Be the VOICE

- of -
advocacy

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impact

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leadership

- of -
change

- of -
the future

- of -
the aging generation

Nov. 19 – 21, 2014

Directors of Nursing Services/
Directors of Social Work

ANNUAL CONFERENCE & EXPOSITION

The Saratoga Hilton & Saratoga Springs City Center, Saratoga Springs, NY
BE THE VOICE

...OF ...LEADERSHIP
...FELLOWSHIP
...CHANGE
...IMPACT
...THE AGING GENERATION

Our 2014 annual conference is all about YOU – the voice of aging in New York State! You are leading the way through innovative care and services delivered to meet the changing needs of older adults. You are putting people before profits. You are committed to improving the aging experience. It’s up to you to be the voice representing the heart and soul of this new generation of older Americans who are changing the face of aging.

Join us and your peers for this inspiring gathering of leaders to look at aging from a new perspective. It’s up to us to be the voice for change that makes lives better today and in the future.

Schedule of Events

Wednesday, Nov. 19

Noon – 1 p.m.    Pre-Conference Registration

1 – 5:15 p.m.    Pre-Conference Intensive: Challenging Behavior! Whose Problem Is It and What Do We Do About It?
The number of individuals in our facilities, who exhibit behavioral symptoms, is at an all-time high. Resident upon resident aggression, increased populations who have dementia or related disorders, staff who don't always seem to "get it," dysfunctional families with unreasonable expectations; it seems our workload has become almost unmanageable! And yet, as an interdisciplinary team, we are expected to put into place an appropriate, person-centered care plan that can be implemented by the entire staff, AND be effective! This pre-conference intensive will take a "fresh" look at how we are assessing and approaching challenging behaviors. Cat will discuss the most common behaviors that we encounter with residents, families and our coworkers. Successful "common-sense" strategies, techniques and recommendations, will be provided in a relaxed, humorous manner. Come prepared to laugh and learn! Catherine R. “Cat” Selman, Healthcare Communications Inc., Vonore, TN

5:15 p.m.    Dinner on Your Own

8 p.m.    Learning Lounge: What Does Wellness Mean to You?
Looking for a chance to get together with others after dinner? Take advantage of this very informal opportunity to talk amongst yourselves and with wellness expert Jean Steel on your personal journey to improving the health of your mind, body and soul. (Limited to 20 participants)
Thursday, Nov. 20

7 – 7:45 a.m.  Zumba Anyone?
Start your conference off right with some heart-pumping action that is sure to increase your energy and enthusiasm for all the great sessions and events to come! Zumba is described as an exhilarating, easy-to-follow, Latin inspired, dance fitness program. All are welcomed to give it a try! Our own colleague and fellow conference attendee, Mary Carey will lead the class.

Need incentive?! Each time you participate in a wellness activity, including our evening wellness learning lounge, Zumba, Meditation/Reiki and our wellness breaks, you’ll receive a ticket to enter our Wellness drawing!

8 a.m. – 5 p.m.  Conference Registration

8 – 9 a.m.  Continental Breakfast

9 – 10:15 a.m.  Opening Remarks/Keynote Address: Be the Voice for Yourself
You are committed to be the voice for your residents and your employees, but what about yourself? As caregivers, we seem to put the needs of everyone else before ours. Our wellness however, is determined on our willingness to practice the principles of self-responsibility, the power of choice and the art of mindfulness. Through real-life stories, challenging exercise and humor, our keynote presenter will teach us how to engage our whole person – mind, body and soul to improve our personal wellness.
Jean Steel, president, Happy People Win, CA

10:15 – 10:30 a.m.  Beverage Break

10:30 a.m. – noon  Concurrent Sessions:

