

Florida Assisted Living Association
Tentative 2008 Annual Conference Schedule
The Renaissance Resort at World Golf Village

Tuesday, August 12

7:30am

Golf Tournament Breakfast

8:30am – 1:00pm

Golf Tournament

1:30pm – 2:30pm

Golf Awards Luncheon

5:30pm – 6:30pm

2007-2008 Board of Directors Meeting

Wednesday, August 13

7:00am – 5:00pm

Registration Open

7:30am – 8:30am

Continental Breakfast

Opening Session

8:30am – 10:45am

Keynote Speaker

Title: Catch the Wave or Drown, What Long-Term Care Facilities Need to Succeed Today
Senior citizens are living longer, healthier lives and demanding active environments instead of custodial care. Dramatic demographic changes are taking place. As Baby Boomers become Seniors, they demand a whole new approach to all types of facilities for senior living. The panel will feature a study by LarsonAllen, CPAs, Consultants & Advisors, spelling out what these changes mean to providers of long-term care.

Sandy Elsass, President/CEO Underwriting Manager,

Ponce de Leon LTC RRG, Inc.

Co-presenter

Nancy Rehkamp, Principal

LarsonAllen, CPAs, Consultants & Advisors

11:00am -5:00pm

Vendor Registration & Setup

11:00am – 1:00pm

Seminar # 1

Title: Becoming an Alzheimer's Whisperer Through Communication (Intermediate)
Becoming an Alzheimer's Whisperer entails the ability not only to understand but also to enter the world of the person with Alzheimer's disease, and once in this world to be able to interact in a way that validates the individual and her/his experiences. The Theory of Retrogenesis provides a framework that allows us to enter the world on the person with Alzheimer's disease. But more than this is needed if we are to become Alzheimer's Whisperers. We need to think differently and we need to communicate differently. This

presentation provides an overview of the basics of Becoming An Alzheimer's Whisperer; a review of the Theory of Retrogenesis along with the stages of Alzheimer's disease with the corresponding cognitive level for each stage. However the focus of the presentation is on developing the communication skills of an Alzheimer's Whisperer.

Presenter: Verna Benner Carson, Ph.D., APRN/PMH
C & V Senior Care Specialists

11:00am – 12:00pm

Seminar # 2

Title: Hot Topics in Health Care

Developing legal and liability issues that may have a material impact on the operational and financial standing of assisted living facilities and continuing care retirement communities will be reviewed, including: Recent Trials, Verdicts, and Analysis of Issues: The Impact of Arbitration Agreements on Verdicts and Settlements: Memory Care Units and Analysis of Special Issues; Resident Background Checks: QA Protections of Efforts to Improve Care: Spoliation of Evidence-The Target of Plaintiff's Bar; New Technology and Resources to Improve Care and Documentation. Participants will learn about developing issues, be given recommendations for consideration in handling same, and participate in an interactive discussion including encouragement to share their experiences in dealing with these issues as a critical part of the dynamic of the presentation.

Presenter: Kristen K. Ullman, Esq.
Lewis, Brisbois, Bisgaard & Smith, LLP

12:00pm – 1:00pm

Seminar # 3

Title: How to Market Your Community More for Less

Successful and cost effected ways of marketing your community is paramount; learn how to position your community as a focal point of activity as it becomes an essential go to destination for potential customers.

Presenter: Steven Schrunk, CEO
Excellence in Leadership Institute

1:00pm – 2:00pm

Lunch on your own

2:15pm – 4:15pm

Seminar # 4

Title: Where are my Medications?

This presentation meets the states requirement for preventing medical errors. It was developed to provide ALF managers with information they need to know when ordering medications for their residents. Give the facility a list of what needs to be sent to the pharmacy for timely delivery of medications. How Medicare Part D has changed how the pharmacy is able to respond to your requests for medications. What an MOR can tell you about the medication. What systems have been developed by pharmacies to assist facilities with medications. What causes errors with medications, what errors need to be reported, and how to prevent errors from occurring.

Presenter: Jim Vett Pharm.D
Vanguard Advanced Pharmacy Systems

2:15pm – 4:15pm

Seminar # 5

Title: FLSA Minefields Await the Unwary Long-Term Care Employer

Long-term care employers are squarely in the cross-hairs of the Wage & Hour Division of the DOL. The Wage and Hour Division of the U.S. Department of Labor, which administers and enforces the Fair Labor Standards Act, hasn't exactly waged war on the long-term care industry, but it has come close. In the late 1990s and early 2000s, Wage/Hour singled out "nursing homes" and "group homes" for an unprecedented audit of compliance with the FLSA's minimum wage, maximum hours (overtime) and Child Labor Laws. Long-term care was targeted in large because of the perceived presence of a large number of "low wage workers" and a suspicion that there may have existed substantial non-compliance with the Act.

