

## Trust. Experience. Expertise.

It's what we offer every client—and every Aging Life Care Manager<sup>®</sup> we work with.



#### We want to be the home care partner you trust most to deliver exceptional care to your clients.

- Expertly trained caregivers guided and managed by our Care Team
- Personalized Care Plans tailored to your clients' needs
- A holistic approach to care, based on our proprietary Balanced Care Method<sup>™</sup>
- 🛇 Detailed Care Notes for you and your clients
- $\bigcirc$  More time to focus on building your practice

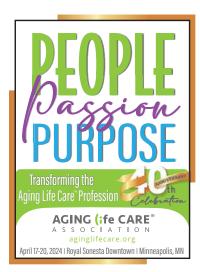


## Supporting your clients and your practice.

When we work with a care manager, we're committed to supporting your clients and practice through a long-term partnership. We're problem solvers and connectors-and we understand how to support clients' ongoing wellness, even as their care needs change.

Contact us to learn how we can work together to provide an exceptional care experience for you and your clients.

866-454-8346



U el come!

On behalf of the Aging Life Care Association's Board of Directors, Staff, and Program Committee, we'd like to welcome you to the 40th Annual Conference! Just as ALCA champions the highest standards in delivering aging services to PEOPLE, we hope your PASSION for this profession and PURPOSE will be reaffirmed! We hope you'll be transformed this week by the speakers, education, exhibit hall, networking, and fun you are about to uncover. If there's anything we can do to make your experience as inspiring as possible, please don't hesitate to let us know!

#### **HOTEL INFORMATION**

Welcome to the Royal Sonesta! "Long Live the Guest" at The Royal Sonesta. We hope you'll find elegance and unrivaled comfort conveniently located in downtown Minneapolis and close proximity to major points of interest in the city, from the Orchestra Hall, the Walker Art Center, and more. Boasting modern guest rooms and suites, sophisticated meeting space, and lavish on-site dining, the Royal Sonesta Minneapolis Downtown will provide a calming retreat for ALCA conference attendees.



Residence for sponsoring our personalized guest room key cards.



## 2024 ALCA Conference PLANNING COMMITTEE

**CO-CHAIR Trish Colucci Barbosa**, RN-BC, CCM *Flanders*, *NJ* 

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### **2024 ALCA** BOARD OF DIRECTORS

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#### **REGISTRATION** INFORMATION

The ALCA registration fees for the 40th Annual Conference include entrance to the opening reception on Wednesday night, all educational sessions, lunch on Thursday &



Friday, and continental breakfasts on Thursday, Friday, and Saturday. In addition, you will receive access to conference materials in electronic format. Separate registration is required for any pre-conference sessions or mid-conference intensive. For meals not provided in your registration fee, the Wood + Paddle is open daily for eating in or will deliver fresh to your door during open hours. There are also numerous dining options within walking distance or short taxi ride. For more information, stop by the ALCA Registration Desk to pick up your tote bag, sponsored by Bayada, and enjoy an "ALCA Apple" compliments of Aging Well Eldercare.



#### CONFERENCE NAME BADGES/ADDITIONAL MEAL TICKETS

Name badges are required at all functions, as they identify you as a registered at-

tendee for the conference and serve as your entry ticket for designated functions. Designation ribbons for members of the ALCA Board of Directors, Past Presidents, Chapter Presidents, Conference Committee, First-time Attendees, Fellows, Speakers, Exhibitors, and more are available at the Registration Desk. PLEASE NOTE: Additional guest meal tickets are available for purchase at the Registration Desk in limited quantities.



#### **CELL** PHONES

Please remember to turn your electronic

devices to vibrate, silent, or the off position BEFORE entering the meeting rooms. If your cell phone does ring, please silence it and EXIT the meeting room immediately BEFORE beginning your conversation.



#### 2024 CONFERENCE APP/WIFI ACCESS

Sponsored By Flying Angels We are pleased to offer a web-based app for conference attendees



sponsored by Flying Angels. Use the Whova App to check out the

schedule of events, plan your schedule, set up reminders, download materials. Throughout the conference, use it to receive announcements and special offers, review session handouts, take notes and photos during sessions, and connect with other attendees.

#### TO ACCESS THE APP, VISIT HTTPS://WHOVA.COM/PORTAL/WEBAPP/AAC1\_202404/

To get started, click on the "sign up" button and enter the following sign-up code: **alca24**, enter your First and Last Name and your Organization as well as your email address and password. **PLEASE NOTE:** This website is for registered conference attendees only, please do not share. You must be signed up and logged in to download the materials, network with the community, or enter session notes.

### WELCOME FIRST-TIME ALCA CONFERENCE ATTENDEES!

We know you will find this conference an invigorating experience. We encourage you to take full advantage of the various networking opportunities available during the conference. One of the best values of ALCA is the members' willingness to share their tremendous expertise with their colleagues. The ALCA Staff, Conference Planning Committee, and Board of Directors are available to help answer any questions throughout the event. Please pick up a "First-Time Attendee" ribbon at the Registration Desk to help identify you and make sure you come to the "First-Time Attendee Meet & Greet" on Wednesday, April 17th at 5:00pm.

If this isn't your first ALCA conference, you probably remember what it felt like the first time you attended an ALCA program, so please take the time to meet new people and help us extend a warm welcome to our first-time attendees during the Opening Reception.

