting

### **51F** BIPA/Social Media and Privacy: Managing Provider Liability Arising from Technology

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Review applicable laws, regulations and requirements related to privacy, social media and technology.
- Discuss current issues and liability risks associated with BIPA lawsuits, privacy breaches and social media misuse
- Define best practices to ensure compliance with applicable requirements and mitigate risk and liability.

#### **Faculty:**

**Meredith Duncan**, Shareholder Attorney, Polsinelli

**Matthew Murer**, Shareholder Attorney, Polsinelli PC

**Scott Gilbert**, Shareholder Attorney, Polsinelli PC

### **52G** Facility Policies: Drafting and Implementing Policies and Procedures for Long Term Care Facilities

**Wednesday, March 8 2:45 PM - 3:45 PM**

**1 CE**

- Attendees will receive an overview of policies and procedures required by statute and regulation.
- Attendees will leave with recommendations, best practices, and advice for drafting policies specific to the unique needs of the facility and its residents.
- Attendees will leave with recommendations, best practices, and advice for training, supervising, and ensuring staff are aware of and following policies and procedures.

#### **Faculty:**

**Michael Airdo**, JD, Partner, Airdo Werwas, LLC

**Mollie Werwas**, JD, Partner, Airdo Werwas, LLC

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

### **53G** State and Federal SNF Surveys-- Yearly Update

**Wednesday, March 8 2:45 PM - 3:45 PM**

**1 CE**

- Examine recent developments in state and federal survey processes in the SNF setting.
- Review recent trends in the appeal processes related to both IDPH violations and CMS Civil Money Penalties.
- Explore the impact of recent staffing violations and what to expect following implementation period.

#### **Faculty:**

**Michael Airdo**, JD, Partner, Airdo Werwas, LLC

**Mollie Werwas**, JD, Partner, Airdo Werwas, LLC

### **54 H** Staffing Agency Potholes: How to Avoid Unnecessary Legal Issues Involving Staffing Agency Workers

**Wednesday, March 8 4:00 PM - 5:00 PM**

**1 CE**

- Discuss an overview of the analysis in determining joint employer status.
- Identify common mishaps by employers that create unexpected joint employer scenarios, with examples from real cases.
- Identify recommendations, best practices, and advice for avoiding a joint employer classification.

#### **Faculty:**

**Mollie Werwas**, JD, Partner, Airdo Werwas, LLC

### **55H** Sheltered Care Forum

**Wednesday, March 8 4:00 PM - 5:00 PM**

**1 CE**

- Discuss survey and regulatory issues pertinent to sheltered care.
- Identify latest top citations for sheltered care.
- Discuss the most pressing participant questions.

#### **Faculty:**

**Adam Guetzow**, JD, Partner, Hinshaw & Culbertson LLP

### **56H** HCBS Forum

**Wednesday, March 8 4:00 PM - 5:00 PM**

**1 CE**

- Receive an update on the HCBS-related activities in Illinois.
- Hear from state and federal experts on HCBS.
- Discuss participant questions and topics of interest

#### **Faculty:**

**Mike Berkes**, Division Manager, Planning, Research, Development & Training, Illinois Department on Aging

## Education Sessions

### Strategy and Operations

#### 57A More Than Checking a Box: DEI for Meaningful Change

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Discuss best practices in implementing DEI programs.
- Explain the importance of customizing your DEI journey to fit your organizational values.
- Recognize the benefits of a successful DEI.

#### Faculty:

**Jasmine Godia**, CQ Certified Facilitator, Administrative Specialist & Diversity, Equity, and Inclusion Coordinator, ClarkLindsey

**Laura Edwards**, Vice President of Strategy & Innovation, ClarkLindsey

**Brit Vipham**, Director of Project Management, The Admiral at the Lake

**Samantha Victor**-Alvarado, DIRECTOR OF SERVICE EXCELLENCE, Admiral at the Lake

#### 58A Key Healthcare Trends Using Data

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Review key health care trends and how they continue to cause operational and financial challenges in senior living.
- Impact of current trends within the skilled nursing and long-term care industry.
- Demonstrate how industry-focused-data-driven insights can provide skilled nursing/long-term care organizations clarity and actionable information for strategic, operational, and financial improvement.

