FINAL PROGRAM





2011 ANNUAL MEETING & EXHIBITION NAVY PIER, CHICAGO, ILLINOIS



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For more information, please contact one of our healthcare consulting partners:

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Dear LSN Colleague,

This letter is more than a welcome to our 2011 Annual Meeting. It's a celebration of our shared history and our bright future.

This year's meeting does in fact present "Remarkable Opportunities" for all of us. In addi¬tion to the typical benefits of attending—education, inspiration, re-connection—this year's meeting is an opportunity to stand together again, hold each other accountable, give each other renewed energy, and remind ourselves that we are stronger united than divided. And it represents a remarkable opportunity for LSN to live out our three-pronged commitment to:

ADVOCATE.

Armed with new information, inspired by new ideas, and strengthened by renewed connections, the LSN association community will diligently work to advocate for and strive toward excellence in senior living and services.

EDUCATE.

Designed to help you and your organization reach your full potential, the conference sessions have been developed to give you new knowledge, insights and ideas, as well as challenge and inspire you. The conference faculty represents leaders in the field of aging who are developing new business models, analyzing trends, conducting research, applying evidence-based practices, achieving quality outcomes, developing top talent — connect with them, build your network, learn and grow.

INNOVATE.

In addition to an impressive educational agenda, the Expo Floor and KNOWLEDGE NETWORK showcases products, services, ideas and exciting new advances that can improve the lives of the people we serve. Take time to visit with each of the exhibitors — say hello and thank them for supporting LSN. They just may have a solution that is right for your organization.

We look forward to seeing you in the session rooms, on the exhibit floor, in the KNOWLEDGE NETWORKeine at the General Session and at the Opening Night Reception. And we look forward to hearing how you plan to create Remarkable Opportunities for your clients throughout the year Remarkable Opportunities for your clients throughout the year!





Chuck Newton Board Chair



Chris Laxton President

Thank you to all of LSN's Annual Meeting and Exhibition sponsors and advertisers. The following are some of the companies who help make this event possible

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Peoplefirst Rehabilitation
Pathway Health Services
Sodexo Senior Services
Status Solutions
Val-U-Care

Be sure to visit <u>www.lsni.org</u> for a complete list.

2011 ANNUAL MEETING EDUCATIONAL PROGRAM DEVELOPMENT TASK FORCE

Life Services Network would like to thank the following members who served on the 2011 Annual Meeting Educational Program Development Task Force:

Melody Stein
Mother Theresa Home

Karen Stec
Heartland Human Care Services

Elizabeth Malzahn
Covenant Retirement Communities

John Kelley Apostolic Christian Restmor, Inc.

Sandra Kariotis Carmelite Carefree Village

Diane Jamrozek
@HomeMatters

Robert Coon Franciscan Village

Jo Ellen Bleavins
BMA Management 1 td

Dale Lilburn
Plymouth Place Senior Living

Mike Flynn Smith Senior Living

Tom Trovato
Provena Life Connections

Gloria Pindiak Tabor Hills

Laurel Moffett
Lutheran Home

Mike Duffy
Good Samaritan Home of Quincy

Kavork Hagopian Presbyterian Homes

Paula Bartolozzi Clare Oaks

SCHEDULE OF EVENTS

Wednesday, March 23rd

| 7:00 am - 5:30 pm | Registration | Exhibit Hall, Festival Hall A |
|--------------------|---------------------------------------------|-------------------------------|
| 7:00 am - 9:00 am | Continental Breakfast | Exhibit Hall, Festival Hall A |
| 8:30 am – 10:00 am | Concurrent Educational Sessions | Rooms 201 – 329 |
| 10:00 am - 2:00 pm | Exhibit Hall Open | Festival Hall A |
| 10:00 am – 2:00 pm | LSN's KNOWLEDGE NETWORK _{live} | Exhibit Hall, Festival Hall A |
| 11:00 am – Noon | Concurrent Educational Sessions | Rooms 201 – 329 |
| 11:00 am – 2:00 pm | Lunch Provided in Exhibit Hall | Festival Hall A |
| 2:00 pm – 3:30 pm | Concurrent Educational Sessions | Rooms 201 – 329 |
| 3:45 pm – 5:30 pm | Opening General Session and Keynote Address | Grand Ballroom |
| 5:30 pm – 7:30 pm | Opening Night Reception | Lakeview Terrace |

