

THE GREATER GOOD

72ND ANNUAL CONFERENCE & EXPO



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

LeadingAge™
Washington

ADVOCATE • EDUCATE • ENGAGE • INSPIRE



WELCOME

Welcome to LeadingAge Washington's 72nd Annual Conference at the Semiahoo Resort

This year's theme is: The Greater Good

Thank you for attending this year's Annual Conference and Expo. As we all try to make sense of and move forward in this ever-changing world, we are grateful for all of you, for the years of support you've given the Association and especially for the friendships that continue to be built through our shared experiences. YOU are what makes this industry and Association great. YOU, along with your treasured colleagues, create the experiences we all embrace. YOU continue to do what needs to be done to positively affect "The Greater Good" for our Residents, Team Members, Customers and Communities.

This week, as you attend the many wonderful educational sessions, inspiring keynote speakers and fun social events, our hope is that you gain new knowledge, that new doors will be opened for you and that your energy and spirit will be renewed. When you return home, please share with your colleagues what you've learned and experienced. This will make a positive impact in every aspect of your day-to-day planning and interactions...and for "The Greater Good." We've worked diligently to bring you opportunities to connect with your peers and business partners through thought provoking speakers, relevant educational sessions and a couple of fun and engaging events. Have a great time!

It has been an absolute pleasure working together for "The Greater Good" of this Association as well as for all of you.

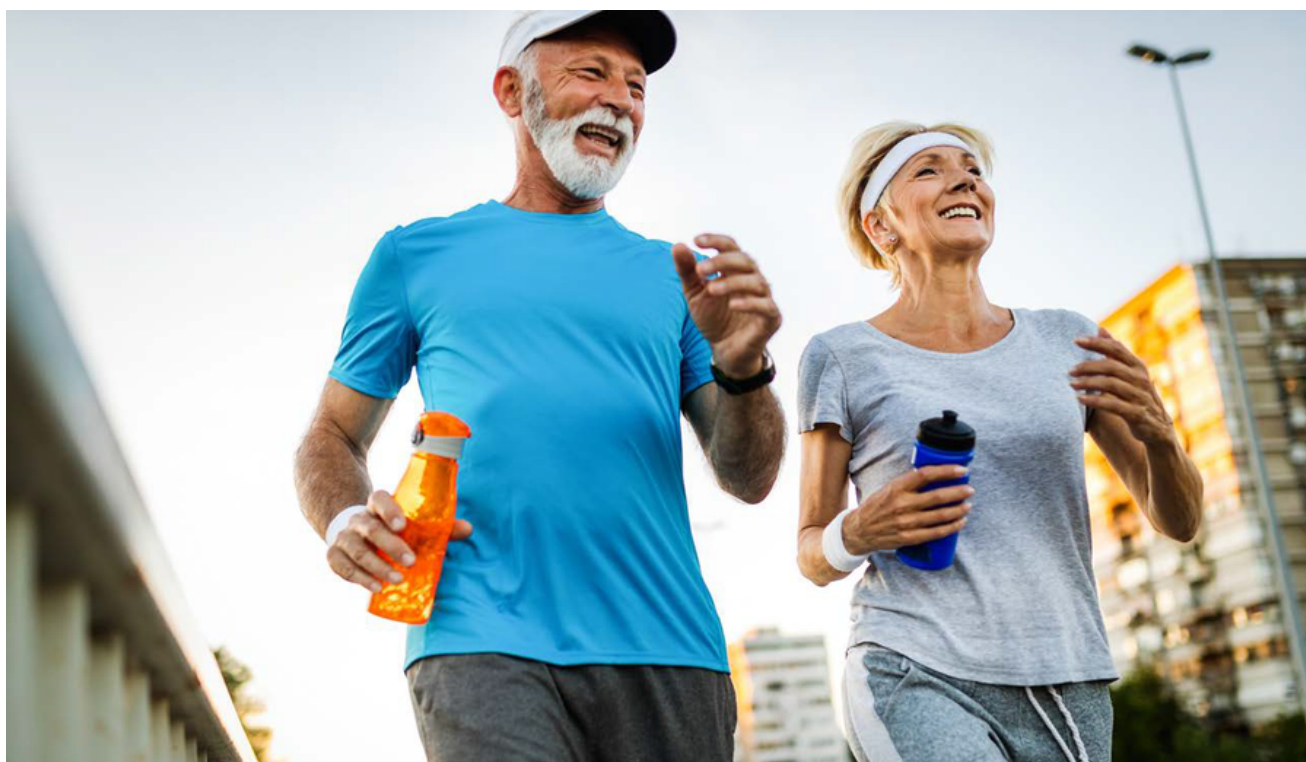
LeadingAge Washington 2022-23 Education & Planning Advisory Group Conveners: Michelle Olafson – Franke Tobey Jones, Residential Accommodations Sr. Director and Naniofa Poulivaati-Mounga – Wesley Homes Des Moines, Director of Resident Engagement – and TEAM

And join us for the Welcome Reception on Monday, June 12th, 5:00pm.

