

FORWARD

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Minnesota

2021 VIRTUAL INSTITUTE

May 18-21, 2021



LeadingAge[®]

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These fine organizations are dedicated partners whose financial support helps provide quality programs and resources to our members.

Through these unprecedented times, our annual sponsors have continued their steadfast support of our collective work. They have met myriad challenges with industry expertise, innovative solutions, flexibility and a genuine desire to help our members serve seniors with excellence and dignity.

For all you do – thank you. We truly are Better Together.




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SCHEDULE OF EVENTS


TUESDAY, MAY 18

8 a.m.	8 - 9 a.m. Concurrent Sessions		8 a.m.
9 a.m.			9 a.m.
10 a.m.	9:15 - 10:30 a.m. General Session and Opening Keynote Presentation	Sponsored by  Ziegler <small>CAPITAL :: INVESTMENTS :: ADVICE</small>	10 a.m.
11 a.m.	10:45 - 11:45 a.m. Concurrent Sessions		11 a.m.
12 p.m.			12 p.m.
1 p.m.	12:15 - 1:15 p.m. Meetup Groups: Adult Day Services, Dietary/Culinary, Human Resources, Leadership Academy Alumni and Spiritual Care		1 p.m.

WEDNESDAY, MAY 19

8 a.m.	8 - 9 a.m. Concurrent Sessions		8 a.m.
9 a.m.			9 a.m.
10 a.m.	9:15 - 10:15 a.m. Concurrent Sessions		10 a.m.
11 a.m.	10:30 - 11:30 a.m. Concurrent Sessions		11 a.m.
12 p.m.			12 p.m.
1 p.m.	Noon - 1 p.m. Meetup Groups: Activities/Therapeutic Recreation, Fund Development, Nursing and Social Work	Sponsored by  Thrifty White PHARMACY	1 p.m.

THURSDAY, MAY 20

8 a.m.	8 - 9 a.m. Concurrent Sessions		8 a.m.
9 a.m.			9 a.m.
10 a.m.	9:15 - 10:30 a.m. General Session and Keynote Presentation		10 a.m.
11 a.m.	10:45 - 11:45 a.m. Concurrent Sessions		11 a.m.
12 p.m.			12 p.m.
1 p.m.	12:15 - 1:15 p.m. Meetup Groups: Finance/Business Office, Engineers/Environmental Services/ Maintenance, Marketing & Sales, Safe Care for Seniors Champions and Technology	Sponsored by  WIPFLI	1 p.m.

FRIDAY, MAY 21

8 a.m.	8 - 9 a.m. Concurrent Sessions		8 a.m.
9 a.m.			9 a.m.
10 a.m.	9:15 - 10:15 a.m. Concurrent Sessions		10 a.m.
11 a.m.	10:30 - 11:30 a.m. Concurrent Sessions		11 a.m.
12 p.m.	11:45 a.m. - 12:15 p.m. General Session Lunch & Laugh		12 p.m.
1 p.m.			1 p.m.

GENERAL SESSION & OPENING KEYNOTE PRESENTATION

Tuesday, May 18, 9:15 – 10:30 a.m.

Be a Mountain Climber and Overcome Any Barrier

What a year it has been. In the midst of the pandemic you have powered on to serve our older adults. While your passion and commitment in serving has remained unshaken, you may be feeling over stretched, exhausted and stressed.

Dr. Bryan K. Williams delivers our powerful opening keynote presentation that reveals the mindset and behaviors you can adopt to effectively address and overcome professional or personal barriers. Learn 10 proven tips to take control of your efforts and transcend any obstacles in your path.

Explore the power of repetition to help you continue to deliver high quality service. Discover the essential ingredient necessary for building and maintaining positive, supportive relationships. Learn the key to remaining anchored despite life's disruptions – all this so you can continue to support seniors and their families while supporting yourself and your team.

Dr. Bryan K. Williams is an author and consultant who is a noted authority on customer service excellence and leadership effectiveness. He previously worked for the world-renowned Ritz-Carlton Hotel Company as the Global Corporate Director of Training and Organizational Effectiveness and was a member of the Board of Examiners for the Baldrige Performance Excellence Program. He is the author of four books, "Engaging Service," "Work Like You Own It," "How to Serve a VIP," and "Lift Me Higher."

Bryan K. Williams



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GENERAL SESSION & KEYNOTE PRESENTATION

Thursday, May 20, 9:15 – 10:30 a.m.

Eileen McDargh

Cultivating Resilience: Leadership Skills for Disruptive Times

Even before a pandemic upended our lives, the pressures of working in long-term care coupled with the pace of daily living created challenges for healthcare leaders. Resilience is now THE word for moving forward in 2021 and beyond.

Conventional wisdom suggests that some people are just better equipped to be resilient while others are more prone to be overwhelmed, but we disagree. Resilience is a set of skill-based competencies that can be learned and practiced. It is also a life skill and not just something that is pulled out in tough times. That makes this radical resilience!

Eileen McDargh leads this morning's lively presentation. Learn the four critical skills to build resilience. Consider the relationship of mental, emotional and physical energy connections that can be practiced and modeled for your staff team. Discover the value of intelligent optimism and why self-care is a critical component in moving forward and leading well.

Eileen McDargh is an author, executive coach and the CEO (Chief Energy Officer) of The Resiliency Group in Dana Point, Calif. Since 1980 she has helped organizations and individuals transform the life of their businesses and the business of their lives. She is the author of seven books including the recent "Burnout to Breakthrough: Building Resilience to Refuel, Recharge and Reclaim What Matters."



GENERAL SESSION LUNCH & LAUGH

Friday, May 21, 11:45 a.m. – 12:15 p.m.

Tim Gard

Laughter Becomes You!

Grab your lunch and join us for a good old-fashioned belly laugh to end your work week.

We all smile and laugh in the same language. Humor unites us and is the fastest, easiest and most fun way to connect with virtually anyone.

Explore ways to develop and apply your unique Comic Vision™ to become more resourceful and resilient. Discover three short and easy steps to increase your morale and productivity every day.

Tim's terrifically funny, unique stories (and extraordinary visual props) make this endnote one to remember forever.

Tim Gard, CSP, is an author and internationally recognized Hall of Fame speaker. Considered an authority on stress reduction and conflict resolution, his easy-to-implement techniques provide ways to diffuse, deal with and even avoid intensely stressful encounters. Prior to owning his business, Tim worked in sales and human services.

CEUs are not available for this session.



SCHEDULE OF EVENTS

TUESDAY, MAY 18

8 a.m. _____ 8 a.m.

8 - 9 a.m.
Concurrent
Sessions

9 a.m. _____ 9 a.m.

10 a.m. _____ 10 a.m.

9:15 - 10:30 a.m.
General Session and
Opening Keynote
Presentation



11 a.m. _____ 11 a.m.

10:45 - 11:45 a.m.
Concurrent
Sessions

12 p.m. _____ 12 p.m.

1 p.m. _____ 1 p.m.

12:15 - 1:15 p.m.
Meetup Groups: Adult Day Services,
Dietary/Culinary, Human Resources,
Leadership Academy Alumni and
Spiritual Care

SESSION PLANNER - TUESDAY, MAY 18, 2021

Professional Group	Sessions
Activities/Therapeutic Recreation	101, 103, 104, 105, 107, 112, 201, 204, 205, 206, 208, 210, 211
Adult Day Services	103, 104, 105, 106, 107, 108, 111, 112, 202, 204, 205, 206, 207, 208, 209, 210, 211, 212, Meetup Group
AL Director/HWS Manager	101, 102, 103, 104, 105, 107, 108, 109, 112, 113, 201, 202, 203, 205, 206, 208, 209, 211
Board Member	101, 102, 104, 108, 112, 207, 211, 212
Campus Director	101, 102, 104, 107, 108, 111, 112, 201, 202, 203, 206, 207, 208, 209, 211
CEO/Administrator	101, 102, 104, 106, 107, 108, 111, 112, 201, 202, 203, 206, 207, 208, 209, 211, 212
Dietary/Culinary	103, 104, 105, 107, 109*, 112, 201, 202, 203, 206, 211, Meetup Group
Finance/Business Office	104, 107, 108, 110, 112, 206, 211
Fund Development	104, 107, 112, 206, 207, 211
Home Care	101, 103, 104, 105, 107, 112, 113, 201, 202, 203, 206, 211
Housing Director (<i>Independent living</i>)	102, 104, 107, 108, 111, 112, 202, 205, 206, 207, 208, 209, 211
Human Resources	104, 107, 108, 111, 112, 201, 202, 206, 207, 211, Meetup Group
Maintenance/Environmental Services/Engineers	104, 107, 109, 112, 201, 206, 208, 211
Marketing & Sales/Public Relations	101, 103, 104, 107, 111, 112, 205, 206, 208, 209, 211
Medical Records/Health Information Technology	104, 107, 108, 112, 206, 211
Nursing	101, 103, 104, 105, 107, 112, 113, 201, 202, 204, 206, 211
Physical/Rehab Therapy	103, 104, 105, 112, 201, 204, 211
QA/QI Staff	104, 107, 112, 113, 206, 211
Social Work	101, 103, 104, 105, 107, 110, 112, 201, 204, 205, 206, 208, 210, 211
Spiritual Care	103, 104, 105, 112, 210, 211, Meetup Group
Staff Development/Education	104, 105, 107, 112, 113, 201, 202, 204, 206, 211
Technology	103, 104, 107, 108, 112, 205, 206, 211

* Meets the sanitation CEU requirement for CBDM/ANFP and CDR/MAND.

EDUCATION SESSIONS - TUESDAY, MAY 18, 2021

8 – 9 a.m.

CONCURRENT SESSIONS

101 - MDH Updates: Home Care, Assisted Living, Housing with Services (AL, HCBS)

- Understand the most common home care deficiencies and how to avoid them.
- Learn the licensing application and notice processes to transition to Assisted Living Licensure, and considerations for home care providers who will retain their licenses.
- Discover forms and tools MDH will have available for Assisted Living Licensure including the required Uniform Checklist Disclosure of Services.

Lindsey Krueger, RN, Health Facilities Section Chief, and Director, Office of Health Facility Complaints and Interim Program Manager, Home Care and Assisted Living Program, Minnesota Department of Health, St. Paul

102 - 2021 Top Trends: Senior Living Organizations Facing Historic Changes (AL, CC)

- Understand the top 10 trends and issues that will impact post-acute, long-term care and senior living providers in the wake of the pandemic.
- Become familiar with evolving payment and reimbursement models.
- Consider strategic areas of focus to support your strategic and operational planning.

Erin Shvetzoff Hennessey, CEO, Health Dimensions Group, Minneapolis

103 - Caring for Individuals with Vision Loss (All Settings)

- Understand the emotional impact of vision loss and how those affected see the world.
- Receive helpful tips and proven strategies for working with people experiencing vision impairment.
- Explore how technology can aid in regaining independence.

Susan Anderson, Associate Director of Programs, and Renee Waclaw, Community Services Technology Specialist, Vision Loss Resources, Minneapolis

104 - In Forward Motion (All Settings)

- Reflect on the experiences and lessons learned from the last year as you prepare to move your organization and staff forward from the pandemic.
- Consider the myriad issues of ageism and how they were impacted by COVID.
- Understand more about resilience and the choices we make to recover stronger and smarter.

Carol Silver Elliott, President and CEO, Jewish Home Family, Rockleigh, N.J., and Chair, Board of Directors, LeadingAge, Washington, D.C.



105 - Dementia Communication Strategies During COVID (AL, CC, ADS)

- List and define several basic skills for dementia communication known to reduce frustration and increase comprehension for the person with dementia.
- Describe communication skills that a wearer of personal protective equipment might use to reduce apprehension and build rapport with the person with dementia.
- Discuss frustration-reducing communication strategies a team member can use to facilitate video chats for the person with dementia and their loved ones.