1) Immediate Jeopardy? Now What? Successful Strategies for Protecting Your Facility
In the past few years, New York surveyors have issued scores of immediate jeopardy deficiencies. The consequences of an immediate jeopardy can be enormous. In addition to monetary penalties, denials of payment and other consequences, the effect of an immediate jeopardy on a facility’s Five-Star rating can shatter a facility’s reputation. This session will use case studies to describe common scenarios that lead to immediate jeopardy citations; identify triggers that may prompt surveyors to consider whether a situation meets the immediate jeopardy “has caused or is likely to cause serious harm, injury, impairment or death” standard; and describe how to navigate the Informal Dispute Resolution (IDR), independent IDR, and CMS administrative appeal processes effectively.
Jane Bello Burke, Esq., partner, Hodgson Russ LLP, Albany

2) She’s NOT a Resident...She’s My Mother!
Approximately six years ago, Cat’s mother was diagnosed with Alzheimer’s disease. She lived in a nursing home for over one year, before her death in 2013. Having conducted dementia training for thousands of professionals throughout the United States for over 30 years, and considered a top “expert” in the field, one would think that Cat was the most prepared individual to deal with this situation. However, that was not the case. It was one eye-popping, eye-opening event after another. Come and learn as Cat shares some very personal experiences of lessons learned, skills reaffirmed,
and techniques validated. Perspectives from both the “family” member and the “professional” will have you laughing (and crying) as we discuss techniques that will improve the care we provide our elders who have dementia, while making their “world” more comforting with less anxiety. This is one special session that should not be missed!

*Catherine R. “Cat” Selman, Healthcare Communicators Inc., Vonore, TN*

3) Improving Team Effectiveness Through Inclusion

Building and leading high performing teams is one of the most complex challenges we face as leaders. This interactive session uses the high performance framework and diversity and inclusion as a strategic lever to improve team effectiveness and performance. Through interaction and group exercises, leaders will have an opportunity to discuss how to lead, inspire and manage their teams, and share best practices. (Limited to 50 attendees)

*Sunny Krom, director of workplace diversity and inclusion, Sodexo, Cornwall on Hudson*

4) Learning Lounge: Leadership Is...

Through informal networking, attendees will address questions including: What is leadership? Does our understanding of it need to change for today’s world? What is the difference between leadership and management and where do you fit as DNSs and DSWs? (Limited to 20 participants)

*Ruth Tietz, director of marketing and development, Baptist Health Nursing and Rehabilitation, Scotia; Faculty of LeadingAge NY Leadership Academy*

5) Working With and Caring for LGBT Persons: How to Make Your Facility a Welcoming Place to Work and Live

Our society is changing very quickly with the recognition of LGBT persons and the rights to which they are now entitled. CMS and TJC have explicitly notified facilities of the need to respect the rights of LGBT persons. Knowing the rights, however, isn't enough to ensure your facility is as welcoming as it could be. This session will help long term care facilities better understand the issues challenging LGBT staff and residents and offer real steps to help meet their needs and expectations.

*Philip Mehl, LMSW, LNHA, administrator, Mountainside Residential Care Center, Margaretville
Christina Jones, RN, director of nursing, Mountainside Residential Care Center, Margaretville*

Noon – 1:15 p.m.  Networking Buffet Lunch/DNS Council Meetings and DSW Council Meetings

1:15 – 2:45 p.m.  Concurrent Sessions:

1) Defensive Documentation for Long Term Care Professionals

Documentation is important not only to validate the care that we are providing, but it now supports the reimbursement that we are receiving. In today’s world, where everyone seems to be “sue happy,” documentation becomes even more important when it is utilized to defend the actions taken by a health care facility. When involved in a lawsuit, the facility's documentation becomes a major source for the facility's defense – and not just nurses notes! Supporting documentation is necessary from all disciplines. Your team needs to know how to document defensively! Most seminars dealing with this topic are on such a level that only attorneys can understand the content. This session, however, will provide simple, common-sense techniques and documentation strategies for both nursing and social services.

