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2021

70TH ANNUAL VIRTUAL CONFERENCE & EXPO

REGISTRATION PACKET

JUNE 15 - 17, 2021



70TH ANNUAL VIRTUAL CONFERENCE & EXPO

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Washington

To move Forward, doesn't mean to push past where we have been. On the contrary, to truly move our organizations forward, we must leverage where we have been to become stronger and smarter. Our future may look different than today. Our teams will need to evolve to meet the challenges ahead. Our organizations will succeed by bridging where we've been with new skills and knowledge.

Areas of focus for our Virtual 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; and new technologies for older adult service delivery. Please join us, June 15-17th, where we will move **Forward Together!**

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Jonathan Fanning, Speaker & Author

Passion and Purpose – Rediscovered!

A year from now, you'll be living with a deeper sense of passion and purpose... or not! You've experienced moments of clarity, moments filled with passion, moments with tremendous energy and conviction. You've also experienced the lack of these gifts. In this unique [virtual] keynote, you will rediscover secrets that change everything. Reimagine and magnify your ability to be an agent of change...Reawaken "who we are, what we do, and why we do it" for 2021 and beyond. This program applies to you, whether you lead a company, non-profit, team, family, or just yourself.

CO-SPONSORED BY:
Our first 300 registrants will receive Jonathan's book
Who are you BECOMING? included in our Experience Boxes



John H Cochrane III, President & CEO, HumanGood

The Changing Landscape of Senior Living

2020 was an unprecedented year which brought new challenges and opportunities. The pandemic, climate change and important social issues are continuously changing the marketplace and how we serve our customers and team members. Customer expectations are shifting and it is critical to stay ahead of these important transitions within, and outside of, our industry. HumanGood President and CEO John Cochrane will discuss the impact of these changes on our core business model and what we must do to meet changing consumer demands in 2021 and beyond.



Carol Silver Elliott, Board Chair, LeadingAge, President & CEO, Jewish Home Family

In Forward Motion

To move forward doesn't mean to push past where we have been. On the contrary, to truly move our organizations forward, we must leverage where we have been to become stronger and smarter. In Forward Motion is a keynote presentation focused on both building on the lessons from the COVID era to help inform change and progress for elder care providers. A blend of messages to motivate and ideas to implement, In Forward Motion is for anyone who works in the field of elder care.



Dr. Randy Ross, CEO, Remarkable, Author

Hope Rises - Let Your Life & Leadership Soar

Regardless of what challenges and obstacles you are facing today, build a better life and a brighter future when you choose to embrace hope over fear. Hope can lead to a happier, healthier and more productive lifestyle. Join us for this closing session where you'll take away practical tips on how you can soar to new heights, enhance relationships and become a more inspirational leader.



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.



DR. RANDY ROSS

CEO of Remarkable, Author
Hope Rises: Make Your Life & Leadership Soar



CAROL SILVER ELLIOTT

Board Chair, LeadingAge; President
& CEO, Jewish Home Family
In Forward Motion



JOHN H. COCHRANE III

President & CEO, HumanGood
The Changing Landscape of Senior Living



DENISE BOUDREAU-SCOTT

President, DRIVE
The No-Win Situation



STEVE MORAN

Founder, Senior Living Foresight
Telling Stories That Change The World



DR. KELLY TREMBLAY, PHD

Audiologist, Neuroscientist and Author
Rethinking Care for Older Adults: WHO Guidelines on Community Level Interventions



JONATHAN FANNING

Speaker and Author
Passion and Purpose – Rediscovered!



MARY K. MUÑOZ

Senior Managing Director
Ziegler | Senior Living
Moving on From COVID: What's Next for Senior Living

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AGENDA AT A GLANCE

Virtual Conference includes:

- * Mystery Box
- * Community Tours
- * Ted Talks
- * Hero's Wall
- * Wellness Breaks
- * Networking & more...