Erin Bonitto, Founder @ Lead Coach, Gemini Consulting Inc., Cold Spring

Tracks for Sessions

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

HCBS – Home and Community Based Services

EDUCATION SESSIONS - TUESDAY, MAY 18, 2021

8 – 9 a.m.

CONCURRENT SESSIONS, *cont'd.*

106 - Adult Day Services and COVID-19: Lessons Learned and a Look Ahead (ADS)

- Understand the impact of the pandemic on adult day services across the country.
- Explore how adult day services providers have adapted throughout the pandemic and the steps taken to address the gaps and needs that remain.
- Consider how innovative providers have built creative partnerships and collaborations to improve and expand care and increase public awareness of adult day services in the community.

Brendan Flinn, Director, Medicaid and Home and Community-Based Services, LeadingAge, Washington, D.C.

107 - ESSENTIAL SKILLS FOR SUPERVISORS: Emotional Intelligence (All Settings)

- Review the concept of Emotional Intelligence (EI) and why it is an essential supervisory tool.
- Identify ways to practice self-awareness, self-management and social awareness that will help you model positive behaviors for those you supervise.
- Take home ideas for honing your EI skills and how to best apply them.

Ellen Schneider, Human Resources Consultant, St. Paul

108 - How to Prevent Vicious and Malicious Ransomware Attacks (All Settings)

- Recognize the growing vulnerability to malicious ransomware attacks for senior services settings.
- Know how to train your staff and monitor threats to avoid attacks on your medical records and other vital information.
- Learn from case studies what to do, and what not to do, to respond to a ransomware attack.

David Aafedt, Shareholder, and Gerald Fornwald, Shareholder, Winthrop @ Weinstine P.A., Minneapolis

109 - Spring Cleaning: Brush Up on Food Safety and Sanitation (AL, CC)

- Learn best practices to meet all safety and sanitation guidelines, including the latest updates to sanitation rules.
- Understand safety and sanitation processes as well as proper recording/logging to maximize staff and resident safety.
- Discuss any specific issues your community may encounter and how to mitigate those challenges.

Megan Rhodes, MS, RD, Regional Director of Nutrition and Wellness, Unidine Corporation, Boston, Mass.

This program is designed to meet the sanitation CEU requirement for CBDM/ANFP and CDR/MAND.

110 - Care Center Business Office Best Practices to Reduce Tail Chasing (CC)

- Gain more confidence and increased ability to accurately identify correct primary and secondary payer sources for billing and care coverages.
- Recognize the important role social services staff play in getting accurate financial information from residents in the admissions process.
- Identify what is included in reimbursement and what is an exception for your organization's managed care contracts, to potentially increase revenue or decrease the costs of care.
- Learn proven methods to maintain AR goals in a COVID environment that may include staffing shortages.

Jay Pizinger, CFO, and Nicki Cook, Senior Financial Consultant, Three Links Management, Northfield

EDUCATION SESSIONS - TUESDAY, MAY 18, 2021

8 – 9 a.m.

CONCURRENT SESSIONS, *cont'd.*

111 - COVID-19 Sentiment Report: Improving Marketing & Sales (Part 1) (AL, CC)

This is the first of a two-part series exploring the results of a national survey to learn from residents, prospects and staff about their experience living through this pandemic and how that may have affected their decisions to live or work in senior communities. See session 207 for Part 2.

- Hear the results of the survey that reveal how senior living is viewed, along with consumers' and workers' desire and confidence to live or work in a senior community during the pandemic and beyond.
- Explore proven practices and innovative ideas specific to sales and marketing to increase census during the ongoing pandemic.
- Learn how to leverage the data to enhance the resident experience, redefine the value proposition that senior living has to offer, and implement innovative marketing and sales solutions to improve prospect and waitlist engagement and ultimately increase census.

Dana Wollschlager, Partner @ Practice Leader, Plante Moran Living Forward, Chicago, Ill.; Bobby Sumner, President @ Co-Founder, Retirement DYNAMICS, Charlotte, N.C.; and Shona Schmall, Director of Marketing @ Sales/Cooperative Development, Ebenezer Management Services, Edina

112 - A Practical Guide to Diversity, Equity and Inclusion (DEI) (All Settings)

- Understand the differences between diversity, equity and inclusion, and why it is essential to your business, your team and your reputation.
- Explore the different types of diversity found in your workplace.
- Learn why diversity, on its own, isn't helpful if your organization is considering making changes to its workplace culture.
- Know the difference between "equity" and "equality" and how both concepts impact workplace beliefs and practices.

Ayana King, CEO and Founder, Maximum Communications LLC, Detroit, Mich.

113 - The Three C's – COVID, Care Paths and Competencies (AL, CC)

- Discuss key COVID-19 concerns for assisted living and care center settings.
- Learn strategies to implement a comprehensive program to monitor, treat and manage residents with an acute change of condition.
- Identify three critical competencies during the COVID-19 pandemic including infection control.

Lisa Thomson, Chief Strategy and Marketing Officer, Pathway Health, Lake Elmo

9 – 9:15 a.m.

BREAK

9:15 – 10:30 a.m.

General Session and Opening Keynote Presentation

Be a Mountain Climber and Overcome Any Barrier

Dr. Bryan K. Williams

Keynote presentation sponsored by



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10:30 – 10:45 a.m.

BREAK

EDUCATION SESSIONS - TUESDAY, MAY 18, 2021

10:45 – 11:45 a.m.

CONCURRENT SESSIONS

201 - MDH Update: COVID-19 Issues (All Settings)

- Describe recent guidelines, literature and updates related to COVID-19.
- Analyze the outlook for treatment and infection control in older adult services settings.
- Address common questions about COVID-19 affecting congregate care facilities.

Panel: Tammy Hale, MSN, RN, CIC, Nurse Specialist, Infection Control Assessment and Response (ICAR) and Infectious Disease Epidemiology, Prevention and Control (IDEPC), Maria King, RN, Assistant Program Manager, Licensing and Certification HRD, and representative to be announced, Health Care Worker Monitoring Division, Minnesota Department of Health, St. Paul

Moderator: Kari Everson, RN, BSN, MSN, MHA, LNHA, Director of Clinical Care @ Clinical Consultant, LeadingAge Minnesota, and President, Euvoia Senior Care Consulting, Woodbury

202 - Off to a Great Start – New Staff Onboarding (All Settings)

- Identify the four key drivers of successful employee onboarding.
- Recognize the value of asking questions, monitoring and measuring the onboarding process.
- Share best practices in providing a positive new employee experience that helps promote success and retention.

Nancy Anderson, SVP, Engagement Solutions, Align, Wausau, Wis.

203 - Understanding the New Food and Nutrition Rules for AL Licensure (AL)

- Understand the new meal planning guidelines going into effect with Assisted Living Licensure.
- Know how to plan and budget for meal service that follows the USDA guidelines and the Minnesota Food Code.
- Explain the different kinds of special diets and the training requirements for each.

Dawn Nickleson, CDM, Owner, and Patrick Nickleson, Chef and Owner, Passion for Dining and Nutrition, Cottage Grove

204 - Dementia Education that Sticks (and Inspires!) (AL, CC, ADS)

- Describe how a caregiver's misunderstanding of age-associated memory impairment versus Alzheimer's-type dementia may account for some of the most-commonly observed ineffective dementia approaches.
- Recognize how Alzheimer's Disease and related dementias damage certain regions of the brain and learn effective teaching strategies for helping team members understand and retain this important information.
- List several simple teaching strategies that can be added to existing dementia education packages to make the education more impactful and inspire improvements in approach for all team members.

Erin Bonitto, Founder @ Lead Coach, Gemini Consulting Inc., Cold Spring

205 - Harness the Power and Ease of Technology for Engagement and Connection (All Settings)

- Learn about technology options used during the COVID pandemic that proved beneficial to staff and residents.
- Hear how senior living communities throughout the country are utilizing technology to keep residents and families engaged and connected.
- Discover several resources, some of them free, to help you use technology to keep the connections alive and blossoming even beyond the pandemic – and even for non-technical individuals.

Jack York, President/Co-Founder, It's Never 2 Late, Greenwood Village, Colo.; and Jane Danner, Director of Resident Engagement and Development, Volunteers of America National Services, Eden Prairie

206 - ESSENTIAL SKILLS FOR SUPERVISORS: Conflict Management (All Settings)

- Learn how to identify the root cause of conflict so that it can be addressed more efficiently.
- Recognize the importance of addressing individuals' emotions, team dynamics and creating a safe space for conflict to occur.
- Know when it is appropriate to use mediation as a conflict resolution strategy.
- Consider the benefits of having a conflict de-brief to help you and your team learn from the experience.

Ellen Schneider, Human Resources Consultant, St. Paul

EDUCATION SESSIONS - TUESDAY, MAY 18, 2021

10:45 – 11:45 a.m.

CONCURRENT SESSIONS *cont'd.*

207 - COVID-19 Sentiment Report: Embracing Our New Reality (Part 2) (AL, CC)

This is the second in a two-part series exploring the results of a national survey to learn from residents, prospects and staff about their experience living through this pandemic. This session explores how we can rethink our business model and adapt our operations to a post-pandemic reality. Continuation of session 111.

- Understand the need to rethink the way your organization operates and discover ways to adapt in the new evolving reality.
- Learn strategies to position your organization for success in a post-coronavirus world.
- Hear from a multidisciplinary panel of experts representing operations, development, design, marketing and finance.

Dana Wollschlager, Partner & Practice Leader, Plante Moran Living Forward, Chicago, Ill.; Lynn Daly, Executive Vice President, HJ Sims, Fairfield, Conn.; Margaret Yu, Director of Client Experience, RLPS Architects, Lancaster, Penn.; and Victoria Vega, Senior Vice President of Operations, Unidine Corporation, Boston, Mass.

Panelists: Susan Farr, VP of Business Development & Marketing, Ebenezer Management Services, Edina; Brian Pangle, President & CEO, Clark Retirement Communities, Grand Rapids, Mich.; and Steve Fetyko, President & CEO, UMRC/Porter Hills, Chelsea, Mich.

208 - What's Next for Intergenerational Care? (AL, CC, ADS)

- Learn strategies to bring childcare services to your community.
- Explore innovative ideas and activities that will benefit both toddlers and seniors while respecting social distancing guidelines.
- Understand applicable building codes and social distancing requirements that apply to your setting.

Jill Nokleby Kaiser, Director of Housing Development, Ebenezer, Minneapolis; Bryon Nelsen, Director of Nursing, Lakeview Methodist Health Services, Fairmont; and Judy Thielke, Life Enrichment Director, Knute Nelson, Alexandria

209 - Don't Wait for a Crisis to Create Your Crisis Communication Plan (All Settings)

- Recognize the need for creating a communication plan now so you are well equipped to handle any type of crisis when it does happen.
- Understand the elements of a crisis communication plan and create a template to use in any situation.
- Analyze the various audiences, messages needed for each audience, and communication channels to deliver those messages.

Mary Prevost, Founder, Prevost Partners, Golden Valley

210 - Authentic Conversations About Meaning and Purpose with Older Adults (All Settings)

- Identify the factors that can help or hinder older adults' resiliency.
- Recognize the connection between resilience, a sense of meaning and purpose, and spiritual, emotional and physical health.
- Know how to engage older adults in honest conversations about meaning and purpose for their lives.

Jenny Schroedel, Chaplain, Optage Hospice, Presbyterian Homes and Services, Roseville

211 - Unpacking Unconscious Bias (All Settings)

- Define unconscious bias and understand how it happens, how it impacts the workplace and the importance of holding others and yourself accountable.
- Learn what "microaggression" means, how to identify it and what you can do about it.
- Discover your own unconscious bias with a self-assessment tool you can use to adopt more positive behaviors.

Ayana King, CEO and Founder, Maximum Communications LLC, Detroit, Mich.

EDUCATION SESSIONS - TUESDAY, MAY 18, 2021

10:45 – 11:45 a.m.

