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CONFERENCE REGISTRATION

LeadingAge[®]
Washington

**69TH ANNUAL VIRTUAL
CONFERENCE & EXPO**

OCTOBER 27-29, 2020



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WELCOME TO OUR 69TH ANNUAL VIRTUAL CONFERENCE & EXPO

LeadingAge™
Washington

TURN YOUR PASSION INTO POSSIBILITIES

Join our community of aging professionals as we come together around our common goal – expanding the possibilities for Washington seniors. Let’s make progress together by exchanging ideas and experiences with colleagues, while exploring bold new approaches. Let’s continue working together – innovating, serving, and elevating our field. Together, we can! The 69th Annual Virtual Conference & EXPO was built around strategic initiatives related to expanding possibilities for aging. Areas of focus for the conference will be transforming the continuum of care to better meet consumer needs, demands and expectations; developing and retaining a skilled workforce; best practices in resident care models (including, but not limited to, culture change); quality improvement and accountability post COVID-19; and new technologies for older adult service delivery. Join us as we go VIRTUAL, where together, we will!

together



OUR SPECIAL GUESTS

KEYNOTE SPEAKERS & HEADLINERS

Join us as we delve into the big ideas that are shaping the future of our organizations and the people they serve.



Kelda Fairleigh

Head of Operations
Home Care Assistance
Identifying a
Community: Don't Miss
Out on The Continuum
Group - An innovative
Idea with Stellar ROI!



Mary Munoz

Senior Managing
Director, ZIEGLER
Navigating the Winds
of Change: Innovation
and Disruption in
Senior Living



Larry Minnix

Author, Retired,
LeadingAge,
President & CEO
What's Your
Real Job?



Kelly Tremblay

Audiologist and
Neuroscientist
Rethinking Care for Older
Adults in the Time of
COVID19: WHO Guidelines
on Community-Level
Interventions



Jack York

President
Co-Founder, iN2L
We Deserve a Break
Today - Let's
Celebrate our
Residents!



Martha Bryan

Owner, Bryan & Bryan
Associates
Creating Excellence:
Together, We Can!



Kay Miller

Marketing Consultant
The Adventure LLC
Your Uncopyable
Advantage - Mission
Critical: Marketing and
Selling your Senior Living
Facility During the
Pandemic

OUR VIRTUAL ENTERTAINMENT

DUELING PIANOS WITH JEFF AND RHIANNON LIVE from their Studio

Date: Thursday, October 29th
Time: 2:30 - 3:30 p.m.



Leadership

Vistors

Business Partners

Staff

Residents



OUR SPONSORS



LeadingAge Washington's Education Programs are made possible by the generous support of our 2020 Business Partner Gems and Annual Virtual Conference Sponsors. Through collective power we bring opportunities for increasing our members' Value, Growth, and Success!

Thank You!

\$10,000 DIAMOND MEMBERS



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\$5,000 SAPPHIRE MEMBERS



\$2,500 EMERALD MEMBERS





**Tuesday, October 27, 2020 - Larry Minnix, Retired,
LeadingAge, President & CEO, Author**

What's Your Real Job?

In an era of great complexity in health care in general and long term care in particular, there are mounting pressures on leaders to comply with regulations, do more with less, and manage documentation. While these duties are an imperative, losing touch with the most satisfying parts of our work- our REAL jobs- can lead to burn out and career dissatisfaction. This keynote helps us rekindle appreciation for the most rewarding dimensions of our calling as leaders.

Wednesday, October 28, 2020

Governance as Leadership: Board Trustees

This 2-hour session with Larry Minnix challenges traditional governance mindsets and offers theory-based practices that reinvigorate and advance nonprofit boards. Hear about the different forms of dysfunctional governance and the changing responsibilities nonprofit of boards. Consider the impact of dysfunctional governance on an organization's overall health and the importance of the board's oversight responsibilities. Gain a deeper understanding of the fiduciary, strategic and generative aspects of contemporary governance models and how they contribute to a thriving nonprofit board and organization.



