

2022 Pioneering a New Culture of Aging Conference Frequently Asked Questions

Registration

Q: Where will I find a receipt of my payment?

A: You will receive a confirmation email from Whova once you have completed your registration.

Q: Can I pay my registration by check?

A: Yes. Contact Penny Cook at Penny.Cook@pioneernetwork.net and she will assist you.

Conference App

Q: Is there going to be a Conference App?

A: Yes, and since Pioneer Network is going paperless this year, be sure to download it onto your smart phone and/or computer!

Q: What is the name of the App and where can I find it?

A: We are using an online platform called Whova. You will find information on the Registration Confirmation email on how to [download the Whova Mobile App or Access it from the Web Platform on Desktop.](#)

You will need to use the email address you used for registration when signing up on Whova mobile apps or web portal. Make sure you choose a strong password. You can also sign up using a social media account. Once you have signed up, you should be taken directly to your event.

Q: I already have the Whova app downloaded from another event I attended, do I need to download it again?

A: No. Double-check that it is installed on your phone, and log in using your existing account email and password.

You should then have access to our event “Pioneering a New Culture of Aging”. (Note: be sure you are using the same email address you used when you registered)

Q: What will I find / what can I do on the App?

A:

- View the event **agenda** and plan your personal schedule
- Access **documents** and **slides** shared by organizers or speakers
- **Find who else is attending** this event and reach out to people ahead of time
- Plan some social activities such as **meet-ups** with your fellow attendees
- Find our **Solution Partners** who will be providing you with the solutions you need on your culture change journey
- Receive updates such as **last-minute session changes** from the organizers
- Participate in “Icebreakers”, discussions and polls – a great way to connect with fellow attendees.

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Q: When I tried downloading the App, it asked me for an Invitation Code. Where do I find this?

A: The Invitation Code is Shapethefuture2022

Q: Is there a tutorial I can watch to learn more about the App?

A: Yes, just [click here](#)

Signing up for concurrent sessions

Q: Do I need to sign up for concurrent sessions?

A: The team at Pioneer Network and our guides/speakers would very much appreciate having attendees choose their sessions ahead of time. This helps assure that the session rooms are set up to accommodate the number of attendees who will be there and that guides have what they need to organize any exercises or activities that are part of the session.

Q: How do I sign up for concurrent sessions?

A: You can use the conference App on your smartphone or computer to view and select the sessions you are going to attend. **Please be sure you only select one session in each of the four concurrent time slots.** And remember, you need to sign up for a specific session under each concurrent time slot.

The 4 groups of concurrent sessions are each set up under a general heading (A, B, C, & D) with the instruction “choose only 1 Session”). This is referring to the sub-sessions associated with and listed below them (i.e., A1, A2, etc). You want to sign up for a sub-session.

1. Go to Full agenda and the day

2. Find concurrent session (A, B, C, or D) and select it

3. You will see a list of sub-sessions i.e., C1, C2, ... (scroll up to see all options)

4. Find the session you want to attend and then select "add to Agenda"

6. You can now engage with session guide and other attendees through Q&A, polls, like, chat and after the session you can rate it.

Q: Once I choose my sessions, will I be able to change my mind?

A Yes, you will be able to select / de-select a session on the App at any time.

Q: Can I select more than one session during a time slot?

A: While the App will let you do this, we ask that you only select one session so that we can more accurately manage attendance and assure that there is available seating for those who select each session. (Or if you have figured out how to be in more than one place at a time, please let us know so we can set up a time for you to share this skill with other attendees!)

Q: I am looking for sessions on a specific topic. Is there an easy way to search for them?

A: Yes, you can sort the sessions by topic/track or speaker. Just click on the down arrow in the Filter box located to the right of “Session Registration”, and check the box/boxes to refine your search.



Pioneering a New Culture of Aging: Honoring the Past, Treasuring the Future
July 24-27, 2022 • Sheraton Denver Downtown Hotel

Session Registration

Filter

Team Registration

Q: Is there a discount for sending multiple people from an organization?