CONCURRENT SESSIONS *cont'd.*

212 - Do It Yourself (DIY) Strategic Planning for Uncertain Times (All Settings)

- Build your understanding of key steps in strategic planning and specific considerations for planning in uncertain times.
- Clarify roles and responsibilities of staff and the board in developing organizational strategy.
- Familiarize yourself with a take-away tool designed to support a self-directed strategic planning process.
- Review trends and emerging issues that could impact strategy in the next 1-3 years.

Olivia Mastry, Principal, Collective Action Lab, Minneapolis

11:45 a.m. – 12:15 p.m.

BREAK

12:15 – 1:15 p.m.

Virtual Meetup Groups

Grab your lunch and pop into a Meetup Group to meet awesome new colleagues, share ideas and discuss the day's sessions. Each group will have a dedicated facilitator. CEUs are not available for this informal learning opportunity.

- Adult Day Services
- Dietary/Culinary
- Human Resources
- Leadership Academy Alumni
- Spiritual Care





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INSURANCE

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worker's compensation
and employee benefits**

SCHEDULE OF EVENTS

WEDNESDAY, MAY 19

8 a.m.		8 a.m.
	8 - 9 a.m. Concurrent Sessions	
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	9:15 - 10:15 a.m. Concurrent Sessions	
10 a.m.		10 a.m.
	10:30 - 11:30 a.m. Concurrent Sessions	
11 a.m.		11 a.m.
	12 p.m.	12 p.m.
12 p.m.	Noon - 1 p.m. Meetup Groups: Activities/Therapeutic Recreation, Fund Development, Nursing and Social Work	
1 p.m.		1 p.m.



SESSION PLANNER - WEDNESDAY, MAY 19, 2021

Professional Group	Sessions
Activities/Therapeutic Recreation	304, 305, 307, 310, 311, 312, 313, 404, 406, 413, 414, 505, 510, 513, Meetup Group
Adult Day Services	305, 307, 310, 312, 313, 404, 406, 409, 413, 414, 504, 505, 511
AL Director/HWS Manager	301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 402, 403, 404, 405, 406, 407, 409, 410, 413, 414, 502, 503, 504, 505, 506, 508, 509, 510, 512, 514
Board Member	303, 305, 306, 403, 404, 407, 502, 504, 505, 506
Campus Director	301, 302, 303, 305, 306, 307, 308, 309, 310, 311, 312, 401, 402, 403, 404, 405, 407, 409, 410, 413, 414, 501, 502, 504, 505, 506, 508, 509, 510, 511, 512, 514
CEO/Administrator	301, 302, 303, 305, 306, 307, 308, 309, 310, 311, 312, 401, 402, 403, 404, 405, 407, 409, 410, 413, 414, 501, 502, 503, 504, 505, 506, 508, 509, 510, 511, 512, 514
Dietary/Culinary	307, 309, 310, 412*, 413, 414, 504, 509
Finance/Business Office	307, 310, 401, 413, 504, 506, 508, 511
Fund Development	305, 307, 310, 406, 413, 504, 505, Meetup Group
Home Care	302, 304, 307, 308, 310, 402, 404, 409, 410, 411, 413, 504, 508, 510, 512
Housing Director (<i>Independent living</i>)	307, 310, 311, 403, 404, 405, 413, 414, 504, 506, 514
Human Resources	303, 307, 309, 310, 402, 403, 409, 413, 504
Maintenance/Environmental Services/Engineers	301, 307, 310, 312, 405, 413, 503, 504, 509
Marketing & Sales/Public Relations	303, 306, 307, 310, 406, 413, 502, 504
Medical Records/Health Information Technology	304, 307, 310, 408, 413, 504
Nursing	302, 304, 307, 310, 402, 404, 407, 408, 410, 411, 413, 501, 502, 504, 507, 508, 510, 512, Meetup Group
Physical/Rehab Therapy	304, 310, 313
QA/QI Staff	302, 304, 307, 310, 408, 410, 411, 413, 504, 507
Social Work	304, 307, 310, 311, 312, 313, 402, 403, 410, 413, 414, 504, 512**, 513, Meetup Group
Spiritual Care	307, 311, 312, 413, 504, 512, 513
Staff Development/Education	307, 310, 402, 410, 413, 414, 504, 510
Technology	307, 404, 413, 514

* Meets the sanitation CEU requirement for CBDM/ANFP and CDR/MAND.

** Meets the ethics CEU requirements for MN licensed social workers.

EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

8 – 9 a.m.

CONCURRENT SESSIONS

301 - MDH Update: Physical Environment Requirements for Assisted Living Licensure (AL)

- Discuss physical plant and fire safety requirements included in Minnesota's Assisted Living Licensure law and review recent legislative updates.
- Become familiar with expectations that apply specifically to assisted living facilities with dementia care, and to assisted living facilities that are newly constructed or remodeled.
- Explore other timely topics related to physical environment requirements for Assisted Living Licensure.

Bob Dehler, P.E., Engineering Program Manager, Minnesota Department of Health, St. Paul

302 - Complying with Infection Control Requirements in Assisted Living (AL)

- Describe Minnesota regulations related to infection control and TB in assisted living.
- Identify ways to implement antibiotic stewardship and effective infection control in your setting.
- Explain measures and interventions to prevent infection control related deficiencies in your MDH survey.

Chris Blomquist, RN, Nurse Consultant, and Jessica Harvey, RN, IPCO - Nurse Consultant, Advanced Health Institute, Bloomington

303 - Increase Occupancy and Recruitment by Engaging Your Biggest Fans (AL, CC)

- Appreciate the positive impact engaging your staff and residents as raving fans can have on your recruitment and occupancy efforts.
- Know how to proactively measure and monitor staff and resident satisfaction and ensure these feedback loops are effective.
- Develop a strategy to adopt and operationalize this form of support.

Erin Perry, Chief Strategy Officer, DAYTA Marketing, Sartell; and a LeadingAge Minnesota member to be announced

304 - Clinical Documentation: Charting Best Practices (AL, CC)

- Review the purpose and core standards of clinical documentation to maintain complete and compliant resident medical records.
- Know what you need to do to keep accountable legal records and the timeframes for document retention.
- Discuss clinical and legal best practices for documentation and correlate nursing process with the process of documentation.

Kari Everson, Director of Clinical Care @ Clinical Consultant, LeadingAge Minnesota, and President, Euvoia Senior Care Consulting, Woodbury; and Rob Rodè, Attorney/Partner, Voigt, Rodè, Boxeth @ Coffin LLC, St. Paul

305 - The Four Pillars of Donor Relations (All Settings)

- Become familiar with the four pillars of donor relations to outline what you could have, should have and MUST have in each area to ensure your program is superior and effective.
- Identify potential gaps you might have in your program.
- Take home ideas for how to enhance what you already have.

Lynne Wester, Founder/Principal, Donor Relations Guru Group, Austin, Texas

306 - Strategies for Rebuilding Occupancy and Positioning for the Future (AL, CC)

- Learn the key elements of a post-pandemic occupancy recovery plan and organizational repositioning strategies.
- Understand how to assess the key drivers of change in demand for long-term care, including changing consumer preferences, development of new referral patterns, evolving population demographics and workforce challenges.
- Identify solutions which will include repositioning of organizational assets, development of new service lines, systematic outreach to key influencers, enhanced relationship with health systems and value-based payors, rightsizing to meet future market demand, efficient provision of care, revenue maximization and sustained excellence in infection control.

Darrin Hull, EVP, Consulting, Thomas E. Stitt, CPA, CHFP, Vice President, Consulting Services, and Sharon Thole, LNHA, Executive Vice President, Operations, Health Dimensions Group, Minneapolis

Tracks for Sessions

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

HCBS – Home and Community Based Services

EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

8 – 9 a.m.

CONCURRENT SESSIONS *cont'd.*

307 - ESSENTIAL SKILLS FOR SUPERVISORS: Effective Communications (All Settings)

- Explore proven strategies to communicate effectively with your staff.
- Compare and contrast the different communication strategies you would use 1-1 versus in a team setting.
- Describe the various communication mediums and styles that will support you in your role as a supervisor and build positive connections with your staff.

Ellen Schneider, Human Resources Consultant, St. Paul

308 - Navigating the Assisted Living Licensure Process: Who's Doing What? (AL)

- Briefly review the overall Assisted Living Licensure process, the information providers will need to complete the license application and the obligations licensees will have to their consumers.
- Identify the different parties who may hold an assisted living license and the various types of arrangements that may exist among providers.
- Determine how to evaluate what makes sense for your organization.

Michelle Klegon, Attorney, Klegon Law Office Ltd., Minneapolis

309 - Create a Culinary Culture Through Training and Partnership (AL, CC)

- Learn what culinary training opportunities are available and how to connect with an education provider.
- Explore the difference job training and skill building can make in staff confidence, satisfaction and longevity.
- Identify career paths and advancement opportunities for culinary front-line staff, cooks, chefs and managers.

Sharon Blomgren, Workforce Training and Continuing Education, Saint Paul College, St. Paul; Denis Durnev, Chef Instructor, Hennepin Technical College, Brooklyn Park; and Dawn Nickleson, CDM, CFPP, Owner, Passion for Dining and Nutrition, Cottage Grove

310 - Surviving to Thriving: Renewing Team Resilience in the Wake of COVID-19 (All Settings)

- Understand how you and others react to change and the impact this may be having on team health.
- Access and use a set of practical tools and techniques to build personal resiliency for yourself and your team.
- Practice several different resilience building techniques and leave with your own leadership resilience toolkit.

Kate Rykhus, Principal Consultant, Parent Care People, Minneapolis

311 - The Pandemic Loneliness Factor: An Issue of Epidemic Proportions (AL, CC)

- Define loneliness in the senior adult population as exacerbated by the pandemic.
- Review assessment tools to help identify loneliness in the seniors you serve.
- Develop responses to loneliness in the context of the senior experience.

Steve Arnold, PhD, ObISB, Chaplain, Crest View Senior Communities, Columbia Heights, and Professor Emeritus, Concordia University, St. Paul

312 - Physical Design Environment and the Mind-Body Healing Connection (AL, CC)

- Hear the latest research on the brain and the body's ability to manage stress.
- Understand the impact that physical environments have on the human condition among individuals of all ages, and of diverse cultural and ethnic backgrounds.
- Consider how the built design environment can provide positive stimulus for cognitive, social and behavioral outcomes.

Vara Kamin, President, VKI Vara Kamin's Impressions of Light, Golden Valley; and Brandie Adams, Director of Architectural Sales, Sonus Interiors, Golden Valley

EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

8 – 9 a.m.

CONCURRENT SESSIONS *cont'd.*

313 - One-to-One Activities From Around the World (All Settings)

- Develop effective strategies for implementing one-to-one programs for residents in a safe environment.
- Discuss sources from around the world for one-to-one programming ideas.
- Know how to involve all staff in activities by matching their talents and interests to resident needs.
- Identify opportunities to capitalize on the use of technology to engage those you serve.

Catherine (Cat) Selman, President and Co-owner, The Cat Selman Company, Vonore, Tenn.

9 – 9:15 a.m.

BREAK

9:15 – 10:15 a.m.

CONCURRENT SESSIONS

401 - DHS Update: Care Center Rates and Policy (CC)

- Understand the interaction between federal and state COVID-19 relief programs and nursing facility rate updates.
- Review legislative activity that will impact care center rates.
- Learn about common DHS audit findings and how to prepare for them.

Kimberly Brenne, Audit Director, and Valerie Cooke, Nursing Facility Rates and Policy Division Director, Minnesota Department of Human Services, St. Paul

402 - MDH Update: Office of Health Facility Complaints (AL, CC)

- Hear about the work of the OHFC during this pandemic year.
- Identify types of reports received and how they compare to previous year's reports.
- Understand issues and themes that may inform how to prevent issues in your setting.