## SPECIAL Thank you to our speakers

The ALCA Conference Committee, Board of Directors, and staff would like to thank all of our presenters for the time and energy that has gone into preparing for their presentations. We are extremely appreciative and proud of the contributions of our speakers – many who are members of the organization. A complete listing of all of the presenters, including short biographies, are available on the Conference App.

#### **EVALUATION** FORMS

General session evaluation forms are included in your registration packet. Breakout session evaluations will be made available at each session. Please place completed evaluations in the appropriately marked boxes. An overall evaluation will be emailed to all participants upon conclusion of the conference. Your comments and suggestions regarding topics and speakers are required by the continuing education providers and will also be especially helpful for future planning committees.

#### **MEMBER SUPPORT FUND FUNDRAISER**

The ALCA Member Support Fund is a charitable fund of the Aging Life Care Association. The Member Support Fund was established to provide financial assistance to ALCA members, individual employees and owners of ALCA partners, and staff who are suffering temporary financial hardships as well as for conference scholarship support.

Stop by the ALCA Board Booth in the Exhibit Hall to purchase opportunity drawing tickets to support this fund and enter to win some great prizes! Tickets are 1 for \$5, 3 for \$10, or 5 for \$20 – Drawings will be held following the morning break on Saturday, April 20th.

## EVENT

ENVIRONMENT ALCA is committed to providing a productive and welcoming event environment. Attendees are expected to conduct themselves in a professional manner and exercise self-control. Sexual harassment, excessive intoxication, and other types of significant misconduct are prohibited. Incidents involving such behavior should be reported to any ALCA Staff member or ALCA Officer who is present at the event.

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114/76

Dr Holmes Pulmon May 4, 2022 3:00 PM

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### **CONTINUING EDUCATION (CE)**

#### INFORMATION

ALCA has been approved for continuing education contact hours for the conference (including the presession) for the following (see grid on back of certificate for details):

- National Academy of Certified Care Managers (NACCM) - Care Manager Certified (CMC) – 15.75
- Social Work National Association of Social Work and NY State Education Department – 15.50
- Nursing California Board of Registered Nursing – 15.75
- Commission for Case Manager Certified Case Manager (CCM) – 15.75

Uniform certificates of attendance are provided in your registration packet so that attendees may apply for credit in the states in which they are licensed or certified, including the NACCM CMC certification. All pre-ordered CE certificates are included in your registration packet. Replacement certificates will be available following the conference at a cost of \$25 each, so please make sure you have all certificates ordered while on-site.

PLEASE NOTE: All registrants must sign in DAILY at the Registration Desk and initial the sessions attended on the back of the certificate for your CE certificates to be valid and to determine the number of CE contact hours earned.

Aging Life Care Association SW CPE is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers, #0166. This program is approved for a maximum of 15.5 contact hours.

Provider approved by the California Board of Registered Nursing. Provider #15884 for 15.75 Contact Hours.



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## 2024 ALCA STAFF

**CHIEF EXECUTIVE OFFICER** Julie Wagner

**MEETING PLANNER** Pam Carlson

MANAGER OF MEMBERSHIP DEVELOPMENT Sara Falconer

MANAGER OF MARKETING AND COMMUNICATION Bonnie Leko-Shapiro

MANAGER OF WEBSITE AND DATABASE TECHNOLOGY Kanya Sánchez

DIRECTOR OF MARKETING AND STRATEGIC RELATIONSHIPS Laura Sanchez

MEMBER SERVICES AND CREDENTIALING COORDINATOR Amanda Schachter

**EXECUTIVE ASSISTANT** Alex Williams

**CONSULTANT - SPECIAL PROJECTS** Callie Daters

## Thank You to our Exhibitors and Sponsors!

In appreciation of their support, be sure to stop by and visit all our exhibitors in the ALCA Exhibit Hall located in the Denmark Commons on Thursday, April 18th and Friday, April 19th.

Don't miss your chance to enjoy refreshments while visiting with the exhibitors and begin filling out your Exhibitor Passport! Completed passports should be returned to the Conference Registration Desk by 10:15 am on Friday, April 19th. Drawings will take place during the General Session at 11:00 am and **you must be present to win!** 







One International Plaza, Suite 550, Philadelphia, PA 19113 610.228.4667 | flyingangels.com









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#### EXHIBITORS

#### American Association of Daily Money Managers (AADMM)

673 Potomac Stadium Drive #801 Leesburg, VA 20176 814.357.9191 aadmm.com

#### **Amramp Accessibility** 358 North Street Randolph, MA 02368

888.715.7598 amramp.com

#### Baron Long-Term Care Insurance

5 Moraine Street Andover, MA 01810 617.823.8334 baronltc.com

#### Bayada Home Health Care

299 Market Street, Suite 200 Saddle River, NJ 07663 201.343.7100 bayada.com

#### Dementia Society of America

PO Box 600 Doylestown, PA 18901 800.336.3684 dementiasociety.org

#### Dominion Insurance Services Inc.

341 South Main Street, Suite 100 Alpine, UT 84004 801.492.1900 dominioninsurance.com

#### Elder Pages Online, LLC

215 Golden Ridge Avenue Sebastopol, CA 95472 707.364.5285 elderpagesonline.com

#### FirstLight Home Care

7870 East Kemper Road, Suite 400 Cincinnati, OH 45249 513.766.8402 firstlighthomecare.com

#### **Flying Angels**

One International Plaza, Suite 550 Philadelphia, PA 19113 610.228.4667 flyingangels.com

