

	sun, oct. 31		mon, nov. 1		tues, nov. 2			wed, nov. 3	
	A • 3:30 – 5:00 p.m.		B • 8:00 – 9:30 am.	C • 3:30 – 5:00 p.m.	D • 8:00 – 9:30 am.	E • 3:00 – 4:00 p.m.	F • 4:30 – 5:30 p.m.	G • 8:00 – 9:30 am.	H • 2:30 – 4:00 p.m.
Care & Services	1-A. Palliative and Hospice Care in a Telehealth World 2-A. Nurse Involvement in Culture Change Initiatives 3-A. Best Practices to Serve LGBT Seniors	4-B. Nurturing Staff Passion for End-of-Life Care 5-B. Health Informatics to Improve Quality-of-Care Outcomes 6-B. An Innovative Approach to Dining for People with Dementia	7-C. Risk Management in the Prevention of Resident Falls 8-C. A Culture Change Journey: Different Places at Different Paces 9-C. Affordable Housing with Services World Café	10-D. Technology-Based Rehabilitation Therapy 11-D. Dementia Coaching to Prevent Behavioral Symptoms 183-D. Unleashing the Power of Care Resource Teams: The Wellspring Program	12-E. Ergonomic Practices to Promote Resident and Employee Well Being 13-E. Eliminating Dehydration Citations in Long-Term Care 14-E. The Impact of Community-Based Telehealth Technology	15-F. The DAY Program: Facilitating Care Transitions from Hospital to Home 16-F. Improving Resident Outcomes by Transforming Bathing Practices	17-G. Therapeutic Options for Long-Term Care Settings 18-G. Transportation Solutions across the Aging Services Continuum	19-H. A Framework for the Use of Technology in Everyday Practices 20-H. Successful Transitions: A Collaborative Approach to Decision Making	
Design & Project Development	21-A. HUD Assisted Living Conversions 22-A. Design for Aging Forum: Post-Occupancy Review	23-B. Green Design Ideas for New and Existing Communities 24-B. The Future of Senior Housing Development	25-C. Maximizing Census during Construction 26-C. Excellence in Dining Design: A Journey of Transformation	27-D. Going Green: Eco-Friendly Affordable Housing Communities 28-D. Strategies to Prevent Construction Project Pitfalls 29-D. Post-Occupancy Design Solutions from Around the World	30-E. Wellness Centers: A Catalyst for Community Engagement 31-E. Quality First by Design 32-E. Small Group Housing Models from Europe and Asia	33-F. Household Design and Building Regulation: A Balancing Act 34-F. Pocket Neighborhoods: An Alternative Housing Model	35-G. International Design Perspectives 36-G. Low-Cost Design Solutions for Reinventing Traditional Care Settings 37-G. CCRCs for the Moderate-Income Market	38-H. Trends in Rightsizing Independent Units 39-H. Affordable Housing Preservation: Lessons Learned	
Financial Management	40-A. Integrated Scenario Planning to Model Financial Outcomes 41-A. Alternative Financing Options to Maintain Growth 42-A. A Story of Fiscal Agility in the Face of Economic Uncertainty	43-B. Financial Ratios: Tools to Measure Organizational Success 44-B. From Crisis to Confidence: A Repositioning Case Study	45-C. Operational and Financial Benchmarks: Are We Measuring Up? 46-C. Project Development in Times of Economic Crisis: Pitfalls to Avoid	47-D. A Look at the External Market Influences on Senior Living 48-D. The Next Generation CCRC Pricing Models 49-D. The Dollars and Sense of THE GREEN HOUSE® Model	50-E. Equity CCRC Models: An Overview 51-E. Funding Solutions for Senior Living	52-F. Strategies for Funding and Planning Your Wellness Initiative 53-F. Management Reviews: Responding to Covenant Violations	54-G. Strategic Capital Planning to Ensure Your Mission and Thrive 55-G. Financing Affordable Housing	56-H. Adapting Your Strategic Plan to Fit Market Constraints 57-H. The Financial Advantages of Diversification	
Human Resources Development	58-A. A Large-Scale Employee Transition to a New Model of Care 59-A. Strategies for Combating Staff Burnout and Stress	60-B. Workplace Law: Preparing for Change 61-B. An International Model for Staff Retention	62-C. A Career Advancement Program for Nursing Assistants 63-C. A Canadian Physician Engagement Initiative	64-D. Creative Ways to Offer Employee Health Benefits 65-D. Excellence in Decision Making: Empowering Frontline Staff	66-E. Online Resource Management: Staffing for Success 67-E. Employee Recognition: Retaining an Effective Workforce 68-E. Employment Branding: Recruiting at Its Best	69-F. Harness the Power of Frontline Staff 70-F. A Best Place to Work: Lessons Learned from Satisfaction Surveys 71-F. Hiring from the Inside	72-G. Redefining the Role of the Frontline Worker 73-G. Diversity and Inclusion in the Workplace	74-H. Performance Improvement: From Communication to Accountability 75-H. Achieving Synergy between Compliance and Education	
Leadership & Strategy	76-A. PACE and Senior Housing Partnerships 77-A. Creating a Culture of Leadership 78-A. Boards as High-Functioning Leadership Partners 79-A. Ethics in Everyday Decision Making	80-B. Fostering Community Networks and Partnerships 81-B. Strategic Affiliations for Future Viability 82-B. Mentoring across All Organizational Levels 182-B. Becoming a “Hub” of Services in Your Community	83-C. Creating a Culture of Innovation 84-C. Creative Strategies to Fulfill Your Organization’s Charitable Mission 85-C. Best Practices to Expand into Home and Community-Based Services	86-D. Resident Empowerment: The Key to Excellence in Aging Services 87-D. Serving the Underserved: The Triangle Square Story 88-D. The New Normal after the Economic Downturn: Perspectives from Multi-Site Organizations	90-E. Strengthen Governance through Board Self-Assessment 91-E. Executive Onboarding: The Successful Transition of New Leaders CEMO Annual Business Meeting (12:30 - 5:00 p.m.)	92-F. Leadership at All Levels: Leading Teams toward Success 93-F. A Journey of Culture Transformation	94-G. The Village Model: A Grassroots Movement to Promote Aging in Community 95-G. A Comprehensive Succession Planning Process 96-G. Organizational Culture: Living Your Mission and Values	97-H. New CCRC Models for Aging in Place 98-H. Women in Leadership: The Power of Authenticity	