#### Faculty:

**Chad Kunze**, CPA, Principal, CLA

#### 59A Cyber-security: An actionable plan to keep your community secure & compliant

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Examine how to build a proactive plan to minimize data breaches and ransomware attacks through testing and staff training.
- List what steps you should take to ensure you're securing your PHI and staying HIPAA compliant.
- Discuss how to ensure your community's eligibility for cyber-insurance in today's environment.

#### Faculty:

**Amber Bardon**, CEO, Parasol Alliance

#### 70D Campus Repositioning: The Future of Skilled Nursing and Consumer Preferences

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Discover senior living market dynamics, data associated with reduced utilization of skilled nursing beds, including projections on future demand for long term care.
- Discuss specific provider experiences and case studies of repositioning their communities to meet the needs of the consumer of the future.
- Explain how to execute a successful campus repositioning process and the resources necessary to manage and mitigate risk.

#### Faculty:

**Dana Wollschlager**, Partner, Plante Moran Living Forward

**Jamie Timoteo**, MBA, Principal, Plante Moran Living Forward

#### 60B The 2022 State of Senior Living and the Senior Living Capital Markets

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Explain key senior living-specific trend data from the past year and predictions for what lies ahead.
- Discuss the implications for changes taking place in the not-for-profit senior living sector.
- Examine the current lending environment and senior living capital markets.

#### Faculty:

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

#### 61B Development Outlook Amid Volatile Construction Environment

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Explain strategies that can be implemented to help mitigate risks for development projects.
- Discuss how time, quality and money shift in an uncertain construction environments.
- Understand construction commodity costs.

#### Faculty:

**Frank Muraca**, President, ARCH Consultants Ltd.

**Timothy Winnecke**, Sr Project Manager, ARCH Consultants Ltd.

#### 62B Understanding the Medicare Benefit and Other Coverage Nuances

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Identify common and uncommon challenges when accepting Medicare.
- Learn how to structure your third party billing system for accuracy and expediency.
- Understand the impacts of VBP penalties and incentives affecting your bottom line.

#### Faculty:

**Elizabeth McLaren**, Vice President of Reimbursement and Community-Based Services, Covenant Living Communities and Services

#### 63B The Importance of Risk Management in Aging Services and Benefit of a Risk Retention Group

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- Examine how to implement a risk management program through the guidance and support of a risk retention group.
- Review how evidence-based risk management strategies can engage staff, improve resident outcomes, and reduce risks organization wide.
- Provide key takeaways and risk management tips that are applicable to aging service organizations.

#### Faculty:

**Mark Dubovick**, Health Services Administrator, The Admiral at the Lake

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

**Alexandria Adams**, Analyst and Consultant, ECRI

#### 64C Advancing Strategic Technology Solutions in Senior Living and Care

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Discuss examples of advanced technologies that assist today's senior living organizations.
- Explain how to effectively integrate technology solutions into operations.
- Discuss ideas to advance innovation and technology adoption within one's own organization.

#### Faculty:

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



## Education Sessions

### **65C** Streamlining Your Admissions and Intake Process

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Identify the various steps needed to obtain maximum reimbursement.
- Learn how to structure your third party billing system for accuracy and expediency.
- Understand the impacts of VBP penalties and incentives affecting your bottom line.

#### **Faculty:**

**Lauren Wienrich**, Director of Intake and Admissions, Covenant Living Communities & Services

### **66C** Future Ready

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Examine senior living market dynamics, data associated with reduced utilization of skilled nursing beds, and projections on future demand for long-term care.
- Recognize how specific provider case studies, who share how they successfully repositioned their communities to meet the needs of the consumer of the future.
- Discuss how to execute a successful campus repositioning process and find the resources necessary to manage and mitigate risk.