P.S. Sessions available for 90 days beginning July 1st

MONDAY, JUNE 14

10:00 am - Noon	Virtual Annual Membership & Board Meeting
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TUESDAY, JUNE 15

7:30 am	Virtual Conference Doors Open
8:15 am	Welcome & Introductions: Glen Melin, Board Chair
8:30 am - 9:30am	General Sessions 1: Jonathan Fanning, Author and Speaker - <i>Passion and Purpose - Rediscovered!</i>
9:40 - 10:40am	Breakout Session 1
10:45 am - 1:00 pm	EXPO Showcase Business leaders sharing <i>"Best Practices" - Pre & Post COVID</i>
1:15 - 2:15 pm	Breakout Sessions 2
2:30 - 3:30 pm	Breakout Sessions 3

WEDNESDAY, JUNE 16

8:15 am	Welcome & Introductions: Glen Melin, Board Chair
8:30 - 9:30 am	General Session 2: John H. Cochrane, President & CEO, HumanGood - <i>The Changing Landscape of Senior Living</i>
9:30 - 11:30 am	EXPO Showcase Business leaders sharing <i>"Best Practices" - Pre & Post COVID</i>
11:45 am - 12:45 pm	Breakout Sessions 4
1:00 - 2:00 pm	Breakout Sessions 5
2:15- 3:15 pm	Breakout Session 6
3:30 - 4:00 pm	Residents' Recogniton Sharing Your COVID Stories #Seniors Better Together

THURSDAY, JUNE 17

8:15 am	Welcome & Messages: Glen Melin, Board Chair
8:30 - 9:30 am	General Session 3: Randy Ross, Author & Speaker - <i>Hope Rises: Let Your Life and Leadership Soar</i>
9:45 - 10:45 am	Breakout Session 7
11:00 am - Noon	Breakout Session 8
12:15 - 1:15 pm	General Session 4: Carol Silver Elliott, Board Chair, LeadingAge, and President & CEO, Jewish Home Family - <i>In Forward Motion</i>
1:30 - 2:30 pm	Breakout Session 9
2:45 - 3:45 pm	Breakout Session 10

approx. 16 education credits/SHRM

CARE & SERVICES; WELLNESS & LIFE ENRICHMENT

► **Rethinking Care for Older Adults: WHO Guidelines on Community Level Interventions**

Dr. Kelly Tremblay, PhD, Audiologist, Neuroscientist, Author, Founder, Lend an Ear Consulting

► **The Future of Wellness Programs & How Nature Plays a Role**

Orla Concannon, Founder, CEO; Sarah Wells-Ikeda, Program Administrator, Eldergrow

► **ESL (English as Second Language) Champion**

Todd Engle, Executive Director, and Yazmin Uribe, ELL Champion, Friendsview; and Melody Abarca-Millan, Academic Development Faculty, Chemeketa Community College

► **What Older Adults Have Taught Me About Resilience During a Global Pandemic**

Paul Iarrobino, Founding Director, Our Bold Voices

► **Robotic Companion Pets: Combatting Social Isolation During COVID-19 & Beyond**

Tom Canterino, Co-Founder and Vice President, Ageless Innovation

► **Gracenotes: The Forward-Facing, Actionable Tool to Boost Meaning, Mattering & Legacy**

Andrea Driessen, Founder, Gracenotes

► **Music as Medicine to Address Immunity, Isolation and Other COVID Challenges**

Andy Tubman, Co-Founder and Chief Clinical Officer, Musical Health Technologies aka SingFit

► **Tips and Strategies on Vision Loss: Helping Seniors to Feel at Home**

Jeffrey Gerhardstein, Resident Service Coordinator, SHAG Community Life Foundation and Jane Elliott, Orientation and Mobility/Vision Rehabilitation Specialist, The Lighthouse for the Blind, Inc.

► **Help Your Residents Stay Connected and Engaged! King County Library System and Silver Kite Community Arts**

Jennifer Kulik, Ph.D. President and Founder, Silver Kite Community Arts; Wendy Pender, Older Adults Program Coordinator, King County Library System (KCLS)

CARE & SERVICES; WELLNESS & LIFE ENRICHMENT (CONTINUED)

▶ **Through My Eyes: A Patient's Perspective on Person-Centered Care**

Karen Welsh, Director of Clinical Outcomes; Colleen Oakley, OTR, Clinical Reimbursement Specialist; and Verona Bair, RN, Clinical Reimbursement Specialist, Functional Pathways

▶ **Loss, Grief & Bereavement for Caregivers**

Bonnie Blachly, Consultant, BLB Nurse Consulting Services

▶ **Adapting Through Adversity: Implementing "Lessons Learned" as Standards for Better and Safer Communities Tomorrow**

Russ Kallwick, Regional Safety Coordinator/District Manager; Mi-En Thoeng, Regional Nutrition Manager; and Kerwin Higashi, Vice President of Operations, Sodexo

CLINICAL; LEADERSHIP & OPERATIONS

▶ **Rethinking Care for Older Adults: WHO Guidelines on Community Level Interventions**

