



Pioneer Network
**Pioneering a
New Culture of Aging
Conference**

A Guide for
Planning Your Conference:
Abbreviated Version

August 4 - 7, 2019
Galt House - Louisville, KY



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Session A
Monday August 5, 2019
11:15 AM – 12:45 PM

A1: Workplace Culture: What it is and Why it Matters

Guides:

Sue Misiorski, Vice President of Workforce Innovation, PHI
Meg Jones, Vice President of Human Resources, SageLife

Description: Culture is the character and personality of your organization. A thriving workplace culture attracts the best talent, drives employee engagement, and leads to a level of performance that underpins quality of care and quality of life. One of the biggest mistakes an organization can make is letting their workplace culture form naturally without first articulating what they want it to be. Together, we'll explore the elements of workplace culture, its impact, and hear from SageLife about how they approached an intentional culture building process in their senior living communities in Pennsylvania and Maryland.

A2: Quality Dementia Care – Best Practices & Outcome Measurement

Guides:

Sam Fazio, Senior Director of Quality Care and Psychosocial Research, Alzheimer's Association
Doug Pace, Director of Mission Partnerships with the Alzheimer's Association
Margaret Calkins, PhD, EDAC, Board Chair, IDEAS Institute

Description: This session will discuss the importance of a person-centered model of care for persons with dementia who reside in long-term care and community-based settings. An overview of best practices will be reviewed and the panel will discuss the importance of outcomes measurement as an indicator of quality care. Attendees will learn how a culture of quality improvement can be achieved in any long-term care or community-based setting.

A3: Organizational Change: One Neighborhood at a Time

Guides:

Angie McAllister, Director of Cultural Transformation, Signature HealthCARE
Chris Cox, Chief Operating Officer, Signature HealthCARE
Brain Owens, Quality of Life Director, Signature HealthCARE, Washington Rehabilitation and Nursing Center

Description: In this session, you will learn how Signature HealthCARE led transformation efforts in 55 communities through the Neighborhood Model; communities in their rural segment with traditional nursing home buildings which did not undergo major construction. Participants will also learn about how they used person-centered practices, such as team huddles, as a launching pad for transformation within the neighborhood. Additionally, guides will share their innovative LEAN strategies that incorporate the entire neighborhood in decision-making and process mapping known as QUEST.

A4: Addressing Ageism Through Intergenerational Art Programming with People Living with Dementia

Guide:

Elizabeth Lokon, Founder/Director of Opening Minds through Art (OMA)

Description: What happens when pairs of strangers from different generations get together to make art? Using the Opening Minds through Art (OMA), an art program for people living with dementia developed at Miami University, as a case study, OMA's founder will share the rationale for intergenerational art programming and the research evidence on its benefits for all involved. After a hands-on art-making session, you will experience and learn the bio-psychosocial processes that occur when art-making builds connections

between strangers. This is a proven and positive way to address ageism and build a more age-inclusive sensibility in all of us.

A5: Award-Winning Neuroscience Approach for Dementia Residents in Memory Care

Guide:

Dr. Govind Bharwani, Adjunct Professor, Wright State University

Description: In this session, Dr. Bharwani, a Biomedical Engineer, will share the revolutionary approach that he and the team at Wright State University developed, providing practical solutions to address the needs of individuals living with dementia using Neuroscience techniques. This work, which has received six national awards for Alzheimer's and Dementia Care in Assisted Living and Memory Care, has resulted in a reduction of falls and the use of anti-psychotic medications.

A6: Translating our Professional Experiences of Death into Meaningful Service to Elders

Guide:

Wendy Lustbader, Clinical Associate Professor, University of Washington School of Social Work
Ian Johnson, LICSW

Description: Pioneer Network is committed to changing the culture of aging in America not just in residential, age-segregated settings, but outside of these settings as well. This session's cutting-edge think-tank approach is bigger than how we help individuals. It asks those of us who serve elders (in all settings) to look inwardly at our own attitudes toward dying and death, as shaped by our professional experiences with witnessing dying and death in multiple contexts. We will also be challenged to think out loud about how to change the culture of our workplaces to better serve elders in this crucial aspect of life.

A7: Preventing Harm for Residents While Honoring Choice

Guides:

Kelly O'Neill, Program Manager, Stratis Health
Marilyn Reiersen, Senior Program Manager, Stratis Health
Kathy Dobson, Vice President of Senior Services, Lakewood Health System
Laura Ferguson, Administrator, Riverside Health & Rehabilitation

Description: One-third of nursing home residents experience an adverse or temporary harm event, and the majority of those are preventable. Join us to learn about a quality improvement initiative focused on preventing, detecting, and mitigating adverse events, harm, and abuse in nursing homes, while honoring each resident's rights and preferences. Participants will receive a Change Package with a model for safe care and actions to prevent events related to medications, resident care, infections, and abuse and will hear successful strategies and specific actions from two nursing homes working to improve the quality of life and care for their residents.

A8: Overcoming Obstacles in Creating the Household Model

Guides:

Thomas Grden, Principal / Project Director, Stantec Architecture
Renz Weinmann, Project Architect, Stantec Architecture
Tracey Graham, Senior Healthcare Specialist, Senior Healthcare Specialist

Description: The household model has become the prevalent paradigm in the long-term care industry, but does it seem unattainable within your physical plant or care culture? This session will explore ways to create households under difficult circumstances, will bring new ideas from other cultures and housing types, and will explore the social unit that is the household itself. Many nursing homes and assisted living communities have a physical plant arrangement that dates back to the 70s, 80s, or 90s when senior housing and care was very

different. The culture of aging has changed, and with it both care attitudes and living environments must change.

A9: Can Residents ACTIVATE Culture Change: You Bet! Here's How

Guides:

Bob Sherwood, Esq., Resident, Shenandoah Valley Westminster Canterbury
George Wedberg, Independent Living Resident, Ingleside at King Farm

Description: Two residents from two continuing care retirement communities (CCRCs) at different journey stages will discuss the critical role of residents in shaping resident-directed culture. From outside the resident experience, employees and boards cannot fully appreciate what it's like to live in a retirement community. For many, old age looks better than anticipated. This session explores how life changes on entry to, and transition within, a community and why this calls for resident contributions to a thought process that promotes a resident-directed culture. Techniques used by residents in CCRCs in Virginia and Maryland will be shared.

A10: Learn about Thrive Center (session limited to 50 people)

Guide: Sheri Rose, CEO & Executive Director, Thrive Center

Description: Don't miss the opportunity to tour the Thrive Center and see first-hand the innovative technologies and products, dynamic programming for elders and clinical assessment tools on display and learn about how they are being combined with a clinical approach that is geared toward improving the quality of life for those affected by memory issues, like Alzheimer's and dementia.

Take a short 5 to 10-minute walk from Galt House, the conference hotel, for a chance to experience [The Thrive Center](#), an educational center designed to enhance the quality of life for those aged 50+. The center features innovative technology and specialized programming to enhance elder wellness.

Through its innovative products, dynamic programming for elders and clinical assessment tools, the Thrive Center is poised for global impact as a cutting-edge innovation facility to promote healthy aging.

