Assisted Living Conference

Aug. 14–15, 2024

Heritage Center of Brooklyn Center

LeadingAge® Minnesota

WELCOME!

Join us on Aug. 14-15 for LeadingAge Minnesota's Assisted Living Conference. As an aging services professional you will find the training topics, timely updates, and resources you need to confidently meet state requirements and provide quality care for seniors.

Your communities are better when you have the right tools for the work. Vendors will be onsite to showcase helpful products and services to make your work easier. Connection breaks and the Wednesday evening happy hour are great times to connect with colleagues.

We look forward to seeing you in August for two full days of learning, sharing, and connection!

Suggested Audience

Assisted Living Directors, Administrators, Clinical Nurse Supervisors and Nurse Managers, and Home Care or Assisted Living Exempt Site Staff

Conference highlights

- LALDs earn up to 10 CEUs for re-licensure
- Nursing and Social Work CEUs available
- 44 vendor displays highlighting products and services
- Wednesday evening casual happy hour

The Assisted Living Conference is sponsored by

DBS GROUP
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2024 LeadingAge Minnesota **Annual Sponsors**

With deep gratitude we recognize our Annual Sponsors whose unwavering commitment to our members and financial support to LeadingAge Minnesota help provide quality programs and resources throughout the year.

Please look to them as you make decisions about purchasing products and services to support your business operations.

For all you do – *thank you*. We truly are Better Together.

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VISIT THE VENDOR DISPLAYS

44 product and service options for you to explore

Display Hours

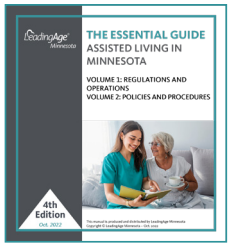
Wednesday, Aug. 14
10:15 – 10:45 a.m.
and 1:45 – 2:15 p.m.

Thursday, Aug. 15
10:45 – 11:15 a.m.
and 2:15 – 2:45 p.m.

Here is a sneak peek of exhibitors that have been confirmed as of June 3, 2024.

AB/CD Cleaning Services LLC
Acadia Pharmaceuticals
Advanced Health Institute
Arvig
Big Stone Therapies
CaringBridge
DBS Group
Donlar Construction
ECSI System Integrators
EduCare & OnTrack
EverCare Aging Services Consulting
First Quality Products, LLC
Geritom Medical
Guardian Pharmacy Minnesota
HealthCare Interactive Inc.
Herzing University
Hoglund Bus Company
Jodi Baglien Aromatherapy LLC
Knute Nelson | Walker Methodist
LeadingAge Minnesota Solutions & Value First
Legacy Restoration LLC
Lotus Pharmacy
Marcus Construction
Miller Architects & Builders
Minnesota Directors of Nursing Administration (MN-DONA)
Minnesota Exteriors Commercial
Mutual of America
MyHealthAngel, LLC
Passion for Dining and Nutrition
Pathway Health
Pope & Conner Consulting Inc.
Radius Living Rx
ResiDex Software
Rural Psychiatry Associates
Senior Care Solutions
Sentrics
ServiceMaster DSI/SRM
St. Catherine University
Sterling Long Term Care Pharmacy
Synchrony Health Services
Tarkett
Thrifty White Pharmacy
UCare
Visiting Angels West Metro

RESOURCES AVAILABLE FOR PURCHASE



THE ESSENTIAL GUIDE - ASSISTED LIVING IN MINNESOTA

Updated in Winter 2024. The guide covers regulations and operations (volume 1) and policies, procedures, and self-audit tools (volume 2).

LICENSED ASSISTED LIVING DIRECTOR TRAINING

This on-demand virtual coursework meets the MN-BELTSS criteria for licensure as an Assisted Living Director in Minnesota.

LICENSED
Assisted Living Director

FREE MEMBER RESOURCES

QUEST REPORT

A quarterly analytic resource for members focused on key trends in the senior care sector including Assisted Living. The information is intended as a general guide that may aid decision-making, policy development, and resource allocation.

THE CANNABIS POLICY RESOURCE

A Cannabis policy resource that can be customized to align with your facility's philosophy, resident demographics, and care determinations.

DATA PORTAL

The data portal gives members access to data tracking and vital bench-marking data to facilitate data-driven decisions. Data for workforce, compensation, financial conditions, and assisted living quality are available.

EXPERT SUPPORT

You have questions. Our experts have answer.
For questions about assisted living contact Bobbie Guidry, Vice President of Assisted Living, Housing, and Aduly Day Services at bguidry@leadingagemn.org.