Kelly Tremblay, PHD Audiologist, Neuroscientist and Author

▶ **The Touching Journey of Infection Control**

Patti Garibaldi, Director of Clinical Consulting, Consonus Healthcare Services

▶ **COVID and Infection Control**

Kris Mastrangelo, President and CEO, Harmony Healthcare International (HHI)

▶ **Fall Champions: Conducting Fall Huddles to Reduce Falls and ER Visits**

Shirley Nickels, COO; Laura Hastings, Director of Care Services; and Adrienne Lameray, Customer Success Manager, SafelyYou

▶ **The Role Antibiotic Surveillance Plays in Increased Oversight of Infection Prevention and Control Programs**

Cheryl Scalzo, Clinical Account Manager, Real Time Medical Systems

SESSIONS **AT A GLANCE**

CLINICAL; LEADERSHIP & OPERATIONS (CONTINUED)

► **What is the “New” Normal for Infection Prevention?**

Mark Stibich, Chief Epidemiologist, Forefront Healthcare

► **Infection Control Lessons Learned From COVID Surface Testing**

Shula Jaron, CEO, Enviral Tech

► **Requirements of Participation (RoP) Phase III**

Kris Mastrangelo, President and CEO, Harmony Healthcare International (HHI)

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SESSIONS **AT A GLANCE**

DESIGN & PROJECT MANAGEMENT; LEADERSHIP & STRATEGY; MANAGEMENT & OPERATIONS

► **Resident's Safety in a Changing World: Create a Resilient Community, Reduce Costs and Be an Agent for Environmental Change**

Alexis Denton, Associate Principal, Perkins Eastman Architects

► **Not Your Parents' Senior Living: Learning from the Latest Trends in Multi-Family Living**

Wolf Saar, Managing Principal, VIA Architecture

► **Creating Smart Senior Living Facilities**

Steve Wagman, National Healthcare Business Leader and Jerry Folsom, Smart Healthcare Solutions Director, Siemens Smart Infrastructure

► **Construction During COVID-19: Guidance for Long-Term Care Facilities**

Stephen Bacchetti, Director, Moss Adams

► **Looking Ahead to the Post-Covid Development Landscape**

Jeremy Southerland, Senior Associate - Senior Planner; Alissa Brandt, Managing Principal - Interior Designer; and Chris Ebert, Principal - Architect, Ankrom Moisan Architects

► **Maximizing Outdoor Spaces – A Win-Win for Senior Communities**

Dean Kelly, Associate Principal, Architect AIA, Rice Fergus Miller, Architects, Interiors, & Master Planning; Moghan Lyon, Partner, PLA, Lyon Landscape Architects; and Matt Murry, President/COO, Panorama



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LEADERSHIP & STRATEGY; MANAGEMENT & OPERATIONS AND FINANCIAL MANAGEMENT

► **Navigating to a Safer Skilled Nursing Model:**

What We Learned Post-COVID

Leslie Moldow, Principal, Perkins Eastman Architects; Susan Ryan, Senior Director, The Green House Project; and Charlene Harrington, Professor Emerita of Sociology and Nursing, Department of Social and Behavioral Sciences, School of Nursing at the University of California, San Francisco

► **COVID-19 in Senior Care: Lessons Learned**

Pamela Kaufmann, Partner, Hanson Bridgett LLP and Gabriela Sanchez, Shareholder, Lane Powell

► **Navigating the PDPM & COVID Roller Coaster**

Jonalyn Brown, Vice President of Operations and Emily Steedman, Area Director, Consonus Healthcare Services

► **Growth Strategies: The Not-for-Profit Senior Living Imperative**

Sarkis Garabedian, Managing Director and Daren Bell, Director, Ziegler; David Knight, Senior Housing Executive and Consultant, GSI Research and Consulting, and Paul Aigner, Vice President of Real Estate Development, Transforming Age

► **Strategic Capital Planning: Forward Thinking vs. Crisis Management**

Doug McMillan, President, zumBrunnen

► **The Vital Role Interim Payment Assessments (IPAs) Have on PDPM Success**

Jim Shearon, VP Clinical Solutions, Real Time Medical Systems

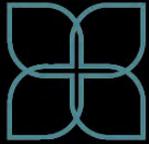
► **Worker's Compensation - Claims, Best Practices and Cost Mitigation Strategies**

Laura Poyer, Senior Claims Lead, WWCP, Comprehensive Risk Management / Risk Finance

► **A Guide To Successful Blue Sky Selling & Repositioning:**

Case Studies & Stats

Don Warfield, Community Coach / VP Marketing; Cynthia Thurlow Cruver, Principal; and Derek Dujardin, Creative Director, 3rdThird Marketing