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VIVENTIUM





WELCOME TO OUR 2023 ANNUAL CONFERENCE & EXHIBITION

LeadingAge®
Washington

THE GREATER GOOD – Our world is complex, but our common goal is simple—we dedicate ourselves to creating positive change and improving the lives of older adults wherever they call home. As we focus on a wide and rapidly evolving range of issues—it's more important than ever to harness the combined power of our mission driven LeadingAge professionals. That's why aging services leaders from across our state have come together for our 72nd Annual Conference & EXPO – June (12)13-15, 2023. Across our education program, we'll spend time talking about the critical issues and strategic priorities that matter to us most, and prominent experts will share their experience and vision that is certain to inspire us all. When you tour the EXPO, you'll discover life-changing products and services, and during social events, you'll build connections and camaraderie. This year will ignite your passion and your purpose to advance your mission for those you serve. Together we are stronger for The GREATER GOOD.

We have come together 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.
- A renewing experience that you can share with your teams.

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
- 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

Up to 15.5 approved DSHS Education Credits are available. Forms are located in your conference packet. 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 who will have a **ORANGE** ribbon or 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 2023 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 AT SEMIAHMOO

At Semiahmoo Resort, opportunities for fun are endless — whether you're seeking relaxation or an active adventure around our conference. You can fly solo or get a whole group of friends, family, or co-workers together. This casual beach resort is a great place for building bonds, reconnecting, and celebrating.

Local attractions include:

- Golf
- Walking & hiking trails
- Rafting & tubing
- Museums & theaters
- Breweries & wineries
- And much more!

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AGENDA AT A GLANCE

MONDAY, JUNE 12

Noon	Golf with Lunch – Loomis Trail Golf Course.
1:00 pm	Wine & Canvas – Stars Room – Ticket Required
5:00 pm	Early Bird Check In & Welcome Reception

TUESDAY, JUNE 13

8:00 am	Breakfast
8:30 am	Town Hall
10:15 am	Breakout Sessions 1 & Special Session with Amy Abbott
11:30 am	Breakout Sessions 2
12:30 pm	Lunch -- all attendees
1:30 – 4:30 pm	EXPO
5:00 pm	Fun Night on the Beach

WEDNESDAY, JUNE 14

7:00 am	Breakfast & Education Sessions
8:15 am	Welcome & Keynote
9:30 am	Breakout Sessions 3
10:45 am	Deep Dive Sessions
12:45 pm	Lunch & Awards Ceremony
2:45 pm	Breakout Sessions 4
4:00 pm	Annual Member Business Meeting with Board Meeting immediately following
5:45 pm	Board Chair Reception followed by Beachside BBQ

THURSDAY, JUNE 15

7:15 am	Breakfast
8:15 am	Deep Dive Sessions
10:30 am	Breakout Sessions 5
11:30 am	Boxed Lunch To Go!

EDUCATION SESSIONS

TUESDAY, JUNE 13

BREAKFAST
LOCATION: TENT

Hosted by:



TOWN HALL
8:30 – 10:00AM
LOCATION: TENT

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.

Alyssa Odegaard, VP of Public Policy, LeadingAge Washington

Ruth Katz, Senior Vice President of Public Policy/Advocacy, LeadingAge

SPECIAL SESSION

Quality Assurance Oversight in Residential Care Services: Where are We Now Post Public Health Emergency

10:15 AM – 12:15 PM
LOCATION: SALTSPRING

Come meet the Residential Care Services (RCS) Leadership! The Regional Administrators and the Director will introduce key RCS positions: who they are, what they do, and how they can help you be successful in your role. You will also hear about the division goals and priorities for the coming year, CMS areas of focus, and the latest on our innovative programs. Get to know us, ask us questions, and let us know how we can continue a great partnership with you!

Amy Abbott, Director, Residential Care Services

EDUCATION SESSIONS -- SESSION 1

TUESDAY, JUNE 13, 10:15–11:15 AM

1A: Deep Dive: Elevating Your Dining

LOCATION: SUNSET

The Holy Grail of the senior living community operation is having a stellar dining program. Attend this session and hear from Scott Daniels, CEC, CAA, AAC a national senior living dining expert with 20+ years in food services and facilities management for one of the U.S.A.'s largest dining contractors, most recently as a District Manager, overseeing 18 retirement/acute/subacute account locations. Scott will share strategies and trends from the national arena that solve some of the toughest challenges to senior living dining today.

Attend this session and take away inspiration, as well as easy tactics (that are practically free), your community can use to elevate the quality of your dining program.

Scott Daniels, CEC, CAA, AAC, VP Culinary Operations, 3rdPlus/Culinary Coach

1B: Operational Solutions to Ignite Strong Performance

LOCATION: SATURNA

This session will allow attendees to gain an understanding of the current and projected state of the industry. The presenters will explore key metric and benchmarks to pinpoint strengths and growth opportunities within organizations, while connecting financial measures to operations performance and outcomes. The group will discuss strategies to respond to growth opportunities within departments.

Robert Frediani, Senior Living Operations Consultant, CLA

Martin Yanushev, Principal, CLA

1C: Making Outcomes a Priority: A Generational Approach

LOCATION: PENDER

Our industry has been focused on stabilizing the healthcare workforce for years. How can you not only attract people, but keep them and ensure you are achieving the best outcomes for your patients? This session will engage attendees in innovative processes that examine both personality and generational concepts for leaders to enhance their team's ability to be successful in the care they provide. Learn how to hire and motivate the right people in the right position at the right time!