Thursday, March 24th

| 7:00 am - 5:30 pm | Registration | Exhibit Hall, Festival Hall A |
|--------------------|--------------------------------------------|-------------------------------|
| 7:00 am - 9:00 am | Continental Breakfast | Exhibit Hall, Festival Hall A |
| 8:30 am – 10:00 am | Concurrent Educational Sessions | Rooms 201 – 329 |
| 10:00 am - 2:00 pm | Exhibit Hall Open | Festival Hall A |
| 10:00 am – 2:00 pm | LSN's KNOWLEDGE NETWORK _{live} | Exhibit Hall, Festival Hall A |
| 11:00 am – Noon | Concurrent Educational Sessions | Rooms 201 – 329 |
| 11:00 am – 2:00 pm | Lunch Provided in Exhibit Hall | Festival Hall A |
| 2:00 pm – 3:30 pm | Concurrent Educational Sessions | Rooms 201 – 329 |
| 3:45 pm – 5:15 pm | Concurrent Educational Sessions | Rooms 201 – 329 |
| | | |

Friday, March 25th

| 7:00 am - 11:45 am | Registration | Exhibit Hall, Festival Hall A |
|---------------------|------------------------------------|-------------------------------|
| 7:30 am - 9:00 am | Continental Breakfast | Exhibit Hall, Festival Hall A |
| 8:30 am – 10:00 am | Concurrent Educational Sessions | Rooms 201 – 329 |
| 10:15 am – 11:45 am | Concurrent Educational Sessions | Rooms 201 – 329 |

AT-A-GLANCE

CONFERENCE PROGRAM

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GENERAL INFORMATION

REGISTRATION

The Life Services Network Registration Center is located at the entrance to the exhibit hall on the second level of Navy Pier.

Registration Hours

| Wednesday, March 23 | 7:00 am - 5:30 pm |
|---------------------|--------------------|
| Thursday, March 24 | 7:00 am - 5:30 pm |
| Friday, March 25 | 7:30 am - 11:45 am |

Name Badges

The name badge you received in your registration packet serves as your admission to all convention activities. Badges must be worn throughout the three days of the convention to earn continuing education credit, gain admission to the exhibit hall and claim a prize in the Exhibit Hall. No one will be admitted to the Exhibit Hall, educational sessions or food functions without a badge. There is a replacement charge of \$10 for lost badges.

For your convenience, ribbons for LSN Cabinet Members, CASP graduates, CASP Fellows, LSN Trust and MPCP graduates can be picked up at the ribbon table located in the LSN Registration Center.

SMOKING POLICY

Smoking is not permitted in the educational sessions, Exhibit Hall, social or food functions.

MESSAGE CENTER

Messages may be left for you by dialing the LSN Registration Center directly at 312.595.5900 during registration hours.

LOST AND FOUND

Location: LSN registration inside Festival Hall A. Inquire regarding lost items and turn in found items.

FIRST AID/MEDICAL STATION

A fully equipped first aid station is located on the 2nd floor West of Festival Hall A. The first aid office is staffed by licensed healthcare professionals during LSN registration hours. For emergencies call 312.595.5060.

COMPLIMENTARY CONCIERGE SERVICE

Looking for a great restaurant or want to buy theatre tickets? Stop by the Complimentary Concierge Service Desk located on Level 2, Outside Festival Hall A during Exhibit Hours to:

- Make Restaurant Reservations
- Purchase Show Tickets
- Get Transportation Information
- Discover All That Chicago Has to Offer

PARKING AT NAVY PIER

Standard Parking operates on-site parking garages accommodating 1,600 cars at Navy Pier.

Current rates:

Monday through Thursday - a flat rate of \$20.00* per day Friday through Sunday – a flat rate of \$24.00* per day

For more information, contact Standard Parking directly at 312.595.5072.

*Prices Subject to Change.

