Each year the Ohio Centers for Assisted Living holds its annual summit for the assisted living industry. Participants are able to hear from outstanding presenters with a broad range of expertise, and comment that they are able to walk away with ready-to-use information, ideas, and best practices that both challenge and inspire them.

This is not your typical assisted living conference. The Assisted Living Summit is specifically designed for owners, managers and executive leaders—in other words, the strategic thinkers and doers of your organization.

Attend and you’ll gain:

• Regulatory and Policy Updates
• Practical takeaways to improve recruitment and retention
• Techniques to bring back to your senior community regarding challenging families
• Opportunities to network with colleagues and exhibitors
• Continuing Education Credits

Featuring:

• 6 CEUs for CEAL, NHA (Ohio & NAB), Nurses and Accountants
• Expert faculty

This is not your typical assisted living conference. Specifically designed for owners, managers and executive leaders—in other words, the strategic thinkers and doers of your organization. Take this time to collaborate with other assisted living leaders while earning up to 6 continuing education credits.
7:30 a.m.

CEAL Reunion & Breakfast
Join us for the annual CEAL Reunion at the OCAL Assisted Living Summit, exclusively for Certified Executives for Assisted Living (CEALs). This event celebrates the tradition and accomplishment signified by this invaluable designation. As a current CEAL, we invite you to join us at this event hosted by OCAL and the OCAL Board for a morning of networking with other CEALs (including your former classmates), and honoring the achievements of those new to the CEAL community.

New this year – Invitation is open to anyone curious about the CEAL program. What better way to learn more about the benefits of becoming CEAL certified than attending the CEAL Reunion Breakfast event.

Be sure to RSVP to kchapman@ohca.org if you plan to attend.

Schedule of Events:

8:00 a.m.
Summit Check In & Continental Breakfast
During Summit Check In, you will receive your name badge and handouts for the Summit. Also, take this time to network with other long-term care professionals and select vendors.

8:30 a.m.
Rules, Regulations & HCBS
It is very important that we have an understanding of the challenges and changes in the assisted living profession. Whether it is the latest trends, regulatory issues or dealing with the impact of the state budget, assisted living professionals have a lot to keep abreast of.

This session will discuss federal and state issues as well as provide a general update. A must attend session for all attendees.

Presented by: Janet K. Feldkamp RN, BSN, LNHA, CHC, JD, Partner, Health Care Department, Benesch Friedlander Coplan & Aronoff LLP

10:00 a.m.
Networking Break

What Is Included in My Registration Fee?

• Up to 6 hours of Continuing Education Credit
• Lunch Buffet
• Continuous refreshment service
• Handouts of all education sessions
10:15 a.m.
Concurrent Sessions: select one

1. Dealing with Challenging Families of Dementia/Alzheimer’s Residents
This session is an exploration of the challenges in dealing with family issues in long term care, and potential solutions for resolving differences or finding common ground with families. Self-reflection exercises in aging will be presented. An analysis to identify factors that cause frustration and anger in family members and solutions for better communication and action plans will be discussed. Knowing each resident as an individual and establishing family communication is the foundation of collaborative person-centered care. Small group discussions will be utilized for diverse case studies where participants can provide input in devising solutions for dealing with challenging family interactions.

Presented by: Basabi Ratnaparkhi, PhD, LNHA, Eliza Jennings

2. Planning for and Mitigating the Risks of Rising Acuity
The risk of falling, fall-related-injury, choking, elopement, bullying, etc, it is not possible to prevent all harm from all risks and still allow “space” for a PC/PD care and culture.

So how do you find the balance between the individual’s need for a safe environment, the institution’s tolerance of risk, the legal and ethical issues AND the individual’s quality of life and right to self-determination?

We’ll consider two fundamentally different risk paradigms – yesterday’s standard and today’s necessity.

The most significant difference is that yesterday’s was applied by institutions to institutions instead of by residents to themselves.

Please attend and participate. (Please attend, participate and share in lessons-learned.)

Presented by: Ray Miller, Direct Supply

11:30 a.m.
Networking Lunch
3. Blueprint for Calming an Angry Customer
Service failure is a fact of life. Mistakes happen. Dentures, hearing aids and clothes become lost. Food is delivered cold. Call lights go unanswered. And unhappy customers become angry. The battle lines are drawn between the customers and the employees. If employees don’t know how to calm an angry customer and recover from the breakdown in service, your reputation, census and referrals will suffer. The key is returning an angry customer to a level of satisfaction. Learn the seven step process that every employee can use to calm an angry customer.