#### **Faculty:**

**Jamie Timoteo**, MBA, Principal, Plante Moran Living Forward

**Brian Pangle**, CEO, Clark Retirement Community

### **67D** Non Profit Financing Options and Challenges

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Discuss types of debt financing alternatives and processes to pursue to such options.
- Recognize how operational challenges, debt covenants, or defaults can lead to distressed situations
- Review when and how to consider sponsorship transition and/or affiliation opportunities.

#### **Faculty:**

**David Nie**, Partner, Ice Miller LLP

**Taryn Stone**, Partner, Ice Miller LLP

### **68D** How to use informed data to choose the best master plan for your community

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Review how the power of data can help stakeholders make informed decisions that maximize the value of their investment.
- Discuss the steps necessary to create consensus among multiple stakeholders for the long-term success of the facility planning.
- Discuss the steps of a successful master plan.

#### **Faculty:**

**Rachel Emmons**, Cost Benefit Analysis Expert, BLDD Architects

**Scott Likins**, Principal, BLDD Architects

**Chris Lee**, Designer, BLDD Architects, Inc.

**Emiel Guede**, Associate, BLDD Architects, Inc.

### **69D** Dining's Role in the Success of Developing the Middle Market

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Explain budget management needed by the dining team to be successful in a middle-market community.
- Identify the training fundamentals needed culinary support for middle-market community dining programs.
- Describe the key elements for leveraging dining for effective marketing and occupancy growth.

#### **Faculty:**

**Steve Lavenda**, CPA, Partner, Marcum LLP

**Scott Manson**, CPA, CGMA, CMA, Managing Director, Marcum LLP

### **71E** Medicaid Reimbursement and Cost Reports: Improve Your Bottom Line

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Examine the basics of Illinois Medicaid reimbursement, the provider tax, and the recent changes.
- Discuss the due dates and parts of the HFS long term care cost report.
- Explore ways to improve your bottom line through the filing of a Capital report.

#### **Faculty:**

**Steve Lavenda**, CPA, Partner, Marcum LLP

**Scott Manson**, CPA, CGMA, CMA, Managing Director, Marcum LLP

### **72E** The Merger, Acquisition, and Sponsorship Marketplace

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Identify how to effectively incorporate mergers, acquisitions and dispositions into a comprehensive growth strategy.
- Learn about valuation and due diligence techniques important in evaluating mergers, acquisitions and dispositions.
- Discover from organizations who have engaged in a recent acquisition or disposition.

#### **Faculty:**

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

### **73E** MDS October 2023 - Change is Coming!

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Review the new and revised MDS items, such as patient demographic and social determinants of health items, that will be utilized for standardizing information from all post-acute care settings.
- Gain an understanding of the impact of the elimination of Section G function items and the use of Section GG for all OBRA assessments.
- Learn what changes may need to be made in your facility for proper completion of the MDS.

#### **Faculty:**

**Deb Emerson**, CPA, RAC-CT, RAC-CTA, Principle, Health Care, CLA (CliftonLarsonAllen LLP)

### **74E** Transforming the Community of Yesteryear to the Community of Tomorrow

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Identify the most important information to gather on a market, including demographics and competitive insights, to drive a master planning process.
- Discuss how information gained from certain consumer research provides a strong foundation on which to pricing, contract and programming decisions.
- Identify how to align wellness, dining and social connectivity strategies for an overall vision for resident self-fulfillment.

#### **Faculty:**

**Jerry Walleck**, Principal, Perkins Eastman Architects

**Jay Prince**, CEO, Heritage of Kalamazoo

**Sara Montalto**, VP of Strategic Services, Love & Company

## Education Sessions

### **75F** Navigating the Five-Star Rating Process to Achieve Both Operational and Financial Success

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Review the current and recently updated calculation of the Five-Star rating system and the various inputs that factor into the calculation.
- Gain an understanding of how operational changes, such as scheduling, can impact the overall star rating and impact the financial outcomes at a facility.
- Learn what financial decisions can be made for overall operational improvement without significant impact on the star rating.