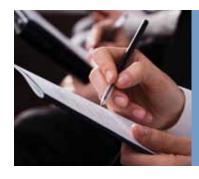
New Automated Parking Pay Stations

For your convenience, Navy Pier has installed parking pay stations at various locations throughout the Pier. Please pay your parking fee at one of the automated pay stations before you leave the building, as there are no parking garage attendants to accept your payment at the garage exits.

Navy Pier does not provide motor coach parking onsite. Please visit www.navypier.com "Getting Here" for motor coach parking information and alternative parking lots.

HANDOUTS

Session handouts will be available at www.lsni.org through Monday, April 25, 2011. Please refer to your meeting registration materials for login information. Please email meetingservices@lsni.org should you require login information.





GENERAL INFORMATION

SHUTTLE BUS SERVICE

Shuttle buses will run between the Embassy Suites Lakefront Hotel and Chicago Doubletree Magnificent Mile and Navy Pier each day of the convention.

Shuttle Schedule

Wednesday, March 23

6:45 am - 10:30 am (every 20 minutes from the hotels to Navy Pier) 10:30 am - 3:30 pm (every 30 minutes from Navy Pier to the hotels) 3:30 pm - 8:00 pm (every 20 minutes from Navy Pier to the hotels)

Thursday, March 24

6:45 am - 10:30 am (every 20 minutes from the hotels to Navy Pier) 10:30 am - 3:30 pm (every 30 minutes from Navy Pier to the hotels) 3:30 pm - 6:30 pm (every 20 minutes from Navy Pier to the hotels)

Friday, March 25

7:00 am - 10:00 am (every 15 minutes from the hotels to Navy Pier) 10:15 am - 1:00 pm (every 15 minutes from Navy Pier to the hotels)

Pick-up and drop off locations** are as follows:

- Embassy Suites Lakefront Hotel Street Level on Columbus Drive
- Chicago Doubletree Magnificent Mile SE corner of Ohio and Fairbanks
- Navy Pier Entrance 2, Lower Level (taxi/bus turn around and drop off area)

Shuttle Service to Metra Stations:

Wednesday, March 23

Continuous service from Navy Pier to Union Station and Ogilvie Transportation Center beginning at 6:00 pm.

Thursday, March 24

Continuous service from Navy Pier to Union Station and Ogilvie Transportation Center beginning at 5:30 pm.

Friday, March 25

Only one shuttle will run from Navy Pier to Union Station and Ogilvie Transportation Center at 12:00 pm.

EXHIBIT HALL HOURS

Wednesday, March 23, 10:00 am - 2:00 pm **Thursday, March 24**, 10:00 am - 2:00 pm

LSN BOOKSTORE

The LSN Bookstore is located in Terrace A East, directly across from the main entrance of the Exhibit Hall. Titles will include books referenced in educational sessions, books recommended by the session presenters, as well as a wide variety of industry related resources.

Wednesday, March 23, 7:00 am – 4:00 pm **Thursday, March 24**, 7:00 am – 5:30 pm **Friday, March 25**, 7:30 am – 12:30 pm

LSN RESOURCE CENTER

LSN's Resource Center is located in the heart of the exhibit hall at booth 1011. Stop by to meet with LSN Staff to discover the latest LSN educational offerings and learn about the innovative resources available to LSN Members.

SESSION ROOMS

Rooms 201 - 329

Educational sessions are assigned to meetings rooms based on the number of individuals registered for the session. Meeting rooms are set with the maximum number of chairs allowed by the Chicago fire code. We cannot guarantee seating for every session, so plan to arrive at your session early to secure your seat.

NETWORKING OPPORTUNITIES

Unparalleled opportunities to network with peers, make new professional connections and catch up with old friends.

