



2020 SPRING CONFERENCE

POWER *of the* **PAST**
SHAPING *the* **FUTURE**

APRIL 1-3

Wednesday, April 1

3:30pm-6:00pm **Registration**

4:30pm-6:00pm **From Admission to Discharge – What You Need to Know to Protect Your Assisted Living Residence and Personal Care Home** In this ALR and PCH Lifecycle session, healthcare and litigation attorneys from Fitzpatrick Lentz & Bubba, P.C. will discuss some legal issues that can arise from admission to discharge. They will review best practices for ensuring your admissions contracts protect your home and its management team throughout a resident's stay. Also discussed will be strategies to address patient elopement and other dangerous patient behaviors. Finally, guidance will be provided on how your home may legally pursue eviction, if necessary. In addition to providing an overview of applicable Pennsylvania and federal standards, the legal panel will discuss case studies to provide attendees with meaningful action items to ensure their policies and practices are in compliance with the latest laws and regulations.
Steven T. Boell, Maraleen D. Shields and Christopher J. Kalbfell, Fitzpatrick Lentz & Bubba, P.C.

6:00pm-7:30pm **Welcome Reception with Exhibitors (*Sponsored by Brandywine Senior Living*)**

Thursday, April 2

6:30am **Registration**

7:00am-8:00am **Breakfast with Exhibitors (*Sponsored by Brookdale Senior Living*)**

8:00am-8:15am **Conference Welcome**
Margie Zelenak, PALA Executive Director

8:15am-9:45am **Keynote Session (*Sponsored by Atria Senior Living*)**
Increasing Your Brain's Performance for Greater Leadership
Have you ever had a negative day as a leader? How did you feel at the end of it? Tired, drained... Now, have you ever had a positive day? How did you feel at the end of it? Energized. Isn't there an increase in your productivity and effectiveness as a leader on that positive day? What would that do to your abilities and successes? You can have that outcome everyday! In this highly interactive keynote, Amazon bestselling author and top-rated speaker, Dr. Jerry V. Teplitz will strengthen the abilities you already have and give you the mental agility to add to your abilities with surprising ease and confidence.
Dr. Jerry V. Teplitz

9:45am-10:15am **Break with Exhibitors**

Concurrent Sessions I

- 10:15am-11:45am** **Speeding to Effective Time Mastery: Working Smarter Not Harder** How do you effectively deal with the constant deadlines, conflicting priorities, meetings, as well as the other time challenges that you are faced with on a daily basis? With this program, you will gain an understanding and ability to be a better time manager. You will discover your present time management strengths as well as the areas needing improvement. As a result, you will leave with a strategy and action plan to develop and implement more effective time management skills in your life.
Dr. Jerry V. Teplitz
- 10:15am-11:45pm** **The Most Common Infections in Your Facility** (RN CEUs sponsored by Diamond Pharmacy Services) Common infections, whether caused by bacteria or viruses, are often painful and can get in the way of everyday lives. Many infections like acute bronchitis, urinary tract infections and norovirus do not require antibiotics, but there are other actions you can take to lessen symptoms. Symptoms, causes, prevention and treatment of bronchitis, urinary tract infections, influenza, and norovirus will be discussed in this presentation.
Dr. Deborah Milito, BS Pharm., Pharm. D., BCGP, FASCP, Diamond Pharmacy Services
- 10:15am-11:45pm** **Addressing the Dementia Dilemma** Senior Living Providers are increasingly the primary caregivers for people with dementia. Providers must be poised to embrace new obstacles offering services in innovative ways to meet the growing need for dementia care. This session will examine the forecasted projections for memory care and explore challenges and opportunities to meet this need in the senior living setting.
Dawn Platt, Regional Trainer, Legend Senior Living
- 11:45am -1:00pm** **Lunch with Exhibitors** (Sponsored by SMART, Simple MAR Technology, by TabulaPro)

