

# INDEPENDENT LIVING CONFERENCE

## Tackling the Tough Stuff: Operating Independent Senior Housing Today

LeadingAge®  
Minnesota

Wednesday, October 29, 2025 ~ 10 a.m. – 3:05 p.m.

SummerHouse of Bloomington; 9850 Lyndale Ave S, Bloomington, MN 55420

### PURPOSE

This conference aims to equip senior housing operations staff with the knowledge, tools, and strategies to address the complex challenges of our evolving field, ensuring exceptional resident experiences and sustainable community growth.

### LEARNING OBJECTIVES

- Apply legal and ethical standards to determine when resident behaviors warrant intervention or eviction.
- Design emergency and safety plans that mitigate risks and enhance community preparedness.
- Implement strategies to de-escalate challenging behaviors and promote constructive resident engagement.

## CONFERENCE REGISTRATION FEES

LeadingAge Minnesota Members – \$50 per person

Prospective Members – \$70 per person

[\*\*REGISTER HERE\*\*](#)

### HANDOUTS

Participants will receive links to electronic handouts before the conference and are encouraged to print them in advance or download to view on a laptop or tablet

### CUT-OFF/CANCELLATION

Registration cut-off date/cancellation deadline is 5 p.m. on October 24, 2025. Cancellations must be made in writing and are subject to a \$25 processing fee. No refunds will be provided for no-shows. LeadingAge Minnesota reserves the right to cancel this conference or any individual session.

## FOR FURTHER INFORMATION

Olivia Scott, Events and Education Coordinator, at [oscott@LeadingAgeMN.org](mailto:oscott@LeadingAgeMN.org) or 651.603.3559 for assistance or if your registration has not been confirmed.

# SCHEDULE OF EVENTS

9:30 – 10 a.m.

## Registration

10 – 10:05 a.m.

## Welcome

*Shelli Bakken, LSW, LALD, Director of Housing Policy and Expert Support, LeadingAge Minnesota, Minneapolis; and Jessica Williams, Housing Counselor, SummerHouse of Bloomington*

10:05 – 11:05 a.m.

## Emergency Preparedness

- Explain how a well-structured emergency plan can mitigate risks, enhance response capabilities, and ensure timely assistance for independent living seniors.

*Shelli Bakken, LSW, LALD, Director of Housing Policy and Expert Support, LeadingAge Minnesota, Minneapolis; Chase Bennett, Regional Director of Environmental Services, Vivie, Minnetonka; and Laurie Thompson, Emergency Preparedness and Safety Director, Vivie, Minnetonka*

11:10 a.m. – 12:10 p.m.

## Substance Use

- Identify when a tenant's substance use or related behavior constitutes grounds for eviction under the lease agreement and applicable laws.

*Robert Rodé, Attorney/President, Rodé & Coffin, LLC, St. Paul*

12:10 – 1 p.m.

## Lunch with Remarks

*Jessica Lacher, Director of Membership and Strategic Partnerships, LeadingAge Minnesota, Minneapolis; Emily Kjelstad, Director of Housing, Apple Valley Villa Assisted Living; and Grady Shapiro Zimmer, Housing Director, Cornelia House, St. Paul*

1 - 2 p.m.

## Mediation and Resident Disputes

- Develop strategies for de-escalating challenging behaviors and redirecting residents towards more constructive interactions.

*Katie Arnold, Co-Executive Director, Community Mediation Minnesota, Minneapolis*

2:05 – 3:05 p.m.

## Minnesota Hoarding Task Force

- Improve the overall safety and well-being of senior housing residents by effectively addressing and managing hoarding situation.

*Minnesota Hoarding Task Force presenter to be announced*

3:05 p.m.

## Adjourn