Melissa Brandt, Clinical Outcomes Specialist, Functional Pathways

EDUCATION SESSIONS -- SESSION 1

TUESDAY, JUNE 13, 10:15–11:15 AM

ID: Turn On, Tune In, Drop Out: Use of Psychedelics in Senior Living and Care

LOCATION: LOPEZ

Psilocybin, or "magic mushrooms," have been decriminalized in three Washington cities, and the 2023 state budget includes \$200k to study psilocybin. Although SB 5660 failed last year, future passage of a state psilocybin law seems likely. Psychedelics can be used to treat anxiety, ADHD, PTSD, depression, and opioid and alcohol addiction.

We expect a demand for psychedelic therapy in senior care, particularly among younger seniors. One challenge will be the FDA, as psychedelics are deemed Schedule I drugs.

Come explore the legal and practical implications of offering psychedelic therapy in senior care.

Pamela Kaufmann, Partner, Hanson Bridgett LLP

Gabriela Sanchez, Shareholder, Lane Powell PC

1E: Just Around the Corner: Senior Living Development Meets Horizontal Mixed-use

LOCATION: THEATER

Learn how horizontal mixed-use style development can benefit residents, staff, and the surrounding Community. Varied amenities including, venues, restaurants, professional business services, and retail within walking distance, provide evolving activities, socialization opportunities and intergenerational connections. These enable seniors to stay actively engaged within the larger community. Easy access to these amenities before, and after staff, shifts can potentially reduce employee fatigue. These amenities can supplement those typically provided by the developer/operator to provide affordable yet diverse options for the user. Horizontal mixed-use developments offer independence and freedom to pursue passions and interests while having access to necessary services and amenities.

Ray Yancey, Principal, LRS Architects, Inc.

Nick Carpenter, Architect/Design Lead, LRS Architects, Inc.



EDUCATION SESSIONS -- SESSION 1

TUESDAY, JUNE 13, 10:15-11:15 AM

1F: Repositioning A Community To Lay The Foundation For A Successful Expansion

LOCATION: STARS

ClarkLindsey is a community that has been a vital part of the Champaign/Urbana, Illinois market for 44 years. The leadership identified an opportunity to reposition the community for future growth and success. The community refreshed its brand identity, embarked on an expression of interest campaign and put tools in place to help sell the expansion and convert the priority members to depositors.

Derek Dunham, Vice President Client Services, Varsity

John Bassounas, Partner, Varsity + WildFig

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Peter Bradshaw peter.bradshaw@mckesson.com

Darrick Mercer darrick.mercer@mckesson.com

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Customer Service: 1-800-654-0418



EDUCATION SESSIONS -- SESSION 2

TUESDAY, JUNE 13, 11:30 AM-12:30 PM

2A: Workforce Innovation: Attracting, Recruiting, and Retaining Talent in Nonprofits

LOCATION: PENDER

In this session attendees will gain insight on the hot topics of "Attracting, Recruiting, and Retaining Top Talent within Nonprofits". The speakers will outline inventive practices for building a culture that attracts top talent in a competitive market, beyond the standard methods you have always tried. Practices to aid in retaining your existing workforce, how to keep your most valuable assets in place will be introduced. Attendees will learn to recognize opportunities to implement alternative staffing strategies to support business operations and reduce stress on your teams

James Munn, Principal, CliftonLarsonAllen

Martin Yanushev, Principal, CliftonLarsonAllen

2B: Data + Technology + Boosted Resident Engagement

LOCATION: THEATER

We all utilize some form of technology in our lives, so why not lean into technology to engage residents and their families in optimizing their health journey? We'll dive into how technology can provide simple data points that can be used to increase resident engagement with purpose. Access to data allows us to tell a better story, cater to individualized needs, and provide purposeful person-centric care. This allows us to put the residents and their family members at the center of everything we do, thus, boost engagement and increase market share.

Emily Steedman, Area Director, Consonus Healthcare

2C: Utilizing Pharmacogenomics (PGx) to Improve Patient Care in Long-Term Care Facilities

LOCATION: LOPEZ

Unlock the power of personalized medicine with Pharmacogenomics (PGx). This cutting-edge technology uses genetic information to predict an individual's response to medication, leading to more informed decisions about drug choice and dosage. With standard treatments only effective 25-60% of the time, PGx is crucial for reducing adverse drug reactions and improving polypharmacy management, especially for seniors in long-term care facilities with multiple chronic conditions. Say goodbye to adverse drug events and hospitalizations, and hello to better clinical outcomes and lower medical costs with PGx.

Quinne Feng, Chief Scientific Officer/Co-Founder, FidaLab

Blake Crockett, Director of Sales and Business Development, FidaLab

EDUCATION SESSIONS -- SESSION 2

TUESDAY, JUNE 13, 11:30 AM-12:30 PM

2D: A Rainbow of Brain Colors- Helping Senior Leaders Effectively Communicate to Reach The Pot of Gold!!

LOCATION: SUNSET

Learn how to communicate with others who may have a different colored brain from yours. Fun, yet realistic communication scenarios will be used to share effective strategies. Our communication styles create a rainbow, each different yet together make a masterpiece.

Ingrid Provident, Education Specialist, Select Rehabilitation

2E: Employee Financial Wellness and the Employee Experience

LOCATION: STARS

Employee Financial Wellness and the Employee Experience examines those elements beyond compensation that affect the Employee Experience.

The rise of financial stress among workers impacts your organization in the form of lower employee engagement, lower productivity, higher turnover, and increased direct and indirect medical costs.