Wednesday, March 23

| 7:00 am - 9:00 am 11:00 am - 2:00 pm 5:30 pm - 7:30 pm | Continental Breakfast Lunch Service Opening Reception | Exhibit Hall Exhibit Hall Lakeview Terrace |
|--------------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------|
| Thursday, March 24 | | |
| 7:00 am - 9:00 am | Continental Breakfast | Exhibit Hall |
| 11:00 am - 2:00 pm | Lunch Service | Exhibit Hall |

Networking Break

Public Areas

3:30 pm – 3:45 pm *Friday, March 25*

| 7:30 am - 9:00 am | Continental Breakfast | Exhibit Hall |
|---------------------|-----------------------|---------------------|
| 10:00 am - 10:15 am | Networking Break | Public Areas |

^{**}Signs will be posted at each location identifying the pick-up/drop off areas.

NEW TO THE LSN ANNUAL MEETING!

KNOWLEDGE NETWORKline

Located in the Exhibit Hall, this innovative education and networking area features:

The Technology Pavilion

An interactive product showcase area to experience what new advances are available to you and your organization and how they can help seniors live more independently.

- ▶ Hands on product displays
- Technology focused mini lectures

Continue the Conversation Networking Lounge

A great place to meet up and learn from your peers after a mini lecture or session to "continue the conversation."

LSN Poster Sessions

A venue for LSN members to share and showcase best practices and program successes in a "one-to-one" environment targeting much important topics as quality improvement, innovations in personcentered care, program evaluation and research and customer service.

OUR PARTNER/AFFILIATE Organizations







Our national partner, LeadingAge, is an association of 5,500 not-for-profit organizations dedicated to expanding the world of possibilities for aging. Together, we advance policies, promote practices and conduct research that supports, enables and empowers people to live fully as they age.

The Assisted Living Federation of America (ALFA) is the largest national association exclusively dedicated to professionally operated assisted living communities for seniors. Assisted Living Federation of America's member-driven programs promote business and operational excellence through an annual conference, research, publications, and executive networks. The Assisted Living Federation of America works to influence public policy by advocating for informed choice, quality care, and accessibility for all Americans.

As a membership-supported organization, the Affordable Assisted Living Coalition (AALC) actively works to create that complete picture, representing the supportive living industry, including developers, providers and business partners. Through advancement of best practices, provision of strong leadership and development of strategic partnerships and alliances, the Coalition aims to advance Illinois' Supportive Living Program as the premier affordable assisted living model in the country.

SET YOUR COMMUNITY APART

Partner with the leaders in therapy and pharmacy programs for older adults

Alliance Rehab and Alliance Pharmacy Services are the companies of HRA, and since 1997 have provided innovative, clinically proven programs to help senior-serving communities:

- Foster resident wellness
- Promote resident and family satisfaction
- Streamline <u>operations</u>
- **⇒** Increase revenue

Alliance Rehab delivers comprehensive therapy programs and SeniorFITness, an exercise and wellness program. These programs are based on best practices developed and refined in practice with seniors like your residents – and they <u>improve patient outcomes</u>.

Alliance Pharmacy Services provides a proven state-of-the-art seven-day dispensing system. This

unmatched, time-tested system promotes nursing efficiency by cutting med pass time by up to 50%, reduces medication waste – and <u>prepares communities for next year's short-cycle mandate today</u>.

Communities that partner with Alliance Rehab and Alliance Pharmacy Services gain a real competitive edge in the marketplace. Let us show you how; call 630.413.5800 or visit www.hranet.org.

HRA and its subsidiary companies are pleased to be long-time supporters of LSN.

Jill Krueger, CEO Health Resources Alliance jkrueger@hranet.org John Callen, President Alliance Rehab jcallen@hranet.org









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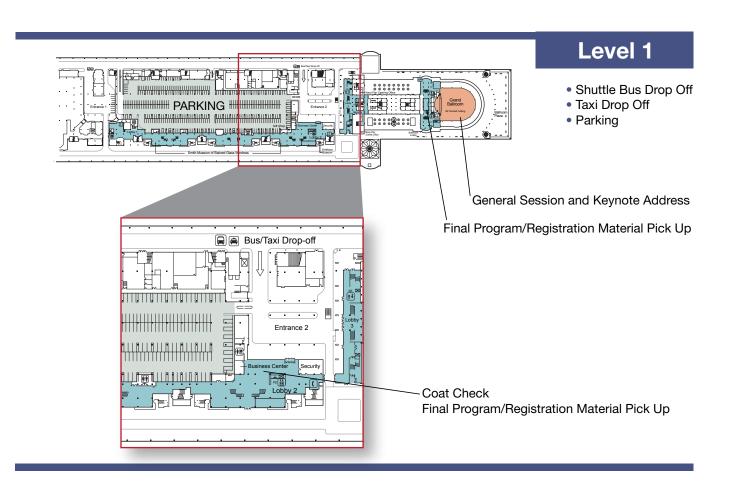
Call: 630.734.0233

