

CONFERENCE  
PROGRAM

# *MOMENTUM*

*ANNUAL CONFERENCE 2022*

*LeadingAge*<sup>®</sup>  
Washington

ADVOCATE • EDUCATE • ENGAGE • INSPIRE

**71ST ANNUAL CONFERENCE & EXPO**  
**JUNE (13) 14-16, 2022**  
**THE GRAND HOTEL**  
**SPOKANE, WASHINGTON**

# WELCOME

## Welcome to LeadingAge Washington's 71st Annual Conference at the Davenport Grand Hotel in Spokane. This year's theme is: Refresh. Recharge. Renew. MOMENTUM

To continue the valuable work that you contribute to your organization every day, you have to take care of yourself too. LeadingAge understands the challenges you've faced over the last two years and we want to help you refuel and refocus in the months ahead. Thank you for joining us for our 2022 LeadingAge Annual Meeting + EXPO from June 13, 2022 – June 16, 2022. By exploring critical topics like workforce, the public perception of aging, and diversity, equity, and inclusion in leadership, you'll connect with like-minded aging services professionals to replenish your mental and emotional coffers so you can return to work feeling ready for whatever comes next. By stepping outside your office and joining us for a restorative experience, where you'll rediscover your passion for the aging services field, ignite your creativity, and enhance your ability to keep moving with MOMENTUM.

### Looking Back:

Just ponder for a moment the theme from 2019 when we did our last in-person conference and wrote our last letter. The theme was "What If". Had we only known, "What if" there was a worldwide Pandemic that resulted in almost 1 million deaths and 80 million cases in the US? "What if" we experienced the largest workforce crisis during the Great Resignation? "What if" we had to wear masks and have all of our meetings online and do virtual conferences & webinars? "What if" schools and businesses were shut down in an effort to slow the infection rate? "What if" we experienced all of this and survived to become better humans and businesses? This is where we will draw our MOMENTUM from, and that is through strength, teamwork and resilience.

Thank you all for your support and comradery,

**LeadingAge Washington 2021-2022 Education & Planning Advisory Group Co-conveners:**  
*Michelle Olafson - Franke Tobey Jones, Sr. Director of Residential Accommodations and Naniofa Poulivaati-Mounga - Wesley Des Moines, Director of Resident Engagement – and TEAM*





## WELCOME TO OUR 2022 ANNUAL CONFERENCE & EXHIBITION

---

LeadingAge™  
Washington

**MOMENTUM** is what propels our field forward. When harnessed, nurtured and built upon, it can spread quickly, resulting in significant growth. Our world has changed. Our field has changed. Now we need to build on what we have accomplished to prepare for what lies ahead. LeadingAge Washington's 71st Annual Conference & EXPO is your opportunity to reconnect with your peers and your purpose; to hear from industry experts in top notch education sessions; to gather business intelligence in our EXPO and to take a much-needed breather with networking events **Join us for:**

- Uplifting, inspiring talks in our power-packed keynote lineup.
- Education you can use now with carefully curated content.
- Networking opportunities at fun social events.
- New ways to find your next partner in our EXPO.

**REFRESH. RECHARGE. RENEW. IN SPOKANE**

# GENERAL INFORMATION

## 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
- Human Resources Development
- Wellness & Life Enrichment
- Leadership & Strategy
- Management & Operations
- Marketing & Public Relations
- Partnership & Collaboration
- Technology

## SESSIONS ARE DESIGNED TO...

- Identify emerging trends in the field of aging
- Explore 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

Up to 18.5 approved DSHS Education Credits are available. Forms are located in your conference packet. Please stop by the registration desk for the daily approved DSHS code. Be sure to drop off the yellow copy before you leave the conference.

## QUESTIONS

We are here for you! Staff and committee are available to assist you with questions, directions and other needs. Look for our Planning Committee and Staff who will have a **BLUE** ribbon.

## PROGRAM, SESSION HANDOUTS & ANNUAL REPORT

**We are green.** When you check in you will receive a thumb drive that will include the majority of our Breakout Sessions, Conference Program, Presenter information, LeadingAge Washington's 2022 Annual Report, and more. Handouts will also be posted online after the conference. Thumb drives generously donated by: **Propel Insurance**

## OVERALL CONFERENCE EVALUATION

**We are green.** You will find in your packet a Survey link to our online conference evaluation. We encourage you to complete the "quick & easy" evaluation when you return to your office. Your feedback is very important to us! We will be drawing for a \$100 Gift Card as a Thank You for your support!

## CELL PHONE AND MESSAGES

Please be courteous and program your cell phone to vibrate during the conference.

## BADGES

Name badges are required for entrance to all sessions and conference activities including the exhibit hall. If you have a spouse that will be attending, please be sure to stop by the registration desk and ask for a name badge.

## DRESS CODE

Casual FUN attire is appropriate for all educational sessions and social activities. We advise against ties and suggest comfortable shoes. We want you to enjoy your conference experience. Meeting rooms will vary in temperature; keep a jacket or sweater with you. Evenings will be cool!





# FUN THINGS TO DO AROUND THE DAVENPORT GRAND HOTEL HOTEL

What makes a region a destination? Everyone has their own opinion. But when a place like the Spokane Region has it all, it's tough not to sing its praises. Blessed with a unique combination of outrageous outdoors and amazing attractions, incredible arts and delectable dining, and a historic past living seamlessly with a vibrant future. From thrilling whitewater or downhill adventures, to inspiring art and powerful Broadway performances, the Spokane Region offers enough activities to pack any vacation calendar.



**Golf**



**Riverfront Park  
& Falls**



**Manito Park**



**Museums & Theaters**



**Trails**



**Brewery & Winery**



**Rafting & Tubing**



**Zipline & Aerial Parks**



**Silverwood  
Theme Park**



**and so much more!**



**CONSONUS**  
HEALTHCARE

REHAB  
PHARMACY  
CONSULTING  
SERVICES



## **HRS** Health Resource Services



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

 **PREMIER**  
Certified Sponsors



## PRE-CONFERENCE MONDAY, JUNE 13TH, 2:30 - 5:30 P.M.

### ► Trauma Informed Care: Caring for the Whole Person

Events throughout our lives, both positive and negative, play a significant role in how we engage with the world around us. Trauma-Informed Care acknowledges the need to understand a person's life experiences in order to deliver effective care. It has the potential to improve engagement, treatment adherence, health outcomes, as well as provider and staff wellness. This critical realization led to the development of F-Tag 699: Trauma-informed Care.

During this training we will explore how understanding a person's trauma history aids in creating person-centered care plans and reduces re-traumatization. You will be able to recognize signs of trauma and Adverse Childhood Events, apply the 6 Principles of a Trauma-Informed Environment and even how to avoid Secondary Trauma. CNA's will be required to test to receive certification. This is a return engagement and the reviews were outstanding. Kristina has presented this training virtually this past year and we would like to offer an IN-PERSON opportunity to your staff while we are in Spokane.