Lindsey Krueger, RN, Health Facilities Section Chief, and Director, Office of Health Facility Complaints and Interim Program Manager, Home Care and Assisted Living Program, Minnesota Department of Health, St. Paul

403 - MN-BELTSS Update: Assisted Living Director Licensing (AL, IL, HCBS)

- Understand the licensing process for legacy Assisted Living Directors and for those who will begin as an Assisted Living Director in Residence (ALDIR).
- Hear about the accountabilities of a Licensed Assisted Living Director (LALD).
- Learn requirements for continuing education, renewals and opportunities to become a mentor.

Randy Snyder, MHA, LNHA, Executive Director, Minnesota Board of Executives for Long-Term Services and Supports (MN-BELTSS), Minneapolis

404 - Implementing Innovative Solutions: More Important Than Ever (AL, CC)

- In the spirit of the proverb "Necessity is the mother of invention," recognize the key times that new technological and innovative solutions can and should be embraced.
- Review trends and opportunities in technology including practical solutions that will address the needs of our seniors and their families and can make your work easier as well.
- Learn how to implement new technologies successfully, avoid pitfalls and leverage your budget and team's talent to position your organization for the challenges ahead.

Joel Prevost, Founder, Prevost Partners, Golden Valley; John Huhn, Vice President of Senior Living Operations, Community Living Solutions, Minneapolis; and Lucy Boxrud, President, Elysian Senior Homes, Red Wing

EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

9:15 – 10:15 a.m.

CONCURRENT SESSIONS *cont'd.*

405 - Building Assessments and New Approaches in a COVID-19 World (AL, CC)

- Assess the risk points in your building or campus where preventing or containing the spread of COVID-19 is challenging.
- Identify quick, short-term and long-term building modifications and planning issues that need to be addressed to prevent the spread of COVID-19, flu epidemics, and other infectious diseases in the future.
- Gain an understanding of what worked and did not work during 2020 in senior living buildings based on site visits and guidelines established by the Minnesota Department of Health, and if any regulations may change due to impacts from the pandemic.

Bob Dehler, Engineering Program Manager, Minnesota Department of Health, St. Paul; Sara Malin, Principal/ Architect, and Reed Paitich, Associate/Engineer, Wold Architects and Engineers, St. Paul

406 - Create Donor-Centric Communications Across Multiple Channels (All Settings)

- Ensure that your donor relations messages are cutting through the clutter to leverage the variety of multiple marketing channels you utilize.
- Know how to get to the CORE – Create Once and Repurpose Everywhere – so you can deliver donor-centric marketing pieces that engage and resonate with all audiences.
- Learn how a strong message platform will help take disjointed content and create strong business strategy.

Lynne Wester, Founder/Principal, Donor Relations Guru Group, Austin, Texas

407 - Legal Issues Related to COVID-19 Outbreaks (AL, CC)

- Evaluate the risk your organization faces for potential COVID-related legal liability for outbreaks and deaths from private litigants (families, employees) and regulators (CMS, DHS, state licensing boards) based on perceived lax infection control procedures.
- Know how these legal issues will be raised, rebutted and decided, and what evidence to gather and retain now to develop effective, persuasive and reliable defense strategies.
- Review your insurance coverage to determine the extent of your legal exposure and understand how an uncontested “minor” VAA determination might expose you to greater risk.

Sam Orbovich, Attorney/Shareholder, Fredrikson & Byron P.A., Minneapolis

408 - Infection Control Strategies, PPE Selection and Skin Health (CC)

- Examine infection control strategies to reduce the risk of infectious disease exposure.
- Review how to select safety precautions according to the type of disease transmission.
- Determine how to select the appropriate forms of personal protective equipment and discuss techniques to reduce the risk of skin injuries related to its use.

Dionie Bibat, MSN, RN, CWOCN, Medline Industries Inc., Chicago, Ill.; and John Piazza, BS, EMT, Medline Industries Inc., Rutherford, N.J.

409 - Labor Trends: The Latest in Recruitment and Retention (AL, CC, HCBS)

- Hear what's trending in caregiver/nursing aide recruitment and what the front-line labor pool is thinking about work.
- Embrace new thinking and strategies to recruit and retain care workers to build a sustainable workforce.
- Gain an understanding of why caregivers are leaving jobs and what you can do to retain them.

Maggie Keen, Vice President, Strategic Initiatives, myCNAjobs, Tampa, Fla.

410 - Practical Applications of a Fair and Just Culture (AL, CC)

- Discuss challenges and practical approaches for implementing a culture of learning, justice and accountability to improve quality and safety.
- Using case studies, explore the application of the principles of a fair and just culture to manage staff behavior in common situations.
- Hear how some of your peers are building a culture of learning, justice and accountability across their organization.

Barbara Olson, MS, RN, CPPS, Chief Clinical Officer, and Executive Lead, Health Care Operations, The Just Culture Company, Fort Lauderdale, Fla.; Cami Peterson-DeVries, Vice President of Compliance & Ethics and Leadership Development, and Carol Raw, Chief Executive Officer/President, St. Francis Health Services of Morris

EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

9:15 – 10:15 a.m.

CONCURRENT SESSIONS *cont'd.*

411 - How Nurses Support a Culture of Safety (AL, CC)

- Identify key elements of a culture of safety in daily practice.
- Examine some top nursing licensure and regulatory challenges including documentation, decision-making, communication and delegation.
- Explore strategies for building team situational awareness and critical thinking that will lead to better outcomes.

Cyndi Siders, Executive Consultant, Vaaler Insurance, Grand Forks, N.D.

412 - Creating a Safe Kitchen (AL, CC)

- Understand how safe practices can help keep your residents and staff healthy and safe.
- Receive strategies to implement safe practices throughout the food service department.
- Discuss ways to provide staff with adequate training in sanitation, proper food handling, allergen awareness and the physical environment.

Kate Munson, Wellness Manager, and Amy Johnston, District Manager, Cura Hospitality, Canonsburg, Pa.

This program is designed to meet the sanitation CEU requirement for CBDM/ANFP and CDR/MAND.

413 - Compassionate Leadership (with Practical Leadership Hacks) (All Settings)

- Explore what differentiates compassionate leaders and makes them more effective than those with a more traditional leadership style.
- Learn practical tools for meeting and project management, rounding, 1:1 meetings and conflict resolution.
- Embrace methods to better connect, validate and motivate your team that will build your confidence as a leader and make your role more peaceful and fun.

Carli Stensrud, Regional Director of Housing, Bethesda, Willmar; and Trevor Wichner, Housing Manager, Sunrise Village Assisted Living, Willmar

414 - Effective Strategies to Address Elder Bullying (All settings)

- Define what bullying behavior is, the traits of those who bully and why resident-to-resident/client-to-client aggression is increasing in older adult services settings.
- Describe who is at risk for bullying and their risk factors.
- Receive guidance for developing a positive living culture, ways to respond to incidents when they arise and how to de-escalate anger.

Catherine (Cat) Selman, President and Co-owner, The Cat Selman Company, Vonore, Tenn.

10:15 – 10:30 a.m.

BREAK

10:30 – 11:30 a.m.

CONCURRENT SESSIONS

501 - MDH Update: Licensing and Certification for Care Centers (CC)

- Review trends in care center licensing/certification surveys, complaint surveys and focused infection control surveys, and identify opportunities to remain in compliance.
- Hear about current Licensure and Certification Program updates.
- Explore other timely topics related care center licensing and certification.

Brenda Fischer, RN, Assistant Program Manager, Health Regulation Division/Licensing @ Certification Program, Minnesota Department of Health, St. Paul

EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

10:30 – 11:30 a.m.

CONCURRENT SESSIONS *cont'd.*

502 - DHS Update: Minnesota's Assisted Living Report Card Development (AL)

- Explore findings from the resident quality of life and family satisfaction survey pilot conducted by Vital Research in late 2020 and early 2021.
- Become familiar with the state's plans for the resident and family surveys in 2021 and 2022 in the context of COVID-19 and Assisted Living Licensure implementation.
- Learn about the work of a Report Card Advisory Group, preliminary work on a report card website by DHS and the Minnesota Board on Aging, and the University of Minnesota's work identifying quality measures beyond the resident and family surveys.

Cathy Coddington, PhD, Senior Researcher, Vital Research, Los Angeles, Calif.; Tetyana Shippee, PhD, Associate Professor, Division of Health Policy and Management, University of Minnesota School of Public Health, Minneapolis; and Peter Spuit, MSW, Home @ Community Based Services Program Consultant, Aging and Adult Services Division, Minnesota Department of Human Services, St. Paul

503 - Facility Guidelines Institute's (FGI) 2022 Updates (AL, CC)

- Identify how other states have adopted the FGI 2018 Guidelines as their standard and understand what this means for the State of Minnesota.
- Know which specific guidelines will be revised in the 2022 Guidelines edition and explore how the updates will impact new and renovated communities in Minnesota.
- Explore some topic areas that aren't fully covered in the Guidelines such as technology and low voltage, and explore ways to utilize FGI's Beyond Fundamentals case studies to improve community design and operations.

Bob Dehler, P.E., Engineering Program Manager, Minnesota Department of Health, St. Paul; Jill Schroeder, CID, Senior Interior Designer and Senior Planner, Pope Architects, St. Paul; and Addie Abushousheh, PhD, EDAC, Assoc AIA, Organizational @ Environmental Gerontologist, Research Associate, The Center for Health Design, Concord, Calif.

504 - Federal Public Policy Update: COVID-19 and Beyond (All Settings)

- Review current context, legislation and executive branch activity affecting federal programs that provide financing for aging services and how the landscape is transformed by the coronavirus.
- Discuss the changing public policy environment and outlook for health care and long-term services and supports, including home health, affordable housing, adult day and hospice.

Ruth Katz, Senior Vice President, Policy, LeadingAge, Washington, D.C.

505 - Cultivate Planned Giving Donors (All Settings)

- Recognize the importance of engaging these legacy donors even before they've made their gift commitment.
- Build an intentional bond with deferred giving donors that improves the chances of receiving more support now, as well as the potential for increased legacy gifts.
- Learn how to develop a simple, yet strategic donor relations program that will build a lasting relationship now that will lead to greater support in the future.

Lynne Wester, Founder/Principal, Donor Relations Guru Group, Austin, Texas

506 - Anticipating the Future of Our Not-for-Profit Senior Living Sector (AL, CC)

- Hear how key trends related to senior living such as demographics, consumer sentiment (pre- and post-COVID), competition, workforce strategies and growth strategies will impact your strategic planning.
- Identify best practices among peer organizations who are adapting and strategically positioning themselves for the future.
- Learn key success factors your organization can deploy to remain relevant and viable in the long-term, including smart long-term capital planning.

Mark Landreville, Managing Director, and Christie Rappl, Vice President, Ziegler, Minneapolis; and Aaron Schroeder, Director, Ziegler, Milwaukee, Wis.

EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

10:30 – 11:30 a.m.

CONCURRENT SESSIONS *cont'd.*

507 - Preventing Adverse Drug Events in Care Centers (CC)

- Describe the impact adverse drug events (ADEs) have on individuals living in care centers.
- Identify which medications are most likely to result in an ADE so you can more closely monitor them.
- Know how to recognize an ADE, how it differs from a medication error, and what to do to prevent ADEs from occurring.

Jane Pederson, MD, MS, Superior Health Quality Alliance, Madison, Wis., and Chief Medical Quality Officer, Stratis Health, Bloomington; and Kristi Wergin, BSN, RN, CPHQ, Quality Improvement Advisor, Superior Health Quality Alliance, Madison, Wis., and Program Manager, Stratis Health, Bloomington

508 - Mitigating Risk with Discharge Planning During the Pandemic (AL, CC)

- Understand current and evolving legal, CMS and MDH requirements regarding discharge, including appropriate and safe discharge plans, and upcoming changes under the new Assisted Living Licensure.
- Explore situations that lead to being unable to meet your client's needs and when termination might make sense while navigating pandemic-related challenges.
- Learn actionable strategies to assist clients with alternative solutions to terminations and evictions while remaining compliant with legal and regulatory requirements, CDC and MDH guidance and state-wide executive orders.

