



Wednesday, April 14

8:30am **Welcome to the New Normal** - *Margie Zelenak, PALA Executive Director, and Christine Horn, Board of Directors President, PALA*

8:45am-10:15am **Keynote Session**
EMERGE - *Steve Gilliland*

The challenges we face in life will test our courage and willingness to change. As individuals, it is not the mountains we must conquer, but ourselves. While we continue to face many unknowns, it is crucial we develop the right mindset to persist and emerge strong-minded from challenging times. EMERGE is a timely and eye-opening message that centers on how to navigate on a course that we never planned, into a future we never imagined.

10:30am-12:00pm **Keeping Your Residents out of the Hospital** – *Colin Hunsberger, FOX Rehabilitation; James Angle, Trinity Health; Sarah Taylor, BAYADA Home Health Care; and Rian Bender, Physicians Mobile X-ray*

Our residents go to the hospital every day for a variety of reasons, but are there things that we can do to lessen or avoid unnecessary trips? Join a panel of industry experts to discuss ways you can keep your residents safe and out of the hospital.

12:30pm-1:30pm **Federal Advocacy by Argentum** - *Maggie Elehwany, Senior Vice President Public Affairs, Argentum*

This presentation will provide information on federal regulatory and legislative issues pertaining to Personal Care and Assisted Living including effective ways to advocate for your community.

1:45pm – 3:15pm **Hide Your Goat** - *Steve Gilliland*

Our fast-paced and stress-filled schedules open the gate to allow people and circumstances every opportunity to “get our goat.” HIDE YOUR GOAT puts into perspective how your daily life intersects with people of diverse backgrounds, opinions and personalities. In this eye-opening session, Steve Gilliland shows how to avoid being robbed of the opportunity to perform at peak performance because of negativity.

Thursday, April 15

7:45am

Welcome - *Margie Zelenak, Executive Director, PALA*

8:00am-9:30am

Keynote Session

Effects of Social Isolation on those Living with Dementia –

Teepa Snow

The goal of maintaining social distancing boundaries to reduce the spread of the COVID-19 virus is challenging for all individuals but is typically even more so for those living with dementia. This session will highlight the serious effects that social isolation may have on those living with brain change, including the development of depression and anxiety, and will address how to recognize the signs and symptoms of depression and anxiety in those living with dementia. This session will also help providers recognize and respond more accurately to unwanted effects of social isolation to reduce the chances for escalation and ‘non-helpful’ hospitalizations.

9:45am-10:45am

Harrisburg Happenings - *Margie Zelenak, PALA Executive Director*

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.

11:00am-12:30pm

Senior Living Claims: An in-depth discussion on claims and coverage impacting the senior living industry, including the impact of COVID-19 -

*Tom Goodwin, Senior Operations Counsel, Atria Senior Living
Tara Clayton, Senior Consultant, Willis Towers Watson Midwest*

The senior living industry has been affected by an increase in claims and litigation. This trend has directly impacted the insurance market for senior living providers. The challenges COVID-19 has placed on the senior living industry has compounded the interplay of these two issues. This session will discuss pre-pandemic liabilities as well as liabilities related to COVID-19. We will also discuss current marketplace response and how providers can prepare. Finally, we will examine potential mitigation measures available to providers including operational processes as well as the applicability of state and federal liability protections.

1:00pm-2:30pm

Bureau of Human Services Licensing (BHSL) Update - *Jeanne Parisi, Director BHSL*

The BHSL staff 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.

2:45pm-4:15pm **Workforce 360: Senior Care Workforce Outlook & Impact - *Lisa Fordyce, Executive Vice President, OnShift***
This session will review the results of OnShift's Workforce 360 survey as it applies to senior living providers, including how the challenges may have changed due to the COVID-19 crisis. Session attendees will walk away with new ideas and solutions for recruiting, hiring, engaging, developing and retaining staff in this new way of life. They will have a greater understanding of how to take the solutions to a practical level and apply them within their organization as next steps. And, they will be inspired by the real-world examples, data-driven research, and proven, measurable improvements to help o

Friday, April 16

8:30am **Welcome - *Margie Zelenak, Executive Director, PALA***

8:45am-10:15am **Keynote Session**
Calming the Chaos: Building a Resilient Mindset at Home and Work - *Jen McDonough (aka The Iron Jen)*
How often do we have ourselves stressed out and on our way to becoming burnt out from all the day-to-day pressures we face in our line of work and our personal lives? In this talk, audiences will discover how to calm the chaos in our work and home environments using simple techniques that will empower us to develop a resilient mindset both at work and at home.

10:30am-12:00pm **Controlling Infection in AL/PCH During COVID and Beyond - *Theresa Murillo, RN, BSN, IP-BC, Senior Infection Preventionist, UPMC Senior Communities***
This presentation will review implementation of Infection Prevention measures aimed at controlling transmission of COVID-19 in the PC/AL setting, a case review of an PC/AL outbreak and proposed strategies for Infection Prevention in the PC/AL setting moving forward.

12:30pm-2:00pm **Keynote Session**
Creating Drama Free Work and Home Environments: Building Resilient Relationships - *Jen McDonough (aka The Iron Jen)*
How often do we have chaos and drama show up in our lives due to communication breakdowns at work and at home? Wouldn't life be so much easier if we didn't have stress related to relationships involved? In this fun and engaging session, we will find ways to reduce relationship drama by discovering how to meet people where they are while learning how we are naturally wired.