Financial Wellness is a significant part of the overall well-being strategy needed by current organizations. Unfortunately, only 25% of employers have a well-being strategy for their people.

Learn how to use new technology and benefits to increase your employee experience.

Robert Moore, Director of Training, Time Equipment Company

2F: De-Mystifying Senior Living Mergers, Acquisitions, Dispositions and Affiliations

LOCATION: SATURNA

Consolidation within the senior living industry has accelerated with Covid, as providers across the country saw increased stress, especially in skilled nursing. Lagging occupancy and labor shortages further challenged providers. In response, organizations have opted to divest non-core assets; reduce/close certain levels of care; merge or affiliate; or even declare bankruptcy or close. This session will provide data on these trends across for-profit and not-for-profit senior housing and care, and highlight case studies, including California-Nevada Methodist Homes and its bankruptcy and disposition. The session goal is to help senior living organizations be pro-active now and in the future.

Mary Munoz, Senior Managing Director, Ziegler

Dan Revie, Managing Director, Ziegler

LUNCH WITH EXHIBITORS

TUESDAY, JUNE 13, 12:30 PM

Join the exhibitors for a buffet lunch in the tent for lunch before spending the afternoon in the EXPO!

Co-hosted by:



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EXPO

TUESDAY, JUNE 13TH, 1:30 -- 4:30 PM

EXHIBITOR DIRECTORY

LOCATION: SEMIAHMOO BALLROOM

Refreshments hosted by:

ForefrontSM
Culinary & Support Services

- A/R SNF Solutions
- Aegis Therapies
- Ankrom Moisan Architects
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- Compass Community Living
- Compliance Store, The
- Consonus Healthcare Services
- Deacon Construction
- DispatchHealthImaging
- Ecolab
- Eldergrow
- FidaLab
- Forefront Healthcare
- Gabbert Architects Planners
- Gentle Passage Doula Collective
- Healthcare Services Group
- HRS/Premier
- HUB International Northwest
- Independence Rehab
- Infinity Rehab
- Interactive Medical Systems
- Java Group Programs
- KARE
- LRS Architects
- Matrix Pharmacy
- McKesson Medical-Surgical
- MediCleanse Linen Service, Service Linen Supply
- Medline Industries
- Mercury Pharmacy Services
- Miracle Method Surface Refinishing
- Pacific Coast Fruit Company
- PayNorthwest
- Powerback Rehabilitation
- Propel Insurance
- Reliant Rehabilitation
- Rice Fergus Miller, Architects, Interiors, & Master Planning
- Risk Finance
- SAIDO Learning
- Senior Services of America
- Soundview Medical Supply
- Strategic Tax Planning
- Time Equipment Company
- TridentCare
- United Wound Healing
- USI Insurance Services
- Violet
- Viventium
- Walsh Construction Co.
- WA State Board of Nursing Home Administrators
- WA State Dept. of Health (Professional Services)
- WA State Housing Finance Commission
- Wattenbarger Architects
- Ziegler

FUN NIGHT AT THE BEACH

Tuesday, June 13, 5:00 PM

Dinner

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LOCATION: SEAVIEW TERRACE



**There will be firepits, beverages ANNNNDD
karaoke hosted by Josh (Soundview Medical)
and Jordan (Mercury Pharmacy)**

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STAY ACTIVE!

JOIN US WEDNESDAY MORNING AT 6:30AM

Cardio Vinyasana with Katie Houck



MEET IN THE LOBBY

BREAKFAST SESSIONS

WEDNESDAY, JUNE 14, 7:00 – 8:00 AM

BREAKFAST

LOCATION: BALLROOM FOYER

Hosted by:



How the Living Building Challenge Enriches Lives of Residents Using Biophilic design

LOCATION: SALTSPRING

Explore how the Living Building Challenge and Biophilic design can enrich the lives of seniors. Living Building Challenge is considered one of the world's most stringent performance standard for buildings. To achieve Living Building Challenge certification, a building must meet a series of stringent performance requirements related to site, water, energy, health, materials, equity, and beauty. The challenges of the program inspire occupants to connect with their natural surroundings and to promote healthy behaviors. Biophilic design is an approach to design that seeks to connect people with nature.

JP Emery, Principal, Ankrom Moisan Architects

Kristel Knight, Senior Associate, Ankrom Moisan Architects

Alissa Brandt, VP of Interiors, Ankrom Moisan Architects

QEX: Quality Employee Experience – The Modern Approach to Employee-centric Benefits

LOCATION: SATURNA

Learn how to create an experience your employees will value, in the workplace and beyond! QEX is a powerful strategic approach to designing and delivering benefits programs that support your employees from onboarding through retirement. The QEX strategy uses a comprehensive understanding of employee needs and priorities to build a tailored plan that enhances the employee and employer experience.

Jennifer Ortmeyer, Senior VP-, HUB International

Lauren Fortin, Advisor, Employee Benefits, HUB International

Navigating L&I: The Benefits of Light Duty Return to Work and Kept on Salary

LOCATION: PENDER

Join us in a discussion on how to best control your L&I rates by offering light duty return to work and kept on salary to your injured employees. We will share proven practices that will benefit both the employer and injured worker as well as shorten claim duration. The benefits of being a member of LeadingAge WA's Retro Program will also be discussed.