Jane Danner, Director of Resident Engagement and Development, Volunteers of America National Services, Eden Prairie; and Robert Rodè, Attorney/Partner, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul

509 - Culinary Emergency Food Plan and Lessons Learned (AL, CC)

- Understand the emergency plan requirements for culinary service departments in senior living.
- Discuss ways the culinary service departments were quick to react and serve meals according to changing guidelines in 2020.
- Identify the actions taken during the pandemic that can be written into emergency food plans.

Dawn Nickleson, CDM, CFPP, Owner, Passion for Dining and Nutrition, Cottage Grove; Jessica Weisbrich, RDN, LD, CDM, CFPP, Director of Nutrition, Oak Hills Living Center, New Ulm; and Tamralynn Self, BBM, CDM, CFPP, CFPM, MNT, Corporate Director of Culinary Services, Ebenezer, Edina

510 - Establishing Person-Centered Care in New AL Dementia Care Settings (AL)

- Recognize the importance of establishing a person-centered philosophy of dementia care from the very beginning in your new Assisted Living with Dementia Care setting.
- Identify the operational systems and best practices essential to a high-quality dementia care program that include behavior management strategies that don't rely on medication, staff hiring, ongoing training and creating critical incident team meetings.
- Discuss the essential role protocols play in driving person-centered dementia care and how without them, training falls flat.
- Review how learning about an individual's previous life, their values and their interests will make a positive difference in how care and services are provided.
- Take home actionable ideas for your strategic planning efforts in launching a new assisted living with dementia care program.

John E. Brose, PhD, LP, LADC, LMFT, Owner and Clinic Director, Associated Clinic of Psychology (ACP), Minneapolis

511 - To SIRS Without Love: Post Payment Reviews by DHS (HCBS)

- Learn how to provide a comprehensive and thorough response to any audit inquiry initiated by the Surveillance and Integrity Review Section of DHS (SIRS).
- Examine the difference between fraud, financial abuse and error.
- Know the kinds of evidence necessary to challenge and contest a SIRS order for monetary recovery or an order terminating you from the Medicaid program.
- Analyze SIRS audit authority and explore how to protect your organization from large monetary recoveries and sanctions.

Sam Orbovich, Attorney/Shareholder, Fredrikson & Byron PA, Minneapolis

EDUCATION SESSIONS - WEDNESDAY, MAY 19, 2021

10:30 – 11:30 a.m.

CONCURRENT SESSIONS *cont'd.*

512 - Ethical Considerations During a Pandemic (AL, CC)

- Discuss the complex moral and ethical challenges posed by the COVID-19 pandemic.
- Consider the ethical principles applicable to older adult services providers that are specific to a pandemic or other disaster.
- Explore the role of social services, clinical and other key staff in ethical decision-making.

Lores Vlaminck, Principal, Lores Consulting, Rochester

This program is designed to meet the ethics CEU requirements for MN licensed social workers.

513 - How Spiritual Narrative Story Revision Builds Resident Well-Being (AL, CC)

- Become familiar with the concept of spiritual narrative story revision – re-creating a story of one's own life that builds on elements of positive influencers, their own bedrock principles, beliefs and values, and their “sparkling moments.”
- Understand the benefits a constructive self-story has on an individual and in creating community through acceptance of others.
- Describe how your organization might adopt narrative story revision practices to benefit your residents.

Rabbi Shalom Resnik-Bell, Director of Spiritual Care, Sholom, St. Louis Park

514 - SOLUTION STATION: Maintaining Strong Network Connectivity (AL, CC)

- Hear how other older adult services providers leveraged an intelligent Wi-Fi network to provide their residents with better user experiences.
- Know what today's residents expect from a property-wide Wi-Fi network and how that influences their perceptions about your community.
- Recognize the importance of having a strong and secure network that helps residents combat loneliness while improving efficiencies for your operations and clinical staff.

Kevin Merrill, Vice President, Senior Housing Business, Single Digits, Indian Trail, N.C.

This session includes promotional content. CEUs are not available.

11:30 a.m. – Noon

BREAK

Noon – 1 p.m.

Virtual Meetup Groups sponsored by

Grab your lunch and pop into a Meetup Group to meet awesome new colleagues, share ideas and discuss the day's sessions. Each group will have a dedicated facilitator. *CEUs are not available for this informal learning opportunity.*

- Activities/Therapeutic Recreation
- Fund Development
- Nurses
- Social Work



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SCHEDULE OF EVENTS

THURSDAY, MAY 20

8 a.m.	8 - 9 a.m. Concurrent Sessions	8 a.m.
9 a.m.		9 a.m.
10 a.m.	9:15 - 10:30 a.m. General Session and Opening Keynote Presentation	10 a.m.
11 a.m.	10:45 - 11:45 a.m. Concurrent Sessions	11 a.m.
12 p.m.		12 p.m.
1 p.m.	12:15 - 1:15 p.m. Meetup Groups: Finance/Business Office, Engineers/Environmental Services/ Maintenance, Marketing & Sales, Safe Care for Seniors Champions and Technology	1 p.m.

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SESSION PLANNER - THURSDAY, MAY 20, 2021

Professional Group	Sessions
Activities/Therapeutic Recreation	604, 612, 706, 708, 711, 712
Adult Day Services	601, 604, 607, 608, 612, 708
AL Director/HWS Manager	601, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 702, 703, 704, 705, 706, 707, 708, 709, 710, 712, 713
Board Member	604, 610, 612, 703, 704
Campus Director	601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 701, 702, 703, 705, 706, 707, 708, 709, 710, 712, 713
CEO/Administrator	601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 701, 702, 703, 704, 705, 707, 708, 709, 710, 713
Dietary/Culinary	609, 612, 708, 709
Finance/Business Office	604, 610, 612, 702, 704, 707, 708, 809, Meetup Group
Fund Development	604, 612, 708
Home Care	604, 605, 606, 612, 706, 707, 708, 710, 711
Housing Director (<i>Independent living</i>)	601, 604, 607, 612, 702, 705, 708, 712
Human Resources	603, 604, 607, 611, 612, 704, 705, 708, 710
Maintenance/Environmental Services/Engineers	601, 604, 612, 701, 708, Meetup Group
Marketing & Sales/Public Relations	603, 604, 609, 612, 708, 709, 713, Meetup Group
Medical Records/Health Information Technology	604, 608, 612, 708
Nursing	602, 604, 605, 606, 608, 612, 706, 707, 708, 710, 711
Physical/Rehab Therapy	608, 612, 706, 708, 711, 712
QA/QI Staff	604, 612, 708, 711
Social Work	602, 604, 606, 608, 612, 704, 706, 707, 708, 711
Spiritual Care	606, 612, 706, 708
Staff Development/Education	604, 606, 612, 708
Technology	604, 608, 612, 708, Meetup Group

EDUCATION SESSIONS - THURSDAY, MAY 20, 2021

8 – 9 a.m.

CONCURRENT SESSIONS

Tracks for Sessions

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

HCBS – Home and Community Based Services

601 - DPS Update: Fire Safety for Senior Housing, AL and ADS (AL, ADS)

- Understand which fire safety requirements apply to senior housing, assisted living/housing-with-services and adult day services.
- Clarify the roles of the Minnesota State Fire Marshal and local fire code officials.
- Understand what changes are anticipated with Assisted Living Licensure.

Tom Jenson, Deputy State Fire Marshal, Code Specialist, Code Development Team, Department of Public Safety, Minnesota State Fire Marshal Division, St. Paul

602 - Making it Through an Immediate Jeopardy (CC)

- List the immediate and ongoing steps to take after an Immediate Jeopardy (IJ) deficiency is called at your care center.
- Discuss how to address staff and resident communication, implications of public perception and potential Board inquiry issues as a result of an IJ.
- Review best practices for removal plans and appeal options.

Rebecca Coffin, Attorney/Partner, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul

603 - Reverse Engineer Your Post-Pandemic Communications and Marketing Strategy (AL, CC)

- Recognize the importance of disciplined communication as an essential component of a successful overall sales and marketing strategy.
- Leverage the internal communications practices developed during COVID to strengthen and realign your external messaging to address consumer fears and needs.
- Incorporate the stories of true heroism and quality care that occurred during the pandemic into impactful marketing messages.

Leah Lindgren, EVP, Marketing and Communications, and Darrah Baum, Digital Media and Design Specialist, Health Dimensions Group, Minneapolis

604 - Ten Insights into Highly Effective Meetings (All Settings)

- Learn the secret to developing a living agenda for your next meeting that immediately engages the group.
- Apply the rules of continuous improvement to drastically improve meeting effectiveness.
- Receive tips to promote healthy discussion and increase collaboration in your meetings, whether in person or virtual.

Bruce Matza, Principal, Innovations in Management, Woodbury

605 - Navigate Assisted Living Licensure While Avoiding Legal Pitfalls (AL)

- Learn important proactive measures to help navigate this new legislation to avoid legal pitfalls.
- Discuss challenging resident behaviors in the context of the new Assisted Living Licensure law – including what will change and how it will apply.
- Explore real life scenarios to help you know how to better prepare you and your staff for this new law.

April Boxeth, Attorney/Partner, and Aaron Sagedahl, Attorney, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul, and Amy Koehnen, Campus Administrator, Ebenezer, Minneapolis

606 - Building a Culture of Trauma Informed Care (AL, CC)

- Define trauma informed care (TIC) as an emerging area of focus within healthcare that impacts residents, staff and the organization.
- Discuss the importance of focusing on TIC as a workforce wellness initiative, and identify opportunities, guidelines and standards of practice.
- Strategize how to implement practical approaches for becoming a trauma-informed system that supports and promotes the health and well-being of all involved.

Jessi Kauk, Nurse Educator, Ecumen, Shoreview

EDUCATION SESSIONS - THURSDAY, MAY 20, 2021

8 – 9 a.m.

CONCURRENT SESSIONS *cont'd.*

607 - Pandemic Employment Law (All Settings)

- Receive an overview of the employment law landscape during the COVID-19 pandemic and identify the top 10 challenges employers face.
- Obtain tips on handling employment law issues that may arise now and during future times of crisis, such as wage and hour, employee misconduct, accommodations and refusal to work.
- Explore real-world examples from the past year and receive valuable communication tips regarding risk and exposure.

Josh Heggem, MSBA Board Certified Labor and Employment Law Specialist, Pemberton Law P.L.L.P., Fergus Falls

608 - Why Telehealth Use Is Here to Stay (AL, CC)

- Hear about the telehealth flexibilities available under the CMS Health Emergency Waiver and how aging services providers are leveraging these opportunities.
- Discuss the broad array of technologies being utilized for several telehealth services, adoption and spending trends among aging services providers, and the convergence of technologies and trends.
- Explore examples of different telehealth implementations used by providers in response to the COVID-19 pandemic, and why telehealth use is here to stay.
- Get the latest information on telehealth developments and activities in Minnesota and the benefits experienced by consumers in mental health, primary care and other services.

Majd Alwan, PhD, SVP of Technology @ Business Strategy, LeadingAge, and Executive Director, Center for Aging Services Technologies (CAST), Washington D.C.; and Candy Hanson, BSN, PHN, LHIT-HP, Program Manager, Stratis Health, Bloomington

609 - Reimagining the Post-COVID Dining Experience (AL, CC)

- Consider how to reposition your post-COVID dining and hospitality, how resident expectations have changed, and share best practices for in-room dining service.
- Learn how to leverage technology innovations to keep residents and staff safe and healthy.
- Discuss how to incorporate a new dining experience into your marketing and sales process.

Gabriel Martinez, Director, Business Development, Morrison Living, Chicago, Ill.