*Catherine R. “Cat” Selman, Healthcare Communicators Inc., Vonore, TN*
2) An Integrated Approach in Reducing Hospitalizations through Value-Based Health Care
Join this session to hear how The Center for Nursing and Rehabilitation adapted a multidisciplinary approach to reducing re-hospitalization by improving the competency of the medical and nursing staff, and the communication and trust between the interdisciplinary team and with business partners. Easily replicated in your organization with minimal costs, most nursing homes can effectively reduce hospitalization rates, significantly improve resident outcomes and satisfaction, and reduce health care cost, while improving their fiscal outcome by getting better reimbursement.
Emil Baccash, MD, medical director, Center for Nursing and Rehabilitation, Brooklyn
Arlene Latimer, director of nursing/clinical services, Center for Nursing and Rehabilitation, Brooklyn
Dorette Smith, RN, neighborhood director, Center for Nursing and Rehabilitation, Brooklyn
Annett Ford, RD, RN, neighborhood director, Center for Nursing and Rehabilitation, Brooklyn

3) Planning and Implementing an Effective Transfer/Discharge – Regulatory Compliance & Clinical Support
Raul A. Tabora, Jr., Esq., co-chair LTC Group, Bond, Schoeneck & King, PLLC, Albany
James Horan, ALJ, director of adjudications, Division of Legal Affairs, DOH, Albany

4) Learning Lounge: Solutions for the Newer DNS
This learning lounge is specifically for the DNS with less than three years of experience. Since knowledge and networking is the key to success in any job, come to this learning lounge and get both! Our ProCare consultant will guide conversations helping you gain solutions to your everyday problems and concerns. Be prepared with questions and be willing to share from your experiences with your colleagues. (Limited to 20 participants)
Judy Bailey, ProCare consultant, LeadingAge New York, Latham

5) QAPI: Making it Real
Put Quality Assurance Performance Improvement (QAPI) into “action” in your nursing home. In this session, a director of social work and a director of nursing will discuss how they identified issues in their facilities using data and how they continue to utilize data to monitor changes to quality of life and quality of care issues. Learn how to make your Performance Improvement Plan (PIP) really work for you.
John MacKay, director of social work and behavioral health services, The Schulman and Schachne Institute for Nursing and Rehabilitation, Brooklyn
Kris H. Schiek, RN, BSN, MSM, C-NE, director of nursing, Homestead, Penn Yan
Michelle Synakowski, LNHA, RN, C-NE, RAC-MT, ProCare consultant/policy analyst, LeadingAge New York, Latham
Elliott Frost, LMSW, director of ProCare, senior policy analyst, ProCare consultant, LeadingAge New York, Latham

2:45 – 3:30 p.m. Wellness Refreshment Break in Expo Hall
BE THE VOICE

3:30 – 5 p.m. Concurrent Sessions:

1) War-Related Traumatic Reactions in Veterans and Their Impact on Families
This session will focus on the description, diagnosis and treatment of war-related post-traumatic reactions. Acute stress reactions, acute stress disorder, Post-Traumatic Stress Disorder (PTSD), chronic reactions and late-onset or delayed post-traumatic symptoms will be discussed. Techniques and ways to understand and deal with post-traumatic stress in veterans will be presented.
Irit V. Felsen, Ph.D., clinical psychologist/adjunct professor, Yeshiva University, Mountain Lakes, NJ

2) Learning Lounge: Handling Complaints
Even when you have the best possible staff, delivering the best possible care, in the most efficient manner, something can still go wrong. You get a complaint! No one individual, staff or facility can be absolutely perfect. The difference between success and failure is determined by the manner in which we handle complaints. Attend this learning lounge and hear from one another the best way to handle any complaint. (Limited to 20 participants)
Facilitator: Catherine R. “Cat” Selman, Healthcare Communicators Inc., Vonore, TN

