

Tuesday, April 18 - Day 1: Pre-Conference

2:00pm-6:00pm	REGISTRATION	
2:30pm-4:00pm	Preconference Session 1: Creating Welcoming and Supportive Services for LGBT Older Adults - <i>Terri Clark, Consultant Trainer</i>	1.5
4:30pm – 6:00pm	Preconference Session 2: Customer Service: Managing Challenging Residents and Families - <i>Denny Granahan, Senior Living Consultants of York LLC</i>	1.5
6:00pm-7:30pm	WELCOME RECEPTION with Exhibitors	

Wednesday, April 19 - Day 2

6:30am	REGISTRATION	
7:00am-8:00am	BREAKFAST with Exhibitors	
8:00am-8:15am	Conference Opening	
8:15am-9:45am	Opening Keynote: Hateful to Grateful: Creating Resident and Team Karma - <i>Jennifer FitzPatrick, Jenertion Health</i>	1.5
9:45am-10:15am	SNACK BREAK with Exhibitors	
10:15am-11:45pm	Breakout Session 1: Working with individuals with Developmental Disabilities and Chronic Mental Illness as they Age - <i>Linda Shumaker, Optimize Aging</i>	1.5
	Breakout Session 2: The Future of Assisted Living in Pennsylvania - <i>Margie Zelenak, PALA Executive Director and a Panel of Experts</i>	
11.45pm-1:15pm	Lunch with Exhibitors/Prize Giveaways	
1:15-pm-2:15pm	DHS PCH/AL Update - <i>Jeanne Parisi, Director, Bureau of Human Services Licensing</i>	1
2:30pm-4:00pm	Burned Out To Better Now: How A Post-Pandemic Plan Will Endear You To Stressed Out Clients - <i>Jennifer Fitzpatrick</i>	1.5
4:15pm-6:00pm	Networking and Nibbles	1.5

Thursday, April 20 - Day 3

7:00am	REGISTRATION	
7:30am-9:00am	BREAKFAST and LEARN: Harrisburg Happenings - <i>Margie Zelenak, PALA</i>	1.5
9:00am-9:15am	BREAK	
9:15am-10:15am	Breakout Session 3: Dining with Dementia - <i>Dr. Lynn D'Avico, PharmD., Cph., Clinical Pharmacy Education Coordinator, Polaris Pharmacy Services</i>	1
	Breakout Session 4: Infection Prevention and Control in Assisted Living Residences and Personal Care Homes - <i>PA Project Firstline Team</i>	
10:15am-10:30am	BREAK	
10:30-Noon	Closing Keynote: Practical Ethics in Senior Living - <i>Chris Dubble, Director, National Adult Protective Services</i>	1.5
Noon	Boxed Lunches Available	