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LEADERSHIP & STRATEGY; MANAGEMENT & OPERATIONS AND FINANCIAL MANAGEMENT (CONTINUED)

► **The Future of Financing Senior Living Facilities**

Christi Jacobsen, Attorney; Brandon Pond, Partner; and Joel Bodansky, Partner, Hillis Clark Martin & Peterson

► **Are You Getting the Most Out Of Your Section 8 and PRAC Subsidy?**

Gates Dunaway, Principal, The Gates Dunaway Group

► **Moving on From COVID; What's Next for Senior Living**

Mary Munoz, Senior Managing Director, Ziegler

► **Dining for Health & Dollars: Presenting the Latest Research and Tastes of the Modern Elder**

Mike Peacock, Executive Chef & Culinary Coach; Randi Saeter, MBA, LNHA, Culinary Coach/Community Coach. 3rdThird Marketing

► **Post-Acute Care Networks: The Value of Membership**

Grant Swemba, Director, Post-Acute Contracting & Alternative Payment Initiatives and Arlene C. Jaroscak, Vice President of Network Management & Quality, LeadingCare Network NW, Strategic Healthcare

WORKFORCE; LEADERSHIP & STRATEGY; MANAGEMENT & OPERATIONS

► **The No-Win Situation**

Denise Boudreau-Scott, President, Drive

► **Managing The New Workforce**

Martha Bryan, Owner, Bryan & Bryan Associates

► **Deconditioning and Reconditioning: Rebounding Post-Pandemic**

Teresa Fair-Field, Education Specialist, Select Rehabilitation

► **Strictly Liability for Your Employee's Discrimination - Can You Be Held Responsible?**

Carin Marney, Shareholder, Lane Powell



**WORKFORCE; LEADERSHIP & STRATEGY; MANAGEMENT
& OPERATIONS (CONTINUED)**

▶ **One Voice: The Effect of Inter-team Communication on Quality**

Teresa Fair-Field, Education Specialist, Select Rehabilitation

▶ **Improve Quality Care and Employee Satisfaction Through Lean Tools**

Dahlia Mak, Managing Director and Shirl Diaz, Director, Moss Adams

▶ **Succession, Leadership, and Workforce Challenges During and Post COVID**

James Munn, Principal, CliftonLarsonAllen

▶ **People Are Your Greatest Asset: Keys to Recruiting, Retaining, and
Cultivating Your Workforce**

Mark Steranka, Partner, Moss Adams

▶ **Building Communities through Inclusion and Belonging: Understanding and
Accepting Differences. *We All Win***

Jodi Davidson, VP, Global Diversity and Inclusion, Sodexo

▶ **How Virtual Reality is Changing the Way We Train**

Erin Washington, Director of Education and Training, Embodied Labs





MARKETING, PHILANTHROPY & PR; PARTNERSHIP & COLLABORATION

► **Keys to Successful Communities Beyond the Pandemic**

DeAnne Clune, Managing Director and Marketing Consultant, Seniors Better Together; Brenda Chambers, Regional Operations Director and Operations Consultant, Bonaventure

► **Put the People Back into Marketing: How to Truly Connect Person-to-Person, Lower Marketing Expenses, Increase Returns and Heighten Joy**

Wendy O'Donovan Phillips, CEO, BIG BUZZ

► **Managing Planned Giving Risk During Uncertain Times to Optimize Benefits**

William McMorran, Sr. Partner, Green Oak Consulting

► **Lessons Learned During the COVID Crisis From Senior Living Executives and Sales/Marketing Professionals**

Derek Dunham, Vice President Client Services, Varsity; and Lana Peck, Senior Principal, National Investment Centers for Seniors Housing & Care

MARKETING, PHILANTHROPY & PR; PARTNERSHIP & COLLABORATION (CONTINUED)

▶ **Aligning Sales and Marketing to Build Higher Occupancy**

Lola Rain, Growth Strategist, Senior Living Foresight

▶ **The 10 Keys to Lead Generation: How to Drive Digital Demand and Fill the Funnel**

Andy Crestodina, Co-Founder, CMO, Orbit Media

▶ **Virtual, In-Person, Over the Phone, By Smoke Signal: Why Human Connection Survives Global Pandemics, Natural Disasters, You Name It and Why What's Important will Never Change**

Deborah Potter, Vice President of Consulting, SageAge Strategies

▶ **Reputation Management: How You Look Online Can Help or Hurt Your Sales Process**