Scott Dehem, VP of Claims, Group Retro

Monica Padgett, Claims Consultant, Group Retro

BREAKFAST SESSIONS

WEDNESDAY, JUNE 14, 7:00 – 8:00 AM

Maximizing the LeadingAge Washington and HRS/Premier Partnership

LOCATION: LOPEZ

**NOTE: THIS SESSION WILL BEGIN AT 7:30 AM*

Come join us for breakfast and learn about the HRS/Premier extensive portfolio of member-driven contracts from brand-name suppliers as well as tailored guidance that will boost revenues and help you deliver personalized, value-based care. Your peers will be on hand to share their own experiences of savings and solutions identified by being a member of the HRS/Premier program!

Autumn Morrow, Regional Manager, HRS/Premier

Emily Hughes, Area VP, HRS/Premier

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KEYNOTE SPEAKER



DENISE BOUDREAU, PRESIDENT, DRIVE
WEDNESDAY, JUNE 14, 8:15 AM
BLAKELY/CYPRESS BALLROOM

Leading and Living Through Your Values

Who you are, what you hold dear, what upsets you, and what underlies your decisions as a leader are all connected to your personal values. The missed opportunity is most people never take the time to learn what those precious and powerful intrinsic things are! In this session you will have the opportunity to do an introspective reflection on your very own personal values and recognize how they influence your personal and professional endeavors including overcoming the current staffing crisis. You'll learn practical strategies you can implement immediately to apply these values in your daily routines, allowing you to use them as a driving force and a personal true north star.

Objectives:

- Determine your top 10 personal values
- Understand why living a values-driven life is crucial for both personal and professional endeavors
- Identify ways to live your values on a daily basis

Keynote Bio

A former nursing home and assisted living administrator, Denise is a serial volunteer. She currently serves as chair of the Member Relations Committee for the National Long Term Care Administrator Boards (NAB), sits on the NJ Nursing Home Administrator's Licensing Board and serves as an industry scholar for Cornell University's Institute for Healthy Futures. She previously co-founded a not-for-profit, the New Jersey Alliance for Culture Change, is a former member of NAB's Nursing Home and RCAL Exam Writing Committees, and is a former board member of the Pioneer Network. Denise received her Bachelor of Science in Gerontology from the University of Scranton and her Master in Health Administration from Cornell University where she is currently employed as a lecturer. She is proud to share that she started off her career as a dietary aide and nursing assistant.

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EDUCATION SESSIONS -- SESSION 3

WEDNESDAY, JUNE 14, 9:30 – 10:30 AM

3A: Everybody Sells! How to Create a Culture That Supports Selling at Every Level

LOCATION: STARS

The best hospitality brands in the world understand something that many senior living communities miss: Everyone in the organization—regardless of their role—is ultimately in sales.

This fun and interactive session will reveal how your community's brand promise doesn't end at the website or your marketing materials. Rather, it's a lived experience generated by team members with actions both big and small.

This session's panel works nationally to help communities succeed and includes experts in sales, culinary, branding and consulting. Attendees will take back to their community tangible ideas they can implement right away to bring their brands to life.

Cynthia Thurlow, Principal, 3rdPlus/3rdThird

Don Warfield, VP Account Services/Sales Coach, 3rdPlus/3rdThird

Scott Daniels, VP Culinary Operations, 3rd Plus/Culinary Coach

3B: Do You Know Your Care Margin and the Three Reasons it Matters?

LOCATION: SALTSPRING

This session will help answer the question, do you know your care margin and then identify the three reasons it matters.

The largest cost of providing care in Assisted Living and Memory Support communities is your direct care. As the cost of labor continues to grow out of control, we can't afford to not know the answer to this question.

The three reasons it matters.

- 1.) Accurate care plans.
- 2.) Charging the appropriate amount for the care being provided.
- 3.) Providing the right number of staff for the agreed upon care.

Kevin McNamara, Regional VP of Operations, Aidan Health Services

Jonathan Free, Regional Nurse Consultant, Aidan Health Services



EDUCATION SESSIONS -- SESSION 3

WEDNESDAY, JUNE 14, 9:30 – 10:30 AM

3C: The Impact of Leading & Living Through Your Values

LOCATION: PENDER

A continuation of the keynote, this breakout session will take participants on a deeper dive into understanding how their own personal values, beliefs, and experiences influence their thoughts and behaviors as a leader. In the keynote, participants identified what their personal values are and strategies to involve them in their daily life. In this session, participants will spend more time understanding the personal and professional impact of leading and living in an authentic, values-driven way. Leading in this way creates an organizational culture that people want to come work for and don't want to leave!

Denise Boudreau, President, DRIVE

3D: Avoiding and Responding To Debt-Related Financial Stress

LOCATION: THEATER

The current financial and operating environment presents a perfect storm of challenges including staff shortages, supply chain issues and inflation. Providers with outstanding debt must closely monitor debt service requirements and financial covenants. In this session, learn about (1) key debt-related covenants that often come under pressure during times of financial stress, (2) actionable strategies for crafting flexible debt terms and responding to payment and covenant challenges, (3) approaches for communicating with lenders and bondholders about debt compliance issues including in connection with proactively obtaining waivers prior to a default, and (4) what may occur if a default is unavoidable.