#### **Faculty:**

**Deb Emerson**, CPA, RAC-CT, RAC-CTA, Principle, Health Care, CLA (CliftonLarsonAllen LLP)

### **76F** Strategic Foresight for Senior Living

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Leading and facilitating all phases of a Scenario-Based Planning.
- Aligning teams and individuals behind the skill of "futuring" to enhance agility in the organization.
- Leveraging an agile foresight system to guide effective decision-making.

#### **Faculty:**

**Robin Champ**, Chief of Enterprise Strategy and Foresight, US Secret Service

### **77F** Prevent Denials of Medicare Reimbursements Through Affective Clinical Documentation

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Identify systems that must be in place to ensure proper documentation to secure coverage and payment.
- Determine common pitfalls that can delay cash flow and may result in bad debt.
- Develop processes that ensure documentation is consistent, accurate, and provides for maximum reimbursement of services.

#### **Faculty:**

**Amy Lane**, Regional Directors of Clinical Services, Covenant Living Communities & Services  
**Becky Smith**, Regional Directors of Clinical Services, Covenant Living Communities & Services

### **78F** A Tale of Flexibility

**Wednesday, March 8 1:30 PM - 2:30 PM**

**1 CE**

- Expose the attendees to real world decisions made while programming a building expansion during fluctuating financial times.
- Analyze the need to expand assisted living. A new perspective of using benchmark data.
- Discuss the effects of material availability, managing substitutions, and cost increases during the construction of a project.

#### **Faculty:**

**Randy Gross**, Vice President Project Development, Covenant Living Communities and Services  
**Jose Montalvo**, Senior Associate & Senior Manager, THW Design | Architecture

### **79G** Four Traits of Strategically Thinking Leaders

**Wednesday, March 8 2:45 PM - 3:45 PM**

**1 CE**

- Strengthen your team's ability to determine where existing resources can be reallocated to higher order priorities.
- Improve your organization's ability to prioritize strategic initiatives that matter most to the success of your organization.
- Learn how to incorporate accountability, learning and agility into execution of your organization's strategic plan.

#### **Faculty:**

**Doug Maris**, Vice President of Operations, LBL Strategies  
**Robin Champ**, Chief of Enterprise Strategy and Foresight, US Secret Service

### **80G** Creative Financing during Challenging Times: How Phasing & Financing can help your project get done

**Wednesday, March 8 2:45 PM - 3:45 PM**

**1 CE**

- Examine the importance of continuing to plan and move forward, even in tougher times.
- Discuss how Phasing a project and incorporating some creative financing options can make a project viable.
- Explore how Evenglow and Clark Lindsey Village used phasing and creative financing to close on their transformative projects in 2022, despite the increases in construction costs and interest rates.

#### **Faculty:**

**Lynn Daly**, Executive Vice President, HJ Sims

### **81G** Third Party Billing Pitfalls (...and how to avoid them!)

**Wednesday, March 8 2:45 PM - 3:45 PM**

**1 CE**

- Identify language to have in third party billing agreements to ensure clarity of roles and responsibilities.
- Learn how to structure your third party billing system for accuracy and expediency.
- Understand the impacts of VBP penalties and incentives affecting your bottom line.

#### **Faculty:**

**Jon Dunker**, Director, Reimbursement, Covenant Living Communities & Services

### **82H** If you're not at the table, you're probably on the menu: Preparing your board for M&A Opportunities

**Wednesday, March 8 4:00 PM - 5:00 PM**

**1 CE**

- Examine the importance of keeping your board up to date with the type and velocity of affiliations and sponsorship transitions happening in the Senior Living Industry
- Discuss how other non-profits and for-profits are successfully positioning themselves to grow (and/or divest) via Mergers and Acquisitions.
- Explore how to use the take-away tool and how it can be customized for your community. A sample will be discussed and the tool will be available for providers to 'take-home' after the session.

#### **Faculty:**

**Lynn Daly**, Executive Vice President, HJ Sims

## Education Sessions

### Workforce and

### Leadership Development

**84A** Mixing Emotional Intelligence and Mindfulness: A recipe for Leadership success

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Define Mindfulness and Emotional Intelligence.
- Share experiences of brief mindfulness practices and rate comfort before and after practice.
- Recognize ways to incorporate mindfulness/ EI into personal Practice and utilize in Healthcare settings.