Session B **Monday, August 4, 2019** 2:30 PM – 4:00 PM

B1: Workplace Culture: What Employees Want You to Know

Guide:

Emily Dieppa, Workforce Innovations Consultant, PHI
Panel of Direct Care Workers

Description: Culture building needs to be a highly inclusive process, and it needs to be intentional. In this session, you'll hear from direct care workers about what they value most in a workplace culture, and what makes them stay. Through a facilitated discussion, you'll learn important questions to ask your own employees, and have a chance to communicate directly with our panelists who serve as CNAs and Home Health Aides in long-term care.

B2: A Theory Driven Framework to Engage Staff in Resident-Centered Care

Guide:

Nimian Bauder, Clinical Nurse Specialist, Geriatrics & Extended Care, Veterans Affairs, Long Beach, CA

Description: This session will provide information on the utilization of a framework to increase staff engagement and cultural transformation change. There will be an introduction of the theory driven framework, the L.O.C.K Model, and how the L.O.C.K model helps with staff and resident engagement. It will also address the importance of staff-based efforts for meaningful change, looking at the "Bright Spots" for continued success. A case study showing how the framework lead to increased staff engagement and increased resident-centered care will be presented.

B3: Cultural Competencies & Diversity Planning: A Pathway Promoting a New Culture of Aging

Guides:

Peggy Brenner, Regional Director of Nursing, ACTS Retirement-Life Communities, Inc.
Jed Johnson, Managing Director-Aging Services, CARF International

Description: Embracing inclusion and celebrating diversity are hallmarks of delivering true person-centered care. This session begins by providing a framework that providers can utilize that facilitates holistic cultural competency and diversity planning. Documented factors that contribute to organizational excellence in diversity and inclusiveness will be discussed. Sample templates and related protocols utilized by CARF accredited aging services providers will be shared. Replicable examples of organizational efforts/initiatives from varied aspects of service delivery will be provided. These illustrations are what bring these plans to life. Measurement tools and methodologies to document outcomes will be provided.

B4: Creating a More Livable Community for All: How They Did it in Burlington, VT

Guides:

Cassandra Cantave Burton, Senior Research Advisor, AARP
Katherine Bridges, Senior Research Advisor, AARP

Description: For 15 years, AARP-VT has engaged policy makers and residents to help make Burlington one of the most livable small cities in the U.S. AARP-VT has used research to inform its planning and guide its approaches to make improvements in livability. In 2013, Burlington was named one of "America's 10 Great Places to Live" by Kiplinger's due to its access to jobs, affordable housing, and outdoor spaces. As the city's popularity grows and its demographics shift, AARP-VT continues to use research to identify challenges and benefits of a changing city and leverage this research to engage policymakers and residents.

B5: Harnessing Music's Full Value in Healthcare -- A New Gold Standard

Guide:

Erin Spring, Co-Chair, Music Listening Workgroup/Owner/Director/Music Therapist at Central Ohio Music Therapy, LLC

Description: Music is all too often undervalued in healthcare, contributing to lost health gains & sustainability, unsafe and harmful applications of music, and loss of an integral aspect of our humanity, individuality and autonomy. In this session, guides will review resources including the American Music Therapy Association's Guidelines for Music Listening, board certified music therapists, research supported therapeutic music programs, and care agencies/communities that have successfully implemented standard and best practices of music in healthcare to support personalized care, fostered intergenerational and community bonding and delivered effective non-pharmaceutical interventions. Video examples and live music interventions will be included.

B6: Age Queer: The Workshop

Guide:

Ryan Backer, Age Activist, OldSchool.info

Description: This will be a visioning workshop about age, aging, and ageism. We will be (re)imagining the ways in which we can engage a pro-aging response to the barrage of anti-aging messages we are faced with every day. We are all age travelers, somewhere on the spectrum between older and younger. Where is our age pride? Together we can transcend the young/old binary and subvert traditional age markers. Everybody is welcome to participate in this workshop. Please bring something to write with as we will be exploring our own personal narratives in order to creatively approach the aging process.

B7: The Role of POLST in Advanced Care Planning: Supporting Choice at End of Life

Guide:

Dr. Richard Cohen, MD, Retired, Wellstar Health System Ethics, Advance Care Planning and End-of-Life Program

Description: What in our lives begs for the need to be person-directed more than defining individual needs and preferences at the end of life? In this session, Dr. Cohen will discuss the importance of identifying individual preferences of residents and those nearing the end of life, how to have a discussion, engage their loved ones, and then document their wishes for their care to assure that these wishes are honored. Dr. Cohen will share how POLST (Physician Orders for Life-Sustaining Treatment), a tool used in many states, can help define and communicate individual preferences. Dr. Cohen will then explore with session attendees how to support individual's wishes without regard to what those wishes may be, allowing people to obtain the care that they desire and live their final days not based on what others think their care should be, but on what they truly desire.

B8: Rethinking the Building, Rebuilding the Thinking -- Elders in Distress

Guides:

Stacey Hall, Director of Social Work, Practice Partner, St. John's Home
Diane Bogaczyk, Director of Nursing, Practice Partner, St. John's Home
Mimi DeVinney, Dementia Specialist, St. John's Home

Description: It's not them, it's you! The number of elders with dementia living in long-term care increases every year. As a result, both the elders and staff require additional support. In our journey to achieve small homes, we have focused on identifying how environment affects well-being. At the same time, our Elder in Distress (EID) team takes a holistic approach to identify the source of the distress, especially in elders who are unable to articulate their needs. Instead of a traditional behavior plan, we are reviewing the individual and all those who touch their lives (elders they live with, staff, family, other elders' families). This relational approach has become our re-imagined purpose.

B9: The Spirit of Sustainability in Person-Centered Care...and How Important It Is!

Guide:

Gary Gibson, Director of Pastoral Care, Presbyterian Senior Care Network

Description: As we all know, Culture Change/Person-Centered Care is not a destination, it is a journey and a process that unfolds one day at a time. To improve the quality of life for elders takes a lot of hard work, dedication and devotion to what Pastor Gary refers to as "being called, not just accepting a job or position." Our individual spirit must be fed by what we are given the privilege to do each day. How do we keep that spirit healthy and fresh while continuing to address and assess the needs of our residents, families and staff? The SPIRIT of sustainability is not always easy to attain, especially if there are employees that don't share the same passion for it that you do. Maintaining a healthy spirit can and should carry us through the work week with purpose, motivation and a natural desire to help ourselves as well as others to grow.

B10: Virtual Reality Supporting Individuals with Dementia To Live their Best Lives

This session will be held at The Thrive Center, a short 5 to 10-minute walk from Galt House, the conference hotel and is limited to 50 people

Guides:

Susan Ryan, Senior Director, The Green House Project
Carrie Shaw, CEO, Embodied Labs

Description:

While many dementia care models offer basic education and training for dementia care, most lack an empathetic approach that enables care partners to fully understand the perspectives of the person living with dementia to enable not just dignified and respectful care, but to support a meaningful life for each person that is living with dementia. This 90-minute session, held at the Thrive Center, will explore how two organizations have collaborated to integrate the Green House Project's unique dementia approach with Embodied Labs cutting-edge tool that immerses learners in the stories of those who are living with dementia by putting on a virtual reality (VR) headset and spending a few minutes as that person.