3) Quality Improvement through Staff Skill Enhancements
In today’s competitive health care environment, your clinical team is required to have the high-level skills to meet the needs of an increasingly clinically demanding population. Clinical leaders of the future will need to be able to coach/develop their staff to yield the quality, outcomes and data that hospitals, managed care organizations and other health systems will be looking for in potential partners. Hear how the Academy for Leadership in Long Term Care developed a skills training program in conjunction with a local university to update long term care staff on common medical diagnoses as well and nursing and pharmacologic management.
Marilyn Dollinger, associate dean, Wegmans School of Nursing, Rochester

4) Transitional Care Partnerships: Aligning Forces for Improvement in Care Coordination Across the Continuum (This session ends at 4:30 p.m.)
After this session, attendees will be able to:
- Identify methods for health care organizations to adopt to improve communication across settings;
- Understand the driving forces of readmissions from skilled nursing homes to acute care facilities; and
- Identify shared perspectives from acute care hospital, skilled nursing and home care agency settings including measurable financial and satisfaction outcomes.
Sharon Laurent, MS, RN, director of nursing, Daughters of Sarah Nursing Home, Albany
Karen Houston, MS, RN, director, Continuum of Care, Albany Medical Center, Albany
Judy Vopelak, community liaison manager, VNA of Albany, Saratoga and Rensselaer, Albany

5) Diabetes Management
A facility’s ability to manage the population with diabetes impacts their human and financial resources, quality measures, readmission rates, and the satisfaction of the resident, family physician and staff. This session will focus on improving quality in diabetes management by examining the processes and related opportunities for improvement within the long term care environment.
Carla Barberis-Ryan, RN, ProCare consultant, LeadingAge New York, Latham
6) Medicaid Managed Care: Admissions, Care Planning and Medicaid Eligibility
This session will provide a general background on the State’s move towards mandatory managed care coverage for all Medicaid recipients. Attendees will come away with a basic understanding of the prevalent managed care models in New York, fundamental definitions of key terms and concepts in managed care, and culminate in an understanding of how this will impact key functions of the social worker in terms of admissions, care planning and Medicaid eligibility.

Darius Kirstein, senior policy analyst, LeadingAge New York, Latham

5:30 – 7:15 p.m. “You Be the Voice” Cocktail Party with Exhibitors

Friday, Nov. 21

7 a.m. – 2:45 p.m. Conference Registration

7 – 7:45 a.m. Introduction to Reiki/Meditation
Please join us to learn about and experience the positive energy and effects of Reiki and Meditation. Both modalities reduce stress, anxiety and depression. Be happier and have more energy! Continue the relaxation effects during the conference by starting off your day with a guided meditation. All are welcomed. Facilitated by our colleague, Deborah LaRusso.

8 – 9:30 a.m. Breakfast in Expo Hall
The wellness drawing will be held at 9 a.m. You must be present to win.

9:30 – 10:45 a.m. Plenary Session: 2014 DOH Update
Shelly Glock, LNHA, MBA, CPHQ, deputy director, Division of Nursing Home and ICF/IID Surveillance, New York State Department of Health, Albany

10:45 – 11:30 a.m. Exposition/Raffle

11:30 a.m. – 1 p.m. Concurrent Sessions:

1) Learning Lounge: Solutions for the Newer DSW
This learning lounge is specifically for the DSW with less than three years of experience. Since knowledge and networking is the key to success in any job, come to this learning lounge and get both! Our ProCare consultant will guide conversations helping you gain solutions to your everyday problems and concerns. Be prepared with questions and willing to share from your experiences with your colleagues. (Limited to 20 participants)
Facilitator: Elliott Frost, LMSW, director of ProCare, senior policy analyst, LeadingAge New York, Latham

2) Being Heard Through Technology – The Future is Now
We all want to hear our voice heard, whether it’s in work or personal situations. However, the voice of many nursing home residents is left out of the equation as basic decisions about their life are left to others. This session will look at a variety of off-the-shelf technologies that change the paradigm; they allow the voice to be heard in both subtle and profound ways. We will examine not just the technology, but the culture that surrounds organizations that successfully instill the resident’s “voice”
into the process. This session, designed for non-technical individuals, will change your perception of what technology is, and what it could be, in senior living.