**Faculty:**

**Ingrid Provident**, Education Specialist, Select Rehabilitation

**85A** Managing when No One Wants to Work

**Tuesday, March 7 9:45 AM - 10:45 AM**

**1 CE**

- Discuss the burden of leadership and what it takes to become an effective manager.
- Identify why some employees stay and some don't.
- Understand the structure of Leadership and how to develop a cohesive leadership team.

**Faculty:**

**Ralph Peterson**, Strategic Business Consultant

**87B** Legendary Leadership in the New Workplace continuation of the keynote address

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

- TBD

**Faculty:**

**Christopher Ridenhour**,

**91D** Digital Recruiting Strategies for Attracting Today's Modern Senior Living Talent

**Tuesday, March 7 1:30 PM - 2:30 PM**

**1 CE**

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

**Faculty:**

**Melissa Smalley**, Business and Marketing Strategist, Marketing Essentials

**88C** Diversity, Equity, and Inclusion: Name It, Aim It, and Claim It!

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Discuss if DEI committees work, who should lead them, and how to decide on realistic goals.
- Describe the processes that create safe and honest spaces for tough conversations and conflicts.
- Discuss how to identify and remediate the cultural blind spots that threaten your effectiveness.

**Faculty:**

**Christopher Ridenhour**

**89C** Creative and Meaningful Education: Building Nursing Competencies

**Tuesday, March 7 2:45 PM - 3:45 PM**

**1 CE**

- Identify the elements of competencies and evidenced base education to develop skills.
- Develop a facility plan to implement competency-based training.
- Describe key strategies for nursing leadership to operationalize the training process.

**Faculty:**

**Susan LaGrange**, Chief Nursing Officer, Pathway Health

**86B** Technology as a Differentiator: Attracting Staff and Residents To Your Community

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Examine what technologies are available that can help attract staff and residents to your community.
- Explore real life examples of providers who have succeeded in differentiating themselves through technology.
- Explore key requirements that providers need to have in place before embarking with new technologies.

**Faculty:**

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

**90D** DON Strategies to Embrace and Enhance Leadership Skills of Your Nursing Management Team

**Tuesday, March 7 4:00 PM - 5:00 PM**

**1 CE**

- Describe the steps in developing an individualized nurse manager curriculum for leadership.
- Verbalize two methods for delivery of education.
- Identify two strategies for evaluation and follow-up.

**Faculty:**

**Susan LaGrange**, Chief Nursing Officer, Pathway Health

**92E** Labor & Employment Update 2023: What You Need to Know to Be Compliant

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Discussion of new local and state regulations impacting policy and annual training requirements, creating pay reporting obligations and other updates.
- Discuss developments and initiatives on the federal level.
- Explore trends to watch based on initiatives making ground in other states.

**Faculty:**

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

**Adam Guetzow**, JD, Partner, Hinshaw & Culbertson LLP

**David Alfini**, JD, Partner, Hinshaw & Culbertson LLP

**93E** Motivational Interviewing as a Strategy for Staff Retention

**Wednesday, March 8 9:45 AM - 10:45 AM**

**1 CE**

- Discuss the benefits of using Motivational Interviewing skills to strengthen communication and improve quality.
- Describe four strategies of Motivational Interviewing: open-ended questions; affirmation; reflective listening; summaries (OARS).
- Use Motivational Interviewing as a communication tool to improve staff retention.

**Faculty:**

**Nell Griffin**, Sr. Quality Improvement Facilitator, Telligen



## Education Sessions

### 94E Becoming a Coaching Leader

Wednesday, March 8 9:45 AM - 10:45 AM

1 CE

- Define the elements of a coaching approach to supervision and compare how it is different than traditional supervision.
- Explore how a coaching framework supports a culture of employee growth and empowerment.
- Discuss how a coaching culture supports retention and growth of your current workforce.