Participants will 'embody' the person living with dementia through the VR platform as well as learn core principles that define the Best Life dementia approach. The innovative approach to experiential learning will create new perspectives and insights for lasting impact on both staff and individuals living with dementia.

B11: SAGE Conversation: The Deep Seated Issue of Choice

Guides:

Linda Bump, Registered Dietician, Consultant Action Pact
LaVrene Norton, Founder, Action Pact

Panel: Lisa Pingel, Life Enrichment, and Timothy Neuman, Food and Nutrition Service Director, Brewster Village

Description

Join this experienced team to share ideas around the issue of resident choice and autonomy especially relating to food, eating, dining, convivium, rhythm of the day and simple pleasures. Using the frame of dining Linda Bump, RD, NHA, and the team will spark deep conversation around the difference between meaningful and token choice, and how to best support individualized resident decision-making.

Join this energetic discussion and explore how vision, attitude and deep system change can imbue culture with choice.

Session C
Tuesday, August 6, 2019
8:00 AM – 9:30 AM

C1: Workplace Culture: Creating an Inclusive, Relationship-Centered Community

Guides:

Sue Misiorski, New England Regional Director of Operations, SageLife
Tim Knight, Executive Director of Health and Wellness Services, Park Springs

Description: Diversity is the tapestry of long-term care. One in four direct care workers is an immigrant, and more than half are people of color. In addition, for the first time in history there are four generations working alongside each other. Our long-term care communities are home to workers and elders of all faiths, sexual orientations, ethnicities, and income levels. Together we will explore strategies to build meaningful relationships where each person's individuality is welcomed and respected.

C2: Dementia Care in Rehab: Research Supported Concepts, Tools and Approaches

Guides:

Christopher Krause, Director of Rehabilitation, It's Never 2 Late
Carrie Chiusano, Executive Director - Dementia Care Center of Excellence, Presbyterian Senior Care Network

Description: Technology supported engagement can drive successful care for those living with dementia. Until recently though, evidence to support the efficacy of tech intervention for dementia care has been scarce as those individuals are often left out of the equation since technology is typically seen as a tool for people who are cognitively intact. New provider-driven research is changing that paradigm while validating new strategies. This session will offer new research and insights that will inform options, benefits, and pitfalls to avoid, as we share tools and methods that support care, regulatory compliance, and outcomes, while enhancing patient, family, and staff satisfaction.

C3: Transformational Kindness: Mastering Emotional Intelligence to Practice the Golden Rule

Guide:

Lia Levitt, CEO & Founder, Ain't She Sweet, LLC

Description: "Kindness is a language which the deaf and the blind can read." To better exemplify kindness in practice, participants will take a tour on a road map of emotional intelligence. Through a scenic journey, this map will address how to avoid roadblocks and pitfalls associated with not treating others as one would want to be treated themselves. Become a kindness ambassador with a clear route to "tangible today" tips for embodying cognitive compassion. If you're ready to create a culture of empathy, understanding and awareness, this is the workshop for you.

C4: Deinstitutionalizing Eldercare Through the Wisdom of Community-Centered Living

Guide:

Joe Carella, Executive Director, Scandinavian Charitable Society of Greater Boston

Description: Community-centered living is built on gathering a community of people rather than housing and segregating a portion of the elder population. The impact, after implementing community-centered living in a small community, saw over 2,000 monthly visitors (not counting family and friends of residents) walk through the front door to create natural human connections. Led by Scandinavian Living Center Director, Joe Carella, who has spent his career studying and implementing community-centered living, this session will provide attendees with a framework for the philosophy as well as realistic ways to bring elements of community-centered living into their communities.

C5: Did You Know, I Can Say No!?

Guide:

Barbara Thomsen, CDM, CFPP, RAC-CT, QCP

Description: The rights of residents living in long-term care communities are guaranteed by the Nursing Home Reform Act of 1987. This law requires nursing homes to "promote and protect the rights of each resident," with an emphasis on individual dignity and self-determination. The CMS (Centers for Medicare & Medicaid Services) Mega Rule changes that began with Phase I in 2016 and are continuing with Phase III in 2019 have bolstered these rights in all areas of care in every nursing home. In this session, Barbara will explore with attendees their understanding of these rights, with an emphasis on these rights, specific to dining such as resident's likes, dislikes, preferences and ethnic choices are honored.

C6: Cultivating a Culture of Compassionate Care

Guide:

Dr. Charla Long, JD, President of Go Long Consulting

Description: If you were to review your website or mission statement, you are almost certain to see the phrase "compassionate care." We all strive to provide services and supports in a compassionate manner, but few can substantiate their effectiveness in achieving this goal. In this interactive workshop-style session, we

will collectively define and behaviorally describe compassionate care, discuss ways we can teach, reinforce, and enforce a compassionate environment, and explore an assessment tool that allows us to measure whether compassionate care is, in fact, being provided.

C7: Transforming Care Through Age-Friendly Health Systems

Guides:

Marie Cleary-Fishman, Vice President, Clinical Quality, American Hospital Association

MaeMargaret Evans, Age Friendly Health Systems Advisory Committee Member, Institute for Healthcare Improvement

Description: The nation's adult population over age 65 is projected to reach 83.7 million by the year 2050, an increase from 21% of the population in 2012 to more than 39% in 2050. Age-Friendly Health Systems is an initiative of The John A. Hartford Foundation and the Institute for Healthcare Improvement in partnership with the American Hospital Association and the Catholic Health Association of the United States. The initiative is designed to meet the needs of older adults, looking beyond acute events, engaging the whole community, and achieving better health for older adults. By focusing on four key areas -- what matters, medications, mobility and mentation, we aim to improve care, safety and outcomes; improve patient and family engagement in care; and reduce length of stay and readmissions.

C8: Mattering Really Counts -- Measuring Quality of Interactions

Guides:

Dr. David Sheard, Founder, Dementia Care Matters

Peter Priednieks, Co-Founder, Dementia Care Matters

Description: Creating a culture of care where people living and working together really matter is the key. Staff really want to return to their original motivations in supporting people - creating positive moments of social interaction. In [Dementia Care Matters](#), we call this 'Being a Butterfly', and we believe that it is possible to measure and provide evidence of people's lived experience that shows progress and success in achieving positive moments of social interaction.

The Quality of Interactions Schedule (QUIS) is a validated observational assessment tool which measures, in a very simple accessible way, five types of care across a day in the life of a care home. From its findings, QUIS guides a whole care team on how to increase their focus on people mattering. This session will train staff how to engage in short periods of qualitative observation and provide guidance to participants on how to use this approach when they return to work, enabling them to measure their team's quality of interactions and culture of care creating real sustainability.

Quality of life starts with really seeing, hearing and feeling the minute by minute experiences of people and being determined to change the moment.