Schedule of Events

Wednesday, Aug. 14

8 – 9 a.m. **Registration and Continental Breakfast** *Sponsored by* DBS GROUP BREAKING NEW GROUND IN CONSTRUCTION

9 – 10:15 a.m. **WELCOME AND OPENING KEYNOTE PRESENTATION** *Sponsored by* LOTUS PHARMACY

Leadership is a Conversation

68% of leaders are afraid to communicate to their teams. Yet, so much of our leadership requires skillful communication with our employees, residents, and families, to ensure that people love both working and living in our communities.

Tammy Krings, CEO & Founder of The Conversations That Matter, is an expert in leadership and team development and will kick off this year's conference by helping us reflect, refine, and refocus our leadership communication with a renewed sense of purpose and meaning.

During this keynote, you will learn about:

The Four Elements of Organizational Conversation

Dive deep into intimacy, interactivity, inclusion, and intentionality, and learn how these elements integrate to form a cohesive leadership strategy.

Building Trust and Authenticity

Discover how conversational intimacy can bridge gaps between leaders and employees, fostering a culture of trust and mutual respect.

Empowering Dialogue

Learn practical techniques for promoting two-way communication, ensuring that all voices are heard and valued, and leveraging technology to facilitate open dialogue.

Strategic Alignment through Conversation

Explore how our communication aligns organizational goals with everyday conversations, driving strategic success from the ground up.

You will leave with practical next steps to help you be the leader your people love following – because the very best leaders inspire, engage, and are in conversation with their employees, staff, guests, and families and know that every moment matters.

TAMMY KRINGS

Tammy is a Master Certified Executive Coach and has worked with thousands of executive leaders to identify what is uniquely theirs to provide to the world coaching them on vital leadership skills, how to communicate with greater clarity, and guiding them to fully recognize the responsibility they have as a leader.

Schedule of Events

Wednesday, Aug. 14

10:15 – 10:45 a.m **Vendor Displays and Connection Break** *Sponsored by* DBS GROUP BREAKING NEW GROUND IN CONSTRUCTION

10:45 – 11:45 a.m. **GENERAL SESSION** *Sponsored by* Employee Owned Thrifty White PHARMACY

Minnesota Department of Health Assisted Living Updates

- Identify policy changes from the 2024 Legislative Session that impact assisted living providers.
- Review recent assisted living licensure survey trends.
- Understand the latest OHFC report trends so you can avoid citations and maintain compliance.

Daphne Ponds, RN, MSN, JD, State Executive Operations Manager |OHFC Director, Amy Hyers, Evaluations Regional Operations Manager, Bob Dehler, Program Manager, Engineering Services Section, Health Regulation Division, and Angie Wheeler, Program Manager, Food, Pools and Lodging Services Section, Environmental Health Division, Minnesota Department of Health, St. Paul

11:45 a.m. – 12:45 p.m. **Networking Lunch** *Sponsored by* DBS GROUP BREAKING NEW GROUND IN CONSTRUCTION

12:45 – 1:45 p.m. **CONCURRENT SESSIONS**

Session #1 – Developing an Effective Quality Management Program that Meets and Exceeds Requirements

- Examine what is required for quality management by the state.
- Discuss strategies for meeting requirements while improving the quality of care and services for those you serve.
- Employ practices, tools, and tips to address key topic-specific quality and safety issues.

Jesse Noska, RN, LALD, Director of Clinical Quality, Progressive Care, Grand Rapids; and Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, Minneapolis

Session #2 – Minnesota's Assisted Living Quality of Life Surveys and Report Card Updates

- Outline the statewide resident and family survey process and timelines.
- Describe what measures are included in the Assisted Living Report card and how the ratings are calculated.
- Discuss goals of the report card and the new quality ratings that will be added the report card in the future.

Jen Olson, Fiscal and Quality Supervisor, Minnesota Department of Human Services, St. Paul

Session #3 – Person-Center Planning and Service Delivery

- Identify the benefits and requirements for person-centered planning for residents, families, and care teams.
- Examine free or inexpensive ways to assess and create activity plans.
- Discuss effective ways to share information to increase resident, family, and care team engagement.