*Trainer: Kristina Walker, Owner/President*

*For over 20 years, Kristina Walker has been engaged in Long-term Care; from Memory Care and Pharmacy, to Home Health and Recreational Therapy. She is a motivated advocate for seniors. For the past 13 years, she has been providing education to various healthcare disciplines in an effort to improve patient safety and quality of life. This past year she decided to re-focus her passions and start her own consulting business. In addition to her experience, Kristina draws on her study of Developmental Psychology, Dementia, Mental Health and Non-Pharmacological Interventions to help employees in LTC setting and to better meet their resident's needs by combining heart and knowledge.*

[www.walkerconsultingresources.com](http://www.walkerconsultingresources.com)

Room: 2



# AGENDA AT A GLANCE

## MONDAY, JUNE 13

Noon	<b>Golf with Lunch</b> – Indian Canyon Golf Course. Check-in begins at Noon with a 1:00 p.m. start
1:00 pm	<b>Wine &amp; Canvas</b> - Pinot's Palette, DT Spokane; <b>Ticket Required</b>
5:00 pm	<b>Early Bird Check in &amp; Welcome Reception</b>

## TUESDAY, JUNE 14

7:00 am	<b>Breakfast &amp; Group Retro Networking Meeting</b>
8:00 am	<b>Breakout Sessions 1</b>
9:15 am	<b>Keynote:</b> Tim Richardson, Speaker, Author; <i>The Power of the Pause: How a Reset Brings Sanity Back to the Workplace</i>
10:30 am	<b>Breakout Sessions 2</b>
11:40 am	<b>Breakout Sessions 3</b>
12:45 pm	<b>Lunch</b>
1:30 - 4:30 pm 5:00 pm	<b>EXPO Showcase with Reception</b> <b>Visit Spokane – Scavenger Hunt</b>

## WEDNESDAY, JUNE 15

7:30 am	<b>Town Hall Breakfast Session:</b> Facilitated by Alyssa Odegaard, VP of Public Policy, LeadingAge Washington, (ALL attendees invited)
9:15 am	<b>Breakout Sessions 4</b>
10:30 am	<b>Welcome &amp; Keynote General Session:</b> Driving Miss Norma: <i>One Family's Journey Saying "Yes" to Living – Moving the Needle on Aging</i>
11:40 am	<b>Breakout Sessions 5</b>
12:45 pm	<b>Luncheon &amp; Awards Ceremony</b> - Celebrating Silver Stars 25-45 Years of Service, Board/Committees & Group Retro Recognition Luncheon includes Dessert Raffle ( <i>supporting our Scholarship Program</i> )
2:45 pm	<b>Breakout Sessions 6</b>
4:00 pm	<b>Annual Member Business Meeting</b> - All Members Invited!
5:30 pm	<b>Chair Reception, Dinner &amp; Casino Royale "Fun Night"</b>

## THURSDAY, JUNE 16

7:30 am	<b>Breakfast &amp; Nurses Networking Meeting</b>
8:30 am	<b>Keynote:</b> Christopher Ridenhour, INSPIRED 2 RESULTS! <i>The Markers and Moments That Guarantee DEI Success</i>
9:45 am	<b>Breakout Sessions 7</b>
11:00 am	<b>Breakout Sessions 8</b>
Noon	<b>Lunch Box to go! Have a safe trip home!</b>



**TUESDAY, JUNE 14TH, 7:00 – 8:00 A.M.**

► **BREAKFAST**

**BALLROOM: C**

► **Hosted by:**



► **NETWORKING BREAKFAST**

**7:00 - 8:00 A.M.**



**RISKFINANCE** 50

**Navigating L&I and the Benefits of Retrospective Rating**  
*Scott DeHem, V.P. of Claims, Monica Padgett, Claims Consultant, Risk Finance*  
The complex rules and requirements of L&I are not easy to navigate. Join us in a discussion on the basics of how to effectively manage a workers' compensation claim to control your rates. The benefits of being a member of LeadingAge WA's Retro Program will also be discussed.

**ROOM: 3**





### SESSION 1, TUESDAY, JUNE 14TH, 8:00 – 9:00 A.M.

► **Watch and Learn: Educational Video for Visitors on Infection Prevention Core Principles**

*Bonita Campo, COVID HAIAR Outreach and Partnership Project Manager and Carolyn Ham, Strategic Partners Program Supervisor, WA State Dept of Health*

Learn how to help visitors to your facility become partners in infection prevention efforts. This presentation will discuss how to utilize video resources provided by the Department of Health to conduct proactive, collaborative education with families and friends of residents.

**Focus: Partnership & Collaboration**

**Room: 4**

► **Ransomware, Phishing and Cybersecurity Service Provider Risks**

*Javier Young, Principal, CliftonLarsonAllen and Sean Harrell, CEO, Nuvodia*

Ransomware, Phishing and Cybersecurity Service Provider Risks are becoming a real cost of doing business in health care and senior living and care. Our session will better prepare you for all the security risks of operating in a web-connected environment.

**Focus: Management & Operations; Tech & Innovation**

**Room: 5**





## SESSION 1, TUESDAY, JUNE 14TH, 8:00 – 9:00 A.M. (CONTINUED)

### ► Building Resilience into Infrastructure and Organization

*Christopher Ebert, Principal, Alissa Brandt, Managing Principal, Ryan Miyahira, Managing Principal, Ankrom Moisan; Jay Woolford, Sr. VP of Development, Transforming Age*

This session will offer five simple strategies to build physical and operational resilience. We will look at cross-market research, prototypes, and out of the box thinking specifically to address the post-pandemic landscape, and changing market conditions. Through analysis of these themes, we offer an optimistic view of what can grow out of these challenging times.

**Focus: Design & Project Management, Wellness & Life Enrichment, Leadership & Strategy, Tech & Innovation**

**Room: 1**

### ► Lighting Technology and Strategies to Enhance Wellbeing

*Lisa Warnock, Principal Northwest, Thoma-Holec Design*

Join Lisa as she dives into the “how-to’s” for best practices in providing supportive and beneficial lighting designs and systems for senior living communities. Learn about the critical role that the reflectance values of finishes play in the design of lighting to help provide support for those with low or impaired vision in all levels of care. Attendees at all levels will come away with a basic understanding of the most important factors about the lighting systems, along with some easy-to-implement tips on enhancing the lighting systems in their communities.

**Focus: Design & Project Management, Wellness & Life Enrichment, Tech & Innovation**

**Room: 2**



# OUR SPECIAL GUESTS

## KEYNOTE SPEAKERS

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



**TUESDAY, JUNE 14TH**  
**9:15 - 10:15 A.M.**  
**BALLROOM C**

***Tim Richardson***

*Speaker, Author; The Power of the Pause: How a Reset Brings Sanity Back to the Workplace*

Our workload and schedules are fast-paced and ever-changing. With work demands, project deadlines, and frequent meetings, leaders are hard pressed to find time for productivity pauses in their work and personal life. Strategic pauses build momentum and help prevent poor self-care, burnout, and even emotional health related issues - all influence productivity and employee turnover.

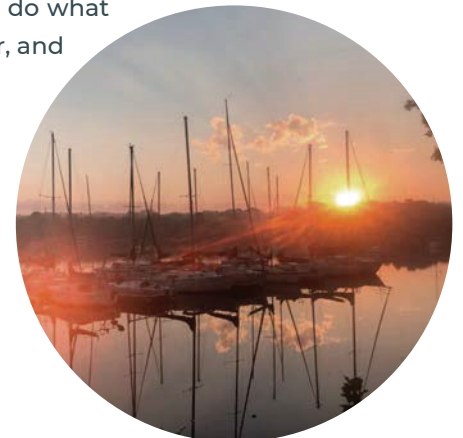
This presentation is about rebuilding workplace morale, teamwork, and a highly engaged staff. Tim will help you discover how pausing leads to "profits". He'll share research to support his presentation and ideas to help you lead well. This presentation will provide tools and strategies to bring your workplace back – back to do what you do best - serving your customers, supporting each other, and operating at peak levels.