Gregory Blonde, Partner, Orrick, Herrington & Sutcliffe LLP

Patricia Eichar, Partner, Orrick, Herrington & Sutcliffe LLP

Sarkis Garabedian, Managing Director, Ziegler

Daren Bell, Director, Ziegler

3E: Fixed Assets 101: You Can Predict the Future

LOCATION: SATURNA

A systematic approach to capital replacement planning can yield quality data that will support educated decisions regarding repair, renovation, repositioning, and replacement, which will in turn improve market defensibility, and will support an LPC's credit rating. Learn how to execute an informed and thorough capital replacement plan.

Doug McMillan, President, zumBrunnen, Inc.

EDUCATION SESSIONS -- SESSION 3

WEDNESDAY, JUNE 14, 9:30 – 10:30 AM

3F: Enhancing Engagement and Building Community Across the Aging Lifespan

LOCATION: LOPEZ

Senior living is now primed for accelerated change. The newfound understanding around the importance of social health is paving a unique opportunity for senior living communities to provide something that aging-in-place cannot: a thriving sense of community. In this presentation, we'll cover how various technologies – ones that are available today – can be used to successfully build communities across the aging lifespan. While Kyle Rand overviews the resource opportunities in the industry, Eric Portnoff will discuss the success he sees at MBK Senior Living and the best path forward in a modern world for the industry as a whole.

Kyle Rand, CoFounder-CEO, Rendeever

Eric Portnoff, Regional Director of Wellness Programming, MBK Senior Living

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SENIOR COMMUNITIES

Aegis Living Lake Union | Photo: Magda Biernat



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DEEP DIVE SESSIONS

WEDNESDAY, JUNE 14, 10:45 AM – 12:45 PM

Brought to you by: **Optum**

An End-of-Life Trained Doula in Every Senior Care Community: Bring Death Back Home

LOCATION: PENDER

Bringing Death and Dying Back Home. Join us for this invigorating presentation that explores the concept that Death is not painful but a normal natural end to our mortal lives. You can help your residents live their best life until they take their last breath. Learn how our Doula Collective can train your staff to be the conduit for a beautiful end-of-life experience for your residents surrounded and supported by those they love.

Bonnie Blachly, President, Gentle Passage Doula Collective

Kathleen Putnam, Treasurer, Gentle Passage Doula Collective

Kathy Bates, Founder, Compassionate End of Life Doula

Colleen Hewes, EOL Doula

Maureen Kures, EOL Doula

From Master Plan to Reality – Assembling the Right Team to Execute Your Organization's Vision

LOCATION: SALTSPRING

Panelists in Ownership, Architecture, Construction, and Finance explore 13 years of work at Emerald Heights, highlighting perspectives needed to realize a master plan. From design, logistics, and cost, to financing and managing an active community throughout the process, we will dive deep into what worked, providing insights to help your community reach their own goals.

Get an insider's look at the master planning process and strategies to keep your board members and residents engaged, navigate timelines and leadership changes, plan for infrastructure improvements, and project financing. Dive deep into how your community can bring its vision to fruition.

Dean Kelly, Principal Architect, Rice Fergus Miller, Architects, Interiors, & Master Planning

Bryan Haakenson, Principal, GLY Construction

Sarkis Garabedian, Managing Director, Ziegler

Daren Bell, Director, Ziegler

Lisa Hardy, President/CEO, Emerald Communities

DEEP DIVE SESSIONS

WEDNESDAY, JUNE 14, 10:45 AM – 12:45 PM

Brought to you by: **Optum**

Racism, Ego and Humility – My Best Friend is Black

LOCATION: LOPEZ

Senior living has a diversity problem. Across the country top leadership represents significantly less than 5% of all leaders. Yet the frontline workers they lead are predominately non-white. It is not this way because leaders and organizations are racist, but rather it just happened because of the way society is. That does not mean we shouldn't be working on making it better.

Steve Moran will talk about successes and failures in his own life and offer some thoughts on how we can right this inadvertent wrong. This is a no guilt, no pressure presentation. He will also talk about what he has experienced in his own organization by being proactive and what the research says about organizations that are taking proactive steps.

Steve Moran, Publisher, Senior Living Foresight

Cultivating a Culture of Excellence: Building Leaders and Empowering Employees

LOCATION: STARS

Whether your work culture is excellent or not, this session will appeal, inform and entertain leaders in all lines of business within senior living. The presenters give you three distinct perspectives on culture, building great leaders and inspiring a great employee experience. Transforming Age will show you how to connect the dots between mission, values, strategic goals and team that's part of the employee life cycle, including hiring, performance management and day-to-day operations. This session will leave you inspired!

Karen Brandt, VP of People, Transforming Age

Gary Jacobs, Executive Director, Parkshore

Anthony Milionta, Human Resources Director, Parkshore



LUNCHEON, CEREMONY & DESSERT DASH

WEDNESDAY, JUNE 14TH, 12:45 – 2:30 PM

Join us in the Blakely/Cypress Ballroom as we celebrate the recipients of our:

- 2023 Excellence Awards
- Silver Stars with 25, 25, 40+ Years of Service
- Group Retro Awards
- Leaders Emeritus Recognition
- LeadingAge Washington's 2022-2023 Board
- Leadership/Committee Chairs and Conveners

Luncheon hosted by:



Dessert Dash hosted by:



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Excellence Awards sponsored by:



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EDUCATION SESSIONS -- SESSION 4

WEDNESDAY, JUNE 14, 2:45 – 3:45 PM

4A: Creative Ways to Recruit and Retain Qualified Employees in a Hiring Crisis

LOCATION: PENDER

This is a holistic workforce session that covers GenerationZ's sentiment about senior living presented by Darcie Baggott, the Program Director of the Granger Cobb Institute for Senior Living. Panelist Cynthia Thurlow will share insights from national focus group research of dining professionals and Derek Dujardin will present unusual creative tactics that some of the most successful communities in the country are using to attract (and win) top talent.