**Grandma Joan** 20 Monhegan Avenue Oakland, NJ 07436 888.250.2631 grandmajoan.com

#### Hamilton CapTel

1006 12th Street Aurora, NE 68818 877.455.4227 hamiltoncaptel.com

#### Harmony Home Medical Supply

7640 Clairemont Mesa Boulevard San Diego, CA 92111 858.560.8177 harmonyhomemedical.com

#### Lewy Body Dementia Association

912 Killian Hill Road Lilburn, GA 30047 404.935.6444 Ibda.org

#### **Mayo Clinic**

200 First St SW Rochester, MN 55095 507.284.2511 mayoclinic.org

#### My Junna

5880 Sawmill Road, Suite 210 Dublin, OH 43017 614.710.4449 myjunna.com

#### National Guardianship Association (NGA)

174 Crestview Drive Bellefonte, PA 16823 877.326.5992 guardianship.org

#### National Academy of Certified Care Managers (NACCM)

3275 West Ina Road, Suite 130 Tucson, AZ 85741 520.884.4240 naccm.net

#### Parkinson's Foundation Community Partners in Parkinson's Care

1359 Broadway, Suite 1509 New York, NY 10018 646.388.7652 parkinson.org/communitypa

#### PersonalRX

20 Murray Hill Parkway, Suite 210 East Rutherford, NJ 07073 201.359.3816 personalrx.com

#### Right at Home, Inc.

6700 Mercy Road, Suite 400 Omaha, NE 68106 402.504.4123 rightathome.net

#### **Seniors Helping Seniors**

50 Grandview Boulevard Wyomissing, PA 19610 610.898.0090 seniorshelpingseniors.com

#### teleCalm

5 Cowboys Way, Suite 300 Frisco, TX 75034 888.701.0411 telecalmprotects.com

#### The 80th Street Residence

430 East 80th Street New York, NY 10075 212.717.8888 80thstreetresidence.com

#### The Bristal Assisted Living

3355 Veteran's Highway Ronkonkoma, NY 11779 631.372.2272 thebristal.com

#### TheKey/Home Care Assistance

7777 Fay Avenue, Suite 305 La Jolla, CA 92037 858.901.6508 thekey.com

#### The Life Care Management Institute

240 Triple Creek Drive Kalispell, MT 59901 406.212.0620 LCMexpert.com

#### Thoughtful Engagement, Inc.

13260 North 94th Drive, Suite 103, Peoria, AZ 85381 623.776.3098 thoughtfulengagement.org

#### **True Link Financial**

315 Montgomery Street, 10th Floor San Francisco, CA 94104 844.904.6515 truelinkfinancial.com

EXHIBITORS

#### TMZO USA, INC.

1827 Powers Ferry Road, Building 5 Atlanta, GA 30339 470.377.4942 seni-usa.com

#### VivaLynx, LLC

43 British American Boulevard Latham, NY 12110 518.470.1625 vivalynx.com

#### Wide Awake Business, LLC

1650 Lucerne Street Minden, NV 89423 530.613.5342 wideawakebusiness.com





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PRE-CONFERENCE INTENSIVES - WEDNESDAY, APRIL 17, 2024

8:00 AM – 12:00 PM

#### Aging Life Care<sup>™</sup> Essentials: Section One – Clinical & Ethical

*Pre-Conference Intensive, Separate Fee & Registration Required Norway* 

Aging Life Care™ is a complex process that integrates areas as diverse as human development, health, mental health, family dynamics, community resources, law, finance, culture, and spirituality. It's also about the manner in which the professional utilizes themselves in multidimensional roles to facilitate cohesion across settings, services, organizations, entitlements, family members, and community. It is therefore imperative that the Aging Life Care Professionals® have a suite of knowledge, skills, competencies, and resources in order to deliver high-quality services to clients, employers, and constituents. These talents also need to be grounded in a code of ethics and standards of practice that represent principles of conduct when confronted with ethical and/or business dilemmas. This session will explore ALCA's Code of Ethics and Standards of Practice, while discussing the clinical issues that frequently arise in Aging Life Care practices. This will be an interactive session that uses actual case histories to explore clinical approaches to meeting client needs and resolving common ethical challenges that arise within this process. Aging Life Care is not just a business – it is shaping the lives of people for generations to come!

**Byron Cordes, LCSW, C-ASWCM, CMC** Sage Care Management | San Antonio, TX

*Jennifer Pagano, MA, CMC* Human Network Systems, Inc. | Denver, CO

#### 9:00 AM - 3:00 PM

#### ALCA Board of Directors Meeting

Bergen 3

#### 1:00 PM – 5:00 PM

#### Aging Life Care™ Essentials: Section Two – Sales & Marketing

*Pre-Conference Intensive, Separate Fee & Registration Required Norway* 

How do you position your business as the service of choice? How can you leverage your expertise to underscore your value proposition? How can you better understand your everchanging targeted market? While you have the training, experience, education, and knowledge to provide high-level, quality professional service, how do you ensure that a steady stream of clients will come in your door? All these questions and more will be answered in this interactive four-hour pre-conference intensive. This session will further expand your abilities to reach out to other professionals who can refer business, creating a win-win situation for both parties. Enhancing your outreach skills will result in more satisfaction as well as more clients.