Sponsored by:



**Ziegler**

CAPITAL :: INVESTMENTS :: ADVICE





## SESSION 2, TUESDAY, JUNE 14TH 10:30 – 11:30 A.M.

### ► **AgeSTRONG Through the Continuum of Care**

*David Daub, Area Director, Consonus Healthcare Services*

This session will identify ways to blend clinical, concierge, and wellness programming to promote successful resident aging-in-place. We will establish ways to prevent decline in function for older adults who wish to remain independent as long as possible, establish programs to allow individuals to age-in-place through the continuum of care, and how to meet the needs of the growing baby boomer population by offering preventative medicine, improving quality of life, and achieving excellent outcomes

**Focus: Care and Services, Wellness & Life Enrichment**

**Room: 4**

---

### ► **Mastering Negotiation - How to Properly Negotiate With Managed Care, or Anyone!**

*Steve Shain, COO, LTC Contracting*

When we think about Negotiation, it often brings to mind people in suits, slamming their fists down on large oak tables demanding concessions. The truth is, we are constantly negotiating. A meeting with your boss; a phone call with someone selling you a service or product-sometimes we even negotiate with our family. In this session we will learn about actual Managed Care negotiations, and how to apply to your next tough meeting!

**Focus: Care and Services, Financial Management, Management & Operations, Marketing, Philanthropy & PR, Partnership & Collaboration**

**Room: 5**



## SESSION 2, TUESDAY, JUNE 14TH 10:30 – 11:30 A.M. (CONTINUED)

### ► Substance Use Disorder Among Health Professionals

*John Furman, Registered Nurse, Washington Health Professional Services*

The incidence of substance use disorders among nurses tends to parallel rates in the general population, falling somewhere in the range of 10-15 percent. The American Journal of Nursing estimates that 3-6 percent of registered nurses have an active drug or alcohol addiction at any given time. This presentation reviews the risk factors among healthcare professionals for developing a substance use disorder and the role of Alternative discipline programs in supporting recovery and return to practice.

**Focus:** HR/Workforce, Public Policy & Legal Issues

**Room:** 1

### ► Maximizing Reimbursement Through Accurate Coding

*Cortney Heiner, Director of Clinical Operations, Rachel Lux, Director of Compliance, Independence Rehab*

Participants will be providing an overview of PDPM, Including:

- Areas that affect reimbursement
- Tips and strategies to capture all deficits and reimbursement for all components
- How therapy can contribute to coding accuracy – PT / OT/ SLP
- Focus on SLP component and resources, guidelines for ensuring accuracy

**Room:** 2

### ► The Least Popular Kid at the Party: One Life Plan Community's Journey Through COVID

*Nancy Weinbeck, CEO and Jill Chang, Marketing and Sales Director, Bayview*

We all know the Senior Living sector has been one of the industries most disrupted by the COVID-19 pandemic, creating radical changes in every aspect of community living. In this session, Nancy Weinbeck, Bayview CEO and Jill Chang, Bayview Director of Sales and Marketing share lessons learned on the archetypal Hero's Journey through the madness of COVID and what it looks like to brave unpopular choices. This session will pinpoint their (ongoing) COVID strategies, describe the successes and heartbreaks, and provide guidance on how to navigate the journey ahead.

**Room:** 3



# SPONSOR SPOTLIGHT

www.ziegler.com | 800 327 3666

PROUD SPONSOR: **LeadingAge®** | Washington



## ZIEGLER SENIOR LIVING FINANCE



Investment Banking



Seed Capital



Financial Risk Management



FHA/HUD Mortgage Banking



Dispositions, Mergers & Acquisitions



Capital & Strategic Planning



Sponsorship Transitions



Research, Education & Thought Leadership

MARY MUÑOZ  
Senior Managing Director  
mmunoz@ziegler.com

SARKIS GARABEDIAN  
Managing Director  
sgarabedian@ziegler.com

DAREN BELL  
Director  
dbell@ziegler.com

ADAM VANUCCI  
Assistant Vice President  
avanucci@ziegler.com



**Ziegler**

CAPITAL :: INVESTMENTS :: ADVICE

Investment banking services offered through B.C. Ziegler and Company. FHA mortgage banking services are provided through Ziegler Financing Corporation, which is not a registered broker/dealer. Ziegler Financing Corporation and B.C. Ziegler and Company are affiliated and referral fees may be paid by either entity for services provided.  
©2022 B.C. Ziegler and Company | Member SIPC & FINRA



## COVID Health and Safety Protocols

The 2022 LeadingAge Washington 71st Annual Conference & EXPO presents us with the opportunity to come together in person to share, network and learn. The safety of conference attendees is LeadingAge Washington's top priority. We are proud to be partnering with Accushield as our 2022 Annual Conference & EXPO Health Screening Partner. Our health protocols are in accordance with expert guidance from the Centers for Disease Control and Infection (CDC) and in alignment with Washington health mandates and policies. If you have any questions or concerns, please do not hesitate to contact Laura at [LHofmann@LeadingAgeWA.org](mailto:LHofmann@LeadingAgeWA.org). Please visit <https://www.leadingagewa.org/health-safety/> for more details.

## SESSION 3, TUESDAY, JUNE 14TH 11:40 A.M. – 12:40 P.M.

### ► Molecular UTI Testing Using Modern Technology

*Myles Yu, Chief Medical Officer, FidaLab*

Urinary Tract Infection (UTI) is the most common bacterial infection for the elderly with potential dire consequences including hospital admission, fall, urosepsis, and death. During this presentation, participants will gain understanding of the limitations of urine bacterial culture such as suboptimal test sensitivity and lengthy test time (3-5 days), discover how PCR testing affords next day results, superior testing accuracy, and in-house urine collection for all residents without the need for catheterization, and learn to combine PCR test result with antibiogram in the management of UTI in a long-term care community.

**Focus: Care and Services, Leadership & Strategy**

**Room: 3**

### ► The C-Suite Primer To Operating a Stellar Dining Program Whether Your Community is Self-Operated or Uses Contract Dining

*Scott Daniels, VP of Culinary Operations; Cynthia Thurlow, Principal and Randi Saeter, Vice President, Health Services, MBA, RD, LNHA, 3rdPlus/3rdThird Marketing*

You know something needs to change... but you're not sure what. You went to business school, not hospitality management or culinary school, so how can you affect your community's dining program? This is a common quandary. Dining can be intimidating. Kitchens are busy and loud. Often, culinarians can be temperamental. At the Culinary Coach, we spend significant time with dining teams in senior living communities, helping them become better. Now we're sharing our knowledge with you, the CEOs, VPs, and Executive Directors who want better dining and are looking for a place to begin. As for dining specialists, we love helping all senior living communities excel in their programs because we want to see all seniors not just living but thriving. The first and best way to make that vision become a reality is by providing healthy, fresh, delicious food that is served with dignity and respect.

Attendees will have the following takeaways:

- How to perform an audit without disturbing your dining teams
- Critical measurement factors for success
- How to create a safe space for honest communications
- Five high-level tips to make positive changes in the workforce immediately
- Identify common problem areas

**Focus: Dining, Wellness & Life Enrichment, Leadership & Strategy, Management & Operations**

**Room: 4**



### SESSION 3, TUESDAY, JUNE 14TH 11:40 A.M. – 12:40 P.M.

#### ► A Post-Pandemic Vision for the Future of Senior Living & Care

*Mary Munoz, Senior Managing Director, Ziegler*

COVID-19 accelerated many changes already underway in senior living, such as telehealth implementation, a skilled nursing model that was breaking under pressure, and staff recruitment and retention challenges. What will the future look like for the not-for-profit sector as it emerges from the pandemic? Our country is aging quickly with a dwindling workforce. This session will address topics such as technology adoption and innovation, growth and competition from the private sector, the role of care in the home, the value of partnerships and joint ventures, workforce pressures and the dynamic healthcare environment to name a few.