Presenter: John E. Lyncheski, Esq. FACHCA

Cohen & Grigsby, P.C.

3:30pm – 4:30pm

Seminar # 6

Title: Thanks for Taking Care of My Mom, Now I am Going to Sue You!

This seminar will address a common experience of those who work in long-term care.

After months, or even years, of providing care to a resident, their family sues, without warning. Despite entrusting their loved ones to you, the family now claims the care was awful and you are to blame for their relative's demise. Donna and Aaron will explain how and why family members end up at a Plaintiff's lawyer's office looking to sue a facility.

With this information, they will provide practical tips that you can implement in your facility to prevent lawsuits, and to help with your defense when you are sued.

Presenter: Donna J. Fudge, Esq.

Buckley & Fudge, P.A.

Co-presenter: Aaron S. Bloom, Esq.

Buckley & Fudge, P.A.

4:30pm – 5:00pm

Seminar # 7

Title: Good Death, Bad Death; Who Decides?

What is a Good Death? Can it occur in an ALF? What are the risks of allowing a person to die in an ALF? Do living wills, advance care plans, DNR really count? What other barriers are there to a good death in an ALF?

Presenter: Dr. Gary D. Miller

Vitas Innovative Hospice Care

Part II

5:00pm – 5:30pm

Communicating Bad News, A Guide for Health Care Professionals

The seminar will educate health care providers/professionals on how to communicate bad news compassionately and effectively. It will also help to educate the health care professional on how to successfully deliver bad news in order to decrease anxiety and depression and eliminate negative psychological consequences.

Presenter: Kathleen R. Evans

Vitas Innovative Hospice

Co-Presenter: Jayne Haftmann

Vitas Innovative Hospice

5:45pm – 8:30pm

Tradeshaw Opens with Welcome Reception

Thursday, August 14

7:00am – 5:00pm

Registration Open

7:30am – 8:00am

Continental Breakfast

General Session

8:00am – 9:00am

Title: 7 Policies That Create WOW!

Research has validated the correlation between service excellence and employee satisfaction. There is no doubt that the parallel between the two is no coincidence. It is no wonder that world-class organizations like the Mayo Clinic, Southwest Airlines and Disney receive high satisfaction scores from both employees and customers. This session was developed to clarify the essential policies that need to be initiated, standardized and enforced to create an environment of engagement and service excellence. These policies will help you-brand your healthcare services so that you can join the ranks of the world-class. Don't miss this high energy, high content session that will take your organization to the next level.

Guest Speaker: Chip Madera, MS, CPS

Chip Madera Productions, Inc.

9:15am – 10:15am

Seminar # 8

Title: What Every Healthcare Leader Needs to Know About People

Creating a climate of trust, loyalty and engagement is one of the most critical challenges leaders face in the workforce today. Research shows that nearly 80% of employees who quit their jobs do so because of a poor relationship connection with their supervisor and/or their co-workers. During this power-packed keynote, peppered with laughter and insight, Chip Madera-The Leadership Lion, The Speaker with a heart of BOLD will share with you seven (7) simple truths about people and what they need to feel connected and engaged with you. You'll leave with practical strategies that will make you more persuasive, bolster your confidence, give you increased credibility and help you build stronger relationships both personally and professionally.

Presenter: Chip Madera, MS, CSP

Chip Madera Productions, Inc.

9:15am – 10:15am

Seminar # 9

Title: Communication for Success

Communication has come a long way, but it is still a two-way process. Have you ever wondered why team members do not follow directions? Do your team members listen? Do they answer questions with questions? Improve team satisfaction through understanding and adaptation of communication style.

Presenter: Donna B. Crivaro, RN

Guardian Pharmacy

9:15am – 10:15am

Seminar # 10

Title: Listen to Me, I am Still Somebody

The goal of this presentation is to help caregivers, professionals and the community at large to understand the behaviors of the Alzheimer's Disease sufferer. We will discuss

how the disease affects behaviors, abilities and memory process. We will discuss behavior management and communication approaches and WHY they are effective. This seminar will show that while the disease process takes away many abilities, those battling this disease continue to have the basic needs of all human beings; those of love, acceptance, dignity and a feeling of self worth.