**Wednesday, October 28, 2020 - Jack York, Co-Founder,
President, iN2L and Guest Larry Minnix**

We Deserve a Break Today - *Let's Celebrate our Residents!*

Let's face it, this year has felt like working our way through a minefield! The realities of COVID have brought us to our knees, yet we have stayed strong, maintained our poise and one way or another will be coming out stronger. But through the pain, let's take a break and celebrate some of the reasons we got into the profession in the first place. This session celebrates the elders we serve, before and during COVID. You will hear about a remarkable journey in 2019 that took our speaker all over the country, traveling to 30+ states and over 150 communities, and capturing residents passions and joy every step of the way from inside of a van. See how that joy has carried over through COVID and how residents, still are able to spread joy and their wisdom through the pandemic, they are "unstoppable". You deserve a break today, you deserve a chance to smile, this session will deliver both!

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OUR VIRTUAL ENTERTAINMENT

**PAINT & SIP LIVE WITH
UNCORKED CANVAS**
from their Studio (details on
registration page)

Date: Wednesday, October 28th
Time: 3:00 - 5:00 p.m.



DESIGN & PROJECT MANAGEMENT

▶ **Optimizing the Intersection Between the Healthcare, Housing & Hospitality**

Jennifer Fleming, Owner & Interior Designer, Rice Fergus Miller, Architects, Interiors, & Master Planning; Amy Webb, Executive Director, Heron's Key; Glenn Smithson, Resort General Manager, 7 Cedars Resort

▶ **Design for Socialization in a Time of Social Distancing**

Lisa Warnock, Director of Housing Interiors, Lisa Sneddon, Interior Design and Chuck Archer, Senior Project Manager, LRS Architects

▶ **A Resident Reveal: Relevancy and Rewards from Repositioning a 55-year-old community**

Annika DiNovi, Executive Director, Parkshore; Paul Aigner, V.P., Real Estate Development, Transforming Age; William Wertz, Resident, Parkshore

▶ **The Wellness-Focused Resident Unit**

Alexis Denton, Associate Principal, Perkins Eastman

▶ **Meeting Consumer Demands with Campus Reinvestment**

Daren Bell, Director, and Sarkis Garabedian, Managing Director, Ziegler; Alan Curryer, CEO, Rockwood Retirement Communities

DINING, LEADERSHIP & STRATEGY

▶ **Dining with Dignity – Part I for COVID-19 and Beyond**

Kristina Walker, Client Care Director, Mercury Pharmacy; Dr. Kelly Tremblay, Audiologist and Neuroscientist and Shawn Boling, Culinary Coach, Culinary Coach Consulting

▶ **How Data Analytics & Consumer Insights are Driving Hospitality and Dining Trends**

Erika Asem, Director, Business Insights, E15 Group; Darpan Patel, Strategic Project Manager, Envision Group

▶ **Dining with Dignity – Part 2 Marketing Approach**

Cynthia Thurlow Cruver, Principal and Derek Dujardin, Creative Director, 3rdThird Marketing; Shawn Boling, Culinary Coach, Culinary Coach Consulting

▶ **Hospitality and Service: How We Can Transform Our Culture of Service in Times of Pandemic, From Ordinary to Extraordinary**

Mark Linden, CEC, AAC, Founder, Culinary S.O.S



INTRODUCING THE DINING CLOUD

A delicious menu program that follows IDDSI protocols for dietary needs and uses cloud-based tray cards.

SENIOR LIVING'S CULINARY EXPERTS

The biggest barriers in switching from a food contractor to self-operation are training and cost-effective modern recipes. The Dining Cloud cycle menus will free your kitchen from the 1960s and help build a positive, fun culture.

Dining Cloud makes managing operations easier with turnkey recipes, cycle menus, nutrition tracking and real-time food cost tracking.

Learn more at our [LeadingAge Washington conference booth](#) or give us a call at (888) 776-5135.



CulinaryCoach.us • ideas@3rd3rd.com



MIX WITH US AT LEADINGAGE.

Culinary Coach has everything you need to manage dining in-house.