**Byron Cordes, LCSW, C-ASWCM, CMC** Sage Care Management | San Antonio, TX

*Jennifer Pagano, MA, CMC* Human Network Systems, Inc. | Denver, CO

CONFERENCE BEGINS - WEDNESDAY, APRIL 17, 2024

#### 5:00 PM - 5:45 PM

#### First-Time Attendee Meet and Greet

(This event is reserved for first-time ALCA national conference attendees only) Finland

Attending your first conference can be overwhelming. If this is your first time attending ALCA's National Association Conference, please join us for a special speed networking opportunity to meet the ALCA Board of Directors and Chapter Presidents. We look forward to getting to know you!

#### 6:00 PM - 7:30 PM

#### Opening Welcome Reception

*Dayton's Place Winter Lounge & Summer Terrace Follow the Signs...* 

The ALCA Board of Directors, Conference Planning Committee, and Staff invite you to kick off the conference at the Opening Welcome Reception at the historic Dayton's Building on the newly renovated Winter Lounge and Summer Terrace! All conference registrants, sponsors, and exhibitors are welcome to join us to catch up with old friends and meet new ones! And don't forget to stop by and get your picture at the Mary Tyler Moore statue!



## SOCIAL MEDIA Post-A-Thon

y TO

ALCA's Conference Post-a-Thon is back! Share your conference experience and get a chance to win a \$25 Visa gift card!

**To enter:** post a picture or video at the conference on Facebook, Instagram, LinkedIn, or X, using the hashtag **#AgingLifeCare40** and tag **@aginglifecare**. Each post counts as a separate entry! Winner will be notified via email on Monday, April 22nd.

## THURSDAY, APRIL 18, 2024

#### 7:30 AM - 8:30 AM

**Continental Breakfast | Visit with Exhibitors** Denmark Commons

#### 8:45 AM - 10:15 AM

**Opening Keynote Address** Scandinavian Ballroom Sponsored By





#### ALZHEIMER'S DISEASE UPDATE: TESTING, TREATMENT & TEAMWORK

We're delighted to have applied gerontologist Dr. Gaugler open the 2024 conference! His research examines the sources and effectiveness of long-term care for persons with Alzheimer's disease and other chronic conditions. Underpinning these substantive areas, Dr. Gaugler will share the most recent findings on diagnostic testing and other work-ups to establish a diagnosis, current and emerging treatments and other innovations, common behavioral issues associated with Alzheimer's disease and treatments in addition to collaborative/ multidisciplinary models of care, including the Centers for Medicare & Medicaid Services' (CMS) new voluntary nationwide model – the Guiding an Improved Dementia Experience (GUIDE) Model.



#### Dr. Joseph E. Gaugler, PhD

Division of Health Policy and Management School of Public Health, University of Minnesota Minneapolis, MN

#### 10:15 AM - 11:00 AM

Morning Break | Visit with Exhibitors
Denmark Commons

Sponsored By



#### 11:00 AM - 12:15 PM

**General Sesson** Scandinavian Ballroom

**FOOD AS MEDICINE** What do we really mean when say "food-asmedicine"? We all know that food and nutrition play an important role in sustaining health and preventing disease, but in this presentation, we will go beyond general nutrition advice and delve into the key pillars of biochemistry that promote resilience and improve disorders commonly associated with aging. You will better understand the risk of nutrient deficiencies amongst various populations in the US and how Aging Life Care Professionals can help clients (and ourselves) address these deficiencies to improve quality of life as we age.



Anna K Byrnes, MS, RDN, LDN Philadelphia, PA

#### 12:15 PM - 1:15 PM

**Networking Lunch | Visit with Exhibitors** Fjords Ballroom

#### 1:15 PM - 2:30 PM

**General Sesson** Scandinavian Ballroom

#### THE MENTAL HEALTH CONTINUUM IN OLDER ADULTS

During this session Dr. John Brose will help Aging Life Care Professionals better understand behavioral health care and equip us with the tools and knowledge necessary to support older adults with mental health issues. In addition to providing an overview of the continuum of mental health issues most frequently found in older adults in long term care centers, assisted living and adult day programs, he will describe how common mental health issues may show up in the behaviors of older adults so we can more clearly understand what is behind them. Essential strategies to address challenging behaviors when they arise, which may require new approaches or a significant change in philosophy, will be discussed and what you can do to adopt an effective behavioral health program.



#### John Brose, PhD, LP, LMFT, LADC

CEO, Owner, Clinical Director, Associated Clinic of Psychology | Minneapolis, MN

THURSDAY, APRIL 18, 2024

#### 2:30 PM - 3:00 PM

*Afternoon Break* | *Visit with Exhibitors Denmark Commons* 

#### 3:00 PM - 4:00 PM

ALCA ANNUAL BUSINESS MEETING & AWARDS PRESENTATION

Scandinavian Ballroom

Sponsored By



#### 4:00 PM - 4:30 PM

*Afternoon Break* | *Visit with Exhibitors Denmark Commons* 

#### 4:30 PM - 5:30 PM

**General Session** Scandinavian Ballroom

#### WELCOMING LGBTQi2+ HUMANS

Persons who are lesbian, gay, bisexual, and transgender have become far more visible, which reflects greater societal acceptance. Still, many people have questions about what each of LGBTQi2+ letters represent 1 and even more, want to know how to be welcoming to folks who identify along the spectrum of sexual and gender identities. What does it mean to be a LGBTQi2+ and how can straight and cisgender (nontransgender) allies be welcoming and supportive? Further, what challenges do gay, lesbian, bisexual and transgender people continue to face in the 2020s? Aging Life Care Professionals will learn first-hand from Ellie's personal story chronicled in her memoir, Getting to Ellen: A Memoir about Love, Honesty and Gender Change (Stepladder Press 2013) what it means to be a member of "the Alphabet" and get advice on how to be inclusive toward this group of humans.