"Feeling you matter is at the core of being a person. Knowing you matter is at the heart of being alive. Seeing you matter is at the centre of carrying on in life" Dr David Sheard

C9: Initiating Aha Moments! It's all in a Strong Foundation

Guide:

Laci Cornelison, Project Coordinator, Kansas State University

Description: Have you hit barriers in implementing person-centered care? How can these be addressed head on? Learn strategies to initiate Aha moments in your team members and other stakeholders as you strive to implement deep changes to support person-centered care in your organization.

C10: Using Compassionate Touch® to Build CarePartner Relationships

This session will be held at The Thrive Center, a short 5 to 10-minute walk from Galt House, the conference hotel and is limited to 36 people.

Guides:

Pam Brandon, President/Founder, AGE-u-cate Training Institute
V'Ann Giuffre, VP Operations, AGE-u-cate Training Institute

Description: Compassionate Touch® is an evidence-informed, proactive approach of skilled touch that helps prevent expressions of distress in people living with dementia while, at the same time, reducing job stress in care partners. In this session, you will learn why skilled touch is good “medicine” in dementia care; how touch strengthens care partner relationships; two Compassionate Touch® techniques; the clinical impact of skilled touch on behavior, pain, and anxiety; and case examples of integration in existing eldercare communities. The experiential focus of the session makes the knowledge “come alive” and attendees leave with a skill that can immediately be applied as a new tool.

C11: Living Out Loud with Dementia

Guides:

Jytte Lokvig, Alzheimer’s and Dementia Specialist
Susan Balkman, Retired Therapist Living with Dementia

Description: Humans thrive with purpose and socialization. This is especially true of people living with cognitive disabilities. The Alzheimer’s Café provides both in a judgment-free monthly gathering of people living with dementia and their caregivers, families, and friends. The focus is on enjoying each other’s company while making art, sharing stories, songs, and snacks. In this experiential session, you’ll try some of the no-fail projects enjoyed at the cafés and adopted nationally by many communities because they are appropriate and enjoyable regardless of the cognitive status or skill-level of the participants.

Session D
Tuesday August 6, 2019
10:15 AM – 11:45 AM

D1: Retention 911: Hiring, Inspiring, Engaging, Retaining

Guide:

Christopher Ridenhour, Director of Workplace Culture, SpiriTrust Lutheran

Description: No more “churn and burn.” No more wishing, hoping, or finger-crossing to keep folks from rushing to the exits! Are you ready to make this the “Year of Retention?” First question: Where did things go south? The relationship between the applicant and organization starts off so promising! The courtship begins with the interview and moves to hiring! Each side enters this union bright-eyed and optimistic about a long and satisfying relationship. Every day afterward is another opportunity to choose the level of physical, mental, and emotional commitment. Organizations that fail to fully appreciate, coach, and inspire their staff, lose the battle to retain them in an industry notorious for burn out and under-appreciation. Great news ahead. This session promises to transform the energy traditionally reserved for handwringing, complaining, and worrying about the workforce crisis into strategies that create inclusive, positive, and cooperative work environments.

D2: Living Well with Dementia: Expert Panel

Guides:

Doug Pace, Director of Mission Partnerships with the Alzheimer’s Association
Brian LeBlanc, Advisory Board Member, Dementia Action Alliance
Panel of Advocates Living with Dementia or supporting individuals living with Dementia

Description: This session will highlight the personal experiences of individuals living with dementia as they explore what it means to live well. A panel of advocates living with Alzheimer's and other dementia will discuss strategies to maximize independence, maintain a sense of identity, and plan for the future. Panelists will also discuss quality care from the perspective of those living in the early stage and offer insights on how care providers and caregivers can support their efforts to live well for as long as possible.

D3: Making it Happen: Lessons in Change Management

Guide:

Jill Vitale-Aussem, President & CEO, Eden Alternative

Description: Change is hard. So hard, in fact, that 70% of change efforts fail. When transforming our organizations to create a person-directed culture, it's critical that we understand the challenges that we will face. This session explores the dynamics of effective change leadership and provides participants with tools and the self-awareness necessary to successfully navigate change. Participants will explore topics such as: technical vs. adaptive challenges, the phases of competence, the theory of diffusion of innovation and being our best in times of stress.

D4: Chief Engagement Officers: Why It's Time to Hire a New "CEO"

Guides:

Charles deVilmorin, CEO, Linked Senior

Lindsay Webber, Director of Life Enrichment, Osgoode Care Centre

Description: The most successful senior living communities understand that purposeful living begins with an understanding of the needs and preferences of each resident. When a community commits to investing in leadership and education around quality engagement, it's time for the 'Chief Engagement Officer' (CEO) to step in. The first step is to define who is in charge of engagement and nominate them as the 'CEO.' Participants will review areas of opportunities within their current organizations, understand the concept of resident engagement from a research and operational standpoint and leave with a roadmap to person-centered care and the experience they provide their residents.

D5: We Imported Fresh Dining Culture: Our Resident Directed Culture Journey Accelerated

Guides:

Bob Sherwood, Esq., Resident, Shenandoah Valley Westminster Canterbury

Danny Festa, Director of Dining Services, Westminster Canterbury

Neville Samuda, Skilled Care Dining Services Manager, Westminster Canterbury

Erin Johnson, Dining Services Operations Manager, Westminster Canterbury

Description: The session will describe how a CCRC in Winchester, Virginia, changed its dining experience by importing culture change insights from the hospitality industry. Using a thought process methodology reported at previous conferences, the revised dining experience accelerated the journey of this community toward resident-directed culture. Central to this thought process is a newly emerging role for residents as they seek to help employees and trustees better understand what they as residents experience as they live until the end of their lives in a retirement community. The voice of residents is being encouraged, heard and appreciated. This is powerful contra-ageism.

D6: Breaking Down the Boundaries

Guides:

Lisa Pingel, Life Enrichment Director, Brewster Village

Tim Neuman, Food and Nutrition Services Director, Brewster Village

Description: Join us to hear about the journey of transition from a county run "Insane Asylum" to a home that empowers over 200 individuals to live their lives how they choose regardless of diagnosis. Participants will learn how a traditional model of care was transformed to one that is enhanced with life enrichment opportunities where villagers are free to move about their community. Organizational map redesign and new household roles such as the Homemaker, Life Enrichment Specialist and more will be defined. Attendees will gather useful tools and will learn how to expand opportunities for those that live with dementia.

D7: Providing Trauma-Informed Care: A Path to Control and Empowerment for Elders

Guide:

Jennifer McCarthy, Senior Program Coordinator for Care Transitions, Healthcentric Advisors

Description: In this session you will receive an eight-step change package to influence your ability to become a trauma-informed organization while enhancing your care response on three levels:

1. The residents
2. The staff
3. The organization

This session will raise awareness about the special care needs of trauma survivors, including veterans, survivors of large-scale natural and human-caused disasters, Holocaust survivors and survivors of abuse. For these individuals, the incorporation of trauma-informed approaches is an essential part of person-centered care.