- Modern cycle menus
- Easy-to-follow recipes
- BOH & FOH training
- Training materials
- Acting dining director
- ACF certification
- 24/7 culinary support
- Garden-to-table
- Dining with dignity
 - Memory care
 - Skilled nursing
 - Assisted living
- New dining concepts
- Program turnarounds
- Wine & cocktail program

HR/WORKFORCE /TECHNOLOGY

- ▶ **Understanding the “New Generations”**
Robert Moore, Director of Training, Time Equipment Company
- ▶ **Creating Excellence . . . Together, We Can! (2 parts)**
Martha Bryan, Owner, Bryan & Bryan Associates
- ▶ **Getting Your Employees to Want to Stick Around**
Susan Giacobazzi, Owner, Love Your 5
- ▶ **Transformative Leadership in the Era of Artificial Intelligence**
Ruchin Kansal, Chief Strategy & Transformation Officer, Kansal & Company



Bringing our "Virtual Conference Experience" to you! The first 250 registrants will receive our Conference Mystery Box (sample below) filled with surprises from our Business Partners ~ including Larry Minnix's book **Hallowed Ground: Stories of Successful Aging**.

We look forward
to having you join us for this
Virtual Conference Experience



LeadingAge[®]
Washington

ADVOCATE • EDUCATE • ENGAGE • INSPIRE

*Enjoy your Virtual Mystery Box
from our Diamond and Ruby Business Partners*

Mailed to our first 250 registrants



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SOLUTIONS SIMPLIFIED

LEADERSHIP & STRATEGY

- ▶ **Four Attributes of High Performing Organizations: More Critical Now Than Ever**
Mark Steranka, Partner, Moss Adams
- ▶ **Operationalizing Quality: Using Baldrige as a Business Management System**
Robert Lane, Director, BKD, LLP
- ▶ **Governance as Leadership: Board Trustees (2 parts)**
Larry Minnix, LeadingAge Past President & CEO, Author
- ▶ **Driving Outcomes for Managed Care: Building Long Term Care Networks to Focus on Quality and Value Based Contracts** Barbara Sears, Partner, Strategic Healthcare; Patrick O'Neill, CEO, Christian Health Care Center
- ▶ **Navigating the Winds of Change: Innovation and Disruption in Senior Living**
Mary Munoz, Senior Managing Director, Ziegler
- ▶ **Strategies for SNFs to Improve their Long-Term Sustainability**
Dan Frein, CPA, Principal, Martin Yanushev, Senior Associate, CliftonLarsonAllen and Carma Matti-Jackson, Founder/Principal, C.Matti Consulting
- ▶ **The Good, the Bad, and the Education Life Gives You: Using After Action Reports for Meaningful Change**
Susan Koppelman Pelaez, Director, Preparedness & Response, NW Healthcare Response Network
- ▶ **COVID, Waivers and Billing - OH MY!**
Mary Jo Wilson, Client Engagement Specialist/Consultant, SNF-Solutions, LLC



PARTNERSHIP & COLLABORATION

- ▶ **“Threat Level Midnight” Assessing Risk and Preparing for Emergencies at Your Facility** Lorrel Filliater, Senior Account Manager, The Compliance Store
- ▶ **Reducing Re-Hospitalizations and Increasing Referrals with Interventional Analytics** Phyllis Wojtusik, Executive Vice President, Real Time Medical Systems
- ▶ **Beyond Trend Intelligence: Forging Unique Partnerships to Help the Missing Middle** Jeremy Southerland, Architect/Principal, Ankrom Moisan; R. Kevin McFeely, President and CEO, Tacoma Lutheran; Torsten Hirche, President and CEO, Transforming Age
- ▶ **Identifying a Community: Don’t Miss Out on The Continuum Group...An Innovative Idea With Stellar ROI!** Kelda Fairleigh, Head of Operations, Home Care Assistance Valerie Rose, Community Engagement Manager, DispatchHealth; Brent Korte, Evergreen Home Health Anastasia Hurtado, Home Care Assistance
- ▶ **Cracking the Nut: New Solutions to Address the Middle Market** Leslie Moldow, FAIA, LEED AP-Principal, Perkins Eastman and Brian Lloyd, VP, Beacon Development Group