#### Ellie Krug

Writer, Lawyer, Human Minneapolis, MN

#### 5:30 PM - 6:30 PM

ALCA Chapter Meetings Florida Chapter – Bergen 2 Midwest Chapter – Bergen 3 Mid-Atlantic Chapter – Norway 1 New England Chapter – New Sweden 3 New Jersey Chapter – New Sweden 1 New York Chapter – New Sweden 2 Southeast Chapter – Norway 2 South Central Chapter – Norway 3 Western Region Chapter – Bergen 1

#### 7:00 PM – 9:00 PM

#### **Dine-Arounds**

Experience the local cuisine and network with other conference attendees. Signup sheets are available at the Registration Desk. Please sign up by Noon to confirm your spot!



TRANSFORMING THE AGING LIFE CARE™ PROFESSION

FRIDAY, APRIL 19, 2024

#### 7:30 AM - 8:30 AM

Continental Breakfast/Visit with Exhibitors Denmark Commons

#### 8:30 AM - 9:30 AM

**Concurrent Breakout Sessions** 

#### AGING WITH ADULT DISABLED CHILDREN

Scandinavian Ballroom 3

Aging can be challenging enough but aging with an adult child with a disability can be daunting.

This presentation will focus on aging parents as the primary caregiver for their adult disabled child, the reasons behind their resistance to support, and what Aging Life Care Managers can do to assist in positive outcomes for both the aging parent and the aging adult with a disability.

Jennifer Gazda, DSW, LCSW, CMC, CDP Arosa | Skokie IL

#### **UNDERSTANDING LEWY BODY DEMENTIA: KNOW** THE SYMPTOMS. BE AN ADVOCATE. AND FIND SUPPORT

#### Scandinavian Ballroom 4

Lewy Body Dementia is the second most common form of progressive dementia, but it often gets misdiagnosed and misunderstood, even by health care professionals. This session will provide an overview of the basic signs, symptoms, and management strategies for people living with Lewy Body Dementia and outline the skills, resources, and support that Aging Life Care Professionals can use in their practice.

#### Julia Wood, MOT, OTR/L Brandi Hackett, LMSW, C-ASWCM

Lewy Body Dementia Association (LBDA) Lilburn, GA

#### COMMUNICATION MATTERS...AND LOWERS STRESS

Scandinavian Ballroom 1-2

Make your life easier, come and enjoy this interactive presentation and discover how these two leadership tools - Communication and Game Changing Conversations - will change the way you interact with staff, clients, referral partners and families. Your role as an Aging Life Care Professional is tough enough - attending this presentation is guaranteed to reduce stress and provide you with 4 Communication Styles and a 7-step Game Changing Conversation Matrix.

#### **Chris Williams, CEO**

Wide Awake Business, LLC | Minden, NV

#### 9:30 AM - 10:15 AM

#### Coffee Break/Final Visit with Exhibitors Denmark Commons

\*Turn in your completed exhibitor passport at the Registration Desk by 10:15am to be entered into the prize drawing.

#### 10:15 AM - 11:15 AM

#### **Concurrent Breakout Sessions**

#### THE NEW AGE OF AGING Scandinavian Ballroom 3

Aging has undergone a significant transformation over the past two decades, and it now presents a different set of challenges and opportunities than it did in the past. With longer life expectancies and changing societal dynamics, it is crucial for Aging Life Care Managers to adapt their approaches to meet the evolving needs of today's modern elders. This workshop seeks to empower attendees with the knowledge and skills to promote healthy longevity, well-being, and aging positivity, so they can support their clients in growing, participating, and engaging fully in life.

#### **April Ibarra, MGS**

Flourish For Life | Bellevue, KY

#### THE SILENT EPIDEMIC: IDENTIFYING AND ADDRESSING LONELINESS IN OUR AGING CLIENTS Scandinavian Ballroom 4

Explore the profound impact of loneliness in aging populations and delve into its underlying causes, physiological effects, and the tools for its identification. Learn innovative interventions and the pivotal role of Aging Life Care Professionals in

## Making It Easy to Help More Seniors and Grow Your Business



Care Management is evolving and the opportunities have never been greater to coordinate care for seniors who want to age well at home. But to do so you need a comprehensive system that enables you to offer holistic services:

- Coordinate family
- Manage community vendors
- Monitor health and vital signs
- Manage medications
- Guide privately hired caregivers





Learn more about tools to take your care management practice to the next level: https://ihealthhome.com



FRIDAY, APRIL 19, 2024 continued

addressing this multifaceted issue, illustrated with a compelling case study.