Write: consult@pathwayhealth.com



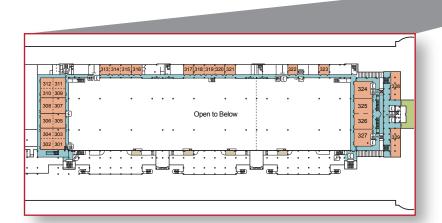


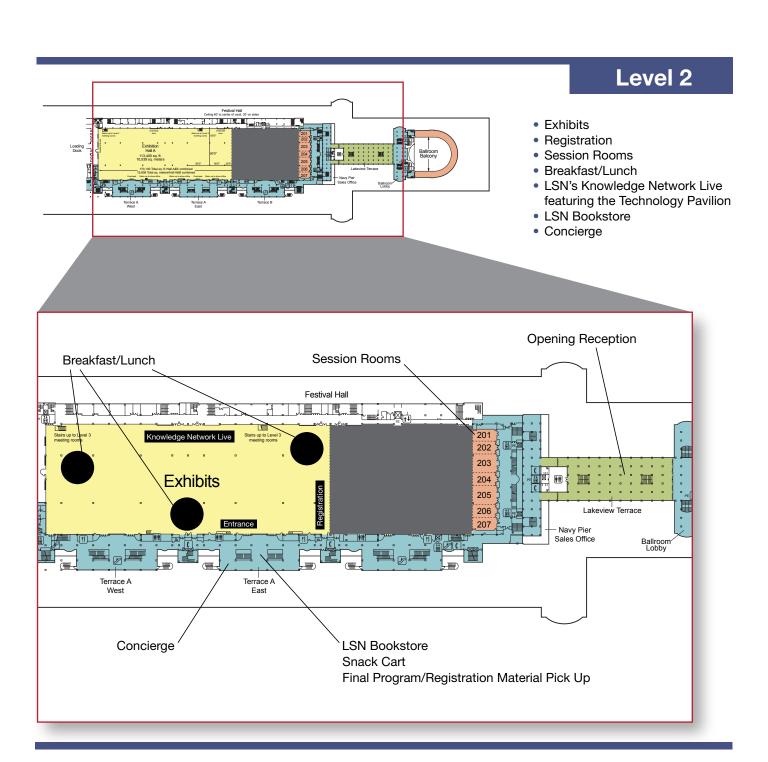
FLOOR PLANS



Level 3

Session Rooms







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arlands Exceptional Management Services (GEMS) offers expertise in the wide range of disciplines needed to deliver successful results in the multi-faceted and complex business of providing the highest quality of homes, services and continuum of support services to seniors.

Experienced developers and operators, the GEMS team helps clients develop new senior communities, redevelop older communities and provide better operational efficiency, proven results and award-winning quality.

GEMS DEVELOPMENT SERVICES

- Market analysis and site selection
- Budgeting and pricing
- Pre-opening marketing and sales
- Community concept and design
- Project management of design, construction and entitlement process
- Operational turn-over

GEMS MANAGEMENT SERVICES

GEMS offers comprehensive support in start-up and ongoing community management as well as short-term assistance within key areas of operations including:

- Community Start-up
- GEMS Culture Development
- Marketing and Sales
- Financial Services
- Resident Services
- Human Resources
- Dining Services
- Healthcare

GARLANDS EXCEPTIONAL MANAGEMENT SERVICES

For more information call Thomas S. Herb at 847-852-3888

6000 Garlands Lane * Suite 120 * Barrington, IL 60010

www.GEMServices.net



LSN 2011 HONORING EXELLENCE

The LSN Honoring Excellence Award Program is intended to honor and recognize staff employed by LSN member organizations who put quality first, deliver excellence and inspire others to do the same. In addition there is one organization award to recognize an outstanding community impact program.