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MANAGEMENT & MARKETING

▶ **Pivot Marketing in COVID-19**

Cynthia Thurlow Cruver, Principal, Derek Dujardin, Creative Director and Trish Mayer, Digital Director, 3rdThird Marketing

▶ **Crisis Management 101: How to Anticipate & Handle High-Stakes Issues (including COVID-19) in the Senior Living Industry**

Carin Marney, Shareholder, Lane Powell; Marc Berger, V.P. & Partner, Nyhus Communication

▶ **The Reputation Revolution: Why Long Term-Care Organizations Must Embrace Transparency**

Rich Kortum, Director, Strategic Partnerships, Tess Kurtenbach, Business Development Manager, NRC Health

▶ **Marketing Together Makes Sense #SeniorsBetterTogether**

DeAnne Clune, Managing Director, SeniorsBetterTogether, Lynn Creasy, Community Relations Director, Foundation House at Northgate; Tina Stafford, Senior Living Branding Specialist, Stafford Creative

▶ **Socially Distanced, Digitally Social: Social Media Marketing to the COVID-ified SL Customer**

Anna Rose Warren, Social Media Director, 3rdthird Marketing

▶ **Your Uncopyable Advantage - Mission Critical: Marketing and Selling Your Senior Living Facility During the Pandemic (2 parts)**

Kay Miller, Marketing Consultant, The Adventure

PUBLIC POLICY & LEGAL ISSUES

▶ **Hemp: The New Alternative to Marijuana in Senior Care?**

Pamela Kaufmann, Partner, Hanson Bridgett; Gabriela Sanchez, Shareholder, Lane Powell

▶ **Preparing for and Responding to Audits (2 Parts)**

Sarah Shearer-Smith, NW Director of Clinical Services, Consonus Healthcare Services

▶ **Infection Control in the Time of COVID-19**

Janine Finck-Boyle, Vice President of Regulatory Affairs, Jodi Eyigor, Director, Nursing Home Quality & Policy, LeadingAge

▶ **Understanding your SNF Medicaid Rate**

David Carter, Director, Health Care Finance & Policy, LeadingAge Washington

▶ **Washington State Quality Incentives: The Clinical Focus**

Colleen Marlatt, RN, BSN, RAC-CT, RAC-CTA, Founder, Cornerstone Clinical Consulting



HOW WE BEAT THE COVID SALES SLUMP.

(This gated content works miracles.)

150 QUALITY LEADS IN 60 DAYS.

When COVID-19 hit the senior living industry, we **sprung into action** creating virtual event and gated content our communities could use to generate traffic and convert leads into sales. It worked. We recently generated 150 quality leads in just 60 days using this gated content.

If that's the kind of proactive, creative thinking you want from your marketing partner, talk to 3rdThird Marketing.

We offer award-winning branding, census building, digital marketing programs, culinary coaching, web development and traditional advertising with creative flair that will set you apart.

Chat live with us at our virtual booth at LeadingAge.

(888) 776-5135 • 3rdThirdMarketing.com/LeadingAge • ideas@3rd3rd.com

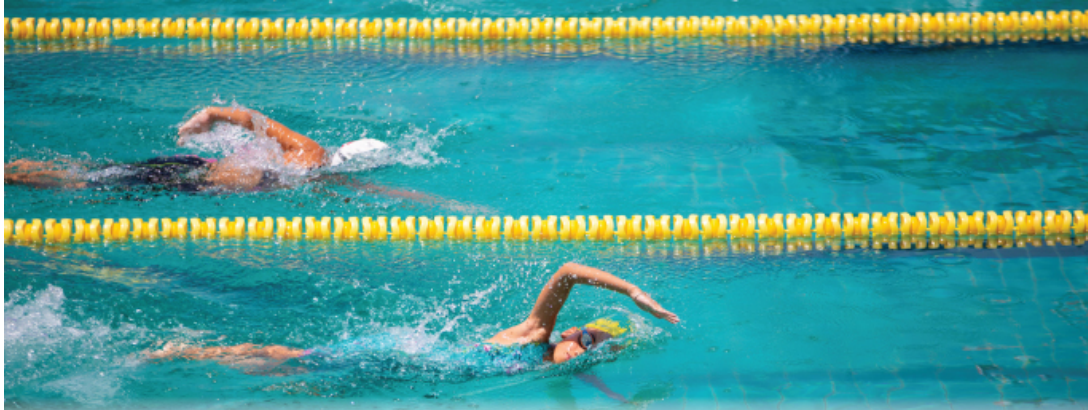


Be a 100-watt bulb in a 40-watt world.