This fun look at workforce is a breath of fresh air (and hope) for the tired senior community professionals looking for new ideas. Join us!

Cynthia Thurlow, Principal, 3rdPlus/3rdThird

Derek Dujardin, Creative Director, 3rdThird

Darcie Bagott, Program Specialist, WSU Granger Cobb Institute

Paige Morin, Assistant Account Executive, 3rdPlus

4B: The Data Driven Aging Services Organization: Best practices and Applications

LOCATION: SALTSPRING

Aging services organizations have deep and meaningful data across all disciplines – waiting to be put to work in pursuit of meaningful insights. To win in the future, winning organizations must leverage the value of this first party data to inform go to market strategies, workforce development opportunities, create operational efficiencies and connect with a more data-driven resident. Through a blend of best practices, practical applications and actionable suggestions this session will enable attendees to begin this process.

Derek Dunham, VP Client Services, Varsity

John Bassounas, Partner, Varsity + WildFig

EDUCATION SESSIONS -- SESSION 4

WEDNESDAY, JUNE 14, 2:45 – 3:45 PM

4C: Maximize your ROI through Spatial Efficiencies

LOCATION: SATURNA

Overwhelmed? Keeping up with patient care is hard enough without all the other projects that need attention. Often, we feel important things fall through the cracks or are put off making decisions rushed. Many have taken time management courses as if there is a way to bank more time. However, you do not need more time or better time management. The secret to managing projects lies within how projects are defined, discussed, and organized in a way that leads to accountability, transparency, integrity and commitment. This session will focus on how you define projects to produce predictable outcomes.

Mike Garrett, Associate Principal, Gabbert Architects Planners

4D: The Partner You Didn't Know You Needed on the Yellow Brick Road to Readiness

LOCATION: LOPEZ

As we rebuild and enhance our preparedness for the next emergency or disaster, partnerships are key to your organizational success! This session will discuss the value of preparing in partnership with the Northwest Healthcare Response Network to help you achieve key emergency planning requirements and to build your plans and capabilities so that you can best support your residents in any kind of emergency!

Onora Lien, Executive Director, Northwest Healthcare Response Network

Susan Koppelman, Director of Preparedness and Response, Northwest Healthcare Response Network



EDUCATION SESSIONS -- SESSION 4

WEDNESDAY, JUNE 14, 2:45 – 3:45 PM

4E: Expanding Beyond the Restraints of an Ordinary Retirement Community

LOCATION: THEATER

This session is about developing a resilient community that reflects the needs of the modern resident while meeting the performance needs of an organization. The interdisciplinary presentation will explore the recent eliseo community expansion and how it has evolved over time, adapting to ever-changing market and resident expectations while remaining true to its character. Topics include diversification of revenue streams and balancing residential models, staffing and operations, and what the next generation of resident expects in terms of unit offerings, selections processes and depositor engagement, community amenities and more.

Jennifer Fleming, Principal, Interior Designer NCIDQ, Rice Fergus Miller, Architects, Interiors, & Master Planning

R. Kevin McFeely, President/CEO, Eliseo

Marc Steleski, Senior Project Manager, Walsh Construction

David Knight, Senior Housing Executive and Consultant, GSI Research and Consulting

4F: Breathe Easier: Lower Resident Care Costs and Increase Staff Retention with Improved Indoor Air Quality

LOCATION: STARS

You spend 90% of your time indoors but do you know what's in the air you're breathing? Fine particle pollution has been linked to severe cardiac and respiratory outcomes especially in older adult populations. Serious viral and bacterial infections such as SARS-CoV-2, Influenza, and RSV are spread through airborne vectors. None of these dangers are visible to the naked eye, so how do you monitor and act to keep residents and staff safe? This seminar will teach you how to lower resident care costs and increase staff retention by understanding the current state of air monitoring and disinfection technology.

Joe He, Director of Platform, Violet

Jessie Perez, Co-Founder and COO, Violet

WEDNESDAY EVENING ACTIVITIES

Annual Member Business Meeting -- All members are welcome!

4:00 - 5:30 PM

LOCATION: ORCAS BALLROOM

A Conversation with Bea

Bea Rector, Assistant Secretary, ALTA

Joining us for our annual business meeting this year, will be Bea Rector, Assistant Secretary ALTA. Bea will share with us her agency's vision for the future of serving seniors and how she and her team are moving forward to help solve the challenges of today while preparing for tomorrow. Come with your questions and insights and share with Bea how your organizations are adapting to the challenges you face in pursuit of your mission of supporting seniors.