*Shadi Gholizadeh, PhD, MPH, MSc, CMC* The Key | Trabuco Canyon, CA

#### CONSIDERATIONS AND BEST PRACTICES WITH TECHNOLOGY AND DIGITAL TOOLS FOR AGING LIFE CARE MANAGERS®

Scandinavian Ballroom 1-2

Technology is a growing part of an Aging Life Care Manager's role with new systems, software,

digital tools, and apps to engage with the client, organize services, and monitor activity. Using

digital systems to care for clients brings a wealth of opportunity but can also create potential risks. The panelists will discuss best practice through a review of professional standards and industry trends for safe-guarding client information and the Aging Life Care management practice. There will be a discussion of important topics regarding data security, emergency preparedness, selection of software and digital tools, and ongoing management of technology.

#### Jennifer Crowley, RN, BSN, CLCP, CADDCT, CDP, CMC

Eagleview West/The Life Care Management Institute

Shawn Fell | CMIT Solutions

Dan Fredericks | IHealthHome

*Shanna Huber, RN, MSN, CCM, CLCP, CNCLP, CMC* My Junna

Ben Klocek | ElderPagesOnline

#### 11:15 AM - 11:30 AM

**Break** Scandinavian Ballroom Foyer

#### 11:30 AM - 12:30 PM

#### **Concurrent Breakout Sessions**

#### HOARDING DISORDER: A COLLABORATIVE HARM REDUCTION APPROACH FOR AGING LIFE CARE PROFESSIONALS®

#### Scandinavian Ballroom 3

Most people can identify hoarding situations, but few know how to attempt to intervene. This presentation

is designed for direct services by Aging Life Care Professionals to learn how to utilize knowledgeable and respectful engagement skills, work with clients to develop measurable and goal directed harm reduction plans of care, initiate advocacy services for reasonable accommodation recognition, along with identifying and enlisting other community agencies and stakeholders, to build a community-based support and intervention system.

Anne B. Pagano, LCSW, ACSW, C-ASWCM, BCD Pagano Senior Care, LLC | White Plains, NY

#### AGING LIFE MEDIATION: AN AGING LIFE CARE MANAGER® DRIVEN MEDIATION MODEL TO RESOLVE FAMILY CONFLICTS WITH AGING ADULTS Scandinavian Ballroom 4

Initiating client care is often blocked due to conflicts between family members. Join us to discuss the common issues and a unique model that combines the mediation model with the values and skills of an Aging Life Care Manager.

#### Bunni Dybnis, MA, LMFT, CMC

Aging Life Matters | Los Angeles, CA

#### WHAT EVERY AGING LIFE CARE PROFESSIONAL® NEEDS TO KNOW ABOUT ELDER LAW

Scandinavian Ballroom 1-2

Myriad professions touch aging clients gerontologists, social workers, Aging Life Care Managers, case managers, healthcare providers, caregivers, etc., etc. - but one of the sometimesforgotten members of the aging client care team is the elder law attorney. Many believe legal services are expensive and unnecessary, but elder law attorneys - whether through private service, legal services, or other means - who see the whole person and have experience in a vast array of legal matters, from medical benefit applications to financial planning to guardianship and its alternatives, are crucial in preserving the autonomy and independence of every aging person. Learn about leading issues in elder law, resources to access elder law, and what everyone working with an aging client should know about elder law and the attorneys who practice it.

#### Jill Sauber, JD, CELA

Sauber Legal Services | Minneapolis, MN

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FRIDAY, APRIL 19, 2024 continued

#### 11:30 AM - 12:15 PM

**ALCA Corporate Partner Focus Group** Check Message Board for Location

#### 12:30 PM - 1:30 PM

**Networking Box Lunch** Fjords Ballroom

#### 1:30 PM - 2:30 PM

**Concurrent Breakout Sessions** 

## ANSWERING THE CALL: THE SOLO AGING MOVEMENT

Scandinavian Ballroom 3

Aging Life Care Professionals are generally the best suited to support solo agers. Without typical family support, solo agers find themselves aging without a safety net. This presentation offers a methodology for Aging Life Care Managers.

*Beverly Bernstein Joie, MS, CMC* Solo Wise | Newtown Square, PA

#### CONTROLLING THE CHAOS BY IMPLEMENTING TECH-ENABLED AGING LIFE CARE™ MANAGEMENT

Scandinavian Ballroom 4

Does this sound familiar? Your client: Can't get the care they need? Forgets to take medications? Feels isolated and lonely? Struggles getting to appointments? Is at risk for falls or other emergencies? Nothing can replace the human touch, however adding technology can help your clients, families and you stay connected to ensure safety and empower independence.

#### Diane Gotebiowski, PT, DPT

VivaLynx/EverHome Care Advisors/EverHome Columbia Inc. | Latham, NY

#### 1:30 PM – 5:30 PM | OPTIONAL EVENT

*Mid-Conference Intensive Workshop* Separate Fee & Registration Required

#### SUCCESSION PLANNING AND PREPARATION FOR AGING LIFE CARE PROFESSIONALS® New Sweden

As a holistic-generalist business consultant with over 25 years of coaching experience, Bryan Herde has served nearly 100 different varieties of businesses and nonprofits. His core expertise lies in working with small business owners by preparing them for start-up; addressing challenges inside or outside their business as they grow; and determining and implementing effective exit strategies. During this workshop, Bryan will help you determine the best possible options for succession, help you assess your current readiness for succession, establish succession goals and strategies, prepare the company and targeted persons for transition and sustainability, discuss strategic timelines and set ownership and management priorities and accountability. Over the course of this free-flowing, interactive and emotional 3-hour workshop, participants will address each Aging Life Care Professional's motivation, hopes, dreams, fears, realities, negotiables (and non-negotiables), timelines and deadlines, options, valuation, planning and preparation, transition and implementation, and ultimately...letting go.