D8: Creating a "No Bullying" Community: Practical Training, Recommendations and Programs

Guide:

Tim Johnston, Director of National Projects, SAGE

Description: Community is an important aspect of successful aging, but communities often involve conflict and tension. How can we manage the bullying, aggression, or harms that often arise when people share the same spaces? Join us for a discussion to address: how to identify bullying behavior, strategies for preventing bullying, successful interventions when bullying is taking place, and different ways to support staff in creating a welcoming atmosphere.

D9: Sage Session: Mentoring as a Noun and a Verb

Guide: Megan Hannan, Executive Leader, Action Pact

Wendy Lustbader, Clinical Associate Professor, University of Washington School of Social Work
Ian Johnson, LICSW

Description: Join Megan Hannan, Wendy Lustbader, and Ian Johnson in a deep dive dialogue around mentoring. Who do we see and experience as mentors? How do we foster a relationship of learning together? Mentoring is one of the most meaningful aspects of culture change, spurring us to listen well to each other and to the people we serve. This session will tap into the experiences of those long on the road to culture change as well as newcomers, exploring how refreshment and learning occurs for all involved in these exchanges. This lively session will be filled with discussion and storytelling with the goal of generating creative ideas to take home with you.

D10: Learn about Thrive Center

This session will be held at The Thrive Center, a short 5 to 10-minute walk from Galt House, the conference hotel and is limited to 50 people

See description under Session A10

Session E
Tuesday August 6, 2019
1:15 PM – 2:45 PM

E1: Leading the Workforce through the Lens of Love

Guides:

Susan Ryan, Senior Director, The Green House Project
Steve McAlilly, President & CEO, Methodist Senior Services

Description: This session shares the journey of two leaders who transitioned their organizational cultures to a place to live, grow, and thrive. With decades of experience, these leaders share a commitment to sustaining a compassionate workplace focused on learning and growth in a relationship-rich community. The leaders will share the impact of this culture on human resource policies, recruitment, and retention rates.

E2: Breaking Down Old Bathing Culture in Dementia Care Settings: New Designs, New Programs, and New Success!

Guide:

Juliet Holt-Klinger, Senior Director Dementia Care, Brookdale Senior Living

Description: In this session, a seasoned dementia care leader in assisted living will take you through the evolution regarding renovations of outdated bathing areas, creating person-centered and dementia-friendly bathing care, and developing bathing programming in dementia care communities. A review of the symptoms of dementia and their impact on bathing will be followed by a description of how programmatic and design changes have helped to support successful bathing with residents living with dementia.

E3: Focus on Strengths! Building a Strengths-Based Culture in Your Home

Guides:

Jessica Luh Kim, Director of the Resident Experience, Schlegel Villages
Melanie Pereira, Clinical Nurse Consultant, Schlegel Villages
Direct Support Team Members from Schlegel Villages

Description: What is the upside to living, working, and visiting an organization focused on strengths? Higher levels of happiness, engagement, performance, and retention. Happier residents, happier team members, and happier family members. Come learn how one organization started the journey to build a strengths-based culture in their long-term care and retirement homes and explore what you can do tomorrow to start on that journey of personal and organizational growth.

E4: The Jill's House Story: A Relationship-Based Intergenerational Community...Making it Happen!

Guides:

Janice Bays, PT, Jill's House
Nicole Bays, HFA, Jill's House

Description: This is the story of the creation of a relationship-based intergenerational community and how it enriches the lives of all involved: residents, children, care partners, visitors, volunteers, family, community. We will explain how we implemented The Jill's House Way in our assisted living, day visitor, and preschool programs. We will show what is different in a community that includes all ages and builds relationships based on respect. We will hear from people who have experienced The Jill's House Way and show how we reach out to our community to share our living well with dementia experience and eliminate stigma and isolation.

E5: Pan to Plate: Bringing True Culinary Experiences into Resident Spaces

Guides:

Tina Reilly, Manager of Culinary and Nutrition services at Hebrew Rehabilitation Center
Misha Shtivelman, Director of Culinary and Nutrition Operations for Hebrew Rehab Center
Maureen O’Keefe, Household Model Operations Supervisor, Hebrew SeniorLife

Description: We will describe how we transitioned from a traditional model of main kitchen with standard tray-line and household kitchen operations for our long-term care community to a state-of-the-art industrial kitchen staffed with a professional chef and dining attendant on resident floors. We will share our improvement in nutritional outcomes by providing freshly prepared items for the residents. The shared connection between the chef and residents as well as the aromas of freshly baked goods have all contributed to the feel of their five-star environment.

E6: Say "Yes" to Less Stress: Managing Stress for the Caregiver

Guide:

Lisa Milliken, Education Specialist, Select Rehabilitation

Description: Family members who serve as caregivers have often been called the invisible second patients. These people are at an increased risk of overwhelming physical, social and financial burdens. This course will identify the most effective techniques to manage the inevitable escalating stress levels of caregivers, to include how senior retirement team members can best support these resident representatives. Recommendations will range from technology-based interventions to instrumental, emotional and informational support strategies.

E7: Adding Mental Health First Aid to Your Person-Centered Skillset

Guide:

Robert DeLauro, Consultant, 1199 League Labor Management Project

Description: Individuals with “behavioral health” issues are moving into nursing homes in increasing numbers. Staff at all levels are challenged to provide appropriate person-centered care due to lack of appropriate knowledge and skills training. The CMS Standards of Participation now require nursing home staff to be “competent” in behavioral health care.

A group of NYC-based nursing homes have participated in a year-long Learning Collaborative to improve their knowledge and skills in this area. This workshop will highlight:

- “Mental Health First Aid” – a nationally accredited program to raise awareness and knowledge
- How to conduct Behavioral Health Rounds & Huddles
- Innovative approaches to work with individuals who “hoard” and smoke in nursing homes

E8: Respite for All: A Friendship Revolution

Guide:

Daphne Johnston, Executive Director of The Respite Ministry

Description: Volunteers can be a powerful resource in growing services for elders, but growing and sustaining volunteers is a challenge for many service providers. In this session, you will learn about a cost-effective model for providing quality of care for those living with dementia -- and their volunteers, who are one of the keys to their success. The Respite Ministry is a community, faith-based respite program and this session will share how a sustainable plan was developed for recruiting and developing volunteers that support retention and quality outcomes. You will leave with tools and start-up materials, videos, and resources available for no cost from The Respite Ministry.

E9: Out of the Box and Ahead of the Curve

Guides:

Mel Coppola, President/Owner, Hearts In Care, LLC

Kim McRae, FCTA (Family Caregiver Turned Advocate), Co-Founder, Culture Change Network of Georgia, President, Have a Good Life

Description: Culture change has long been focused on nursing homes -- the most institutional living environment. But the tide is turning, and occupancy rates are on the decline. It's time to change the culture of culture change and get out of the box and away from the silos. We must get ahead of the curve by engaging with *everyone* involved in elder care services, most importantly consumers. It's only through this kind of collaboration that we can make person-directed living a reality. Join us for this interactive "think tank" to explore how we can create our own communities of caring.