**Focus: Leadership & Strategy**

**Room: 1**



## SESSION 3, TUESDAY, JUNE 14TH 11:40 A.M. – 12:40 P.M. (CONTINUED)

### ► **Move Better, Live Better - Innovative Health & Fitness Solutions for Senior Living Communities**

*Zach Rynders, Doctor of Physical Therapy, Owner & President, Live to Ascend; Greg Byrge, Nursing Home Administrator*

Many communities are facing unique challenges for a changing industry. The current generation of retirees have extremely high standards and expectations for their retirement lifestyle, with fitness consistently ranking as a top priority for consumers. Additionally, falls and serious injuries are an escalating problem and a potential liability to a campus. As people are waiting longer to move in, communities must be ready with solutions.

Traditional fitness programming does not meet the needs and expectations of the coming wave of well-educated and fitness focused seniors. Learn how to begin addressing this issue, and what it can mean for your community. This will be an interactive experience that will leave you with an understanding of how the fitness program offered within a senior living community has the power to:

- Reduce the risk of disease, falls, and risk of cost of care
- Engage potential new residents and drive sales
- Increase overall community satisfaction
- Solve staffing issues
- Massively Increase revenue

**Focus: Wellness & Life Enrichment, Management & Operations**

**Room: 5**

### ► **Put The Right Person in The Right Place at The Right Time**

*Teresa Munoz, Director of Product, PayNorthwest*

Workforce scheduling can be complex, time-consuming, and downright frustrating. You have to match employee availability, preferences, seniority, pay rates, skills, and certifications, with fluctuating business demand to maximize productivity, engagement, and profits. But trying to schedule a diverse workforce using spreadsheets and semi-automated systems often results in overstaffed shifts, shorthanded rushes, excessive overtime, employee disengagement, and even compliance issues. How can you schedule the right person with the right skills in the right place at the right time without burning your budget or burning out your team? Learn how a scheduling and time management solution can save your sanity.

**Focus: HR, Leadership & Strategies, Operations**

**Room: 2**



# OUR EXHIBITORS

**TUESDAY, JUNE 14TH, 12:45 P.M.**  
**LUNCH WITH BUSINESS PARTNERS**  
**BALLROOM C**  
**EXPO WITH RECEPTION 1:30 - 4:30 P.M.**  
**BALLROOM A/B**



**A/R SNF Solutions**

[www.snf-solutions.com](http://www.snf-solutions.com)

**Accushield**

[www.accushield.com](http://www.accushield.com)

**Aegis Therapies**

[www.aegistherapies.com](http://www.aegistherapies.com)

**Basic American Medical Products**

[www.grahamfield.com](http://www.grahamfield.com)

**Cain Brothers**

*a division of KeyBanc Capital Markets*

[www.cainbrothers.com](http://www.cainbrothers.com)

**CliftonLarsonAllen**

[www.claconnect.com/industries/health-care/senior-living#Resources](http://www.claconnect.com/industries/health-care/senior-living#Resources)

**Compass Community Living**

[www.compasscommunityliving.com](http://www.compasscommunityliving.com)

**Compliance Store, The**

[www.thecompliancesstore.com](http://www.thecompliancesstore.com)

**Consonus Healthcare Services**

[www.consonushealth.com](http://www.consonushealth.com)

**Covenant Living Communities and Services**

[www.covliving.org](http://www.covliving.org)

**Deacon Construction**

<https://daecon.com>

**Dynamic Sales and Service**

[www.dynamicss.com](http://www.dynamicss.com)

**Ecolab**

[www.ecolab.com](http://www.ecolab.com)

**Eldergrow**

[www.eldergrow.org](http://www.eldergrow.org)

**Encore Rehabilitation Services**

[www.encorerehabilitation.com](http://www.encorerehabilitation.com)

**FidaLab, LLC**

<https://fidalabus.com>

**Forefront Healthcare**

<https://forefronthhealthcare.com>

**Genesis Rehab Services**

[www.genesisrehab.com](http://www.genesisrehab.com)

**Harmony Healthcare International, Inc. (HHI)** [www.harmony-healthcare.com](http://www.harmony-healthcare.com)

**Health Resource Services LLC**

[www.hrsqpo.com](http://www.hrsqpo.com)

**HPSI Purchasing Services**

[www.hpsionline.com](http://www.hpsionline.com)

**HUB International Northwest**

[www.hubinternational.com](http://www.hubinternational.com)

**iN2L + LifeLoop**

[www.in2l.com](http://www.in2l.com) &  
[www.ourlifeloop.com](http://www.ourlifeloop.com)

**Independence Rehab**

[www.indrehab.com/about.html](http://www.indrehab.com/about.html)

**Infinity Rehab**

[www.infinityrehab.com](http://www.infinityrehab.com)

**Interactive Medical Systems**

[www.goimsinc.com](http://www.goimsinc.com)

**Interface**

[www.interface.com](http://www.interface.com)

**LRS Architects**

[www.lrsarchitects.com](http://www.lrsarchitects.com)

**McKesson**

[www.mckesson.com](http://www.mckesson.com)

**Mercury Pharmacy Services**

[www.mercuryrx.com](http://www.mercuryrx.com)

**Omnicare, a CVS Health Company**

[www.omnicare.com](http://www.omnicare.com)

**OPTUM, Complex Care Management**

[www.optum.com/business/solutions/population-health/clinical-management/long-term-care.html](http://www.optum.com/business/solutions/population-health/clinical-management/long-term-care.html)

**PARO Robots US**

[www.parorobots.com](http://www.parorobots.com)

**PayNorthwest**

[www.paynorthwest.com](http://www.paynorthwest.com)

**Propel Insurance**

[www.propelinsurance.com](http://www.propelinsurance.com)

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

[www.rfmarch.com](http://www.rfmarch.com)

**Risk Finance**

[www.riskfinance.net](http://www.riskfinance.net)

**SafelyYou**

<https://safely-you.com>

**Select Rehabilitation**

[www.selectrehab.com](http://www.selectrehab.com)

**Senior Sign**

<https://www.seniorsign.com>

**Shaw Contract**

[www.shawcontract.com](http://www.shawcontract.com)

**Sodexo Senior Living**

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

**Thoma-Holec Design**

[www.thoma-holedesign.com](http://www.thoma-holedesign.com)

**Time Equipment Company**

[www.timeequipment.com](http://www.timeequipment.com)

**TridentCare**

<https://tridentcare.com>

**United Wound Healing**

[www.unitedwoundhealing.com](http://www.unitedwoundhealing.com)

**Walsh Construction Co**

<https://walshconstruction.com>

**Washington Health Professional Services**

<https://doh.wa.gov>

**Washington Relay**

[www.washingtonrelay.com](http://www.washingtonrelay.com)

**Washington State Housing Finance Commission**

[www.wshfc.org](http://www.wshfc.org)

**Wattenbarger Architects**

[www.wattenbarger.com](http://www.wattenbarger.com)

**Ziegler**

[www.ziegler.com](http://www.ziegler.com)



**WE ARE  
SOCIAL!**  
**ARE YOU SOCIAL?**  
**LET'S CONNECT!**



[/LeadingAgeWashington](#)