610 - How an Enterprise View of Strategy and Risk Leads to Better Decision-Making (AL, CC)

- Explore the importance of looking at risk management with a strategic lens and using that knowledge to discuss how the exposure may create risk or opportunity for your organization.
- Understand the impact of risk across the dimensions of operational, financial, human capital, technology, legal/regulatory or strategic, and how to manage or mitigate them for timely and better decision making.
- Explore how risks may create an exposure gap, an opportunity or the need for a closer look.
- Identify when an action plan may be needed to support better decision making.

Mary Peter, Director, Business Risk Services, CliftonLarsonAllen LLC, Minneapolis

611 - The COVID Era: Workforce Strategies for Adapting and Succeeding (AL, CC)

- Discuss the new era of staffing challenges presented by COVID-19 that will continue to influence the future of workforce for senior living.
- Receive key strategies and practical solutions to garner improved recruitment and hiring, increased staff satisfaction, greater engagement and lower turnover.
- Identify strategies to better communicate with and support staff during these turbulent times.

Peter Corless, Executive Vice President, OnShift, Cleveland, Ohio

EDUCATION SESSIONS - THURSDAY, MAY 20, 2021

8 – 9 a.m.

CONCURRENT SESSIONS *cont'd.*

612 - The Crossroads of Ageism and Racism in Minnesota (All Settings)

- Review ageism in society at large and how it influences quality of life for residents and for the seniors who care for them in congregate settings.
- Explore the issue of racism in American society, how it was manifested during the pandemic and what recent research has revealed about its impact on quality of care for both residents and staff.
- Gain unique insights about the intersection of ageism and racism in Minnesota and what it means for the future of older adult services.

Tetyana P. Shippee, PhD, Associate Professor, University of Minnesota School of Public Health, and Associate Director of Research, Center for Healthy Aging and Innovation, Division of Health Policy and Management; and Odichinma Akosionu, MPH, Doctoral Student, Division of Health Policy and Management, School of Public Health, University of Minnesota, Minneapolis

9 – 9:15 a.m.

BREAK

9:15 – 10:30 a.m.

General Session and Keynote Presentation

Cultivating Resilience: Leadership Skills for Disruptive Times

Eileen McDargh

10:30 – 10:45 a.m.

BREAK

10:45 – 11:45 a.m.

CONCURRENT SESSIONS

701 - DPS Update: State Fire Marshal Life Safety Code for Care Centers (CC)

- Identify the top 10 K-tags being cited in life safety surveys, including generator requirements.
- Learn about current activities and initiatives within the State Fire Marshal's inspection team.
- Explore other timely and relevant topics.

Roy Kingsley, Deputy State Fire Marshal - Fire Inspector, Department of Public Safety, Minnesota State Fire Marshal Division, St. Paul

702 - MHFA and HUD Updates: Minnesota Housing (AL, IL)

- Discuss both new and common issues related to HUD regulations and inspections.
- Discover opportunities for funding that are or may become available in 2021.
- Understand the forms and processes required of managers of affordable housing settings.

Cassie Gordon, Housing Program Supervisor, Multifamily Division – PBCA, Minnesota Housing Finance Agency, St. Paul

703 - Managing a Successful Senior Living Turnaround in a COVID-19 Era and Beyond (AL)

- Discuss the external and internal factors that contribute to underperformance in the senior living marketplace.
- Know how to detect the warning signs of operational decline or failure.
- Learn how to execute a planful and robust turnaround plan and how COVID-19 may impact these strategies.

Craig Abbott, EVP, Growth, and Darrin Hull, EVP, Consulting, Health Dimensions Group, Minneapolis

EDUCATION SESSIONS - THURSDAY, MAY 20, 2021

10:45 – 11:45 a.m.

CONCURRENT SESSIONS *cont'd.*

704 - IDR and IIDR: A Provider's Appeal Roadmap (AL, CC)

- Get a good understanding of when an appeal is warranted and which avenue for an appeal – the Informal Dispute Resolution (IDR) or the Independent Informal Dispute Resolution (IIDR) – is better suited for your tag.
- Understand your appeal rights and the appeal process.
- Review hypothetical scenarios and create a practical roadmap to help identify resources, develop appeal strategies and prepare for an appeal.

Aaron Sagedahl, Attorney, Kelsey Nelson, Attorney, and Jennifer Bernstein, Paralegal, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul

705 - Innovative Strategies to Recruit Top Talent (AL, CC)

- Learn to leverage your organization's reputation to support recruiting efforts, even in a COVID-positive senior community.
- Identify innovative and effective recruiting strategies and techniques to help you address and better prepare for your staff vacancies.
- Build effective and efficient application and onboarding processes that streamline employee time-to-hire.

Ericka Heid, VP, Human Resources, and Sarah Friede, Senior Director, Recruitment and Placement Services, Health Dimensions Group, Minneapolis

706 - Managing Challenging Behaviors in Mental Illness, Parkinson's and Dementia (AL, CC)

- Have a better understanding of common mental health disorders and their diagnosis.
- Embrace the role of the interdisciplinary team in managing challenging behaviors, and gain strategies to de-escalate behavior.
- Learn how to create person-centered strategies based on the resident's story within the plan of care.

Lynn Fossen, Vice President of Strategic Solutions Consulting, and Heidi LaMeyer, Consultant Assisted Living Lead, Advanced Health Institute, Bloomington

707 - Housing and Service Terminations Under AL Licensure: Change is Coming (AL)

- Learn the new process for terminating housing and services under the Assisted Living Licensure (ALL) law and how it differs from current processes.
- Identify how the termination processes will impact both housing and health-related services.
- Discuss a variety of scenarios, including when a resident decides to stay after health-related services end.

Michelle Klegon, Attorney, Klegon Law Office Ltd., Minneapolis

708 - Becoming a Customer Service STAR (All Settings)

- Discover the single most effective skill in developing meaningful personal relationships with your residents.
- Know how to empower your staff to take immediate action on a resident's request or problem.
- Share success stories of simple actions that resonate with residents and result in improved customer satisfaction scores.

Bruce Matza, Principal, Innovations in Management, Woodbury

709 - Leverage Dining Services to Increase Occupancy (AL, CC)

- Learn how strengthening the teamwork between your dining and sales/marketing teams can help increase occupancy.
- Discuss how to create, plan and execute effective marketing events from prospect luncheons to grand events.
- Take away three key dining practices and ideas to use in marketing messaging to differentiate your community in the marketplace.

David Koelling, President, Strategic Dining Services, Barrington, Ill.

EDUCATION SESSIONS - THURSDAY, MAY 20, 2021

10:45 – 11:45 a.m.

CONCURRENT SESSIONS *cont'd.*

710 - Using the VAA to Protect Seniors and Your Trusted Staff (AL, CC)

- Learn how to protect seniors from maltreatment through the discussion of case studies, and explore the distinctions among therapeutic conduct, accidents, neglect, abuse, therapeutic errors and other elements of the Vulnerable Adults Act (VAA).
- Understand the important intersection between your employment policies and maltreatment reports under the VAA and discuss when a report should focus on an employee's misconduct or your systems.
- Discuss how the Background Study Act and licensing board responsibilities often interweave with the VAA to provide organizations with the opportunity to identify and cull bad actors from their workforce.

Sam Orbovich, Attorney/Shareholder, Fredrikson & Byron PA, Minneapolis

711 - Addressing COVID-Related Functional Decline in Older Adults (AL, CC)

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

Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, St. Paul; Dr. Kathleen Weissberg, MS, OTD, OTR/L, CMDCP, CDP, National Director of Education, Select Rehabilitation, Milford, Del.; and a LeadingAge Minnesota member to be announced

712 - A Proactive Approach to Integrative Wellness and Fitness (AL, CC, IL)

- Examine the negative toll COVID-19 has taken on the physical and cognitive wellbeing of our residents.
- Explore the eight pillars of health and wellness from an evidence-based perspective – physical, mental, emotional, social, financial, occupational, environmental and spiritual.
- Learn how to integrate and promote greater fitness programming throughout your community and create a plan to set realistic goals for the ongoing development, investment and integration of better wellness measures.

Lauren Glorvigen, Director of Wellness Operations and Development, Senior Performance Health, an Arrowhead Medical Company, Minnetonka

713 - SOLUTION STATION: Growing Occupancy Post-COVID (AL, CC)

- Discover new ways to market your community and track leads from outreach to move-in.
- Empower residents and their family members to participate in their health journey and better engage with your care team.
- Deliver quality and resident-focused care while honoring preferences and needs with ease.
- Connect with hospitals and out-of-hospital care facilities to facilitate seamless transitions of care.

Diane Mashburn, Senior Solutions Consultant, MatrixCare, Vero Beach, Fla.

This session includes promotional content. CEUs are not available.

11:45 a.m. – 12:15 p.m.

BREAK

12:15 – 1:15 p.m.

Virtual Meetup Groups sponsored by

WIPFLI

Grab your lunch and pop into a Meetup Group to meet awesome new colleagues, share ideas and discuss the day's sessions. Each group will have a dedicated facilitator.

CEUs are not available for this informal learning opportunity.

- Finance/Business Office
- Engineers/Environmental Services/Maintenance
- Marketing & Sales
- Safe Care for Seniors Champions
- Technology





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SCHEDULE OF EVENTS

FRIDAY, MAY 21



SESSION PLANNER - FRIDAY, MAY 21, 2021

Professional Group	Sessions
Activities/Therapeutic Recreation	807, 809, 1003, 1006, 1008
Adult Day Services	801, 802, 807, 809, 901, 904, 908, 1001, 1003, 1004, 1006
AL Director/HWS Manager	801, 802, 803, 804, 805, 806, 807, 808, 809, 902, 903, 904, 906, 907, 1002, 1003, 1004, 1006, 1007
Board Member	803, 809, 904, 906, 1003, 1004
Campus Director	801, 802, 803, 805, 807, 808, 809, 901, 902, 903, 904, 906, 907, 1001, 1002, 1003, 1004, 1005, 1007
CEO/Administrator	801, 802, 803, 805, 807, 808, 809, 901, 902, 903, 904, 906, 907, 1001, 1002, 1003, 1004, 1005, 1007
Dietary/Culinary	804*, 809, 908, 1003, 1006
Finance/Business Office	801, 803, 809, 903, 904, 906, 1003, 1004, 1005
Fund Development	809, 1003
Home Care	801, 805, 806, 807, 808, 809, 902, 905, 907, 1002, 1003, 1006
Housing Director (<i>Independent living</i>)	801, 802, 807, 809, 903, 904, 1003, 1004, 1005, 1007
Human Resources	802, 804, 807, 809, 907, 1003, 1007
Maintenance/Environmental Services/Engineers	804, 808, 809, 1003, 1007
Marketing & Sales/Public Relations	803, 805, 807, 809, 904, 1003, 1004
Medical Records/Health Information Technology	809, 907, 1003
Nursing	804, 806, 807, 808, 809, 902, 905, 907, 908, 1002, 1003, 1006, 1008
Physical/Rehab Therapy	807, 905, 907, 1003, 1006
QA/QI Staff	808, 809, 905, 1003
Social Work	801, 805, 807, 808, 809, 902**, 903, 907, 1003, 1006
Spiritual Care	807, 1003
Staff Development/Education	807, 808, 809, 905, 1003, 1006
Technology	809, 907, 1003, 1007

* Meets the sanitation CEU requirement for CBDM/ANFP and CDR/MAND.

** Meets the ethics CEU requirements for MN licensed social workers.

EDUCATION SESSIONS - FRIDAY, MAY 21, 2021

8 – 9 a.m.

CONCURRENT SESSIONS

801 - DHS Update: Waiver Payments for Adult Day Services and Customized Living (ADS)

- Hear the latest information on Elderly Waiver (EW) and disability waiver payment for customized living.
- Know the latest developments on EW and disability waiver payment for adult day services.
- Review legislative proposals that could impact waiver payment for customized living or adult day.