Recognition is given to one non-management staff person and one management staff person in each of the following awards categories:

Heart and Hands Award goes to individuals who embrace person centered care/service through efforts that go beyond those normally considered within the position's job description. This individual recognizes opportunities to create personalized experiences and acts on those opportunities creating an enhanced experience for the resident/client.

Strive and Thrive Award goes to individuals who demonstrate an extraordinary commitment to excellence. Through innovation and/or creative thinking the individual has produced or created a result that is a direct benefit to the resident/client or the organization.

Leadership in Action Award goes to individuals whose actions and leadership greatly enhance the work environment and the quality of life for their colleagues and/ or residents/clients. The individual's accomplishments demonstrate a commitment to a team approach and excellence in the workplace.

Rising Star Award goes to individuals who have demonstrated an extraordinary performance within their first 12 months of employment. They have consistently demonstrated a strong work ethic, commitment, initiative, leadership, the ability to be a team player and they routinely go above and beyond what is expected.

Community Impact Award goes to an organization for participation in outreach to the greater community beyond the organization's own walls or core mission that has had a positive impact on both the community at-large and the organization itself.

Community Impact Award



Friendship Village of Schaumburg for "Hoover's Friendship Garden....Growing Green Dreams

Friendship Village of Schaumburg (FVS) developed "Hoover's Friendship Garden... Growing Green Dreams" by forming a partnership with a local elementary school to discuss possible intergenerational and outreach programming. Discussions resulted in FVS assisting the elementary school in writing and receiving a grant to construct a greenhouse on the schools property.

The benefits to this program were threefold: 1) the school was seeking: to construct a greenhouse that would be used to teach students through hands-on learning and to become a dedicated math and science academy within their district. Both of these goals were realized. 2) The project helped support and develop FVS's overall change in paradigm of their volunteer program encouraging residents to volunteer out in the community at-large extending beyond the FVS campus. 3) All of the food grown was donated to the local food pantry to assist those in need thus giving back to the community at large.

Major components of the program involved: Volunteers from FVS together with the teachers from the school teaching the children about plants and gardening. Community members, former students, parents, teachers, students and residents all came together to fill the greenhouse and construct a garden next to the greenhouse.

Residents of FVS's woodshop club used donated materials to construct raised planting beds for the greenhouse that are to be accessible to wheelchairs. The garden and greenhouse were used to teach students lessons in art, science, history and math.

This project has lead to a sustainable intergenerational program that will continue through the combined efforts of volunteers from FVS and the larger community, teachers, parents and the students. The donations of the food harvested each year will continue to support the local food pantry in its efforts to feed those in need and future plans are to expand to build more greenhouses and gardens. For more detail on this project contact Mike McCann at mike. mcCann@friendshipvillage.org.

Honorable Mention: "If we don't, then who will?," Franciscan Village, Lemont

AWARD WINNERS

Heart & Hands Award



Tracy Shearer



Connie Wlos

Management Staff Award

Tracy Shearer, Manager of Administrative Services, Franciscan Sisters of Chicago Service Corporation, Homewood

Tracy Shearer works behind the scenes to contribute to the services that indirectly and, sometimes directly, enhance the quality of life for the residents of Franciscan Sisters of Chicago (FSC) retirement communities. She serves as the Manager of Administrative Services for FSC. Tracy has a strong commitment to customer service whether that be a resident or staff member and she instills this commitment in her staff.

She often is involved in projects that are not a part of her job description but are a part of her soul. So many activities take place to bring residents, families, associates and associate families together. Tracy actively participates in many of these events held in FSC communities from implementation to clean-up. She established employee/ associate focus groups that address the needs of those who work in the Franciscan ministry and when collections are taken for clothing, food, money and gifts to distribute to a charitable group, she has served as the point person more times than not providing the communication, gathering the items, wrapping the gifts, and delivering the food.