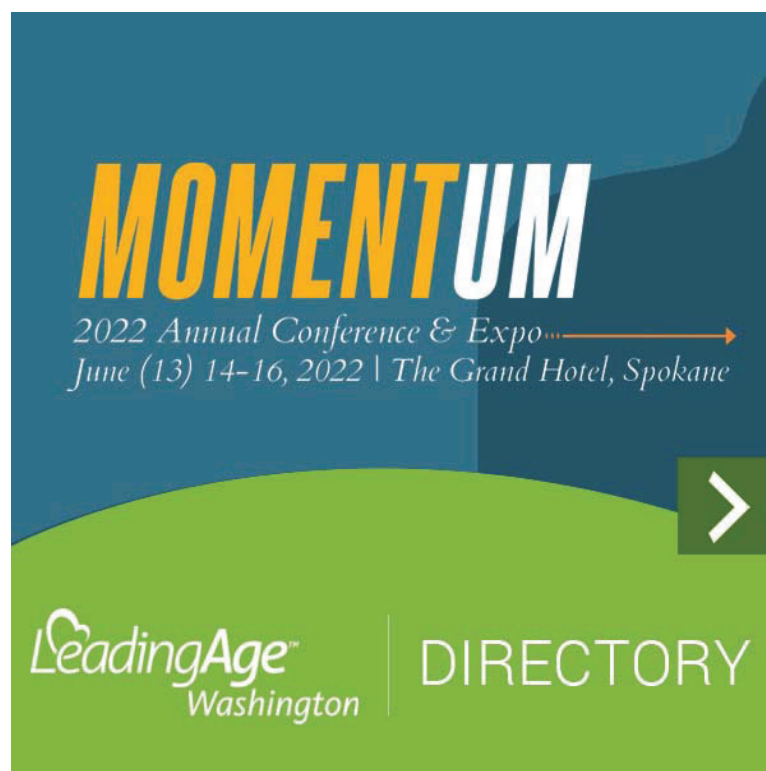
[/LeadingAgeWA](#)



[/LeadingAge-washington](#)



## PROGRAM **ANNOUNCEMENT**



---

### **Is our Membership Directory App downloaded on your mobile devices?**

- **The Directory goes where you go** –Whether you are in your office on your desktop, or on the road using your mobile phone, our Member Directory App is just a click away. You can access it from any device that has a browser, and even download it to your device for times when you don't have an internet connection.
- **The Directory is always up-to-date** –Because the Member Directory App is digital, we update and post daily.
- **The Directory is easy to navigate** –With the touch of a finger you will be able to cruise through the App and view member communities, top leaders, providers by county and business members by service categories.
- **The Directory connects members to each other** –Want to connect with a leader in the association? Meet up with a former colleague or reconnect with an old acquaintance? Just check the directory! You can download member info as a vCard, print the directory, or save .csv files.
- **The Directory showcases our sponsors and business partners** –We are fortunate to have a network of associate business members that cater to the needs of our community members and support our mission. You can search partners by category – from accountants, architects to medical supplies and staffing – find their key people, and learn more on their websites. Whatever your project or need, be sure to check the directory for an Association partner first!

The Member Directory App is a password-protected member benefit. The link is [www.lawadirectory.org](http://www.lawadirectory.org). Once you have logged on – refer to “Getting Started” located in the lower corner of the first page for download instructions to your phone, tablets or desk tops! For Member only [access code](mailto:CMeritt@LeadingAgeWA.org) email Cassi at [CMeritt@LeadingAgeWA.org](mailto:CMeritt@LeadingAgeWA.org) or ASK at the registration desk!

**WEDNESDAY, JUNE 15TH, 7:30 - 9:00 A.M.**

► **BREAKFAST & TOWNHALL**

**BALLROOM: A**

► **PUBLIC POLICY TOWN HALL SESSION**

The LeadingAge Washington State Town Hall meeting is an opportunity to provide information that will guide LeadingAge national and your state association as we formulate our policy priorities for the upcoming year. The Town Hall meeting allows us to hear your most pressing issues and understand the operational implications of federal and state public policy as we collectively strive to meet the changing needs and desires of older adults. The policy discussion will cover broad topics that affect all providers and setting types. We urge you to join us for a great conversation that will drive policy across the continuum.

***Facilitated by:** Alyssa Odegaard, Vice President, Public Policy, LeadingAge Washington; Jodi Eyigor, Director, Nursing Home Quality & Policy, LeadingAge and Heather Dartt, Health Services Administrator, Martha and Mary*

All LeadingAge members, including staff, and Board members are invited to participate.

**Hosted by:**



*Opening doors to a better life*



### SESSION 4, WEDNESDAY, JUNE 15TH 9:15 – 10:15 A.M.

#### ► **Bringing a Montessori Preschool to Senior Living**

*Kevin Anderson, President/CEO, Wesley and Scott Edison, Development Leader, Bezos Academy*

The purpose of this session is to share with LeadingAge members how Wesley and Bezos Academy, a tuition-free, Montessori-inspired preschool organization, collaborated to enhance the lives of underserved children in Des Moines, Washington while enriching the lives of our residents. Attendees will learn:

- How this program was funded and the objectives of the program.
- How Wesley helped to bring this program to its Des Moines campus and the benefits it offers to their residents.
- What members need to do if they would like to partner with Bezos Academy
- The benefits of a Montessori intergenerational program for both seniors and children
- How Wesley furthered its social accountability program

**Focus: Partnership & Collaboration**

**Room: 1**

---

#### ► **Pay on Demand and How it Can Make You an Employer of Choice**

*Robert Moore, Director of Training, Time Equipment Company*

Over half of employees report financial stress as their largest concern. They spend a lot of time worrying about finances, and many end up missing work to deal with financial difficulties. In addition, there are over 7 million unbanked or underbanked workers who do not have the ability to open a bank account.

Pay on Demand is a relatively new benefit a company can offer their employees allowing them immediate access to their earned wages. Learn the advantages of offering Pay on Demand and what to look for in an Earned Wage Advance provider and become an Employer of Choice.

**Focus: Financial Management, HR/Workforce, Management & Operations**

**Room: 2**



## SESSION 4, WEDNESDAY, JUNE 15TH 9:15 – 10:15 A.M. (CONTINUED)

### ► SNF or No SNF...A Question For Today's Senior Living Providers

*Taaha Shaikh, Managing Director, Cain Brothers; and Jenna Magan, Co-Head Public Finance Dept, Orrick, Herrington & Sutcliffe*

Licensed nursing care was viewed as a key part of the senior living campus continuum of care for decades, but recent challenges to comply with increasing regulation, staffing shortages and technology and EMR are causing providers to rethink the necessity skilled nursing on their campus. These pressures have been exacerbated by opportunities to provide more complex care within assisted living and memory care. As providers evaluate the strategic question of offering on-campus nursing care, there are organizational, financial, accounting, regulatory and disclosure requirements implications that must be considered.

**Focus: Leadership**

**Room: 3**

### ► Everything Is Changing – What About Your Board?

*Andy Edeburn, Managing Partner, Elder Dynamics*

Your organization keeps changing to be successful. But what about your board? Stability is certainly important, but just “doing the same old thing” with board structure, engagement, or even membership might not be the best option. Do you need *to* think different? Maybe. So, let's talk about how governance needs to evolve and adapt, how others have innovated, five questions you need to ask about your own board, and what to do next.

**Focus: Leadership & Strategy, Tech & Innovation**

**Room: 4**

### ► Clear, Crisp, Concise: Ensuring your Professional Communication is on Target

*Ingrid Provident, Education Specialist, Select Rehabilitation*

This course will provide an overview of professional communication as it relates to verbal, non-verbal and written communication. A variety of examples will be used to highlight exemplary ways to communicate getting your message heard and understood. Participants will gain understanding of effective ways to communicate in stressful situations as well as employ the best evidence-based techniques to ensure quality patient outcomes

**Focus: Wellness & Life Enrichment, Leadership & Strategy**

**Room: 5**



SNF Solutions is your one-stop resource for Skilled Nursing Facilities to get the timely Accounts Receivable and billing solutions you need.