E10: Beyond Bingo: Why Silent Disco Are the Next Big Thing

This session will be held at The Thrive Center, a short 5 to 10-minute walk from Galt House, the conference hotel and is limited to 50 people

Guide:

Matt Reiners, Co-founder, Eversound

Description: A new trend for residents in nursing homes and assisted living communities comes from an unexpected source—dance clubs and music festivals. The "silent disco" takes personal access to music and the benefits that come from it to a whole new level.

We will be exploring the 5 W's of a silent disco and understand why silent disco is considered the next bingo. We will also explore the health benefits of creative activities and arts/music-based therapies. It may or may not end with our very own "silent disco."

Full-day Intensives Wednesday August 7, 2019 8:00 AM – 1:45 PM

Intensive 1

Person-Centered Palliative Care: Be the Bridge

Guides:

Mark Philbrick, Director of Education & Volunteer Services, Transitions LifeCare

Jennifer Craft Morgan, Associate Professor, Gerontology Institute at Georgia State University

Kim McRae, FCTA (Family Caregiver Turned Advocate), Co-Founder, Culture Change Network of Georgia, President, Have a Good Life

Description: Join us to explore the important topic of palliative care. We will discuss what it is, how it is different than hospice, and how it is the key person-centered approach to providing relief from the symptoms and stress of a serious or life-limiting illness. It is all about improving quality of life and well-being for the individual who is experiencing the illness as well as their family/care partners. Palliative Care is not just about treating pain. It also treats depression, shortness of breath, fatigue, constipation, nausea, loss of appetite, difficulty sleeping, anxiety and any other symptoms that may be causing distress. It helps give people the strength they need to carry on with daily life. During the session, we will also provide an overview of a pilot by Alliant Quality, the QIO for Georgia, "Promoting Appropriate Use of Palliative Care Services in Skilled Nursing Centers" and share their newly developed TOOLKIT with attendees.

Intensive 2

Ageism: Exploring the Connection to Who We Are and the Work We Do

Guides:

Ryan Backer, Age Activist, OldSchool.info

Mel Coppola, President/Owner, Hearts In Care, LLC

Description:

Whether you attended the Ageism Intensive in 2018 or are just beginning your exploration of Ageism, join us as we continue the conversation that was been started several years ago, and which was fired up at the 2017 Pioneer Network Conference when author and activist Ashton Applewhite joined us as the Keynote speaker. Together they will lead the group in further exploration and discussion around ageism and the emerging movement against it. Participants will discuss and reflect upon their personal attitudes about aging, their effect in the workplace, and whether policies and practices in long-term care are ageist. Starting by providing data around internal and external ageism, there will then be a mix of activities that will inform attendees about current anti-ageism resources and initiatives, including OldSchool.info, a clearinghouse for all things anti-ageism and provide down-to-earth applications that can be used in the workplace. Together we will explore how the values and principles of person-centeredness are an antidote to ageism, as well as other forms of prejudice that segregate and diminish us. We will also look at how ableism and ageism intersect and the effect on Elders with different abilities wherever they may live. From this foundation, we will work together to identify ways to address the inherent ageism in care communities.

Intensive 3

Loving: The Essence of Being a Butterfly in Dementia Care

Guides:

Dr. David Sheard, Founder, Dementia Care Matters

Peter Priednieks, Co-Founder, Dementia Care Matters

Tim Knight, RN, BSHCA, *Executive Director of Health & Wellness Services*, Pebblebrook at Park Springs
Staff Members from Park Springs, Atlanta, GA

Description: The Butterfly Model is not new, has been long in the making, and is delighted to come from the UK to celebrate the beginning of its 25th year at the Pioneer Network conference. It is a resilient model of care where caregivers are the creators of the Butterfly movement. It has sustained people living and working together in care homes over many years. Participants will leave this Intensive believing it is happening, trusting your gut and feeling liberated. Attendees will learn that they can remove obstacles and that there are ways to build on the power of human agency and potential where they work. Feelings really do matter most; we are all a feather away from being vulnerable; being loving needs to return to the core of everything we want to be; all we have is NOW.

In this Intensive, the Dementia Care Matters (DCM) team of founders and CEO, along with colleagues from Park Springs, will take participants through their experience, demonstrating why the DCM team believes emotional intelligence is the primary competency in achieving culture change in dementia care. This Intensive will model the “look, see, hear and feel experience” which Butterfly Homes go through in terms of ‘An Emotional Journey’ to achieve their transformation.

AM Mini-Intensives
Wednesday August 7, 2019
8:00 AM – 10:45 AM

Intensive 4
Doing Better Together: A Leader's Guide to High Performance

Guides:

Barbara Frank, Co-Founder, B&F Consulting
Cathie Brady, Co-Founder, B&F Consulting
Lynn Snow, Clinical Research Psychologist, Tuscaloosa VA Medical Center
Christine Hartmann, Researcher, Bedford VA Medical Center

Description: Drawing on lessons from the field, presenters will share strategies for investing in staff, implementing systems to maximize staff performance, and applying person-centered practices to support continuous improvement. Learn how to channel resources into high performance, establish huddles for daily communication and problem-solving, and bring each resident's social history and customary routines into care planning and quality improvement for team problem-solving that improves residents' outcomes. The session will focus on improving care for people living with dementia, providing trauma-informed care, and preventing avoidable adverse events, by putting in place systems to support the staff closest to the residents in individualizing care.

Intensive 5
Engagement and Connection for All – the Circle Talk Way

Guides:

Deborah Skovron, Director and Creative Director, CircleTalk
Cammie Cloman, CircleTalk Master Trainer

Description: This is an interactive session to give participants a hands-on, "felt" experience of a CircleTalk "circle" conversation activity. Participants will engage in discussion and interactive activities to understand how to increase connection in authentic ways utilizing a simple, structured conversation model. Participants will understand the depth and breadth of issues related to social isolation for older adults and how to establish an environment for meaningful and purposeful engagement within small groups. These methods, themes, and activities will be incorporated directly from the CircleTalk Curriculum.

Intensive 6
Lessons Learned from Implementing an Evidenced-based, Person-centered Communication Tool

Guides:

Katherine Abbott, Assistant Professor of Gerontology and a Scripps Gerontology Center Research Fellow
Alexandra Heppner, Project Manager, Research Assistant

Description: Participants will be introduced to the evidenced-based Preferences for Everyday Living Inventory (PELI) and learn how to implement Preferences for Activity and Leisure (PAL) Cards, a novel communication intervention to enhance preference-based, person-centered care. Findings from a state-wide Quality Improvement Project with 35 providers will be discussed, practical tips and benefits to residents, staff, and family will be provided, and the step-by-step PAL Card implementation tip sheet will be reviewed. Participants will have the opportunity to practice using the PAL Card materials and leave this session with access to the resources needed for implementation in their communities.

