



Preconference – Sept. 29, 2021

3:00pm-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**

Day 1 – Sept. 30, 2021

6:30am **Registration**

7:00am-8:00am **Breakfast with Exhibitors**

8:00am-9:00am **Conference Welcome**
Christine Horn, PALA President

Celebrating PALA 25 Years and the 2021 Keystone Awards: Honoring the Best in our Business

Join us as we honor PALA for 25 years of service to Pennsylvania’s Personal Care Homes and Assisted Living Residences and our members for their outstanding contributions in 2021 through the COVID-19 pandemic. The awards recognize our members with outstanding employees as well as those who create innovative programs or unique approaches to provide the best services possible for its residents, employees, guests, and local community. The Keystone Awards are “Building on the Best” of our members as an example of the achievements we can accomplish together. We applaud the 2021 winners of the Keystone Awards for Outstanding Nurse Caregiver, Outstanding Caregiver, Administrator, Best Practice and Industry Partner.

Margie Zelenak, PALA Executive Director

9:15am-10:15am Keynote Session - You're A Piece of Work! Celebrate Joy, Humor and Passion

Without a doubt the most inspiring, humorous and engaging presentation PALA attendees will ever experience. Steve weaves strategies and wisdom and unforgettable stories of how to create more joy, humor and passion in your professional and personal life-a true stress busting presentation as tears of laughter and gratitude for "life's gifts" fill their hearts and souls-How to handle life's continuous "curveballs" will also be presented to attendees.

Dr. Steve Sobel

10:15-10:45am Break with Exhibitors

10:45am-11:45am Breakout Sessions I

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.

Harold Hicks, Atlantic Code Consultants

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

The Future of Dementia Care

In this session we will look at the past, present, and future of memory care. What positive changes have we made, and what changes will need to be made in order to be successful in the memory care space moving forward? What is the future of memory support from physical environment, community technology, and resident engagement that will lead to a successful memory support product for providers, residents, and families?

Scott Smith, National Director of Resident Programming, Five Star Senior Living

11:45am -1:00pm Lunch with Exhibitors

1:00pm-2:00pm Breakout Sessions II

HR in a COVID Environment

This session will focus on HR topics related to COVID including vaccinations, what to pay/not pay, regulations as well as other current challenges.

Pamela Abraham-Hernandez, Vice President of Human Resources, Brandywine Senior Living

Partnering with First Responders (RN CEUs sponsored by Diamond Pharmacy Services)

Establishing and maintaining a good relationship with the valuable resources of your fire and police department is key. They should/can be collaborators in keeping our residents safe and secure. Educating your first responder (verbally and via behavior/actions) can be crucial in impacting the care they provide. Employing good communication skills can help your staff focus on what is beneficial to relieve discomfort of the resident and educate the first responder. Discussion will include identifying the key medical issues that should be reported to the first responder.

Karen Harrell, RN, Diamond Pharmacy Services

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

2:00pm-2:30pm **Snack Break with Exhibitors and Prize Giveaways**

2:30pm-3:30pm **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

3:45-4:45pm **DANCING WITH WOLVES - How to Deal Superbly and Creatively with Difficult People!™**

You will learn what are the most effective strategies for dealing with the “Wolves” who can make life miserable for you at work and at home. An essential program for taking control of your life! Successful people know how to work effectively with Wolves. Today's changing organizations need to know how to make sure everyone is working cooperatively and communicating pro-actively.

Dr. Steve Sobel

5:30pm-6:30pm **Reception**

Day 2 – October 1, 2021

6:30am **Registration**

6:30am-8:00am **Breakfast**

6:30am-8:00am **Breakfast and Learn** (*Tickets are required*)

Leveraging New Technologies to Support Residents in Senior Living

This session will discuss the recent surge of technology use in Senior Living, how COVID accelerated this adoption, the types of technology (ie. wearables, AI health devices, scalable systems, etc), the goals, data security and protection concerns, and rehab partner collaboration to optimize outcomes.

Colin Hunsberger PT, Senior Regional Director, and Rory English PT, Senior Regional Director, Fox Rehabilitation

8:00am-9:30am **Keynote Session – How to Rebound, Reset, and Reach Higher**

Everyone has experienced the challenge and change brought on by the COVID-19 pandemic. Assisted living and personal care home professionals have had to adjust to this new normal while continuing to deliver excellent care. To rise above adversity, we need grit, adaptability, and a resilient mindset.

Constant change is here to stay, and depending on how we view it, it can be overwhelming or an opportunity. For organizations to transcend change, they have to continually adapt, transform, and reinvent. As a result, “We have always done it that way” is no longer a viable philosophy for long-term success. The keynote presentation is designed to help audiences rebound from obstacles, reset their mindset, and reach higher levels of achievement.

Roger Crawford

9:30am-9:45am **Break**

9:45am-11:15am Concurrent Sessions III

How to Build a Resilient Mindset

What do all remarkable people and organizations have in common? They have built a resilient mindset that becomes a competitive advantage in good times and challenging times. Mindset is defined as a mental attitude that predetermines a person's response and interpretation of a situation.

The beliefs we have about our talent, potential, and grit have a tremendous influence on how we perform. As a result, we rarely achieve more or overcome more than we believe we can. Why? Mindset directs behavior, which dictates resilience, which determines outcomes. The most important capability you have is the capacity to choose your mindset. A resilient mindset is something that can be learned, changed, and leveraged. It creates a self-belief that reveals your potential, passion, and perseverance.

Roger Crawford

Coronavirus and Other Infections in Your Community *(RN CEUs sponsored by Diamond Pharmacy Services)*

With the onset of the coronavirus, communities are concerned with common and not so common infections, whether caused by bacteria or viruses, that are 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, norovirus and coronavirus will be discussed in this presentation.

Dr. Deborah Milito, BS Pharm., Pharm. D., BCGP, FASCP, Diamond Pharmacy Services

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; Mary Ann Parisse Vice President Residential Living and Personal Care, The Philadelphia Protestant Home; and Christine Horn, Vice President of Operations, Horst SeniorCare - Columbia Cottages

11:15am-12:45pm Lunch and Learn for All Attendees

Harrisburg Happenings

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

1:00pm-2:30pm Closing General Session – Permission to Speed

It's often said you are what you do. That's not the case at all. So, pack your bags, get ready to have a heck of a lot of fun, and let's leave the hell that was 2020 in the rear view mirror and take a journey that will set the course for the next 25 years. (Or at least the next 25 days.)