Jenny Barlow, Memory Care Lead, Friendship Village of Bloomington Care Center, Bloomington

Schedule of Events

Wednesday, Aug. 14

1:45 – 2:15 p.m. **Vendor Displays and Connection Break** *Sponsored by* DBS GROUP BREAKING NEW GROUND IN CONSTRUCTION

2:15 – 3:15 p.m. **CONCURRENT SESSIONS**

Session #4 – Meeting Dementia Behavioral Challenges with Communication and Creativity

- Identify potential environmental triggers of behavioral symptoms in congregate settings and learn strategies to minimize them.
- Describe dementia communication skills known to decrease the intensity and frequency of challenging behavioral symptoms.
- Take home strategies for involving the whole team in behavioral detective work to answer the critical question: "What is this person communicating?" and how to respond with non-pharmacologic therapies.

Erin Bonitto, MS, ADC, Founder and Lead Coach, Gemini Consulting, Cold Spring

Session #5 – Creating Welcoming Work Environments for Immigrants and Refugees

- Identify the unique challenges faced by immigrant employees and valuable contributions they bring to the workplace.
- Describe the impact of creating welcoming environments for immigrant employees on employee satisfaction, productivity, and retention.
- Explore best practices for building a strong sense of community among diverse teams, focusing on activities and initiatives that foster inclusion, collaboration, and mutual respect.

Elizabeth Fontaine, Director of Education, International Institute of Minnesota, St. Paul

Session #6 – Working with Unsafe Residents from Prevention to Termination - Part 1

See Session #9 for Part 2.

- Explain legal requirements and process to terminate an assisted living contract.
- Analyze case scenarios including voluntary and involuntary transitions (when the resident or their advocates won't participate in pre-termination meetings or a coordinated move).
- Discuss tips on accommodating the resident through the termination process for successful outcomes, whether they remain in residence or transition.

Robert Rodé, Attorney/President, Rodè & Coffin, LLC, St. Paul; and Dr. Kari Everson, RN, LNHA, LALD, Vice-President of Clinical Services, LeadingAge Minnesota, Minneapolis and President, EverCare Aging Services Consulting, Woodbury

Schedule of Events

Wednesday, Aug. 14

3:15 – 3:30 p.m. **Break**

3:30 – 4:30 p.m. **CONCURRENT SESSIONS**

Session #7 – Guiding the Journey for Seamless Staff Onboarding

- Identify tips for successful and seamless staff onboarding in assisted living.
- Understand Minnesota assisted living regulatory requirements for staff onboarding and annual training.
- Discuss practical tools for viewers to track onboarding and annual training.

Carli Stensrud, NHA, LALD, Billing Support Specialist, RTasks, Glenwood; and Candas Schouvieller, NHA, LALD, LHSE, CEO, Oak Hills Living Center, New Ulm

Session #8 – Fire Safety Updates for Assisted Living

- Identify which fire safety requirements apply to assisted living facilities.
- List specific requirements for fire alarm systems, locking arrangements, and other building features.
- Clarify the roles of the Minnesota State Fire Marshal and local fire code officials in interpreting and applying applicable codes.

Tony Clafton, Residential Care & Lodging Supervisor/Inspector, State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul

Session #9 – Working with Unsafe Residents from Prevention to Termination - Part 2

Continuation of Session #6. Participation in Part 1 is strongly encouraged to attend Part 2.

4:30 p.m. **Adjourn for the Day**

4:45 p.m.

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Join us at Embassy Suites Lounge/Bar for happy hour! LeadingAge Minnesota invites all participants to stay a while longer and network. The first drink is on us. We look forward to connecting with you!

Schedule of Events

Thursday, Aug. 15

8 – 8:30 a.m. **Continental Breakfast** *Sponsored by* radius living Rx

8:30 – 9:30 a.m. **CONCURRENT SESSIONS**

Session #10 – Licensed Assisted Living Directors MN-BELTSS Updates

- Identify important updates on licensee responsibilities and continuing education timelines.
- Discuss mentor information and resources.
- Explain the rule-making process, potential changes, and new fee structure.

Steve Jobe, Executive Director, and Rebecca Bollig, Director of Assisted Living and Education, Board of Executives for Long-Term Services and Supports (BELTSS), St. Paul

Session #11 – Digital Marketing and Artificial Intelligence to Attract Quality Leads

- Examine how Artificial Intelligence (AI) can intersect with digital marketing strategies.
- Identify AI tools and techniques for lead generation.
- Apply AI components to your current marketing efforts.