A: Yes, there is a team rate available for groups of 4 or more individuals from the same location. You can sign up for that on the registration page. An additional discount is available for 10 or more people. Please contact Pioneer Network at info@pioneernetwork.net for more information.

Q: We would like to sign up as a team - how does the process work?

A: One person can sign up the team or each team member can sign register individually using the team registration. Whichever option you choose, the person completing the registration will need the name(s), email address(es) and payment/credit card information. Be sure the organization name is indicated for each registrant.

Q: What if we have not yet selected who from the team will be attending the conference?

A: Send an email to Joan.devine@pioneernetwork.net for assistance.

Continuing Education

Q: Are continuing education credits available? Is there an extra charge?

A: Yes, Pioneer Network is applying for 17 CEs for the following disciplines. They will be available at no additional cost:

- Nursing Home Administrators
- Nurses / Advanced Practice Nurses
- Activity Professionals
- Social Workers
- Certified Dementia Practitioners

Pre-Conference Sessions

Q: How do I register for the workshops?

A: On the registration form, select the registration option for the workshop by indicating “1” in the dropdown.

Q: Can I register for one of the pre-conference workshops even if I am not attending the conference, or can I add it if I have already registered for the full conference?

A: Yes, simply choose the registration option for the pre-conference workshop you want to attend and complete the registration process.

Q: Who is sponsoring the Alzheimer’s Disease and Dementia Care Seminar and how will certification work??

A: The **Alzheimer’s Disease and Dementia Care Seminar** is the training required in order to be eligible to apply to become a Certified Dementia Practitioner (CDP). The curriculum was developed and approved by the [National Council of Certified Dementia Practitioners](#) (NCCDP) and taught by a certified trainer, Carrie Chiusano. It is offered at a special discounted rate of \$150.00, and includes 7 CEs for Nurses/Nurse Practitioners, NHA, Activity Professionals, Social Workers and CDPs.

If you are not familiar with NCCDP, we encourage you to [check out their website](#).

Q: When I complete the CDP workshop, will I be certified?

A: Almost, but not quite! There will be a final step you’ll have to take – completing the on-line application and paying the fee of \$35.00 (normally \$145.00). Carrie will be available after the workshop and throughout the conference to help attendees complete the certification application so you will return home as a Certified Dementia Specialist.

Q: Are there CEs for the Growing as a Person-Directed Leader workshop?

A: Yes, attendees can earn 4 additional CEs (Nurses/Advanced Practice Nurses, NHA, CDP, Activity Professionals, and Social Workers).

COVID Precautions

Q: Do I need to have proof of vaccination to attend the conference, and if so, how do I provide this?

A: Yes, all attendees will need to provide proof of vaccination. A link to a portal to upload your vaccination card is provided in the confirmation email. Or if you missed it, just [click here](#). Be sure you scan your card as a PDF or JPEG.

Q: Are there any exceptions for those who aren’t vaccinated?

A: No, Pioneer Network is not able to grant exceptions at this time.

Q: Is the information I upload for proof of vaccination safe?

A: Yes, Pioneer Network has partnered with [Accushield](#) to provide a portal for uploading and tracking vaccination information that is HIPAA compliant.

Q: Will I have to wear a mask and maintain physical distancing during the conference?

A: Pioneer Network will comply with all CDC, state and local requirements related to COVID-19 precautions ***current at the time of the conference***.

Room set-up for all sessions will be banquet tables, which supports a variety of options for physical distancing.

Q: Once I upload my COVID Vaccination card, how will I know if it was accepted?

A: You will receive two emails from noreply@jotform.com. One immediately after you upload your card, notifying you that the upload was successful, and the other up to a week later letting you know that your vaccination card was accepted or denied. If denied, you will be informed of the reason why.

If you don't see the email, please check your SPAM folder.