Presented by: Harley King

4. Emergency and Disaster Preparedness - Policies, Training and Staff
This session is designed to assist you to better prepare yourself, operations and staff to prepare for, respond to and mitigate the effects of emergencies and disasters. Mr. Miller will discuss the breadth of potential events that authorities and reality require preparation for. The session will also discuss systemic and environmental hazards and resident vulnerabilities and the complexities of “Sheltering-In-Place” versus “Evacuation” decisions as well as Applicable federal and state requirements, Life Safety Code requirements, NIMS (Nat. Incident Command System) and ICS (Incident Command System) requirements and resources and Crew Resource Management practices. There is no lack of resources/materials but pulling it together, keeping it current from year-to-year and ensuring effective drills and training processes will be better understood by attendees.

Presented by: Ray Miller, Direct Supply

5. Sexuality Counseling for the Aging Community
The concept of sexuality is complex and personal and usually entails more than just sexual activity. Sexuality can be considered a developmental process, as it typically changes and evolves over the course of one’s lifespan. The desire for sex may decline during older adulthood, though many people do maintain the desire for sex and other intimate physical contact. Attend this session to learn why it is an important and needed aspect of many social/health services interactions, and how to implement increased training and competency in your assisted living community.

Presented by: James R. Carter, PhD, MPH, Assistant Professor of Social Work, Wright State University

6. Reporting Elder Abuse - Financial Misappropriation
Federal and state laws protect seniors from abuse, however many healthcare providers do not understand how to identify abuse beyond physical abuse, nor what to do about it. Not only do some laws create a duty to report suspected abuse, but there may be severe penalties for breaching that duty. This session will highlight the requirements and procedures to implement facility wide in reporting and documenting reporting of suspected abuse.

Presented by: Sara Donnersbach, JD/MBA, Weltman, Weinberg & Reis
3:00 pm
Networking Break

3:15 pm
Staffing Done Right!
Need help with Effective Hiring, Retaining Employee’s and Reducing Turnover?

Have you ever been responsible for a “bad hire” – a candidate that looked good on paper and interviewed well but just didn’t fit once they joined the organization? Or have you been the victim of a bad hire made by someone else? Or worse yet, have you had to work with a hire whose poor attitude, bad habits and general lack of respect is tolerated without any disciplinary action?

This interactive session will focus on your tips to hire a candidate with the right skills and experience for the job, and one who is the right “fit” for your company’s unique culture and personality. Attendees will share a variety of tips and tactics to reduce turnover and increase retention, explore the reasons for turnover as well as how to address them.

Come prepared to share things that have worked and haven’t at your community.

4:15 pm
Conference Adjourns

with support from our champion partners

HW&Co.
Omnicare
RLH consulting
Rolf

absolute
McKesson
Huntington
Remedi

AssuredPartners
Benesch
compmanagement
compmanagement

LeaderStat
plante moran
PointClickCare
PointRight

GRANDVIEW
ICP
innovati
LANCASTER
POLLARD

LeaderStat
plante moran
PointClickCare
PointRight

PREMIER
Therapy

partners Club
What is OCAL?
The Ohio Centers for Assisted Living (OCAL) is the assisted living affiliate of the Ohio Health Care Association (OHCA) - the largest long term care provider association in Ohio and the first to represent assisted living providers statewide. OCAL was formed in 1999 as a natural outgrowth of OHCA's early efforts and representation, and we are proud to be the state affiliate of the National Center for Assisted Living (NCAL) with a growing membership and dedicated Board of Directors. At OCAL, we strive to provide leadership, governmental support and continuous professional education so our assisted living members can grow in their profession and achieve the highest level of quality and value for the individuals they serve.
Certified Executive for Assisted Living®
A Certification for the Elite in Assisted Living Management

Is CEAL Right for You?
Are you an experienced assisted living executive looking for a competitive edge in the marketplace?
Are you interested in obtaining the necessary skills to successfully lead an assisted living community in Ohio or, even possibly, nationwide?
Then CEAL is the certification for you!

Ohio CEAL is a comprehensive certification program designed to elevate the skills and professionalism of assisted living administrators in Ohio by combining national competency standards along with Ohio’s most comprehensive state-specific training. While the state of Ohio does not require a certification or license to be an administrator of a residential care facility (RCF), several states do require their assisted living administrators to be licensed. Therefore CEAL aligned its program curriculum with the National Association of Long Term Care Administrator Boards (NAB) Residential Care/Assisted Living Administrators Licensing Examination thereby allowing credentialed assisted living executives in Ohio to meet national competency standards.

Obtaining the Ohio CEAL will empower you to excel in the profession you love. And it will enhance your distinction within Ohio’s growing and competitive assisted living marketplace.