Connie Parsons, President & COO, Illuminage

▶ **The Gold Standard in Customer Service**

Lorrel Filliater, HCC, Senior National Account Manager, The Compliance Store

▶ **Capital Projects: Planning From Beginning to End**

Karen Rotko-Wynn, CFRE, Chief Business Enterprise Officer, The Alford Group



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- Nursing/Medical Supply Savings
- IT/Telcom Solutions
- Facility Maintenance and Construction Agreements
- Pharmacy Program
- Office and Furniture Offerings
- Employee Discount Program



MARKETING, PHILANTHROPY & PR; PARTNERSHIP & COLLABORATION (CONTINUED)

► **Forging Ahead: Bayview's Repositioning and Rebranding**

Jennifer Fleming, Principal, Rice Fergus Miller, Architects, Interiors, & Master Planning; Nancy Weinbeck, CEO, Bayview; and Cynthia Thurlow Cruver, Principal, 3rdThird Marketing

► **Uncopyable Mastermind: Ideas to Move Forward**

Kay Miller, Marketing Director, The Adventure LLC

► **The Longevity Lifestyle - What Residents Will Demand and How To Answer Their Call**

Kelly O'Connor, Founder, SeniorCareKelly.com

► **Telling Stories That Change The World**

Steve Moran, Founder, Senior Living Foresight

► **Why Wait on the World? Boost Census Now**

Wendy O'Donovan Phillips, CEO, BIG BUZZ

TECHNOLOGY & INNOVATION; MANAGEMENT & OPERATIONS

► **Bridging the Loneliness Gap: Engagement Strategies for Keeping Elders Connected**

Karen O'Hern, VP of Product Management, iN2L

► **Hello Healthcare, Your Prescription is Ready! The Value of Pharmacist-Led Medication Management in the Senior Living Community**

Karmen Stephens, Vice President of Clinical, Consana; and Mark Anderson, Chief Administrative Officer, Eldermark

► **Information Technology Security**

Martin Yanushev, Manager and Dan Frein, Managing Principal, CliftonLarsonAllen

► **How to Develop a Modern Approach to Your Community's Communication Plan**

Joey Carney, Territory Manager, LifeLoop

► **The Digital/Human Intersection: How to Maximize Your Technology Investment**

Shirley Nickels, COO; Laura Hastings, Director of Care Services; and Adrienne Lameray, Customer Success Manager, SafelyYou

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TECHNOLOGY & INNOVATION; MANAGEMENT & OPERATIONS (CONTINUED)

► **How a Pandemic Redefined Telehealth: Planning for and Implementing Telehealth in Senior Communities**

Joshua Hofmeyer, Senior Care Officer; David Darr, National Director of Sales and Client Relations, Avera eCARE

► **Planning Out Of Crisis - New Opportunities for Technology, Service Expansion and Diversification**

Cheryl Goodwin, Chief Strategy Officer; Rebecca Neth Townsend, Projects and Strategy; and Scott Motyka, Director Business Development /Technology, Covenant Health Network

LATEST FROM OUR LEADINGAGE EXPERTS

► **Updates**

- Federal Tax Update: What Non-Profit Providers Need to Know
- The Future of Medicare Post-Acute Care Payment
- Decision Making Around Closing the Nursing Home
- LTSS Financing Reform Workshop for [State]
- Assisted Living: A Convergence of Change Forces
- COVID Takes its Toll on the Mental Well-Being of Staff and Residents: Recognize It When You See it and Know What You Can Do
- Fair Housing and ADA Update
- Survey Process for Skilled Nursing Facilities – Beginning, Middle and End: How to be Ready, Steady and Calm
- Social Isolation and Loneliness: It's Time for Policies to Address the Challenge
- Nursing Home Regulatory Update



SPECIAL EVENT



► **Nursing Practice in Community Based Care-Assisted Living Training (3-days – 12 hours)**

Demi Haffenreffer, Consultant

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www.compriskmgt.com

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www.consonushealth.com

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www.culinarycoach.us

Eldergrow

www.eldergrow.org

Encore Rehabilitation

www.encorerehabilitation.com

Forefront Healthcare

www.forefronthealthcare.com

Harmony Healthcare International (HHI)

www.harmony-healthcare.com

Health Resource Services/Premier

<https://hrsgpo.com>

HUB International

www.hubinternational.com

iN2L

<https://in2l.com>

LRS Architects

www.lrsarchitects.com

Mercury Pharmacy Services

www.mercuryrx.com

Morrison Living

www.morrisonliving.com

Oggvo

www.oggvo.com

OnSemble Intranet

<https://onsembleintranet.com>

OPTUM, Complex Care Management

www.optum.com/business/solutions/population-health/clinical-management/long-term-care.html