Intensive 7

Rethinking Dementia: A Well-Being Approach

Guides:

Al Power, MD, Schlegel Chair in Aging and Dementia Innovation

Melanie Pereira, RN, Schlegel Village

Panelist: Nancy Vasile, Personal Support Worker (PSW), Village of Aspen Lake, Schlegel Village

Jennifer Allen, Neighbourhood Coordinator, Village at University Gates, Schlegel Village

Jasmine Adams, RPN, Village at University Gates, Schlegel Village

Description: This workshop will present an “experiential model” for viewing dementia that focuses on a strengths-based, proactive approach, enhancing several aspects of well-being. The model will be explained and an interactive session will help participants practice the skill of looking at distress through a well-being lens. Team members will share stories of people with complex distress that was dramatically improved with this approach. The support network of Schlegel Villages’ “Personal Expressions Resource Team” will be described, and participants invited to imagine how a similar support structure could be implemented in their communities to promote a well-being approach.

Intensive 8

Montessori Applications to Dementia Care: So Much More than Just Activities

Guides:

Cameron Camp, Director of Research & Development, Center for Applied Research in Dementia

Jennie Keleher, Implementation Coordinator, Department of Veterans Affairs (VA), Veterans Health Administration

A. Lynn Snow, Research Clinical Psychologist, Department of Veterans Affairs (VA), Veterans Health Administration

Description: Effectively engaging residents living with dementia and other cognitive disabilities is challenging for even experienced care teams. This Montessori-based skill-building workshop will introduce practical approaches to identify resident strengths (e.g., reading assessments), ways to use remaining strengths to promote independence (e.g., external cues, categorical decision-making), and strategies for fostering community and meaningful activity (e.g., resident committees, how to offer more meaningful choices, etc.). We will use video, clinical examples, in-session practice, an organizational-self assessment tool, and role-play to provide participants with new ways to foster a sense of contribution and meaningful roles for residents across the spectrum of ability.

PM Mini-Intensives
Wednesday August 7, 2019
11:15 AM – 2:00 PM

Intensive 9

Eat Status Quo for Breakfast: Be a Courageous Leader

Guide:

Sarah Brown, Executive Director, Empira

Description: Why does meaningful change take so much time? How can meaningful change occur with limited resources and abundant regulations? How can you engage your stakeholders to engage and make meaningful change for older adults now? Empira, a collaborative of four aging service providers, has spent the last 18 years digging deep into the most challenging issues facing aging services. Come learn about the lesson from the past, current success and challenges of today and be inspired to continue paving the way for future where society values interdependence and inclusive to everyone across the lifespan.

Intensive 10

A Transformation to Neighborhoods: Construction, Organizational Design, Change & Technology

Guides:

Lisa Reifenrath, LNHA, United Methodist Communities

James Clancy, Executive Director, United Methodist Communities

Description: Learn the steps to take to prepare for a physical transformation from an institutional to a home environment. Explore the challenges and strategies we faced during the transformation by staff, residents and family members. In addition, understand how to apply a person-centered approach to organizational design changes: decentralized dining, person-centered care practices, learning circles, household huddles, and household roles. Take away useful forms to track and monitor progress. Lastly, observe and utilize Connected Living and One Day tools for person-centered resident engagement. Discover how we are overcoming ageism and using technology to bridge the gap between generations.

Intensive 11

Person-Centered Practices: Returning Power to Those We Support

Guides:

Ivette Rivera-Oritz, Manager for Pharmacists and Dietitians, Texas Health and Human Services (HHSC)

Dr. George Bithos, Independent Ombudsman for State Supported Living Centers of Texas

Mary Bishop, Person-Centered Practice Team Lead, Texas HHSC

Description: Learn how Person-Centered Thinking training has been utilized to assist nursing homes across the Texas Health and Human Services Commission (HHSC) system in restoring positive control of the lives of those residents who live there. Explore how the state of Texas is utilizing non-pharmacological interventions such as music and memory, person-centered practices, and trauma-informed care, in an effort to reduce the use of psychotropic medication and return positive control back to those being supported who are aging, and how this has taken Texas from 50th in the nation to 17th in the use of psychotropic medication.

Intensive 12

Unlocking and Desegregating Memory Care: Practical Pathways to Inclusion

Guides:

Al Power, MD, Schlegel Chair in Aging and Dementia Innovation

Jennifer Carson, PhD, Director, Dementia Engagement, Education and Research Program, University of Nevada Reno

Description: Increasingly, locked and segregated 'memory care' is being challenged, especially by people living with dementia who are demanding their human rights and the freedom to live in a restraint-free world. As a field, we are being called to create inclusive communities for people of all abilities. The time for change is now, but it's a complex issue that requires knowledge, planning, communication and teamwork. In this session, we will explore the case for inclusive living, including moral, clinical, evidence-based, and demographic arguments. Then we will consider practical pathways to inclusion, highlighting two practice-based examples from providers who are leading the way.

Site Visits
Wednesday August 7, 2019
8:00 AM - 2:00 PM

SV 1

Businar Tour to The Homeplace of Midway, Kentucky

Limit 40 people

Guides:

Mary Hopfner-Thomas, Project Manager, The Green House Project
Tonya Cox, Executive Director, Christian Care Community

Description: Participants will engage in an interactive learning experience that begins with a trip to The Homeplace. Fun trivia about culture change and The Green House Project will leave attendees knowing more about the model than ever before. Upon arrival, hear the unique story of how a small community in Kentucky partnered with Christian Care Communities to establish the first Green House homes in Kentucky. Upon departure, attendees will share their insights and experiences with one another based on all that was seen and heard.

SV 2

Nazareth Home

Limit 60 people

Guides:

Mary Haynes, CEO and President, Nazareth Home, Inc.
Jack York, Founder, IN2L

Description: Your day promises to be one of discovery and engagement as the team at Nazareth Home in Louisville takes you on a tour of their community, sharing how their culture change journey has been guided by the Hatch Model, a model which supports changing culture through meaning, environment, clinical and workplace practices. In addition to touring the campus, you will participate in three learning sessions. You will see how they have brought individualization to the environment through their work with TrueDoors; how workforce innovation has been enhanced through technology and their partnership with IN2L; and how meaning and clinical practice have come together through their Connected Affirmation Palliation (CAP) program, which focuses on the integration of palliative care and engagement technology as central components to restorative, activity and therapy programs in senior living. The CAP program aims to increase the opportunity for person-centered care to grow beyond the traditional standard and daily life of persons living in nursing and assisted living communities while creating pathways that increase active daily living and provide a road map as to how to pivot into the palliative care phase.

Special Sessions

Sunday August 4, 2019

12:00 PM - 4:30 PM

Recognizing a Shared Vision: Building and Maintaining Collaborative Working Relationships for Lasting Culture Change

As regulators, advocates and providers, we all understand the importance of communication and collaborative relationships in achieving real culture change. This session, led by Marianne Bradshaw, Ombudsman Team Leader, Direction Home, will explore team development, the role of leadership in building effective teams, and the behaviors or events that can undermine our best efforts. We will identify ways to build trust through open and respectful dialogue, and work through disruptive conflict. Though our goals are the same, we recognize that there is often a difficult working relationship between care providers, surveyors and ombudsmen. Through facilitated discussion, we will explore options for a more collaborative approach to the shared goal of person-centered care while respecting necessary roles in the survey process.