*Jack York, CEO and co-founder, It’s Never Too Late, Centennial, CO*

**3) Medicaid Managed Care: A Nursing Home Perspective**
This session will provide a general background on the State’s move towards mandatory managed care coverage for all Medicaid recipients. Attendees will come away with a basic understanding of the prevalent managed care models in New York, fundamental definitions of key terms and concepts in managed care, and culminate in an understanding of how the transition to managed care is likely to impact the nursing home resident.

*Patrick Cucinelli, vice president of financial policy, LeadingAge New York, Latham*

**4) Palliative Care in Long Term Care**
Palliative care is specialized medical care for people with serious illnesses. Practices applicable to the long term care resident such as advance care planning and negotiating goals of care conversations will be discussed during this session.

*George J. Giokas, M.D., director for palliative care, The Community Hospice, Albany*
*Angela Katrichis, MSW, palliative care, The Community Hospice, Albany*

**5) Benchmarking for Quality Improvement: Data You Should Be Collecting Now**
Join us as we discuss practical ways for LeadingAge nursing home members to use the FREE Quality Metrics tool to analyze and monitor publicly reported data for QAPI and marketing purposes. Quality Metrics is a component of LeadingAge Insights, a collection of tools to help members better understand their own performance and their market position. The presenters will:
- Provide a quick overview of LeadingAge Insights;
- Conduct an in-depth demonstration of LeadingAge Nursing Home Quality Metrics;
- Explain the source of the data and how to get started using the tool; and
- Demonstrate through use case scenarios how to practically analyze your own publicly reported data and that of your peers.

*Kathleen Pellatt, RN, senior quality improvement analyst, EQUIP for Quality, LeadingAge New York, Latham*
*Linda Spokane, vice president, research and analytics, LeadingAge New York, Latham*

**1 – 2 p.m.  Networking Buffet Lunch**

**1:45 – 2:45 p.m.  Closing Plenary Session: Operation Appreciation: Six Steps to a Happier and More Fulfilling Life**
What can you do to attract and keep the greatest talent and the hardest working people in order to provide an outstanding quality of service while your budgets are tight, economy is down, competition is severe and regulations are exhausting? Two things you can do are:

1. Appreciate yourself, so you can give out appreciation to others; and
2. Appreciate others, so they can be productive, engaged and loyal.

This fun and upbeat program will help you re-discover the hidden talents in your heart and mind. It will free your imagination and shower you with love, fun and care that you need in these challenging times.
BE THE VOICE

It will help you appreciate who you are first and inspire you to live to the fullest and give your best to impact the people and world around you.

Chez Raginiak, president, 1Moment, LLC, Little Canada, MN

Featured Speakers

Catherine R. “Cat” Selman

Healthcare Communications Inc., Vonore, TN

Educator. Motivator. Communicator. Consultant. Author. Catherine R. “Cat” Selman, BS, uses her dynamic personality and compelling presence to spread the message of positive, realistic, and common-sense strategies for the aging services professional. She presently serves as president and co-owner of The Healthcare Communicators, Inc., a company specializing in continuing education for healthcare professionals. Ms. Selman received her degree from Trevecca Nazarene University, with continued graduate work at the University of Southern Mississippi. With over 30 years’ experience in management, education and consultation, Ms. Selman has trained providers and surveyors in all 50 states. Since 1989, she has often been requested by the Centers for Medicare and Medicaid Services (CMS) to sit on stakeholder/expert panels responsible for the revision of surveyor guidance and compliance issues. In demand, and on topic, she is considered an authority in aging services.