Angi Moore, Associate Vice President of Marketing & Data Analytics, Cassia, Edina

9:30 – 9:45 a.m. **Break**

9:45 – 10:45 a.m. **CONCURRENT SESSIONS**

Session #12 – Behavioral Health Protocols for Dementia Care

- Examine how dementia care has more to do with impulse control vs. memory.
- Discuss how dementia impacts mood and behavior.
- Apply ethical strategies to reduce resistance during care of the dementia patient and learn how to implement milieu oriented dementia care.

Dr. John Brose, PhD, LP, LMFT, LADC, CEO, Owner, Clinical Director, Associated Clinic of Psychology, Minneapolis

Session #13 – Food Code Regulations, Meal Requirements, and Resources for Assisted Living

- Explain the Minnesota Food Code, recent regulation changes, and resources available to maintain compliance.
- Review general culinary best practices including menu writing, meal acceptance, training staff, and food preparation.
- Discuss recent licensure survey trends related to food code and how to avoid getting cited.

Dawn Nickleson, CDM, CFPP, Pastry Chef, Owner, Passion for Dining and Nutrition, Cottage Grove

Schedule of Events

Thursday, Aug. 15

9:45 – 10:45 a.m. **CONCURRENT SESSIONS** *cont'd.*

Session #14 – Vulnerable Adult Reporting

- Identify what types of situations warrant a report and the timeframe in which a report must be made.
- Outline the information that needs to be submitted at various deadlines during the reporting process.
- Discuss insights from current survey trends and failure to report citations.

Ryan Usher, Rodè & Coffin, LLC, St. Paul

10:45 a.m. – 11:15 a.m. **Vendor Displays and Connection Break** *Sponsored by* radius living Rx

11:15 a.m. – 12:15 p.m. **CONCURRENT SESSIONS**

Session #15 – Waivered Services Programs in Assisted Living

- Describe the waivered service programs in assisted living, including the various types of waivers and what they cover.
- Leverage the Customized Living Tool and Case Mix Levels effectively to optimize reimbursement and ensure quality care delivery.
- Apply strategies for actively participating in waivered services determinations, the process for requesting waivered services reviews, and how to advocate for residents' needs effectively.

Julie Dietz, RN, PHN, VP of Community-Based Services, Senior Care Solutions Inc., Stillwater

Session #16 – De-escalation Techniques for Before, During, and After an Incident

- Identify signs of when behavior is escalating and contributing factors.
- Describe de-escalation techniques that can be utilized in escalated situations and safety measures for all involved.
- Discuss steps to take post incident to support the individual, family, staff, and other residents impacted.

Cori Barker, LSW, LALD, Vice President of Operations, River Oaks of Minnesota, Maple Grove

Session #17 – Emergency Preparedness in Assisted Living

- Describe the core elements of an emergency preparedness plan and how to tailor the plan to your setting.
- Discuss what surveyors are looking for in a plan and the compliance gaps they are finding.
- Identify tools and resources available to support assisted living providers with disaster planning and emergency preparedness.

Colleen Toebe, Director of Consulting Services, Pathway Health, Lake Elmo

Schedule of Events

Thursday, Aug. 15

12:15 – 1:15 p.m. **Networking Lunch** *Sponsored by* radius living Rx

1:15 – 2:15 p.m. **CONCURRENT SESSIONS**

Session #18 – Aromatherapy Benefits for Managing Behaviors

- Identify how aromatherapy is currently being used across a variety of medical communities.
- Describe the "mechanics' of our olfactory system and how it affects our moods and behaviors.
- Examine a successful aromatherapy program in assisted living memory care through a provider case study.

Jodi Baglien, Certified Clinical Aromatherapist, Owner, Jodi Baglien Aromatherapy, Osseo; and Mary Mitzner, RN, Nurse Supervisor/Case Manager, Boulder Creek Assisted Living with Memory Care, Marshall

Session #19 – Top Assisted Living Survey Deficiencies

- Identify common survey deficiencies and strategies to decrease risk of receiving a common citation.
- Describe how to prepare a community audit plan to identify opportunities for improvement.
- Review tools and processes to create a community action plan.

Irmadene Hanson, RN, Nurse Consultant, and Mary Nell Zellner, LNHA, LSW, President, Zellner Senior Health Consulting LLC, St. Paul

Session #20 – Working with Residents on CADI and BI Waivers

- Identify the services covered, resident goals, and keys to working with case managers for resident services authorized through disability waivers.
- Examine best practices and challenges in delivering personalized care to residents on disability waivers, including assessing needs, developing goals, customizing service plans, and using resources to enhance resident quality of life.
- Discuss strategies for effective communication with residents and their families.