Strong brands naturally increase profits and attract new hires and residents more easily—let 3rdThird Marketing light the way.

- Census Building
- Digital Marketing Programs
- Web Development
- Podcast Development
- Brand Development
- Culinary Coach Division





Have You Lost Your “Census”?

Let Infinity Rehab help you navigate the tricky healthcare waters and improve your census. Discover our therapy techniques that drive outstanding clinical outcomes and prevent staff burnout.

→ Proven increase in census → Reduced rehospitalization rates → 97% customer satisfaction rate

We Invest in You



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EXPERTISE



RESULTS



MARK WILHELM
Vice President of Sales
P 303.995.3338
E MWilhelm@infinityrehab.com

McKesson Medical-Surgical offers cutting-edge technology, business and clinical solutions, regulatory training and over 45,000 products to help enhance patient care, reduce costs, streamline processes and help make your job easier.

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Debbie Mink debbie.mink@mckesson.com

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Customer Service 800.654.0418

MCKESSON



WELLNESS & LIFE ENRICHMENT

- ▶ **Addressing Social Isolation and Loneliness: COVID-19 and Beyond**
Kristine Theurer, Founder, President, Java Group Programs
- ▶ **Why Wellness Matters and How Communities Are Implementing It**
Liz Keller, Account Manager; Criston Leopard, Managing Director, Viibrant
- ▶ **How Nature Heals** Orla Concannon, Founder & CEO, Eldergrow
- ▶ **Bringing the Generations Together: Fostering Intergenerational Connections in Your Community** Jennifer Kulik, Founder & CEO, Silver Kite Community Arts
- ▶ **Rethinking Care for Older Adults in the Time of COVID19: WHO Guidelines on Community-Level Interventions** Dr. Kelly Tremblay, Audiologist and Neuroscientist
- ▶ **Mind-Body-Spirit Tools for Resiliency in Healthcare**
Lisa C. Dunlap, Integrative AGPCNP-BC, Self-Compassion Connections

CARE AND SERVICES

- ▶ **Coming Out on Top of a Tough Complaint Investigation**
Ryan Miller, Executive Director and Maria Sheriff, Nursing Services Director, Skyline;
Jonathan Free, Regional Clinical Nurse, Transforming Age
- ▶ **ROP - Ensuring Compliance in a Changing Environment**
Patti Garibaldi, Director of Clinical Consulting, Consonus Healthcare Services
- ▶ **Bullying Among Older Adults: Not Just a Playground Problem**
Kathleen Weissberg, Education Director, Select Rehabilitation
- ▶ **End-of-Life (Death) Doula: What is that???**
Bonnie Blachly MN, RN, EOLD, BLB Nurse Consulting



There is a growing demand for aging services and a shrinking workforce.

The ability to provide services to seniors, in a compassionate and supportive environment, is highly dependent on a competent and dedicated workforce.

LeadingAge Washington provides scholarships for the purpose of attracting and retaining talent in our field of aging services.

Funding for our scholarship program comes from the generous support of our community members and business partners. Thank you for supporting the promotion and the professional development of staff who care for our seniors.

THANK YOU FOR YOUR GENEROSITY AND SUPPORT IN 2019!



Denney Austin, Interim Administrator



Shawn Boling, Culinary Coach, Culinary Coach Consulting



Dessert Auction



Wine Wall



2019 Scholarship Recipients (Lisa Morris, Vashon Community Care; Lacey Lober, Northaven Senior Living; and Sara Martin-Washo, Summit at First Hill)



2019-2020 Leadership Institute Coaches & Fellows Graduation

Celebrate their commitment through this years' challenges.



Awards & Recognition Program

Join us as we acknowledge your peers and colleagues, and to share in their successes.