Propel Insurance

www.propelinsurance.com

Rice Fergus Miller, Architects, Interiors, &

Master Planning

www.rfmarch.com

Select Rehabilitation

www.selectrehab.com

Shaw Contract

www.shawcontract.com

Sodexo Senior Living

<https://us.sodexo.com/industry/seniors.html>

Unidine

www.unidine.com

Walsh Construction

<https://walshconstruction.com>

Washington Relay

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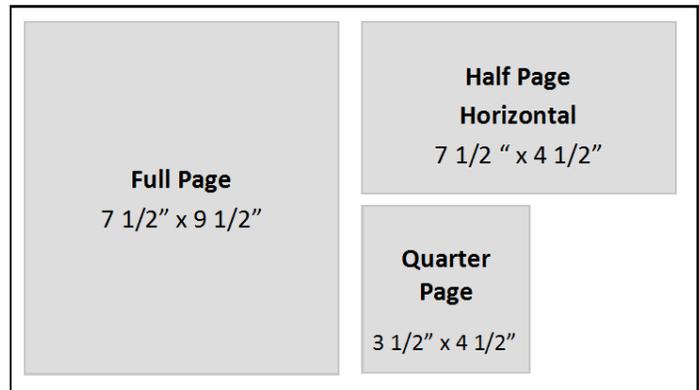
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June 15-17, 2021**

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Event Sponsorship is currently available for LeadingAge Washington's Virtual Conference & EXPO, June 15-17, 2020.

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The opportunities are diverse and vary in price and style, to appeal to those who wish to raise their profile at LeadingAge Washington events.

Sponsorships Will:

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- ✓ Position your company as a true industry leader and strategic partner for the future;
- ✓ Place your company's solutions, products and services at the forefront of attendees' attention and consideration;
- ✓ Build brand loyalty and company recognition;
- ✓ Support the core values and mission of the association to advance housing and services for older adults.

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- Breakout Session: Opportunity to welcome attendees & introduce speaker and clickable signage; • One broadcast message of choice sent during the event; • Recognized on "Virtual Lobby" with clickable signage; • Recognized at the Annual Business Meeting with clickable signage; • Clickable logo on footer throughout Virtual Event; • Recognized on Conference marketing site; • Recognition on select conference marketing

\$2500 Complimentary Registration for Unlimited Representatives

- One broadcast message of choice sent during the event; • Recognition in daily event welcome emails; • Breakout Session: Opportunity to welcome attendees & introduce speaker and clickable signage • Recognized on "Virtual Lobby" with clickable signage • Recognized at the Annual Business Meeting with clickable signage • Clickable logo on footer throughout Virtual Event • Recognized on Conference marketing site • Recognition at General Sessions • Recognition on select conference marketing

\$1500 - Complimentary Registration for Unlimited Representatives

- Breakout Session: Opportunity to welcome attendees & introduce speaker and clickable signage; • Clickable logo on footer throughout Virtual Event; • Recognized on Conference marketing site; • Recognition at General Sessions; • Recognition on select conference marketing

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Full Registration:	Member	Non Member
Community, 1st-3rd Attendees	\$299/ea	\$399/ea
Community, Forward Package* (4+ attendees)	\$1,196	\$1596
Community, Together Package* (add'l attendees over 3)	Comp	Comp
Business, 1st attendee	\$775	\$1275
Business, add'l attendee	Comp	Comp
Student	Comp	Comp

** Forward Package is for communities with at least 4 staff members attending. Please have 1 staff member register at the \$1196 rate and all others at the Comp rate)

For individual registrations, cancellations received on/before June 1st - Full Refund. If received after June 1st: Refund less \$50.00 processing fee. For group registrations over 3: Replacements welcome, No Refund.

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.



SPECIAL ANNOUNCEMENTS

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

4 Keynotes, 10 Breakouts with over 60 sessions to choose from. Est 16 CEs; SHRM credits

SPECIAL NEEDS

Do you have special needs 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



CANCELLATION POLICY

- * For individual registrations, cancellations received on/before June 1st Full Refund.
- * If received after June 1st: Refund less \$50.00 processing fee. For group registrations over 3: Replacements welcome, No Refund.

VISIT OUR ONLINE PORTAL TO REGISTER TODAY!

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forward



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