Concurrent Sessions II

- 1:15pm-2:15pm** **2020 Census: Make It Count** Pennsylvania is conducting the Census 2020 mandated by the US Constitution. A complete count of all Pennsylvania residents is a top priority – for fair representation, allocation of funds and resources. More than \$675 billion dollars are allocated to the states and territories based on census data. Our census 2020 count will affect the next decade of federal spending, and policy and decision-making.
Norman Bristol Colón, Executive Director, Governor's Census 2020 Complete Count Commission
- 1:15pm-2:15pm** **How to Communicate with EMS** (RN CEUs sponsored by Diamond Pharmacy Services) In an emergency, what you say and do for your residents is just as critical as the medical attention you give them. Employing good communication skills can help your staff focus on what is beneficial to relieve discomfort of the resident and enable recovery through EMS. Discussion will include identifying the key medical issues that should be reported to the Paramedics/EMT's as well as identifying what entails appropriate verbal reporting and concise written transfer sheets.
Nikolas McFerron BS, EMT-B, certified 911 Dispatcher, Diamond Pharmacy Services
- 1:15pm-2:15pm** **Medical Equipment Procurement: What is the best DME decision for my resident?** This presentation will focus on the "basics" (proper fit and use) of common DME (canes, walkers, rollators, WCs), and the "decision making" process of identifying need for DME. The "decision making" process portion will focus on the communication and collaboration with your rehab partner and how to leverage their expertise in this realm.
Colin Hunsberger PT, Senior Regional Director, and Rory English PT, Senior Regional Director, Fox Rehabilitation

- 2:15pm-2:45pm** **Break with Exhibitors and Prize Giveaways (Sponsored by Tapestry Senior Living)**
- 2:45pm-3:45pm** **PA Department of Human Services – Bureau of Human Services Licensing (BHSL) Update** The BHSL Bureau Director will provide information on changes and clarification related to regulations and inspections. The session will include an opportunity for attendees to participate in a Q & A.
Jeanne Parisi, Director, BHSL, PA Department of Human Services
- 4:00pm-5:30pm** **BHSL Fire Safety Training** Do you have questions on how to comply for fire safety in your community? This session will focus on the regulations and compliance for Fire Safety in Personal Care Homes and Assisted Living Residences including conducting and documenting fire drills. Jon has a background working in all fields of public safety including: a career Fire Fighter and Fire Chief, Law Enforcement, Emergency Medical Services and Public Safety Communications.
Jon Kimberland, Human Services Licensing Supervisor, BHSL
- 5:30pm-6:30pm** **Conference Reception (Co-Sponsored by Sunrise Senior Living)**
- Friday, April 3**
- 6:30am** **Registration**
- 6:30am-8:00am** **Breakfast (Sponsored by Brookdale Senior Living)**
- 6:30am-8:00am** **Breakfast and Learn (Tickets are required)**
My Million Dollar Mom Join Ross Schriftman for a short film and discussion about the opportunities for communities to host public events showing the film and utilizing the “Presentation in a Box” program he and his Educational Advisory Group developed in order to raise awareness about dementia, care giving and long term care planning. The program focuses on the various options that may be appropriate for people living with dementia. Mr. Schriftman’s book of the same name and his film is inspired by his personal story of the time he cared for his mother and is dedicated to her memory.
Ross Schriftman
- 8:00am-9:30am** **Keynote Session (Sponsored by Priority Life Care)**
Retention 911: Reviving, Inspiring, Engaging, Retaining!
While our websites paint perfect pictures of Teamwork and World Class Customer Care, does everyone really, I mean, **REALLY**, appear as engaged as they do on the home page? Imagine the levels of success your stakeholders would experience if every team member “embraced change”, “owned problems”, and took “personal accountability” for their part in creating an EXTRAORDINARY community. No more “churn and burn!” No more wishing! No more hoping, or finger-crossing to keep folks from rushing to the exits! Are you ready to make this the “**Year of Retention**”? **GREAT NEWS AHEAD!** This session promises to transform the energy traditionally reserved for handwringing, complaining, and worrying into strategies that create inclusive, positive, and cooperative work environments. Come prepared to receive countless ways to kick this “workforce crisis” in the tail! The session promises to take you into the hearts and minds of your colleagues to reveal what inspires and motivates them to truly LIVE your organization’s Mission, Vision and Values. This unique offering will serve as the Train-the-Trainer for anyone interested in becoming a “Certified Staff Whisperer.”
Christopher Ridenhour
- 9:30am-9:45am** **Snack Break (Sponsored by Blue Harbor Senior Living)**