Jean Steel

President, Happy People Win, CA

Born the oldest of five children, Jean spent her formative years, ages seven to 17, in Africa and Asia. She graduated from the University of California at Santa Barbara with a degree in Sociology. For ten years, Jean worked as a health educator in a variety of settings where a chance conversation with one of her students led Jean to a jolting epiphany about the ways in which our minds affect our physical well-being. She returned to school and earned her Master’s Degree in Wellness.

Jean Steel founded Happy People Win to promote a unique and revolutionary approach to living life well, through workshops, webinars and speaking engagements. Her client list includes long term care facilities, dental offices, animal caregivers, hospitals, first responders, bankers, educators, mental health professionals, lawyers, financial advisors, the hospitality industry and more.

Chez Raginiak

President, 1Moment, LLC, Little Canada, MN

Chez escaped Poland as a political refugee in 1985. After spending six months in a refugee camp in Austria, he received American asylum and came to the USA with no money, no family, no education and no knowledge of the English language. In 1991, he became a proud American citizen. Today, he is the owner of two companies and an award-winning author and speaker. His latest book was endorsed by Jack Canfield, the author of the “Chicken Soup for the Soul.”
BE THE VOICE

He is a member of the National Speakers Association, has a Bachelor’s degree in management and just completed the MBA in Management and Strategies. Chez trains teams and leaders on how to use the power of appreciation to boost employees’ attitudes, engagement, teamwork, loyalty, productivity and customer service. Chez elevates employees to a higher level of performance by inspiring them to love, learn and be the most they can be. He lives his life with a great attitude and deep appreciation in spite of challenges!

Special Events

You deserve wellness! In recent years, people have come to recognize that a healthy lifestyle can promote wellness and prevent illness and diseases, allowing them to enjoy long, high quality lives. Since Saratoga Springs was built upon health, history and horses, we have incorporated wellness activities into this year’s conference to help you sustain a healthy lifestyle. We have scheduled an evening wellness learning lounge, a Zumba class, an introduction to Reiki/Meditation class, along with wellness breaks. To encourage your participation, for every wellness event you attend, you will receive a ticket that can be submitted to a wellness prize drawing. The wellness drawing will be held Fri., Nov. 21 at 9 a.m. during breakfast. You must be present to win!

The Annual Exposition

Thurs., Nov 20 and Fri., Nov. 21
A refreshment break and the “You Be the Voice” cocktail party on Thurs., Nov. 20 in addition to your enhanced continental breakfast on Fri., Nov. 21 will all be served in the exposition hall. Take this opportunity to view and learn about the newest products and services in the long term care industry. Find solutions to your challenges and ways to make your jobs easier. Play the exhibitor raffle game and win prizes! Details will be provided at the conference.

Experience learning differently at the “Learning Lounge!”
Are you looking for...
- A fresh learning style that enhances the knowledge you take away from the conference?
- Access to an expert on a pressing issue in a conversation format instead of a one-way presentation?
- An opportunity to gather with a small group of peers for an intensely focused conversation on what works and what doesn’t work in addressing mutual challenges?

If so, you are in luck! We are reprising last year’s new and successful innovative instructional design that takes the leap from traditional speaker-centric programming to making the learner our focus. In our learning lounge sessions, participants will drive the discussions with presenters as facilitators, generating a rigorous exchange of ideas and shared connection among the learners. These informal and highly interactive experiences will provide you with proven solutions, best practices, as well as provocative new viewpoints.

One learning lounge topic will be offered during each of the concurrent sessions on Thurs., Nov. 20 and Fri., Nov. 21. A special wellness learning lounge will be offered on Weds. evening at 8 p.m. Register soon, as attendance will be limited to the first 20 registrants for each learning lounge session.
**Registration Information**

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<th>LeadingAge NY Member</th>
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<td>On/Before Oct. 31</td>
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<td><strong>Pre-Conference:</strong> Weds., Nov. 19</td>
<td>$169</td>
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<td><strong>Conference:</strong> Thurs., Nov. 20 – Fri., Nov. 21</td>
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**Pre-conference rate includes:** Refreshment break and access to online session materials. Lunch is on your own.