Management & Operations	99-A. From Good to Great: A Culture Transformation 100-A. Electronic Health Record Systems: Making the Business Case 101-A. Global Disaster Relief for the Elderly	102-B. HUD Management Update: Avoiding Issues with WASS and 2530 Access 103-B. Transitioning to MDS 3.0: What You Need to Know 104-B. Conversion to a Smoke-Free Environment	105-C. HUD Management Update: Dealing with the Complexities of HUD 106-C. An Interdisciplinary Approach to Survey Readiness 107-C. Performance Measures: The Secret to Organizational Success	108-D. Disaster Planning: Responding to an Emergency 109-D. Does Technology Really Increase Your Risk of Liability? 110-D. Integrating Services to Help Seniors Age Independently in the Community	111-E. Long-Term Quality Alliance: A Coalition to Improve Quality 112-E. MDS 3.0: From Mystery to Mastery	113-F. Third Party Reviews: Be Prepared 114-F. Contracted Inpatient Hospice Care in a Skilled Nursing Facility 115-F. Best Practices for Greening Existing Buildings 184-F. Quality Assurance: A Performance Measurement Model	116-G. CCRC Best Practices Forum 117-G. Technology and Aging Services: An Exercise in Application 118-G. Home Health Start-Up: Lessons Learned	119-H. Using Customer Satisfaction Surveys to Improve Quality 120-H. Be Prepared for Government Investigations 121-H. An International Perspective on Quality	
Marketing, Philanthropy & Public Relations	122-A. Media Relations in the Digital World 123-A. Fostering a Culture of Philanthropy in Your Organization 124-A. Smart Media Choices to Engage Prospects	125-B. Emerging CCRC Trends: Focusing on the Future 126-B. Ethics in Sales, Marketing and Admissions 127-B. Planned Giving: Beyond CGAs, CRATs and CRUTs	128-C. Reinventing Marketing Practices to Improve Occupancy 129-C. How to Build Donor Engagement in Fundraising Activities 130-C. Brand Recognition: Internal in Focus and External in Impact	131-D. Responding to a Consumer-Driven Market Place 132-D. Implementing Successful Capital Campaigns 133-D. Marketing Strategies to Address Challenging Market Conditions	134-E. Tapping the New CCRC Consumer 135-E. Maximizing Sales Opportunities from Inquiry to Move-In 136-E. Brand DNA: Uncovering the Heart and Soul of Your Organization	137-F. “Free” Pricing to Appeal to a New Generation of Consumers 138-F. Through Their Fingertips: Using the Web to Reach Prospects	139-G. The Dos and Don’ts to Increase Sales 140-G. Using Consumer Research to Measure Demand	141-H. Using Direct Mail Strategies to Generate Leads 142-H. Re-Branding an Organization for Future Success	
Public Policy & Legal Issues	143-A. OASIS-C and CAHPS: Implications for Home Health Providers 144-A. Housing Policy Forum 145-A. Navigating Compliance Issues in the Health Care Reform Law	146-B. Home and Community-Based Services Policy Forum 147-B. Fair Housing Challenges across the Continuum of Care 148-B. Implementing a Compliant Data Security Program	149-C. Fair Housing Hot Topics 150-C. Health Care Reform: What It Means for Aging Services Providers 151-C. Legal Update, Part I	152-D. A Verdict in the Balance: The Mock Deposition 153-D. Legal Update, Part II 154-D. Assisted Living and CCRC Issues Forum	155-E. Affordable Multifamily Housing Update 156-E. DNR Policies: Honoring Residents’ Advance Directives	157-F. Health Care Policy Forum 158-F. Tips for Protecting Seniors against Fake Check Scams 159-F. The Legal Implications of Resident Choice	160-G. Conducting Effective Workplace Investigations 161-G. The Legal Barriers to Aging in Place	162-H. Annual CCRC Contract Reviews: Disclosing the Benefits and Risks 163-H. Legal Update, Part III	
Wellness & Life Enrichment	164-A. Students at Home at Kingsley Manor 165-A. Cognitive Health Programs: Jump Starting Aging Brains	166-B. Adaptive Technologies to Transform the Resident Experience 167-B. Sexual Health and Wellness among Older Adults	168-C. The Environment as an Essential Dimension of Wellness 169-C. Wellness and Health Promotion for Low-Income Housing Residents	170-D. An Integrated Approach to Improve Healthy Aging Outcomes 171-D. Movement and Dance for the Continuum of Care	172-E. Health Promotion through Tai Chi 173-E. Is Your Organization Ready for a New Wellness Culture? 174-E. Film Screening—The Stages of Storytelling (3:00 - 5:00 p.m.)	175-F. Addressing the Evolving Spiritual Needs of Older Adults 176-F. Meaningful Activities for Elders with Dementia 177-F. Engaging Mind, Body and Soul throughout the Continuum of Care	178-G. A Summer Vacation for Residents of a Nursing Home 179-G. Stronger Together: Creating Successful Intergenerational Programs	180-H. Culture Transformation: Promoting Wellness and Successful Aging 181-H. The Therapeutic Use of Massage in Long-Term Care	