Concurrent Sessions III

- 9:45am-11:15am Behavioral Health Issues in the Older Adult** Behavioral health issues in the older adult are involved and complicated. This presentation will review the characteristics of mental health issues specific to late life. Assessment of the clinical symptoms and needed differentiation will be reviewed. Specific behavioral treatment interventions will be emphasized.
Linda Shumaker, R.N.-BC, M.A., Optimize Aging, LLC
- 9:45am-11:15am Lightening the Burden of Excessive Medication use in the Elderly** (RN CEUs sponsored by Diamond Pharmacy Services) This session will focus on issues surrounding polypharmacy in the elderly. Polypharmacy is the concurrent use of several different medications consumed by a person. Often these multiple medications are in the same class and are used to treat more than one chronic condition. Polypharmacy is very common in the elderly and had been associated with the increase risk in geriatric syndromes, decrease in functional outcomes, and increased mortality. These poor outcomes are related to adverse drug reaction, falls and medication compliance. These negative consequences will be reviewed as well as explore opportunities and strategies to make appropriate interventions to reduce polypharmacy and potential negative consequences/outcomes.
John J. Avolio, RPh, Clinical Pharmacist, BCGP, Diamond Pharmacy Services
- 9:45am-11:15am Understanding the BHSL Plan of Correction Process** Are you aware of the new plan of correction process? A panel of experts will discuss the new BHSL process and best practices in completing your plan of corrections.
Michele Strauser, Director of Training and Professional Development, BHSL; Margie Zelenak, PALA Executive Director; and Christine Horn, Vice President of Operations, Horst SeniorCare - Columbia Cottages
- 11:15am-11:30am Break**

Concurrent Sessions IV

- 11:30am-12:30m Understanding Hoarding Behaviors** Hoarding behaviors have become a fascination to many, unfortunately hoarding is a social, mental health and overall concern. Individuals who hoard have sentimental attachment to the things they collect. They have difficulty discarding belongings due to the emotional attachment and belief they may need the items at some other point in their life. This program will discuss hoarding as a disease, as well as hoarding behaviors, demographics, assessment and treatment. Understanding the complexity of treatment for individuals who have “hoarding” behaviors will be discussed. The need for development of “hoarding task forces” will be discusses emphasizing a cross system collaborative approach.
Linda Shumaker
- 11:30am-12:30m Are you Ready for Restaurant Style Dining?** Restaurant style dining has the potential to provide additional enjoyment and quality of life for your residents. This session will look at the restaurant style dining concept, benefits and how to transition to it in your assisted living residence or personal care home.
Sargent Majors, Director of Dining Services, Legend of Allentown
- 11:30am-12:30pm Creating Inclusive Communities for LGBT Older Adults** This session will discuss the unique needs of LGBT older adults, provide an overview of the various rights and protections extended to LGBT residents as well as best practices for creating communities welcoming to LGBT older adults, their loved ones, and their caregivers.
Alex Kent, MPA, SAGECare Certified Trainer

12:30pm-1:45pm Lunch and Learn for All Attendees (Sponsored by Elmcroft)

State and Federal Updates This presentation will provide information on the regulatory and legislative issues pertaining to Personal Care and Assisted Living including legislation that may affect providers of these services.

Margie Zelenak, PALA Executive Director

2:00pm-3:00pm Closing General Session

All Stressed Up and Nowhere to Blow: Overcoming Negativity in the Workplace

Finally, the antidote to pettiness, unnecessary unresolved conflicts, and destructive attitudes. No more uncooperative, unengaged, and uncommunicative behaviors. Unchecked workplace stress causes high turnover, low engagement, stress episodes, dysfunctional teams and suspect customer care. What real-life strategies exist to reacquaint yourself with that young, enthusiastic, optimistic, and energetic professional you used to be? Better yet, how can we reverse the “burn out” that characterizes negative actions and attitudes in our departments? During this “Attitude Day Spa” we will identify the key factors that cause workplace trauma, and most effective methods to minimize the damage. This session not only offers ways to cope, but also opportunities to practice the influence skills necessary for transforming the destructive attitudes and behaviors occurring around you.

Christopher Ridenhour