**Bryan L. Herde, President** Integrity Services Global | Aurora, CO



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FRIDAY, APRIL 18, 2024 continued

#### 3:00 PM - 5:00 PM

#### Mid-Conference Roundtables

Free / Advance Registration is not required / Not Eligible for CEUs

#### ADVANCED PROFESSIONAL ROUNDTABLE Bergen 1

Join experienced colleagues for discussions on topics important to you and your practice. Dig deep into issues that affect all Advanced Professional Aging Life Care members. Members in the room decide on the topics and the discussions will be facilitated by ALCA leadership. This is a free member benefit for Advanced Professional Members only.

#### **XTREME MENTORING ROUNDTABLE**

Bergen 3

Got a question? Got a dilemma? Is it business, clinical, or ethical? We'll cover them all in Xtreme Mentoring. We'll take your topics. Make a list. Choose your subject matter. And then we begin! You'll get connected with a panel of experts – some of ALCA's most experienced Aging Life Care Professionals and leaders in the field. You set the agenda and the pace!

#### 3:00 - 6:00 PM

#### The Paisley Experience Tour Optional Event

This event is **SOLD OUT**. Ticket Holders – please meet in the hotel lobby at 3:00 pm. Shuttle will depart promptly at 3:15 to arrive in time for 4:00 Tour.









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Let's re-ignite our **PASSION** and **PURPOSE** enriching the Aging Life Care Profession! www.hnsden.com | 303-758-8182

## SATURDAY, APRIL 19, 2024

#### 7:30 AM - 8:30 AM

#### **Breakfast/General Session**

Scandinavian Ballroom

Attendees who arrive by 7:30am will be entered into a drawing for a \$500 credit towards the 2025 conference! Don't be late!

## AN EXAMINATION OF THE AGING LIFE CARE ASSOCIATION<sup>®</sup>

Join us for an update on the ALCA Research Study project, including preliminary results from the nationwide survey.

#### Pamela B. Teaster, PhD, MA, MS, NREMT

Professor and Director, Center for Gerontology Virginia Tech | Blacksburg, VA

#### Carlisle Shealy, PhD, MPH

Assistant Director, Center for Gerontology Virginia Tech | Blacksburg, VA

#### 8:30 AM - 9:45 AM

**General Session** Scandinavian Ballroom



## FRONTOTEMPORAL DEGENERATION: SUPPORTING THE PERSON DIAGNOSED AND THE FAMILY

Frontotemporal degeneration (FTD) refers to a group of progressive neurological diseases affecting the brain's frontal and temporal lobes. FTD disorders are characterized by gradual deterioration in behavior, personality, language, and/or movement, with memory usually relatively preserved. This session will review FTD and its subtypes, the road to diagnosis, symptoms and behaviors that are common in FTD. We will also highlight a family's lived experiences of an FTD diagnosis and effective strategies to minimize their effect on persons diagnosed and their families.



*Esther Kane, MSN, RN-CDP,* Director of Support and Education Association of Frontotemporal

degeneration (AFTD) |

King of Prussia, PA

9:45 AM – 10:00 AM

Coffee Break - Scandinavian Ballroom Foyer

#### 10:00 AM - 11:00 AM

General Session - Scandinavian Ballroom

#### BEFRIENDING DEATH LEADS TO A BETTER DEATH AND A BETTER LIFE

Providing services to patients and families at the end of life is a growing industry. "Doula Jane," a trained end-of-life Doula and CNA will share the practical guidance and support death doulas provide for individuals and families during the end-of-life process. Participants will be able to create a daily practice to befriend death and better understand the concept of a natural death. Learn how to find, work with, or incorporate death doula services into your practice to better prepare your clients during their end-of-life journey.



Jane Whitlock, aka Doula Jane

Minneapolis, MN

**11:00 AM– 11:15 AM Break –** Scandinavian Ballroom Foyer

#### 11:15 AM - 12:30 PM

**Closing General Session** Scandinavian Ballroom

## PREVENTING DECISION FATIGUE WITH A RESILIENT HABIT OF MIND

You won't want to miss the special session designed to spark professional and personal insight and growth! Dr. Leilani will share with us how Aging Life Care Professionals can enhance energy management for more resilient caregiving – of our clients, our employees and also ourselves. Learn more about the importance of brain-based wellness and how to incorporate energy tracking strategies into your daily practice.