Rachel Shands, Aging and Adult Services Manager, and Jennifer Stevens, Program Consultant, Aging and Adult Services Division; Tony Gantenbein, Employment Policy Consultant, Waiver Policy & Compliance Team, Matt Knutson, HCBS Waiver Policy Specialist, and Meghan Lindblom, Fiscal Policy Lead, Disability Services Division, Minnesota Department of Human Services, St. Paul

802 - Employment Law Hot Topics – 2021 Edition (All Settings)

- Describe what employers can mandate related to maintaining a healthy workplace.
- Explore the critical privacy issues around COVID such as who has had it and whether an employee has been vaccinated.
- Examine the HR issues that have developed because of sustained levels of employee stress during the pandemic, the effect on the workplace and the employers' reasonable accommodation obligations.
- Discuss leaves of absence taken during COVID times and how providing an employee with one can be considered a reasonable accommodation of a disability.

Michelle Klegon, Attorney, Klegon Law Office Ltd., Minneapolis; and Ellen Schneider, Human Resources Consultant, St. Paul

803 - Navigating New and Established Approaches to Provider Collaboration (AL, CC)

- Explore established and new approaches to provider collaboration arrangements that might include telehealth, preferred provider arrangements and clinically or financially integrated networks.
- Understand key federal and state laws that apply to provider collaboration arrangements as you consider the legal and operational benefits and challenges of collaboration.
- Develop strategies for successful and compliant business arrangements.

Julia Reiland, Attorney, and Jesse Berg, Attorney, Lathrop GPM LLP, Minneapolis

804 - Environmental Preparedness, Practices and Protocols Against Contaminants (AL, CC)

- Discuss how your environmental programs can be a triple threat to combat outside influences from viral and other sanitation contaminants.
- Validate your current sanitation and cleanliness practices and identify any areas for improvement.
- Learn techniques to step up your environmental protection and prevention protocols.

Jeff Cline, Vice President – Environments, Morrison Living, Phoenix, Ariz.; Gabriel Martinez, Director of Business Development, and Larry Woods, Regional Director of Operations, Morrison Living, Chicago, Ill.

This program is designed to meet the sanitation CEU requirement for CBDM/ANFP and CDR/MAND.

805 - A Practical Approach to New AL Residency/Lease Agreements (AL)

- Identify the various ways in which the new assisted living laws change the requirements for how assisted living contracts must be drafted.
- Examine and discuss the legal processes which must be outlined in new assisted living agreements, including but not limited to the new termination process.
- Explore and analyze strategies for preparing effective assisted living agreements to comply with the new laws.

April Boxeth, Attorney/Partner, and Ryan Usher, Associate Attorney, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul

Tracks for Sessions

AL – Assisted Living

ADS – Adult Day Services

CC – Care Centers

HCBS – Home and Community Based Services

EDUCATION SESSIONS - FRIDAY, MAY 21, 2021

8 – 9 a.m.

CONCURRENT SESSIONS *cont'd.*

806 - Retaining Occupancy: Diagnosis Based Home Health (AL, CC)

- Identify residents that are struggling with ADLs due to chronic conditions who might benefit from additional home health services.
- Understand how adding complementary home health services to those already in place can benefit your residents and greatly reduce hospital admissions.
- Retain occupancy levels by engaging this approach to address the physical, mental and emotional needs of your residents.

Bobbie Crocker, Customer Relations Manager, Adara Home Health, Hutchinson

807 - Serving LGBTQ+ Older Adults (All Settings)

- Understand the differences between sex, sexuality and gender, and the language used to discuss each.
- Describe the profound impact history, politics and HIV have had on older adults and their unique needs as they seek services.
- Utilize strategies, resources and tools to serve the LGBTQ+ aging population in your program services.

Marsha Berry, Educator, and Megan Mueller, Associate Director of Education and Prevention, JustUs Health, St. Paul

808 - Strategies to Successfully Operationalize Infection Prevention and Control (AL, CC)

- Discuss the most recent expectations for infection prevention and control.
- Explain the key process items from systems, assessment and tracking.
- Learn three leadership strategies to successfully implement an infection prevention and control program.

Susan LaGrange, Director of Education, Pathway Health, Lake Elmo

809 - Make Them See It: Leading with Vision (All Settings)

- Understand how a clear vision impacts team performance and supports the adage “If you can see it, you can do it.”
- Identify the components of a good vision statement and its overall purpose for your organization.
- Discover how as a leader you can use vision to tap into the strength of your team by awakening their desire to do great things.

Ayodeji Oyebola, Ed.D., Founder, Emmright Business Management & Consulting Services, Rochester

9 – 9:15 a.m.

BREAK

9:15 – 10:15 a.m.

CONCURRENT SESSIONS

901 - DHS Update: Adult Day Services Licensing (ADS)

- Learn about the changes that have occurred in the adult day services (ADS) field over the past year.
- Gain important insights on licensing issues impacting other ADS providers.
- Explore other timely topics related to ADS licensing.

Rachel Shands, Home and Community Based Services Manager, Aging and Adult Services Division, Jill Slaikeu, Unit Manager, and Pattie Maguire, HCBS Supervisor, HCBS Licensing Division, Minnesota Department of Human Services, St. Paul

EDUCATION SESSIONS - FRIDAY, MAY 21, 2021

9:15 – 10:15 a.m.

CONCURRENT SESSIONS *cont'd.*

902 - Balancing the Ethics of Keeping Residents Safe from Harm (AL, CC)

- Explore case study examples of the ethical dilemmas in balancing the Safe Care for Seniors' goal of zero preventable harm in the course of caregiving with resident autonomy and choice.
- Describe the challenges and approaches for managing risk while creating a culture of transparency.
- Examine the balance of individual and organizational accountability and support within a culture that is fair and just and focused on continuous learning and improvement.

Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, St. Paul; and Jane Danner, MA, LSW, Director of Resident Engagement and Development, Volunteers of America, Eden Prairie

This program is designed to meet the ethics CEU requirements for MN licensed social workers.

903 - Evictions 101: Evicting for Nonpayment, Behavior or Lease Violation (AL)

- Discuss the legal theories involved in evicting tenants for nonpayment, behavior or for violation(s) of other lease requirements.
- Receive guidance on pre-eviction work that should be conducted with the tenant and family to avoid an eviction.
- Learn how to draft lease and services termination letters and review the process of a contested eviction action.

Rebecca Coffin, Attorney/Partner, and Ryan Usher, Associate Attorney, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul



It's been said that the historic challenge for leaders in a major crisis is to manage the crisis while building the future. What does that mean for senior housing and care leaders after a pandemic that has taken an enormous toll on our residents, our teams and our image? In fact, COVID-19 has propelled us into our future faster and put an exclamation mark on the end of the first-generation senior living product developed to serve the Greatest Generation. What's next, and how should you be thinking about opportunities in the midst of disruption, fatigue and financial stress? Come learn about anticipating and planning for a post-pandemic world. See session 1004 for Part 2.

904 - Planning for a Post-Pandemic World (Part 1) (All Settings)

- Understand why transparency and data are key to regaining trust and credibility.
- Learn why it is essential that we reframe our value proposition and offer an aspirational setting.
- Discover why strong workplace culture can no longer be treated as just "nice to have."
- Hear data from new research on the impact COVID-19 has had on different congregate settings for seniors.

Bob Kramer, Founder and Fellow, Nexus Insights, and Co-founder & Strategic Advisor, National Investment Center for Seniors Housing & Care (NIC), Annapolis, Md.

905 - Use Your Inner Sherlock Holmes to Understand Falls (AL, CC)

- Using a fictional case study, find clues to discover how individual, external and operational factors contribute to falls.
- Discuss how to apply root cause analysis and challenge the current status quo around fall management strategies.
- Use the findings to implement person centered fall interventions in your setting.

Kelly Klund, Resource Nurse, Empira, Anoka

906 - 2021 OIG Compliance and Self-Disclosure in a COVID-19 World (AL, CC)

- Understand the role and function of the Office of Inspector General, including 2021 updates.
- Establish strategies and best practices to maintain OIG compliance, particularly in a COVID-19 world.
- Analyze how to navigate the important Self-Disclosure Protocol.

Robert Rodè, Attorney/Partner, and Aaron Sagedahl, Attorney, Voigt, Rodè, Boxeth & Coffin, LLC, St. Paul

EDUCATION SESSIONS - FRIDAY, MAY 21, 2021

9:15 – 10:15 a.m.

CONCURRENT SESSIONS *cont'd.*

907 - Integrate the New Permanent Expansion of Medicare Telehealth Service (AL, CC)

- Identify and understand the 60-plus services now permanently permitted to be provided via telehealth.
- Explore options for offering the services of licensed clinical social workers, clinical psychologists, physical therapists, occupational therapists and speech-language pathologists through telehealth.
- Discuss the opportunities and challenges presented by the continuation of public health emergency telehealth services.

Christianna Finner, Shareholder, Winthrop & Weinstine P.A., Minneapolis

908 - The Salty Truth: It's Complicated (AL, CC)

- Discuss the basic role that sodium plays in everyday functions, why our bodies need it and why too much is not a good thing.
- Review the latest data, research recommendations and the most current dietary guidelines regarding sodium intake in older adults.
- Explore the delicate balance between providing good flavor, great meals and dining experiences and our responsibility with sodium restrictions.

Christine Link, Marketing Dietitian, Martin Bros. Distributing Inc., Cedar Falls, Iowa

10:15 – 10:30 a.m.

BREAK

10:30 – 11:30 a.m.

CONCURRENT SESSIONS

1001 - MDH Update: Adult Day Services COVID-19 Issues (ADS)

- Understand new infection control guidance for adult day services programs.
- Gain insight on the new normal for programming and operations.
- Learn more about the role of vaccinations for resuming services.

J.P. Mahoehe, Nurse Specialist, and Jill Slaikeu, Unit Manager, HCBS Licensing Division, Minnesota Department of Human Services, St. Paul

1002 - Assisted Living Communities in Transition: What Will Licensure Bring? (AL)

- Analyze and describe the key licensing standards of the new Assisted Living Licensure to position your community on a path toward full and substantial compliance.
- Understand role the Board of Executives for Long Term Services and Supports will likely play in evaluating the performance of Licensed Assisted Living Directors and the likely connection that MDH survey results may play in triggering oversight by the Board.
- Learn how to avoid the pitfalls that can lead to licensing sanctions – including orders for fines, suspensions or terminations – and understand how those enforcement actions might impact your financing covenants or other standards.

Sam Orbovich, Attorney/Shareholder, Fredrikson & Byron PA, Minneapolis

1003 - Self-Care for Healthcare: Creating Happiness in the New Normal (All Settings)

- Understand the correlation of practicing happiness self-care as a healthcare professional and the positive impact it will have on the resident care you provide.
- Practice strategies to eliminate stress based on the most current scientific research from the fields of positive psychology, biology and neuroscience.
- Learn the 7 Habits of Happiness and simple, practical daily strategies to bring happiness and meaning to your life and workplace.

Tom Guetzke, CHO (Chief Happiness Officer), Live Happy Inc., Eden Prairie

SESSION PLANNER - FRIDAY, MAY 21, 2021

10:30 – 11:30 a.m.

CONCURRENT SESSIONS *cont'd.*

1004 - Planning for a Post-Pandemic World (Part 2) (All Settings)

Continuation of session 904.

Bob Kramer, Founder and Fellow, Nexus Insights, and Co-founder & Strategic Advisor, National Investment Center for Seniors Housing & Care (NIC), Annapolis, Md.

1005 - Federal Affordable Housing Update (IL)

- Gain information on the status and outlook for relief funding for affordable housing providers and the temporary operational flexibilities from HUD that include inspections, vacancies and income certifications.
- Explore HUD's newest preservation tool, the Rental Assistance Demonstration for Project Rental Assistance Contracts.
- Examine proposals to expand and improve the LIHTC program, including how to protect mission-driven ownership from unscrupulous investors.
- Learn from the latest research to inform your work and to help build your case to preserve or build affordable housing.