Refreshments hosted by: **The Compliance Store**
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LeadingAge Washington's Board Chair Reception Grant Linacre, Executive Director, Emerald Heights, 2023-24 Board Chair

5:45 PM

LOCATION: BALLROOM FOYER

Hosted by:



Beach BBQ

LOCATION: SEAVIEW TERRACE

Hosted by:



SPECIAL EVENT

Movie Night
Wednesday,
June 14th,
7:30 – 9:30PM
THEATER

Ticket
required



A film by Sky Bergman



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— OSCAR FLORES, KEYT-TV



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THURSDAY, JUNE 15TH

BREAKFAST

LOCATION: BALLROOM FOYER

Hosted by:

MCKESSON



DEEP DIVE SESSIONS, 8:15 – 10:15 AM

Brought to you by:



Staffing Issues: Innovative Solutions in Long Term Care

LOCATION: PENDER

Long-term care providers are facing critical staffing challenges that are threatening patient outcomes and provider satisfaction. This presentation will identify recruitment and retention strategies that can help address these challenges. During the presentation, a range of topics will be explored, including job market trends, and onboarding processes. Solutions will be discussed and designed to provide LTC employers with hiring and retention tools.

Aysha Kuhlör, Chief Clinical Advisor, Institute of Post Acute Care (InsPAC)

Kristina Walker, Owner, Walker Consulting and Resources LLC

Five Languages of Appreciation

LOCATION: LOPEZ

During this deep dive we will discuss and review Gary Chapman and Paul White's book about the "5 Languages of Appreciation in the Workplace". We will touch on the Importance of Appreciation, the different 5 Languages and how you can implement this strategy in your workplace.

Dave Foltz, Retired Administrator, Rhythm Senior Living Consulting

THURSDAY, JUNE 15TH

DEEP DIVE SESSIONS, 8:15 – 10:15 AM

Hot Legal Topics & Updates for Senior Living and Long Term Care

LOCATION: STARS

Join Lane Powell to learn about the latest legal issues affecting Washington senior housing and long term care providers. The topics will include Fair Housing Act issues including recent HUD opinions, responding to residents who have excessive overnight guests in the CCRC and assisted living setting, recent activities by the Attorney General's office including Civil Investigative Demands and Medicaid Fraud Control Unit investigations, resident discharges from assisted and independent living and the issue of "appeal rights", national tester litigation against senior housing providers related to discrimination of prospective residents, and survey enforcement of arbitration agreements in nursing homes. Come with your questions as we discuss these broad sweeping and very current legal topics.

Carin Marney, Shareholder, Lane Powell

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EDUCATION SESSIONS -- SESSION 5

THURSDAY, JUNE 15, 10:30 – 11:30 AM

5A: Compassion Fatigue – The Gateway to Staff Burnout

LOCATION: SALTSPRING

Compassion fatigue is not a topic that is often discussed. Leadership has quotas that must be met, and staff members are pushed to new limits. We will dig into what compassion fatigue is and why it is so important. Staffing issues have hit an all-time desperate and dangerous level and because of this it is more than timely for community leadership to lean into the issue at hand and provide alternatives to staff burnout before it occurs. We will offer solutions that will put guardrails in place to help preserve staff and meet the needs of the community.

Melonie Tindall, Owner/Founder, America's Dementia Coach

5B: SNF Medicaid Rates, How They Work and What's Coming

LOCATION: PENDER

In this session, Peter Graham, Chief, Office of Rates Management; Bill Ulrich, President/CEO, Consolidated Billing Services; and David Carter, Director, Health Care Finance and Policy, will join us to discuss how the SNF Medicaid rates are calculated as well as upcoming SNF Medicaid rate changes effective July 1st. As part of the Medicaid rates, we will look at the quality enhancement add-on and ways to improve and track progress on your quality measures. We will also look ahead at the future of casemix (no more RUGs) and how it could affect your rate.

Peter Graham, Chief, Office of Rates Management, AL TSA/DSHS

Bill Ulrich, Consultant, Consolidated Billing

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



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EDUCATION SESSIONS -- SESSION 5

THURSDAY, JUNE 15, 10:30 – 11:30 AM

5C: Practical Tips for Psychotropic Gradual Dose Reduction

LOCATION: LOPEZ

Gradual dose reduction is a stepwise tapering of a dose and is a useful clinical tool to help assess if the medication is still necessary. In skilled nursing facilities, gradual dosage reduction (GDRs) of psychotropic medications is required. For many clinicians, residents, and staff, dose reduction can be a daunting and stressful task.

Learn from a senior care pharmacist practical tips and clinical considerations for successful dose reduction of antidepressants, antipsychotics, anxiety medications, and sedatives. This presentation will include patient vignettes on various scenarios of GDR to better understand resident and drug-specific factors to consider with discussing GDR.

At the completion of the presentation, the audience will be able to recognize the importance of GDR and apply new strategies for psychotropic reduction in their own facilities using a person-centered and personalized approach to care. Implementation of these strategies can help reduce inappropriate psychotropic usage, enhance resident quality of life, and improve survey compliance.

Keilana Fisher, Pharmacist Consultant, Consonus Healthcare

5D: Cybersecurity 101: Legal Obligations for Healthcare Organizations and Senior Living Facilities

LOCATION: STARS

Data has become the lifeblood of many organizations, particularly those that manage and maintain confidential and health related information such as senior living facilities. Cyber incidents has become the number 1 risk globally to business models, and it is essential that all organizations understand their legal duties associated with cyber security and have processes in place to respond in the event of a cyber incident. Come join us to learn about current and emerging threats to data security; the laws, regulations, and industry standards that apply to senior living, and recommended protections to implement now.

Brandon Pond, Shareholder, Polsinelli

Romaine Marshall, Shareholder, Polsinelli

Make sure to grab your boxed lunch to go!

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