Become part of the elite within Ohio’s assisted living profession.
Begin the process today.
Become an Ohio CEAL!
2017 Assisted Living Summit
Conference Location:

Nationwide Hotel & Conference Center
100 Green Meadows Drive South, Lewis Center, OH 43035

Each participant is responsible for his/her own lodging and dinner arrangements. We encourage you to make your hotel reservations as early as possible. A limited number of rooms have been blocked at the rate shown. Please make your reservation no later than August 4. Mention you are attending the Assisted Living Summit offered by OCAL for the group rate. The hotel may have additional rooms available once all of the OCAL rooms are gone, but they may not be at the special rate, even if you contact them prior to the cut off date.

Every room and suite includes complimentary wireless Internet access, VOIP Telephone with speakerphone and voicemail, pillow-top mattress, refrigerator, microwave and Keurig coffee makers. Free parking is available at the Conference Center.

Reservations can be made by calling (614) 880-4300 or via the hotel website at www.nwhotelandconferencecenter.com and entering your group access code 120172.

Group Rate: $134.00 (king suite or queen/queen suite).

Continuing Education Credit:

This program offers up to 6 hours of continuing education credit for the following:

Certified Executives for Assisted Living (CEAL): Up to six hours are available during this program and can be used toward renewal of the CEAL certification.

Ohio Licensed Administrators: The Association is an approved provider of continuing education credit by the Ohio Board of Executives for Long Term Care Services and Supports (BELTSS). Administrators can earn up to 6 preferred hours of continuing education credit.

Ohio Nurses: Nurses please note any continuing education that has been approved by BELTSS (or any other accredited body) can be accepted by the Ohio Board of Nursing in the State of Ohio. Nurses may use this continuing education to meet their licensure requirements. Please refer to OBN continuing education rules 4723-14-01 thru 4723-14-19.

Ohio Accountants: The Ohio Health Care Association is an approved provider of continuing education credit by the Accountancy Board of Ohio. (Approval #CPE.138).

Out of State Administrators (NAB): This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Long Term Care Administrator Boards (NAB) and approved for 6 hours.
1. **One Person Per Registration** *(fill out the facility info and duplicate this form for additional registrants)*

   Lastname: ___________________________________________ First: _______________________________ Nickname: _____________________________________________________

   Title: ____________________________________________________________________________________ Email address: ________________________________________________

   Facility: ______________________________________________________________________________________________________________________

   Street Address: ________________________________________________________________________________________________________________

   City:  ______________________________________________________________________ State: ________________ Zip: ________________________

   Phone #: ________/ _______________________________________________ Fax #: ________/ ____________________________________________

2. **Registration Fees with Payment by mail or fax:**

   - $130 prior to September 7
   - $165 September 7 and after

3. **Payment** - Make checks payable to Educational Foundation of Ohio Health Care Association (EFOHCA)
   
   **Mail to:** EFOHCA, 55 Green Meadows Dr. South, PO Box 447, Lewis Center, OH, 43035  or  **Fax:** 614 / 436-0939

   TOTAL AMOUNT $ _______________________ Method of Payment: ___Credit Card ___Check

   CREDIT CARD: MC ____  VISA ____  AMEX ____  Discover ____

   Card Number__________________________________________ Expiration Date _____ / _____

   Card Holder________________________________________ Signature________________________________________

4. **Sessions Attending:** *(It is very important that you complete the section below when registering)*

   Please indicate which session you will be attending

   - 8:30 am Opening session: *(everyone should attend)*  Rules, Regulations & HCBS
   - 10:15 am Concurrent sessions: – choose one  __ 1. Dealing with Challenging Families  __ 2. Planning for and Mitigating the Risks of Rising Acuity
   - 12:45 pm Concurrent sessions: – choose one  __ 3. Blueprint for Calming an Angry Customer  __ 4. Emergency and Disaster Preparedness - Policies, Training and Staff
   - 2:00 pm Concurrent sessions: – choose one  __ 5. Sexuality Counseling for the Aging  __ 6. Reporting Elder Abuse - Financial Misappropriation
   - 3:15 pm Closing session: *(everyone should attend)*  Staffing Done Right!
Your Education Source

There is a single source you can always turn to for quality long-term care education. It’s the Educational Foundation of the Ohio Centers for Assisted Living, serving you, the special men and women who have chosen careers in long-term care.

As a proud member of OCAL, your employer has made it possible for you to advance your professional knowledge by attending programs sponsored by the Educational Foundation.

Empower yourself and those you serve.

For upcoming educational programs, visit our website at www.efohca.org