Linda Couch, Vice President, Housing Policy, LeadingAge, Washington, D.C.

1006 - Improve Your Dementia Care with Best Practice Standards (AL, CC)

- Become familiar with five research-based dementia care best practice standards that will improve the quality of care and services you offer.
- Refresh your knowledge about Alzheimer's Disease and dementia.
- Describe how to apply person-centered dementia care to assessment and care planning, addressing dementia-related behaviors and communication, and how to support a person with ADLs.
- Know how to implement person-centered care in all aspects of care.

Woo Bandel, LSW, Program Manager Metro, Alzheimer's Association Minnesota-North Dakota, Minneapolis; and Jenna Pogorels, Sr. Program Manager Northern MN, Alzheimer's Association Minnesota-North Dakota, Hermantown

1007 - OSHA Inspection: Is Your Facility Prepared? (AL, CC, IL)

- Understand the OSHA inspection process and learn strategies to minimize citations and related financial penalties.
- Identify common gaps in OSHA compliance programs that can lead to citations.
- Know how to ensure your organization is prepared for an OSHA inspection.

Mary Ferrian, CSP, EHS Division Manager, Institute for Environmental Assessment Inc., Brooklyn Park

1008 - Reduce Stress and Improve Outcomes with Aromatherapy (AL, CC)

- Appreciate the properties of aromatherapy as a natural, non-pharmaceutical self-care tool to deliver comfort to your residents and staff.
- Know what is required before implementing a compliant, safe and effective aromatherapy program.
- Review results, research and successful aromatherapy programs that are easy to implement including best practice applications with PPE such as masks.

Jodi Baglien, Owner, Jodi Baglien Aromatherapy, Osseo

11:30 – 11:45 a.m.

BREAK

11:45 a.m. – 12:15 p.m.

General Session Lunch & Laugh
Laughter Becomes You!

Tim Gard



SAFE CARE FOR SENIORS



CONGRATULATIONS to the LeadingAge Minnesota member organizations who are leading the way in continuous quality and keeping seniors safe from harm through our two signature initiatives.

Safe Care for Seniors Honor Roll Members

In 2020, we recognized the first 51 LeadingAge Minnesota members who had been named to the Safe Care for Seniors Action Honor Roll. [View the list here.](#)

Attend these sessions to learn more about Safe Care for Seniors!

- **Session 410 - Practical Applications of a Fair and Just Culture**
Wed., May 19, 9:15 – 10:15 a.m.
- **Session 711 - Addressing COVID-Related Functional Decline in Older Adults**
Thu., May 20, 10:45 – 11:45 a.m.
- **Safe Care for Seniors Champions Meetup Group**
Thu., May 20, 12:15 – 1:15 p.m.
- **Session 902 - Balancing the Ethics of Keeping Residents Safe from Harm**
Fri., May 21, 9:15 – 10:15 a.m.

Watch this space for announcements of this year's distinguished honorees for: Safe Care for Seniors Action Honor Roll and Excellence Honor Roll.

PERFORMANCE EXCELLENCE



A Path to Continuous Quality

Performance Excellence in Aging Services Award Recipients

In 2020, we recognized eight new recipients of the Performance Excellence in Aging Services Award of Merit and our first recipients of the Award of Honor, the next level of achievement in the Performance Excellence in Aging Services program. **[View the list here.](#)**

For more information on how your organization can make a commitment to Safe Care for Seniors or participate in the Performance Excellence in Aging Services program, contact Julie Apold, Vice President of Quality & Performance Excellence, japold@leadingagemn.org.

Watch this space for announcement of this year's distinguished honorees for Performance Excellence in Aging Services Award of Merit and Award of Honor.

LEADERSHIP ACADEMY

Congratulations to the 2020 Leadership Academy Graduating Fellows!

Dubbed the “COVID Cohort,” this group of leaders completed their entire Academy year in the virtual world. We are so proud of their commitment, grit and sheer determination to take full advantage of their leadership development opportunity.

“Leadership Academy has been the most impactful training in my life.”



Chelsea Adney
Trails of Orono



Jenny Barlow
Friendship Village of Bloomington



Dawn Barratt
Cassia, Edina



Garrett Bothun,
Aurora on France, Edina



Malorie Brazell
Northshore Care Center Grand Marais



Lyndsey Callahan
Northfield Care Center



Kelly Conrad
Rakhma, Minneapolis



Jennifer Foehse
Walker Methodist Plaza, Anoka



Katelyn Fregin
Bentson Family Assisted Living Residence & Phillips Memory Care Center, St. Paul



Trista Garceau
Ebenezer Park Apartments, Minneapolis



Shay Grant
Walker Methodist Levande, Cambridge



Brittany Harris
Augustana Open Circle of Hopkins



Lin Htun
Lyngblomsten Care Center, St. Paul



Luke Jenkins
LeadingAge Minnesota, St. Paul



Jonathan Lips
LeadingAge Minnesota, St. Paul



Laura Nordaune
LeadingAge Minnesota Savings & Solutions Center, St. Paul

“I feel like I have a new family and we can say that we were the COVID class and that WE DID IT TOGETHER.”

LeadingAge[®] MN
Leadership Academy

LEADERSHIP ACADEMY



Nicole Nyberg
Knute Nelson,
Alexandria



Kristine Phillips
North Shore Care Center,
Grand Marais



Cory Schmeling
Sholom,
St. Louis Park



Amy Seiner
Martin Luther Care Center,
Bloomington



Sherry Spurlock
Pioneer Manor,
White Bear Lake



Rachel Staven
Arbor Glen Senior Living,
Lake Elmo



Ambrea Vadis
Orchards of Minnetonka



Ashley Wagner
Tinta Wita Tipi Senior Living,
Welch



Tom Westlund
Sholom,
St. Louis Park



Rebecca Wing
PioneerCare,
Fergus Falls



Thanks to our volunteer Coaches who mentor our fellows and contribute in many ways to the Leadership Academy experience.
We couldn't do this without you!



Stacy Carlsrud
Presbyterian Homes Timber Hills,
Inver Grove Heights



Amy Koehnen
Ebenezer Campus,
Minneapolis



Kathy Olson
Three Links Millstream
Commons, Northfield



Jennifer Rutschke
Ebenezer Park Apartments,
Minneapolis (volunteer
program assistant)



Patty Ryan
Cassia Augustana Open
Circle of Heritage Park,
Minneapolis



Leanne Wollerman
Sholom,
St. Paul

We recognize and thank 2020 Leadership Academy sponsor organizations



Ziegler
CAPITAL :: INVESTMENTS :: ADVICE

REGISTRATION AND GENERAL INFORMATION

The fee structure for Institute is designed for flexibility and maximum economic benefit for members. A single flat fee is charged for each organization (building, service site or entity) based on service line and size. Each building/site/service entity on a single campus must register and pay a separate fee.

Registration includes full conference participation and CEUs for all staff employed at the registered site. Individual fees apply if only one employee of an organization site/entity is attending the conference.

A registration link belongs to one individual to be used for the portion(s) of the Institute they attend. Link sharing and registration splitting is not allowed.

Sessions for the Institute will be available for viewing for 60 days following the close of the live virtual conference.

Save \$100 on your organization's registration fee by registering on or before April 16, 2021.

VIRTUAL CONFERENCE ATTENDEE REGISTRATION CANCELLATIONS & REFUNDS

Cancellations must be received in writing by April 30, 2021 to receive a refund, less a \$50 processing fee. No refunds for cancellations received after April 30 or for no-shows. Additions, substitutions and/or changes to your organization's registration are welcome any time on or before May 10, 2021 for those wanting to participate in the live event May 18-21, 2021. LeadingAge Minnesota reserves the right to cancel individual sessions.

VIRTUAL PROGRAMS CODE OF CONDUCT

The world of virtual learning is changing how we interact with each other – and our goal is to create a positive, safe and welcoming environment for all program participants. All are expected to abide by our Virtual Programs Code of Conduct. [Click here](#) to view our Virtual Programs Code of Conduct.

SHARING CONTACT INFORMATION

The 2021 Institute is a virtual education and networking event. Participants' contact information may be shared with other registrants and will be visible when using the virtual platform. Participants will have the ability to make changes to their individual profile and edit/hide certain information once logged into the virtual platform. During conference registration, individuals will have the ability to opt out of sharing their email address with external audiences.

REGISTRATION FEES DISCOUNTED BY A MINIMUM OF 25%!

REGISTRATION AND GENERAL INFORMATION

CONTINUING EDUCATION CREDITS

Attendance via the virtual platform will be tracked internally for session attendance and CEU purposes. CEUs can be earned by attending the live broadcasts May 18-21, 2021 and by viewing the on-demand sessions after the event through July 31, 2021. Both will be hosted in the Institute virtual platform.

- To obtain CEUs you must participate in at least 50 minutes of each session, submit an evaluation afterwards and then select the desired CEU type from the list of approved CEUs for that program.
- CEUs are earned by the individual logged into the virtual conference only. CEUs are not issued to multiple people sharing the same computer or login credentials.

PLATFORM REQUIREMENTS

For best results, access the Institute virtual platform with a laptop or desktop computer (not with mobile devices) using either Chrome or Firefox browser. Internet Explorer and Safari browsers are not recommended.

HANDOUTS

All handouts will be available within the virtual platform.

PHOTOGRAPHS, VIDEO & INTELLECTUAL PROPERTY

Registration and attendance at, or participation in, LeadingAge Minnesota virtual meetings and other activities constitutes an agreement by the participant for LeadingAge Minnesota to use and distribute (both now and in the future) the participant's image, voice or text in photographs, videotapes, electronic reproductions and audiotapes of such events/activities. No personal video or audio recordings are allowed. Presentations, images and text chats are the intellectual property of the speaker, and participants are not permitted to record them or share the images or text chats for personal or business use.

REGISTRATION FEES DISCOUNTED BY A MINIMUM OF 25%!



QUESTIONS

Sponsorship Information or Special Accommodations

Jenny Prosser at jprosser@leadingagemn.org.

Concurrent Sessions or CEUs

Heidi Simpson at hsimpson@leadingagemn.org.

Online Registration or Virtual Platform Assistance

education@leadingagemn.org or (651) 659-1437

REGISTRATION FEES

REGISTRATION FEES DISCOUNTED BY A MINIMUM OF 25%!

ORGANIZATIONAL REGISTRATION FEES

One flat fee includes conference participation for all staff at a single location/entity. Fees listed are the regular rate. **SAVE \$100 by registering on or before April 16, 2021.**

CARE CENTERS

Number of Care Center Beds

1-40	\$575
41-60	\$640
61-100	\$930
101-150	\$1,040
151+	\$1,065

Prospective member care center fee is \$1,550.

HOUSING

Number of Housing Units

1-20	\$405
21-40	\$470
41-70	\$530
71+	\$600

Prospective member housing fee is \$700.

ADULT DAY CENTER

\$200

Prospective member adult day center fee is \$320.

ASSOCIATE COMPANIES*

\$420

Prospective member associate fee is \$555.

**Includes home care, hospice and other community-based services.*

CORPORATE/MANAGEMENT OFFICES

Number of Owned and Managed Sites in Minnesota

1-5	\$465
6-10	\$625
11+	\$775

Prospective member corporate office fee is \$875.

BUSINESS ORGANIZATIONS

Business Partner	\$660
Prospective Business Partner	\$960

INDIVIDUAL REGISTRATION FEES

All fees are listed per-person. \$100 early bird discount does not apply.

Member*	\$270
Prospective Member*	\$385
Full-time Student/Faculty Member	\$23
State/Government Staff	\$68

**Individual fees are for one person only from a provider organization/entity to attend. If registering more than one person, use the organizational fees above.*

Not a member? Join today and save!

Contact Luke Jenkins at ljenkins@leadingagemn.org to explore the value of membership.

Registration questions?
education@leadingagemn.org