#### Faculty:

**Anna Ortigara**, RN, MSN, Gerontological Nurse Specialist

### 95F Using Virtual Reality Technology as a Tool for Enhanced Learning

Wednesday, March 8 1:30 PM - 2:30 PM

1 CE

- Discuss how technology can help to enhance role specific staff training.
- Examine how to utilize VR technology to promote the development of empathetic response in caregivers and staff.
- Review how to teach staff practical triaging techniques through experiential learning.

#### Faculty:

**Catherine Samatas**, Director of Engagement & Innovative Programming, CJE SeniorLife  
**Sarah Cohen**, Health Educator, CJE SeniorLife

### 96F Creating a Realistic Retention Roadmap for Sustainable Success

Wednesday, March 8 1:30 PM - 2:30 PM

1 CE

- Identify gaps between where our culture is today versus where it needs to be to effectively attract and retain talent.
- List potential retention initiatives to gain the greatest ROI with the smallest time commitment.
- Discuss a plan of action for retention initiatives that will make a difference.

#### Faculty:

**Cara Silletto**, MBA, CSP, President & Chief Retention Officer, Magnet Culture

### 97G Creating a Path Towards Workplace Citizenship to Strengthen Employee Retention and Engagement

Wednesday, March 8 2:45 PM - 3:45 PM

1 CE

- Examine how each of the 3 Plagues of Helplessness, Loneliness, and Boredom are impacting staff, resulting in employee disengagement and staff shortages.
- Identify the 7 Domains of Well-Being model as the framework to overcome the 3 Plagues, meet their employees' five critical needs and create a working experience their employees desire and will allow them to thrive.
- Discover how to become a Shepherd Leader by learning how to come beside their employees to bring out their best, harness their collective genius, and inspire them to become "citizens" and take an active role in continually supporting and enhancing the well-being of all members of their community.

#### Faculty:

**Bruce Berlin**, Founder & Chief Experience Officer, Prioriteams

### 99H Need new employees fast? Learn How to Use Social Media and Digital Marketing for Recruitment

Wednesday, March 8 4:00 PM - 5:00 PM

1 CE

- Review real life examples of the right way to use Social Media, Digital Marketing and Reputation Management to become proactive instead of reactive in finding and recruiting new employees.
- Explore strategies for Increase quality and number of candidates and increases reach and interest in open positions.
- Examine how to build community awareness about your community and have a reputation for being an employer of choice.

#### Faculty:

**Fran Palma**, Senior Vice President Digital Strategies, Covenant Living Communities & Services  
**Mackenzie Hurlbert**, Digital Strategies Manager, Covenant Living Communities and Services  
**Dylan Pattenaude**, National Director of Digital Strategies, Covenant Living Communities and Services

### 100H Unique Challenges of the Health Care Workforce

Wednesday, March 8 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**, Chief Operating Officer, Pathway Health

## List of Exhibitors

The Expo Floor will be open on Tuesday and Wednesday from 10:45 am to 1:30 pm. Visit the most up-to-date exhibitor list and floor plan at [https://annualconference.leadingageil.org/2023/floor\\_plan.cfm](https://annualconference.leadingageil.org/2023/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, and other attendee engagement activities.

### Exhibitor List as of January 6, 2023:

ARCH Consultants	Genesis Rehab Services	RSM US LLP
Accushield	Green Tree Pharmacy	RXPPTS Pharmacy
Advacare Systems	HD Supply	Remedi SeniorCare
Aegis Therapies	Hamilton CapTel	Sawgrass Partners, LLC
AlixaRx	HealthPRO Heritage	Select Rehabilitation
All-Stat Portable	Insurance Program Managers Group	ShiftMed
Apollo Corporation	IntelyCare	Sodexo Seniors
Assembly Health/Polaris Group	KARE	Southern Bus & Mobility
Balanced Environments, Inc	MAC Rx LLC	Symbria
CARF International	MVTL Laboratories, Inc. (MN Valley	THW Design
CMP Pharma	Testing Laboratories, Inc.)	TMC
CalmoSeptine, Inc.	Marcum	Tee Jay Service Company, Inc.
CliftonLarsonAllen LLP	Marketing Essentials	TridentCare
Compass Community Living	McKesson Medical-Surgical	Vohra Wound Physicians
ConnectRN	Medline Industries, Inc.	Walsh Construction Company
Cornell Communications, Inc.	Nania Energy	Wipfli LLP
Cura Hospitality	Ovitsky Vision Care	Ziegler
Direct Supply	PARO ROBOTS US INC	
ESHYFT	Parasol Alliance	
Elderwerks Educational Services	Pathway Health Services, Inc.	
Fitzsimmons Hospital Services	PharMerica	
Forefront Culinary & Support	Plante Moran, PLLC	
Services	ProviNET Solutions	
Forum Pharmacy		