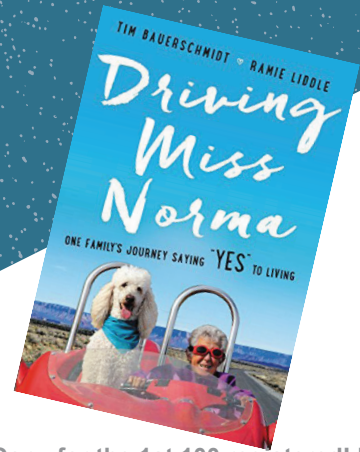
## Give Your Team the Support They Need

- ✓ Medicare, Insurance, Medicaid & Managed Care
- ✓ Short & Long Term Monthly Billing
- ✓ Policies, Procedures & Systems
- ✓ Claims Troubleshooting & Cleanup
- ✓ Business Office Training
- ✓ Business Office Consulting & Reviews



# OUR SPECIAL GUESTS

WEDNESDAY, JUNE 15th  
10:30 - 11:30 A.M.  
BALLROOM A



Copy for the 1st 100 registered! Meet Ramie following her presentation.



## *Author Ramie Liddle*

**Driving Miss Norma: One Family's Journey Saying "Yes" to Living - Moving the Needle on Aging**

When was the last time you enthusiastically said "YES" without really knowing what you were getting yourself into?

Bestselling author Ramie Liddle and her family did just that when her 90-year-old mother-in-law, Norma, was diagnosed with cancer two days after her husband of 67 years suddenly died. Norma said "no" to cancer treatment and despair and said "yes" to an amazing adventure none of them could have expected.

Sponsored by:





## SESSION 5, WEDNESDAY, JUNE 15TH 11:40 A.M. - 12:40 P.M.

### ► **Crafting the Story: Communities Speak Through Design**

*Jennifer Fleming, Principal - Interior Designer, Rice Fergus Miller; R. Kevin McFeely, President & CEO, eliseo; Susie Parsons, Associate-Interior Design and Dean Kelly, Principal, Rice Fergus Miller*

Design is the language, the story is yours – crafted from the mission and vision of your organization, as well as your community's place within the world. Every project decision should consider that story, with each choice made in support of the overarching concept.

Join us in exploring the ways that essential project elements can be curated to enhance the built environment and elevate what makes a community something to talk about. Design solutions should transcend look and function and embody the spirit of place.

What story are you telling?

**Focus: Design & Project Management**

**Room: 3**

### ► **Motivating & Inspiring Employees**

*Martha Bryan, Owner & Presenter, Bryan and Bryan Associates*

For years managers have pondered strategies to increase the talents, drive, and skills of employees. Questions such as how to increase cooperation among departments and teams, how to effectively delegate and ensure the work is done right, how to increase work outcomes, and how to motivate employees to accomplish more than what is required have continually plagued managers.

This program identifies factors that lead to job satisfaction and dissatisfaction. It will not only give ways to help individuals get their needs met but will also allow them to assist in reaching the goals and objectives of the larger organization.

**Focus: HR/Workforce, Leadership & Strategy. Management & Operations**

**Room: 1**



### SESSION 5, WEDNESDAY, JUNE 15TH 11:40 A.M. - 12:40 P.M. (CONTINUED)

#### ► **Build a Better Mousetrap...Financial & Operational Advantages Through Sustainable Design**

*Chuck Archer, Principal, LRS Architects and Sarkis Garabedian, Managing Director, Ziegler*

Sustainable design is more than just a catchphrase, it's a thoughtful approach that attracts a growing investment sector and the senior population. Chuck Archer with LRS and Sarkis Garabedian with Ziegler discuss how green investing has experienced significant growth over the past few years. The speakers will discuss how LRS's Passive House sustainable design was supported by a Green Bond financial approach, which attracted additional investors, reducing the cost of capital and carbon footprint. The presentation will highlight design trends while highlighting Parkview at Terwilliger Plaza, one of the nation's largest Passive House certified senior living buildings

**Focus: Design & Project Management**

**Room: 4**

#### ► **Advancements in the Science of Wound Healing. How to Achieve the Best Outcomes for your Residents, at the Lowest Costs.**

*Ryan Dirks, CEO, CMO, United Wound Healing*

Research and innovation into the best practices of chronic wound care have resulted in key breakthroughs that will help ensure your residents receive the best skin and wound care possible, without leaving your facility.

**Focus: Care and Services, Financial Management, Wellness & Life Enrichment, Tech & Innovation**

**Room: 2**



**WEDNESDAY, JUNE 15TH, 1:00 - 2:30 P.M.**

► **Luncheon, Ceremony & Dessert Dash**

**Room: Ballroom B**

Join us as we celebrate the recipients of our:

- Awards of Excellence
- Silver Stars with 25, 35, 40 + Years of Service
- Group Retro Awards
- LeadingAge Washington's 2021-22 Board
- Leadership/Committee Chairs and Conveners

**Co-Hosted by:**



---

► **LeadingAge Washington's Awards of Excellence and Silver Star Awards**

**Awards Co-Sponsored by:**





WEDNESDAY, JUNE 15th

1:00 - 2:30 P.M.

BALLROOM B

# AWARDS & RECOGNITION



## Silver Star Award

Join us for lunch, as we recognize and celebrate their commitment.

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!



**Awards & Recognition Program** Join us, to 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!

# PROGRAM **SPECIAL EVENTS**





### SESSION 6, WEDNESDAY, JUNE 15TH, 2:45 – 3:45 P.M.

#### ► The Good, The Bad, The Ugly!

*Jodi Eyigor, Director, Nursing Home Quality & Policy, LeadingAge*

Jodi Eyigor will explore the effects of CMS and the Biden administration's recommendations and what you can expect in the coming year. She will also review rules of participation, anticipated surveyor guidance, agency recommendations impacting nursing home operations, and examine survey data and trends to help prepare for your next recertification.

**Focus: Leadership & Strategy**

**Room: 5**

---

#### ► Communication Strategies for Managers

*Martha Bryan, Owner & Presenter, Bryan and Bryan Associates*

Do your instructions really sink in? Are you proactive about bringing sensitive issues to the forefront? Are you comfortable mediating disputes? When you speak in meetings, do people pay attention? Ineffective communication skills can lead to misunderstandings, missed opportunities, and can damage your credibility. This program is for managers who want to maximize their positive impact on others, enrich the quality of their relationships and increase their effectiveness on the job.

**Focus: HR/Workforce, Leadership & Strategy. Management & Operations**

**Room: 1**





### SESSION 6, WEDNESDAY, JUNE 15TH, 2:45 – 3:45 P.M. (CONTINUED)

#### ► **Tax Overview of Employee Recruitment or Retention Bonuses**

*Kurt Bennion, Director and Martin Yanushev, Director, CliftonLarsonAllen*

Recruiting and retaining employees has been extremely challenging. Our session will discuss tax implications of recruiting and retention bonuses employers are using to recruit and retain employees.

**Focus: Financial Management, Leadership & Strategy**

**Room: 2**

---

#### ► **Culturally Competent Care: The Key to Enhancing Compliance, Satisfaction, and Morale**

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

Culturally competent care is essential to meet residents' needs in a manner that takes into account their diverse values, beliefs, behaviors, identities, and linguistic needs. We will share examples of how the failure to take these unique characteristics into account can lead to adverse care outcomes, trigger citations, increase the likelihood of litigation, and alienate residents. We will also examine how providing culturally competent care can help members manage resident and family expectations and produce better care outcomes. Finally, we will discuss the need to recruit and retain diverse staff to meet the diverse cultural needs of residents.