Panelists: Nyarmah Autridge, RN, Director of Nursing, The Lodges of Brooklyn Park; Lois Jo Bittner, LALD, RN, Assisted Living Quality Director, St. Francis Health Services of Morris; Courtney Blomquist, LNHA, LALD, Vice President, Operations, and Sigrid Vandemark, RN, Director of Clinical Services, PARUAN Inc., Minneapolis
Facilitor: Bobbie Guidry, LALD, Vice President of Assisted Living, Housing & Adult Day Services, LeadingAge Minnesota, Minneapolis

2:15 – 2:45 p.m. **Vendor Displays and Connection Break** *Sponsored by* radius living Rx

Schedule of Events

Thursday, Aug. 15

2:45 – 3:45 p.m. **CONCURRENT SESSIONS**

Session #21 – The Dance of Grief for Caregivers

- Examine grief and loss as part of the caregiver experience.
- Identify different grief reactions including the Four Tasks of Grieving.
- Discuss ways to cope as we grieve both individually and in community.

Scott Cartwright, Director, Spiritual Care, Benedictine, Fridley; and Rev. Grace Anderson, Spiritual Care Director, Cerenity Senior Care, Marian of St. Paul

Session #22 – Landlord-Tenant Laws – 2024 Legislative Changes

- Review Minnesota's landlord-tenant laws and 2024 session changes.
- Describe how they apply to assisted living providers.
- Discuss the responsibilities and obligations of landlords and tenants.

Pari McGarraugh, Attorney/Shareholder, and Kyle W. Ubl, Attorney/Shareholder, Fredrikson, Minneapolis

Session #23 – Hospice and End-of-Life Care in Assisted Living

- Examine the goals of end-of-life/hospice care and how they complement and augment services provided in assisted living settings.
- Describe how hospice services are paid for and the different models currently provided.
- Discuss how end-of-life programs collaborate with communities and residents/families - including preferred communications.

Chris Hood, Senior Regional Director of Business Development, and Jared Anderson, Regional Director of Clinical Operations, St. Croix Hospice, Oakdale

3:45 p.m. **Conference Adjourns**

GENERAL INFORMATION AND REGISTRATION

LOCATION

Heritage Center of Brooklyn Center
6155 Earle Brown Dr.
Brooklyn Center,
MN 55430

FREE PARKING

The venue has ample onsite FREE parking.

ACCOMMODATIONS

Embassy Suites Minneapolis-North (attached to the Heritage Center). Sleeping room block is held under **"LeadingAge Minnesota"** for the evenings of Aug. 13 and 14, 2024. Rate: $179 per night includes cooked to order breakfast and evening reception. **Call 763.560.2700 or book online https://bit.ly/4cdid5T.** Room block expires on July 30, 2024. Cancellation deadline is 48 hours prior to arrival.

CONTINUING EDUCATION CREDITS

Minnesota Board of Executives for Long Term Services and Supports (MN-BELTSS)
The educational programming at this conference has been approved for a maximum of 10 clock hours for Minnesota licensed assisted living directors and licensed nursing home administrators.

Minnesota Board of Nursing
Programming has been designed to meet the continuing education approval of the Minnesota Board of Nursing for a maximum of 10 contact hours.

Minnesota Board of Social Work
LeadingAge Minnesota is an approved provider of continuing education.

General CEUs
General certificates of attendance will be available.

Handouts

Participants will receive links to electronic handouts in the conference app before the event and are encouraged to print them in advance or download to view on a laptop or tablet.

Cut-off/Cancellation

Register or cancel by Aug. 8, 2024. All cancellations must be made in writing and are subject to a $25 processing fee. No refund for no-shows, but substitutions for the full conference are welcome. LeadingAge Minnesota reserves the right to cancel this conference or any individual sessions.

For Further Information

Contact Olivia Scott, oscott@leadingagemn.org for assistance or if your registration has not been confirmed.

Registration Fees

Early Bird Rate On or Before July 12	
LeadingAge Minnesota Members	$370
Prospective Members	$520

Regular Rate July 13 or Later	
LeadingAge Minnesota Members	$420
Prospective Members	$570

The full conference registration may not be shared; each attendee must register individually and pay a registration fee.

Registration includes breakfast buffet, morning refreshments, lunch buffet, and afternoon refreshments for both days.

REGISTER HERE