Sunday August 4, 2019

12:00 PM - 4:15 PM

Implementing the Alzheimer's Association Dementia Care Practice Recommendations Across the Continuum of Care

This session, led by Sam Fazio and Doug Pace with the Alzheimer's Association, will explore some of the key recommendations of the Dementia Care Practice Recommendations and an update on the latest in dementia care research. Three providers from across the continuum of long-term care and community-based settings will discuss how they are implementing the recommendations in their organizations and highlight the importance of tracking outcomes to ensure the delivery of quality dementia care. This interactive session will give attendees the opportunity to also share their best practices, successes and challenges.

Sunday August 4, 2019

5:00 PM – 6:30 PM

Welcome: Exploring How to Make it Happen!

Join fellow conference attendees for a fun and interactive experience. A great place to meet up with old friends, and an opportunity to begin making new friends — this is a chance to get to *KNOW EACH PERSON!* What better way to see who is at the conference than with the traditional **Roll Call of States, Provinces and Nations**. And there's more. Joan Devine, Pioneer Network Director of Education, will lead an interactive presentation where together we will explore the "**Language of a New Culture of Aging.**" And of course, there will be practical information shared like tips for getting around the conference site, navigating the conference App and where to find what you need to make the 2019 Pioneering a New Culture of Aging a person-centered experience for you!

Monday August 5, 2019

8:00 AM – 10:30 AM

General Session and Breakfast

Nurturing the Spirit: A Key to Making It Happen!

The Pioneer Network Values and Principles tell us we need to "*Respond to spirit as well as mind and body.*" As we come together in our opening session, we will explore what that means to each of us.

Join us for the official convening of the Pioneers where **Penny Cook**, President and CEO of Pioneer Network, will share a state of the movement address. Then join us as we explore with Keynote speaker, **Dr. David Sheard**, how the journey to Person-Centered starts with each of us and with our organizations. David will

share his belief that we all need to return to being Person Centered as a life philosophy about the meaning of self. His talk promises to inspire as he shares lessons learned in creating person-centered organizations by nurturing emotional resilience.

We will close our time together with the presentation of the 2nd Annual **Community Commitment Awards** where we will recognize award-winning teams whose resident-led projects are nurturing the spirits of residents and staff in their organizations as they provide meaning and purpose to their lives and to those in the greater community.

Tuesday August 6, 2019
3:15 PM – 5:00 PM
General Session

The Voice of Elders: Our Guides on This Journey!

In our opening general session, we heard from Elders who were making it happen through a commitment to their community. As we come together for our final gathering, we will share again what can be learned when we listen to the Voice of Elders.

We will begin by recognizing some very special individuals who have served as our guides through the years and now find themselves to be among the Elders who seek to have a voice as we continue to Make it Happen. They will not be here with us merely to be honored, but to teach us — and we promise they will have wise lessons to share.

We will end our time together as **Anne Basting, Angie McAllister** and residents from Signature HealthCARE communities come to the stage to tell us about “I Won’t Grow Up,” a project that demonstrates the Pioneer Network Value and Principle, *Shape and use the potential of the environment in all its aspects: physical, organizational, psycho/social/spiritual*. You will hear about this outstanding project and then be entertained and inspired as they share a performance of “Wendy’s Neverland. Will You Believe?”

Exhibitor & Sponsor Gallery Events

Monday August 5, 2019
12:45 PM – 2:30 PM

Monday August 13, 2019
4:00 PM – 6:00 PM

Tuesday August 14, 2019
11:45 AM – 1:15 PM

Networking Reception: Putting the FUN in Relationships!
4:00 PM – 6:00 PM
Sponsor/Exhibitor Gallery

Pioneer Network Values and Principles tell us that *relationships are fundamental building blocks of a transformed culture*. Enjoy appetizers and drinks as you network with our exhibitors, sponsors and your fellow pioneers. You’re sure to find the FUN in those FUNdamental building blocks as you form new relationships!

Additional Exhibitor & Sponsor Gallery Events

Poster Sessions

Storytelling...what great way to learn and a fun way to share. That is what will be happening as you check out the Poster Sessions located in the Sponsor & Exhibitor area. Using their posters to guide in the storytelling, you will have an opportunity to hear about the work being done by fellow pioneers and engage them in a conversation that might spark an idea for your community. What a great way to **promote growth and development for all**.

Engagement Expo

The Pioneer Network values remind us that we need to **Respond to spirit, as well as mind and body**, and that’s just what the Engagement Expo is all about. You will work your way through the expo spending 15 minutes at each station where guides will share innovative and out of the box ideas that go beyond traditional activities, supporting meaning and purpose for elders and staff alike.

Pioneer Network Book Store

Be sure to visit the Pioneer Network Book Store to check out the latest resources for your culture change journey including books, DVDs, workbooks, and toolkits. Many of the authors will be on hand during the conference serving as Guide, providing you with an opportunity to talk to them in person about their books or other topics.

Meet the Authors at a Special Book Signing taking place at the Monday evening during the reception, and then watch for information about a few surprise ‘meet the author and book-signing events’!

Put on Your Oxygen Mask First Wellness Events

As they tell us when we fly, you have to “put your oxygen mask on first.” The need to take care of yourself so that you can take care of others is certainly true for the Pioneers who will be joining us in Louisville. And to help you find ways to put this into action, there will be opportunities throughout the conference to participate in short activities designed to help you take care of you — to put your oxygen mask on first!

**Sunday August 4, 2019
6:30 PM - ???**

Discover Louisville Walk

Led by a representative from the Louisville Convention & Visitor’s Bureau, the Discover Louisville Walk is a great way to do something good for yourself and since we are all “multi-taskers,” Pioneer Network would like to help you put that skill to good use as you take a leisurely guided walk through downtown Louisville. You will be taking care of yourself as you learn about things to do and see during your stay — including where to eat, a good last stop on the walk!

Monday August 5, 2019

Yoga Anywhere

O2 Station in the Exhibitor/Sponsor Gallery

10:40 AM - 11:10 AM

Join Lisa Milliken, Education Specialist with Select Rehabilitation, as she teaches you Yoga poses that you can do at work. Poses like Seated Crescent Moon pose, wrist and finger stretches, Chair Pigeon Pose, Desk Upward Dog Pose and more.

Chair Chi for Everyone

O2 Station in the Exhibitor/Sponsor Gallery

1:15 PM - 1:45 PM

Have you heard of Chair Chi and the benefits it has for elders, but not sure just what it is all about? Then join Patrick Griffith, certified Tai Chi Chuan instructor and founder of Chair Chi as he demonstrates some techniques to help you and for you to bring home for the elders you support.

Tuesday August 6, 2019

Explore the River Walk

Meet in the main lobby of the Galt House

6:30 AM - 7:30 AM

What better way to start the day than to step out the doors of Galt House and take a stroll along the beautiful Ohio River? Walking at a leisurely pace, you can chat with fellow pioneers as you take in the view, and return to the Galt House in plenty of time to catch the morning session.

Strategies to Decrease Daily Stress

9:40 AM - 10:10 AM

Ever get stressed while working? Then how about joining Lisa Milliken from Select Rehab as she shares with you some stress relievers that you can do at work? You’ll learn some progressive relaxation, visualization, deep breathing, engaging your senses, and even laughing!