**Focus: Care and Services**

**Room: 3**

---

#### ► **Beyond Care: How Selling Lifestyle Resonates with Assisted Living & Memory Care Prospects & Families**

*Don Warfield, VP of Account Services; Cynthia Thurlow, Principal and Derek Dujardin, Creative Director, 3rdPlus/3rdThird Marketing*

How do you sell what no one wants to buy? See how innovative assisted living and memory care communities sell on lifestyle first and quality of care second with significant results.

**Focus: Care and Services, Dining, Wellness & Life Enrichment, Leadership & Strategy, Management & Operations, Marketing, Philanthropy & PR**

**Room: 4**

## WEDNESDAY **ACTIVITIES**

### WEDNESDAY, 4:00 P.M.

#### ► **Annual Member Business Meeting**

All members are welcome!

Room: Cedar Ballroom

### CASINO ROYALE FUN NIGHT 5:30 - 8:30 P.M.

#### ► **Casino Royale Fun Night**

Dinner Reception 5:30 - 6:30 P.M.

Casino & Special Events 6:30 - 8:30 P.M.

Room: Ballroom C



Co-Hosted by:

**The Compliance Store**  
Because Getting It Right Matters.

**Forefront**   
Healthcare <sup>SM</sup>

**MCKESSON**  
Empowering Healthcare





**THURSDAY, JUNE 16TH, 7:30 - 8:30 A.M.**

► **BREAKFAST**

**BALLROOM: A**

► **NURSES NETWORKING BREAKFAST**

*Join Laura for coffee!*

**Room: 1**

Co-Hosted by:

**CAIN BROTHERS**  
A division of  
**KeyBanc** Capital Markets 

**Optum**





## OUR **SPECIAL GUESTS**

THURSDAY, JUNE 16TH,  
8:30 - 9:30 A.M.  
BALLROOM A



### *Christopher W. Ridenhour*

**The Markers and Moments That  
Guarantee DEI Success!**

Nothing in the “Organization Handbook” teaches us how to unify a community around an ideal that continues to divide a country. This session grants full access to the worries, wounds, and wins of a 25-year Chief Learning Officer and traveling DEI Practitioner. Every resource and exercise is designed for the committed leader who is ready to guide their department or organization forward but doesn’t know how. You will receive multiple opportunities to practice the tools and skills necessary for immediate change and long-term DEI success. Together, we will identify and problem-solve for the events, policies, traditions, and unwritten rules, within your organization that sabotages DEI progress.

Sponsored by:



### SESSION 7, THURSDAY, JUNE 16TH 9:45 – 10:45 A.M.

#### ► **Mindfulness: Allowing Staff to Move Forward From a Place of Calm Amidst the Storm (Part 1 of 2)**

*Ingrid Provident, Education Specialist, Select Rehabilitation*

Mindfulness is processing information in the present without judgement. Learning and using short mindfulness practices allow professionals to re-center body and mind from anxiety and stress into calmer states so best decisions and appropriate actions are made. In this session brief mindfulness exercises will be experienced and time to discuss how to integrate mindfulness into the workday in meaningful ways. Participants will understand and practice focused, productive responses to situations beyond one's control.

**Focus: Leadership & Strategy**

**Room: 5**

---

#### ► **“Yes and...” Using Improv to Improve and Have Fun**

*Jonathan Boyar, Executive Director, Judson Park*

Had enough sessions on regulation, Medicaid reimbursement and infection control? Come join the session inspired by the book “Yes, And...” from the Second City theater group, we'll have some fun with improv games, strategies and philosophies to promote growth, creativity and collaboration. Warning: attending this session might just make you smile.

**Focus: Leadership & Strategy, Management & Operations, Partnership & Collaboration**

**Room: 4**



### SESSION 7, THURSDAY, JUNE 16TH 9:45 – 10:45 A.M. (CONTINUED)

#### ► **Polypharmacy: Less is More**

*Casey Fowler, Director of Clinical Operations; Kristen Rush, Nurse Practitioner and Kara Brennan, Clinical Services Manager, OPTUM*

Are you interested in improving outcomes for your residents and your staff at the same time? Polypharmacy is a population health problem as well as a staffing problem. Learn how to reduce polypharmacy to improve resident outcomes while reducing care staff workload to increase their time at the bedside. This course will teach you about the impacts of polypharmacy, the affects of deprescribing, and strategies for collaborating on medication optimization efforts.

**Focus: Care and Services, HR/Workforce, Wellness & Life Enrichment, Partnership & Collaboration, Public Policy & Legal Issues**

**Room: 2**

---

#### ► **Expanding Wellness Possibilities: Improving Resident Advocacy and Community Census**

*Matt Kurczewski, Clinical Operations Area Director and Jordan Bowman, Vice President, Genesis Rehab Services*

A goal of healthcare leaders is to provide an environment for older adults to remain active and maintain a healthy lifestyle.

In our presentation we will discuss various components of a comprehensive wellness program and explore how to use screening tools to track individual resident and community wellness outcomes. We will also discuss the role of technology and how partnering with rehabilitation providers can lead to the integration of successful programs that can be sustained across time.

Finally, we will introduce how to collaborate with your rehabilitation provider to market your program to improve both patient advocacy and community occupancy.

**Focus: Care and Services, Wellness & Life Enrichment, Partnership & Collaboration**

**Room: 3**



## Opening Doors for Seniors since 1983



### We finance:

- Housing by nonprofit & for-profit developers
- Nonprofit facilities and equipment
- Energy-efficiency upgrades



WASHINGTON STATE  
HOUSING FINANCE  
COMMISSION

*Opening doors to a better life*

### Contact me!

**Keri Williams**  
[keri.williams@wshfc.org](mailto:keri.williams@wshfc.org)  
**(206) 287-4404**

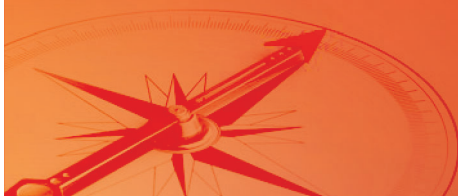


## Senior Living and Long Term Care Lawyers

We protect your business like it is our business.  
We are proud to partner with LeadingAge Washington.

[lanepowell.com](http://lanepowell.com) | **TRUSTED** COUNSEL. ADVOCATES. ADVISORS.\*

**CARIN MARNEY**  
[marneyc@lanepowell.com](mailto:marneyc@lanepowell.com) | 206.223.7273



### SESSION 8, THURSDAY, JUNE 16TH, 11:00 A.M. – NOON

#### ► The Great 8 - Leadership and Motivation

*Kris Mastrangelo, OTR/L, LNHA, MBA, President & CEO, Harmony Healthcare International, Inc. (HHI)*

This program will promote effective communication across the continuum of care and enable healthcare professionals to provide quality healthcare through identifying, prioritizing and understanding the recent changes in regulatory expectations from CMS to Corporate Compliance.