**Conference rate includes:** Deluxe continental breakfast and full breakfast, two buffet lunches, refreshment breaks, “You Be the Voice” cocktail party with exhibitors, access to online session materials, attendance at all sessions, wellness activities and entrance into the exposition. Meal tickets are required for your spouse/guest who would like to attend group meals. Dinners on Wednesday and Thursday are on your own.

**Daily conference rate for Thursday, Nov. 20 includes:** Deluxe continental breakfast, buffet lunch and council meeting, refreshment breaks, wellness activities, entrance into the exposition, access to online session materials and attendance at all sessions for that day.

**Daily conference rate for Friday, Nov. 21 includes:** Full buffet breakfast, buffet lunch, refreshment breaks, wellness activity, entrance into the exposition, access to online session materials, attendance at all sessions for that day.

**LeadingAge New York members:** To take advantage of the early bird registration offer and save up to $100, the conference registration form must be received on or before **Oct. 31**.

**Payment in full must be received by Nov. 21** for all registrations.

**Cancellations received by Nov. 12 are refundable**, less a 25 percent administrative fee. After that, the fee will not be refunded. Cancellations must be sent in writing to Kathy Burke at kburke@leadingageny.org or fax: 518.867.8386 or 518.867.8389. Those who are registered and do not comply with the cancellation policy will be billed. Substitutions are permitted.
Continuing Education Credit

This conference is sponsored by the Foundation for Long Term Care (FLTC). The FLTC is a certified sponsor of professional continuing education with the National Association of Boards of Examiners for Long Term Care Administrators (NAB). This conference has been approved for a total of 13.25 hours of continuing education credit for nursing home administrators under its sponsor agreement with NAB/NCERS. This includes 4 hours from the pre-conference intensive. State licensure boards, however, have final authority on the acceptance of individual courses. A certificate of completion will be sent to adult care facility and assisted living administrators and any attendee upon request and verification of hours attended.

Session Materials

We are continuing our efforts to be “green” and reduce the environmental impact of our events. Therefore, all session materials are only accessible on our website and mobile app. Please note, not every session has handouts and materials are posted when we receive them from the presenters. Before the conference, you will receive a link to the materials that you may download to your laptop or mobile device. How do our “green” policies enhance your learning experience?

• You will have all session materials, not just the sessions you attend; and
• Materials will remain on our website and mobile app after the conference for your convenience.

Hotel Accommodations

The Saratoga Hilton, 534 Broadway, Saratoga Springs, NY

The Saratoga Hilton has provided reduced room rates for conference attendees:

$129 Single or double room per night

Check-in: 4 p.m. | Check-out: 11 a.m.
Since programs begin before check-in, arrangements have been made to store your luggage if your room is not ready.

Hotel reservation deadline: Oct. 15. Click here to make your reservation.

Situated in the heart of downtown Saratoga, The Saratoga Hilton is just steps away from over 50 restaurants, distinctive shops, side walk cafes and thriving nightlife. The Saratoga Hilton offers numerous amenities including complimentary wireless high-speed Internet, heated indoor swimming pool and fitness center, full-service gift shop and a business center. For general information about Saratoga events and local attractions, visit www.discoversaratoga.org.
Please print or type and use one registration form per attendee.

Name: __________________________________________ Title: ________________________________________

Organization: __________________________________________________________________________________

Address: ___________________________________ City/State/Zip: ________________________________

Phone: (______) ______________________ Email address (required): _______________________________________

☐ I require specific aids or services pursuant to the Americans with Disabilities Act. (Our staff will contact you to make further arrangements.)

How many years of experience do you have as a ☐ DNS or ☐ DSW? __________

How many years of experience do you have in long term care? __________

Please list any questions you may have for the presenter of the session, “2014 DOH Update”:

______________________________________________________________

**Session Choices (Please select one session per time slot.)**

**Weds., Nov. 19**

1:30 – 5:15 p.m.