LeadingAge Washington's Awards and Recognition Program is all about people who make a difference every day in the lives of those they serve. It's all about people who put quality first, deliver excellence, and inspire others. The Awards of Excellence recognizes those individuals and organizations that have made an outstanding contribution in the fields of aging. It is our way of saying thank you!



Silver Star Awards

Recognize and celebrate their commitment to their communities.

LeadingAge Washington's Silver Star Award recognizes employees who have demonstrated their dedication to serving our seniors by their long-term employment of 25 years of continued service. We also recognize those "Celebrating" 30, 35, 45+ years.

Thanks to you "our members" for your continued support of our programs!

OUR EXHIBITORS

OCTOBER 27-29, 2020

IMPORTANT!
Our Virtual
Conference will be
available for 90 days
from
October 29th.

69TH ANNUAL CONFERENCE EXHIBITORS

TUESDAY: 10:45 A.M.- 1:00 P.M.; WEDNESDAY: 9:30- 11:30 A.M.

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Health Resource Services

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Healthcare Services Group

www.hcsgcorp.com

IN2L

www.in2l.com

Infinity Rehab

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www.javagp.com

LRS Architects

www.lrsarchitects.com

McKesson Medical-Surgical

www.mckesson.com

Mercury Pharmacy Services

www.mercuryrx.com

Morrison Community Living

www.morrisoncommunityliving.com

OPTUM, Care Delivery & Management

www.optum.com/longtermcare

Patcraft

www.patcraft.com

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www.paynorthwest.com

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Propel Insurance

www.propelinsurance.com

Quality Apex

www.qualityapex.com

Real Time Medical Systems

www.realtimed.com

RehabCare

www.rehabcare.com

Reliant Rehabilitation

www.reliant-rehab.com

Resident Salon Services

www.ressalon.com

**Rice Fergus Miller, Architects,
Interiors, & Master Planning**

www.rfmarch.com

Select Rehabilitation

www.selectrehab.com

Silver Kite Community Arts

www.silverkite.us

Stanley Healthcare Solutions

www.stanleyhealthcare.com

TridentCare

<https://tridentcare.com>

Unidine Lifestyles

www.unidine.com

USI Insurance Services

www.usi.com

Viibrant

www.viibrant.com

Walsh Construction Co

<https://walshconstruction.com>

**Washington Advocates of Deaf &
Hard of Hearing**

www.wadhh.org

Washington Relay

www.washingtonrelay.com

**Washington State Housing Finance
Commission**

www.wshfc.org

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www.ziegler.com

Beginning October 27th our EXPO Hall will be available 24/7 for your convenience.

Opening Housing Doors for Seniors for 36 Years



Safe, affordable housing for seniors is a critical need.

That's why we've helped developers create more than **33,000 homes** for seniors in every part of Washington state—plus facilities that serve them.

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claire.petersky@wshfc.org

Dan Schilling
dan.schilling@wshfc.org

1-800-767-4663



A Senior Living Marketing Co-Op Is On The Loose, Join In Now.

We interrupt this regularly scheduled conference with some breaking (good) news. Seniors Better Together, a senior living marketing co-op, is on the loose and causing positive vibes by shining a giant spotlight on the benefits of community living – even during a pandemic. And you can join in! For a modest fee you can join a coordinated, industry-wide marketing campaign designed to combat current negative perceptions. Intrigued? Attend our presentation, email us, and/or visit our website to learn more. Back to you Bob.

Don't Miss "Marketing Together Makes Sense" with DeAnne Clune on Thurs, Oct 29 • 12:45pm

- Digital, social, print & broadcast campaign with massive marketing buying power
- Join by Dec 31, 2020 and receive 50% off! (exclusive benefit for LAWA members)
- Turbocharge your membership with our Seniors Better Together Partner Guide
- It's not too late, join your colleagues and sign up now, we need your support



info@SeniorsBetterTogether.com • SeniorsBetterTogether.com

REGISTRATION DETAILS

Virtual doors open at 7:45 a.m. daily
Tuesday: 8:15 a.m. - 3:30 p.m.
Wednesday: 8:15 a.m. - 4:30 p.m.
Thursday: 8:15 a.m. - 3:30 p.m.