## 2023 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



### Silver Sponsors



## Rates Deadlines

Early Registration Deadline..... **Tuesday, January 31, 2023**  
Pre-registration (Standard) Deadline..... Wednesday, February 6, 2023

	Early Bird (by January 31)	Standard (February 1 and later)
Provider Member	\$349/pp	\$449/pp
Provider Non-member	\$549/pp	\$649/pp
Non-Exhibiting Vendor (member)*	\$749/pp	\$849/pp
Non-Exhibiting Vendor (non-member)*	\$1049/pp	\$1149/pp
Exhibiting Vendor (member add'l)*	\$349/pp	\$449/pp
Exhibiting Vendor (non-member add'l)*	\$549/pp	\$649/pp
Board and Trustee and Residents***	FREE	FREE
Retiree**	\$249/pp	\$249/pp

## Registration

Register for the 2023 Annual Meeting & Expo at [leadingageil.org/annual-conference](https://leadingageil.org/annual-conference).

### What's included?

Full Annual Meeting rates cover all educational sessions, Annual Meeting materials, coffee, lunches, and Tuesday night reception.

### Concurrent Educational Sessions

Refer to the on-line brochure at [leadingageil.org/annual-conference](https://leadingageil.org/annual-conference) for full session descriptions.  
**NEW!! Sessions do NOT need to be indicated at the time of registration.**

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

### 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.**



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](https://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.

**All rate are per person.**

### \*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.

### \*\*Retiree Rates

Retiree – Retirees may register through the on-line registration system. LeadingAge Illinois staff will contact the retiree registrant to provide a cover letter, which must state the year registrant retired and the organization from which registrant retired in order to complete the registration process.

### \*\*\*Board, Trustee, and Resident 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](http://leadingageil.org/annual-conference) to register. Contact LeadingAge Illinois at [meetingservices@leadingageil.org](mailto: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 February 6	After February 6
<b>Substitution</b>	Email <a href="mailto:outreachregistration@niu.edu">outreachregistration@niu.edu</a> 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.
<b>Cancellation</b>	Email <a href="mailto:outreachregistration@niu.edu">outreachregistration@niu.edu</a> . A refund will be issued minus a \$25 processing fee	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](mailto:meetingservices@leadingageil.org).

## Dietary Restrictions

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.

## Mother's Room

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

## 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 Confirmation

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

## Registration Questions

Registration questions should be directed to our registration service provider, Northern Illinois University by calling 815.753.7922 or emailing [outreachregistration@niu.edu](mailto:outreachregistration@niu.edu). Reference LeadingAge Illinois registration in the subject line.

Direct all other meeting questions to [meetingservices@leadingageil.org](mailto: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)

The following categories have been approved. Visit on-line brochure for the complete list of categories that are eligible to earn CE credit.

- Illinois Licensed Nursing Home Administrators
- Illinois Licensed Clinical Social Workers/Licensed Social Workers
- Illinois Licensed Occupational Therapists and Occupational Therapy Assistants
- Illinois Licensed Physical Therapists and Physical Therapy Assistants
- Illinois Registered Public Accountants
- Illinois Licensed Nurses
- Illinois Licensed Professional Counselors/Clinical Counselors

## Badges

### Split/Share Registration Policy

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 provided during registration.