Presenter: Sandra M. Kehoe, RN
Alzheimer's Disease Care Consultant

10:30am – 12:00pm
Membership Meeting

12:00pm – 2:45pm
Tradeshow Lunch

3:00pm – 4:00pm
Seminar # 11

Title: How Can a Geriatric Care Manager Help Your Assisted Living Community Gain a better understanding of the role of a Geriatric Care Manager (GCM) and the various services they can provide. Learn what the benefits are for their assisted living community, residents and families in choosing to align themselves with a GCM. Learn why the services of a GCM who is also an experienced Long-Term Care Social Worker can benefit their entire community by assessing needs before they become catastrophic and providing recommendations and intervention when needed.

Presenter: Colleen Daniels, MS, CMC
Towers Geriatric Care Management

3:00pm – 5:00pm
Seminar # 12

Title: Creative Dining Experience=Increased Revenue \$\$\$
Keep regulations current. Know the top citations. Understand the principles of keeping your food safe for your client and decrease the risk of the employees transferring food borne illness. Menu review, developing a sensible variety of food to satisfy the most finicky clients while meeting budget needs. Explore specialty services to ignite your dining experience and have them coming back for more. Everyone in your facility becomes your best marketing tool from clients, employees and guests.

Presenter: George N. Ateek, RD, CSC, L.D.
Nutrition Consultant of Tampa Bay

3:00pm – 5:00pm
Seminar # 13

Title: Building Leaders in Your Community

This interactive workshop is designed to provide participants with an outline for understanding how leaders are perceived in the workplace and how to build leaders with the people on your team. We will discuss the characteristics of leaders, how to effectively manage your time as a leader and how to make a difference in employee attitudes with your leadership style.

Presenter: Marylynn Hibdon, PHR
Senior Care, Inc.

4:00pm – 5:00pm
2008-2009 Board of Directors Meeting

6:00pm – 9:00pm
“FALAship Party”

August 15

8:30am – 9:30am

Seminar # 14

Understanding How 1823s, Assessments and Service Plans are used as Evidence in Lawsuits

This seminar will take an in-depth examination of the 1823, admission assessment and personal service plan and look at how those documents are used as evidence in lawsuits asserting violation of resident rights and/or negligence. Simple errors or mistakes in the completion of these forms can lead to a disaster in litigation.

Title: Presenter: Sheila K. Nicholson, Esq., MBA, PT
Quintairos, Prieto, Wood & Boyer, P.A..

8:30am – 9:20am

Seminar # 15

Title: Don't Panic! An Introduction to Crisis Communication

Learn how to respond to a crisis, and how to prepare before a crisis hits. Discover techniques and strategies for responding to the media, keeping your internal staff members informed and doing damage control to ensure you maintain a positive image in your community.

Presenter: Karen Moore, APR, CPRC
Moore Consulting Group

9:30am – 10:30am

Seminar # 16

Title: In Your Own Backyard

Growing grassroots support for your assisted care communities is increasingly important as we work to address key industry issues. Through grassroots advocacy, you can generate community support, raise awareness about our industry, and help legislators become more engaged. Learn the ins and outs of a successful grassroots campaign.

Presenter: Steven Schrunk, CEO
Excellence in Leadership Institute

9:30am – 10:30am

Seminar # 17

Title: Conscious Aging, Cultural Diversity and End of Life Care

This seminar will raise participants' awareness and level of knowledge of how diverse cultural backgrounds impact legal decision-making. Empower them to be better advocates for their residents by enhancing their communication and listening skills. Enable you to provide better care and have better communication with a resident whose cultural background is different than their own.

Presenter: Stephanie L. Schneider, Esq.
Stephanie L. Schneider, P.A.

9:45am – 10:45am

Seminar # 18

Title: ALFA's Core Principles; Building Resident Centered Assisted Living Practices for the 21st Century

The role of ALFA is to advocate on behalf of senior living providers and the residents they serve. ALFA supports meaningful and appropriate oversight of assisted living at the state level. ALFA works with its state affiliates and chapters along with legislators, regulators, and advocacy groups to ensure that assisted living laws and regulations in each state serve the best interest of the providers, residents and family members. ALFA's Core Principles represent the principles upon which we stand and are used to guide ALFA's efforts in shaping public policy.

Presenter: Maribeth Bersani

Assisted Living Federation of America

11:30am – 1:00pm

Farewell Lunch and Panel Discussions

1:00pm – 5:00pm

Extended Congregate Care (ECC) Training

Trainer: Donna Crivaro, RN

(Not included in conference registration fee)

1:00pm – 3:00pm

AFCH Law & Rule Update Training

Trainer: Tom Campbell, Director of Education, FALA

(Not included in conference registration fee)

Nineteen education sessions are approved for nursing and nursing home administrator continuing education credits.

Seminars schedules & topics are subject to change.