**Focus: Leadership & Strategy**

**Room: 3**

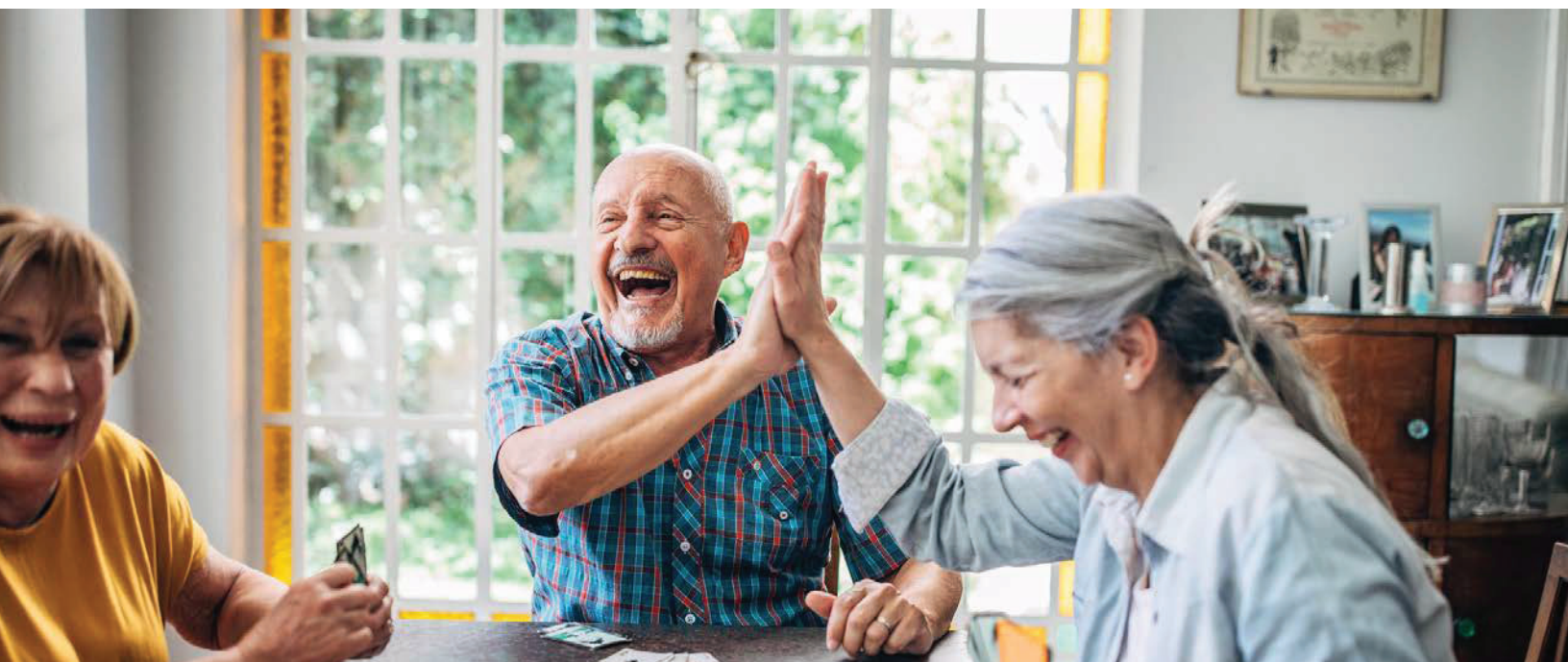
#### ► Mindfulness: Allowing Staff to Move Forward From a Place of Calm Amidst the Storm (Part 2 of 2)

*Ingrid Provident, Education Specialist, Select Rehabilitation*

Mindfulness is processing information in the present without judgement. Learning and using short mindfulness practices allow professionals to re-center body and mind from anxiety and stress into calmer states so best decisions and appropriate actions are made. In this session brief mindfulness exercises will be experienced and time to discuss how to integrate mindfulness into the workday in meaningful ways. Participants will understand and practice focused, productive responses to situations beyond one's control.

**Focus: Leadership & Strategy**

**Room: 5**



### SESSION 8, THURSDAY, JUNE 16TH, 11:00 A.M. – NOON (CONTINUED)

#### ► **Centralized Delivery of Care - Do More With Less**

*Sanjay Chadha, Director Innovation, Sirona.tv/SpringHills*

Staff shortages is plaguing healthcare in general and includes senior living facilities. Today, senior communities work in a silo using a distributed per community model for planning and delivery of care. The new and evolving centralized model of delivery of care which requires less staff, increases staff satisfaction, makes delivery of care efficient. Progressive facilities are reaping the rewards of this transition! This talk discusses what, how and why of centralized delivery of care.

**Focus: Care and Services, HR/Workforce, Tech & Innovation**

**Room: 4**

#### ► **Culture Change: A Hands On Community Evaluation**

*Emily Haymond, Regional Nutrition Manager, Sodexo Seniors*

Join us for this interactive learning session - we will share a brief history of culture change, core principles, and examples of best practices from communities across the country. We will review practical learning tools and cornerstones of success based on these three principles: 'person-directed' philosophy, organization redesign and architecture/thoughtful design. In small groups, we will provide you with an opportunity to evaluate your community and where you are in your journey of culture change. You will leave inspired and informed on tools and criteria for success when starting the journey of culture change.

**Focus: Wellness & Life Enrichment, Leadership & Strategy, Management & Operations, Partnership & Collaboration**

**Room: 2**

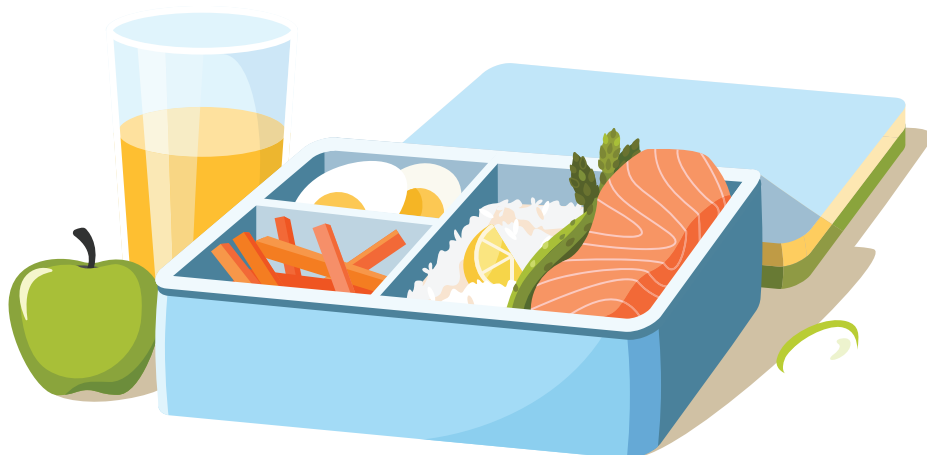




## LUNCH 11:30 A.M.

### **DONT FORGET YOUR BOX LUNCH TO GO!**

Available for pick-up after 11:30 A.M. by the registration desk.



Co-Hosted by: **sodexo**  
**SENIORS**

## SAVE THE DATE

June (12) 13-15, 2023  
Semiahmoo Resort, Blaine



# OUR SPONSORS

LeadingAge Washington's Education Programs are made possible by the generous support of our 2022 Business Partner Gems and Annual Conference Sponsors. Through collective power we bring opportunities for increasing our members' Value, Growth, and Success!

*Thank You!*

## \$10,000 DIAMOND MEMBERS



## \$7,500 RUBY MEMBERS



## \$5,000 SAPPHIRE MEMBERS



## \$2,500 EMERALD MEMBERS



# A SPECIAL **THANKS**

## **GOLF TOURNAMENT**



## **THUMB DRIVES**



## **ELECTRIC SCOOTER**



## **EXPO WINE WALL**



## **AIRLINE TICKETS**



## **CHARGING STATION**



## **HEALTH AND SAFETY STATION**





A SPECIAL **THANKS**

---

Thank  
you

**Your LeadingAge Washington 2022  
Education & Planning Advisory Group**

We'd like to extend our deep appreciation to our attendees, presenters and business partners for making our conference a successful and meaningful experience.



*LeadingAge*  
Washington

ADVOCATE • EDUCATE • ENGAGE • INSPIRE

---

[www.LeadngAgeWa.org](http://www.LeadngAgeWa.org)  
(253) 964-8870

1102 Broadway, Suite 201,  
Tacoma, WA 98402

# **MOMENTUM**



LeadingAge Washington's 71st Annual Conference & EXPO