LeadingAge™
 Washington

October 27-29, 2020



CLICK HERE TO GO TO OUR ONLINE REGISTRATION PAGE!

Please register online by October 20th

Full Registration:	Member	Non Member
1st-4th Community Attendees	\$199/ea	\$399/ea
Community, Together <u>Package</u> * (5+ attendees)	\$995	\$1995
Community, Together Package* (add'l attendees over 5)	Comp	Comp
Business, 1st attendee	\$775	\$1275
Business, add'l attendee	Comp	Comp
Student	\$50/ea	\$50/ea

** Together Package is for communities with at least 5 staff members attending. Please have 1 staff member register at the \$995 rate and all others at the Comp rate) Encourage your Board Members to participate!

Partial Registration:	Member	Non Member
Attendee, Daily	\$99/ea	\$199/ea
Business, Daily	\$299/ea	\$399/ea

Optional Event: October 28th (3:00 - 4:30 p.m.)
LIVE Virtual Paint Session \$30/ea
 (includes ALL supplies to be mailed to your preferred address) Have a Paint Party! Invite your Residents to participate!

sample art

CANCELLATION POLICY: For individual registrations, cancellations received on/before October 9th Full Refund.
 If received after October 9th: Refund less \$50.00 processing fee.
 For group registrations over 5: replacements welcome. No Refund.
 Questions? Contact Cassi at cmerritt@LeadingAgeWA.org

Consent to Use of Photographic Images—Registration and attendance at, or participation in, LeadingAge WA meetings and other activities constitutes an agreement by the registrant for LeadingAge to use and distribution (both now & in the future) of the registrant or attendee's image or voice in photographs, videotapes, electronic reproductions, and audiotapes of such events and activities.

EDUCATION FOCUS

Participants may attend any education session. The sessions have been designed for areas of interest in:

- Care & Services
- Design & Project Management
- Financial Management
- Fund Development
- Leadership & Strategy
- Management & Operations
- Marketing & Public Relations
- Partnership & Collaboration
- Technology
- Wellness & Life Enrichment
- Workforce Development

SESSIONS ARE DESIGNED TO IDENTIFY EMERGING TRENDS IN THE FIELD OF AGING;

- Explore innovative ways to provide services in the future;
- Identify new partners and opportunities;
- Retool your community with the latest information; Understand healthcare reform and your next steps; And more...

EDUCATION CREDITS

2 Keynotes, 9 Breakouts with up to 47 sessions to choose from over 3 days, SHRM credits pending

**HOW TO REGISTER! VISIT OUR ONLINE PORTAL.
LOOK FOR OUR "TOGETHER" LOGO!**

REGISTER HERE

CLICK HERE TO GO TO OUR ONLINE REGISTRATION PAGE!

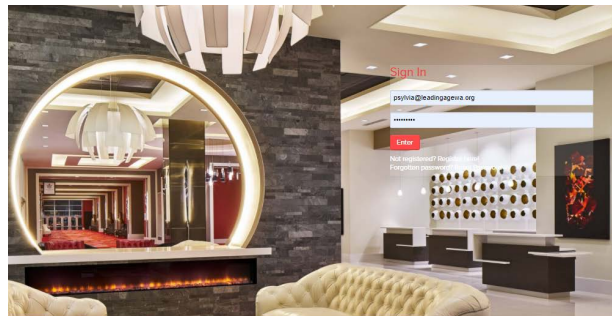
SPECIAL NEEDS

Do you have special needs (i.e. hearing/ closed captioning) that we can address to make your participation more enjoyable? Please note when you register online/or email Cassi at cmeritt@LeadingAgeWA.org

CONFIRMATION

Confirmations are emailed following each completed online registration. If you do not receive a confirmation, email Cassi at cmeritt@LeadingAgeWA.org

One week prior to our event, you will receive a login link using your email and password. (screen shot below)



CANCELLATION POLICY

For individual registrations, cancellations received on/before October 9th Full Refund. If received after October 9th: Refund less \$50.00 processing fee. For group registrations over 5: replacements welcome, No Refund.

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