

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 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; and Emily Kjelstad, Director of Housing, Apple Valley Villa Assisted Living

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, and AJ Awed, 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.

Emily Cheesebrow, President Emeritus, Minnesota Hoarding Task Force, and Resident Support Specialist, Thies & Talle Management, Chanhassen

3:05 p.m.

Adjourn