#### Leilani Sáez, PhD | ACC

Natural Capacities Certified Life Coach Specializing in Mindful Neuroplasticity | Eugene, OR

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- Take the online Practice Exam or Exam Prep Course

EXAMINATION WINDOW	APPLICATION DEADLINE	EXAM RESULTS AVAILABLE
Spring - April 1 to April 30	February 28	Мау
Fall - October 1 to October 31	September 4	November

#### Have Questions? Contact us at 520.884.4240 or info@naccm.net

### MEETING ROOM PLANS





#### SCHEDULE AT A GLANCE

#### WED, APRIL 17, 2024

8:00 AM – 12:00 PM Aging Life Care™ Essentials: Section One – Clinical & Ethical | Norway

9:00 AM – 3:00 PM ALCA Board of Directors Meeting | Bergen 3

#### 1:00 PM - 5:00 PM

Aging Life Care™ Essentials: Section Two – Sales & Marketing | Norway

#### 5:00 PM - 5:45 PM

First-Time Attendee Meet and Greet | Finland

#### 6:00 PM – 7:30 PM

**Opening Welcome Reception** Dayton's Place Winter Lounge & Summer Terrace

#### **THURS, APRIL 18, 2024**

7:30 AM – 8:30 AM Continental Breakfast | Visit with Exhibitors Denmark Commons

8:45 AM – 10:15 AM Opening Keynote Address Scandinavian Ballroom

#### 10:15 AM – 11:00 AM Morning Break | Visit with Exhibitors Denmark Commons

11:00 AM – 12:15 PM General Sesson Scandinavian Ballroom

12:15 PM – 1:15 PM Networking Lunch Fjords Ballroom

1:15 PM – 2:30 PM General Sesson Scandinavian Ballroom

2:30 PM – 3:00 PM Afternoon Break | Visit with

**Exhibitors** Denmark Commons

## 3:00 PM - 4:00 PM

ALCA ANNUAL BUSINESS MEETING & AWARDS PRESENTATION Scandinavian Ballroom

#### 4:00 PM – 4:30 PM

Afternoon Break | Visit with Exhibitors Denmark Commons

#### 4:30 PM – 5:30 PM

**General Session** Scandinavian Ballroom

#### 5:30 PM - 6:30 PM

ALCA Chapter Meetings Florida Chapter – Bergen 2 Midwest Chapter - Bergen 3 Mid-Atlantic Chapter -Norway 1 New England Chapter -New Sweden 3 New Jersey Chapter - New Sweden 1 New York Chapter - New Sweden 2 Southeast Chapter – Norway 2 South Central Chapter -Norway 3 Western Region Chapter -Bergen 1

#### 7:00 PM – 9:00 PM Dine-Arounds

#### FRIDAY APRIL 19, 2024

7:30 AM – 8:30 AM Continental Breakfast |Visit with Exhibitors Denmark Commons

#### 8:30 AM – 9:30 AM Breakout Sessions

AGING WITH ADULT DISABLED CHILDREN Scandinavian Ballroom 3

UNDERSTANDING LEWY BODY DEMENTIA: KNOW THE SYMPTOMS, BE AN ADVOCATE, AND FIND SUPPORT Scandinavian Ballroom 4

COMMUNICATION MATTERS...AND LOWERS STRESS Scandinavian Ballroom 1-2

9:30 AM – 10:15 AM Coffee Break | Final Visit with Exhibitors Denmark Commons 10:15 AM – 11:15 AM Breakout Sessions

**THE NEW AGE OF AGING** Scandinavian Ballroom 3

THE SILENT EPIDEMIC: IDENTIFYING AND ADDRESSING LONELINESS IN OUR AGING CLIENTS Scandinavian Ballroom 4

CONSIDERATIONS AND BEST PRACTICES WITH TECHNOLOGY AND DIGITAL TOOLS FOR AGING LIFE CARE MANAGERS® Scandinavian Ballroom 1-2

11:15 AM – 11:30 AM Break

11:30 AM – 12:30 PM Breakout Sessions

HOARDING DISORDER: A COLLABORATIVE HARM REDUCTION APPROACH FOR AGING LIFE CARE PROFESSIONALS® Scandinavian Ballroom 3

AGING LIFE MEDIATION: AN AGING LIFE CARE MANAGER® DRIVEN MEDIATION MODEL TO RESOLVE FAMILY CONFLICTS WITH AGING ADULTS Scandinavian Ballroom 4

WHAT EVERY AGING LIFE CARE PROFESSIONAL® NEEDS TO KNOW ABOUT ELDER LAW Scandinavian Ballroom 1-2

12:30 PM – 1:30 PM Networking Box Lunch Fjords Ballroom

#### 1:30 PM - 2:30 PM

Concurrent Breakout Sessions

ANSWERING THE CALL: THE SOLO AGING MOVEMENT Scandinavian Ballroom 3

CONTROLLING THE CHAOS BY IMPLEMENTING TECH-ENABLED AGING LIFE CARE™ MANAGEMENT Scandinavian Ballroom 4

#### 1:30 PM - 5:30 PM

Mid-Conference Intensive Workshop

SUCCESSION PLANNING AND PREPARATION FOR AGING LIFE CARE PROFESSIONALS® New Sweden

3:00 PM - 5:00 PM

Mid-Conference Roundtables

Advanced Professional Roundtable Bergen 1

**Xtreme Mentoring Roundtable** Bergen 3

#### 3:00 – 6:00 PM

*The Paisley Experience Tour* Optional Event *Meet hotel lobby at 3:00 pm.* 

#### SATURDAY, APRIL 20, 2024

#### 7:30 AM - 8:30 AM

Breakfast/General Session AN EXAMINATION OF THE AGING LIFE CARE ASSOCIATION® Scandinavian Ballroom

8:30 AM – 9:45 AM General Session Scandinavian Ballroom

9:45 AM – 10:00 AM Coffee Break Scandinavian Ballroom Foyer

10:00 AM – 11:00 AM General Session Scandinavian Ballroom

11:00 AM– 11:15 AM Break Ballroom Foyer

11:15 AM – 12:30 PM Closing General Session Scandinavian Ballroom