☐ Pre-Conference Intensive: Challenging Behaviors (additional fee)

☐ 8 – 9 p.m.

☐ LL: What Does Wellness Mean to You? (space is limited)

**Thurs., Nov. 20**

10:30 a.m. – noon

☐ 1) Immediate Jeopardy

☐ 2) She’s NOT a resident...

☐ 3) Improving Team Effectiveness

☐ 4) LL: Leadership Is... (space is limited)

☐ 5) Caring for LGBT Persons

1:15 – 2:45 p.m.

☐ 1) Defensive Documentation

☐ 2) Reducing Hospitalizations

☐ 3) Planning/Implementing an Effective Transfer/Discharge

☐ 4) LL: Solutions for the Newer DNS (space is limited)

☐ 5) QAPI

3:30 – 5 p.m.

☐ 1) War-Related Traumatic Reactions

☐ 2) LL: Handling Complaints (THIS SESSION IS NOW FULL)

☐ 3) Quality Improvement

☐ 4) Transitional Care Partnerships

☐ 5) Diabetes Management

☐ 6) Medicaid Managed Care

**Fri., Nov. 21**

11:30 a.m. – 1 p.m.

☐ 1) LL: Solutions for the Newer DSW (space is limited)

☐ 2) Being Heard Through Technology

☐ 3) Medicaid Managed Care

☐ 4) Palliative Care in LTC

☐ 5) Benchmarking for Quality Improvement
LeadingAge New York DNS/DSW Annual Conference & Exposition | Nov. 19 – 21, 2014

Registration Form (page 2 of 2)

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Organization:  

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**Early Bird Registration:** Registration form must be received on or before Oct. 31.

**Payment in full must be received by Nov. 21** for all conference registrations. Payment can be made at the conference. Cancellations received by Nov. 12 are refundable, less a 25 percent administrative fee. After that, the fee will not be refunded. Cancellations must be sent in writing to Kathy Burke at kburke@leadingageny.org or fax: 518.867.8386 or 518.867.8389. Those who are registered and do not comply with the cancellation policy will be billed. Substitutions are permitted.

**Meal Tickets:** Meals are included in the registration fee for attendees. Additional meal tickets must be purchased for guests. Daily attendees who would like to attend the cocktail party on Thursday evening must order a ticket. Meal tickets are non-refundable.

**Thurs., Nov. 20**

- #_____ Continental Breakfast @ $16 ea. $_____  
- #_____ Lunch @ $35 ea. $_____  
- #_____ “You Be the Voice” Cocktail Party @ $35 ea. $_____  

**Fri., Nov. 21**

- #_____ Breakfast Buffet @ $25 ea. $_____  
- #_____ Lunch @ $35 ea. $_____  

**Extra Meal Ticket Total** $_____  

**Summary of Charges**

| Pre-Conference fee:          | $__________  |
| Conference fee:              | $__________  |
| Extra meal tickets:          | $__________  |
| **Total:**                   | $__________  |

**Special Meal Requests:** Kosher #______  Vegetarian #______  Gluten-Free #______

**Payment Method:** (Please check)  
☐ Check  ☐ MasterCard  ☐ Visa  ☐ Discover  ☐ AmEx

Credit card number:_________________________ Expiration date:_______ Security code:_____

Cardholder’s name: (Exactly as on card)___________________________________________________________

Authorized signature:_____________________________________________________________________

Please make check payable to: Foundation for Long Term Care  
Complete form and return with payment to: Foundation for Long Term Care  
13 British American Blvd., Suite 2, Latham, N.Y. 12110-1431 | Phone: 518.867.8385 | Fax: 518.867.8386 or 518.867.8389  
Questions? Contact Kathy Burke at kburke@leadingageny.org or ext. 138.