Honorable Mention: Eduardo Alvarez. Maintenance Director, Heritage Woods of McHenry

Non-Management Staff Award

Connie Wlos, Activity Assistant, Fairview Haven, Fairbury

As an activities assistant, Connie Wlos has been a tireless advocate for those residents who slip through the cracks — residents whose mental capacity preclude them from getting the full benefit of scheduled group activities, yet they are able to participate in group activities on smaller and more personalized scale. She has been a leader in using multi-sensory equipment and techniques with these residents and producing profound results. For example, she worked one on one with a resident who normally only responded by eye contact but has responded to some of the lighted equipment by reaching out for the lights.

Connie does one-to-one scheduled visits with several dementia residents and gets amazing results. She learns about their interests and life histories and then puts the knowledge to use by creating special moments, tailor-made for the individual. One resident with reduced mental capacity seldom spoke with any other staff or family. After numerous one-to-one visits with Connie the resident began to respond to her with words and even short sentences. On pleasant days, it is a familiar sight to see Connie out on the patio with several residents who need a little extra supervision. She makes it an interactive experience, picking flowers for them to sniff, finding textures for them to touch and experience and passing out tangy glasses of lemonade or freshlybaked cookies. Such seemingly minor interactions and accomplishments can be tremendous breakthroughs for a resident and his/her family.

Honorable Mention: Patty Smith, CNA, Heritage Woods of Flora

Strive & Thrive Award



Beedie Jones

Management Staff Award

Beedie Jones, Manager, Mather's More Than a Café, Mather LifeWays, Chicago

Beedie Jones became Manager of "Mather's More Than Café" in South Chicago in 2005. During her tenure, the annual customers served have grown from 5,100 to over 8,000. Beedie and her team have created an inviting, fun and exciting environment for the customers at Mather's More Than a Café on 83rd Street in Chicago. When you walk in the door, you know immediately there is something different about the place and the staff has seen some very profound customer transformations as a result. She has demonstrated incredible vision for the site she manages and really has the pulse of the customers.

Because of our Beedie's initiative and leadership her site also has the strongest volunteer program. The ownership is palpable, and the volunteers will do anything and everything to support the program. An important part of the employee culture at this location is the inclusion and respect for older adult workers. Beedie developed an employment approach where positions are filled (both full and part-time) by older adults. She often uses the volunteer initiatives as a training program. Eight of the 14 employees have been recruited through this approach.

Honorable Mention: Steve Bardoczi, Senior Vice President of Ministry Development, Franciscan Sisters of Chicago Service Corp., Homewood



LSN 2011 HONORING EXELLENCE AWARD WINNERS

Strive & Thrive Award



Sheri Wishnia

Non-Management Staff Award

Sheri Wishnia, Program Manager, CJE SeniorLife, Adult Day Services, Chicago

Sheri Wishnia is the manager and facilitator for two dementia-specific Adult Day programs serving downtown Chicago. While her title may be manager, Sheri has no staff. She is the sole employee responsible for not only planning but also executing this program. She has demonstrated initiative and creative problem solving on a daily basis. Sheri provides such a quality program that word of mouth and reputation accounted for the growth of the attendance. Beginning with four people one day per week and six people the second day of the week; attendance has grown to 11 each day of the week. (The capacity is 12).

Given no other paid staff, Sheri demonstrated her resourcefulness by creating a volunteer program for students attending nearby universities and forged a link with several departments in these schools. She also forged a link with a young adult job training program and has mentored individuals, providing beneficial opportunities for them as volunteers while at the same time augmenting the staffing for the day. Sheri has endeared herself to the administrators of the host synagogue where the program takes place and has created a joyful atmosphere in which the participants relax, share, discover latent talents and interests and develop new ones.

Honorable Mention: Michelle Kohout, Recreation All-House Coordinator, DuPage Convalescent Center, Wheaton

Leadership in Action Award



Bonita Frank

Management Staff Award

Bonita Frank, Director of Nursing, Fairview Haven, Fairbury

Bonita Frank not only speaks about excellence but she inspires it and teaches it to her nurses and aides. A dedicated learner herself, Bonita helped implement and sustain electronic continuing education classes for staff and because of her ongoing support program participation and completion results have doubled. She is an advocate of allowing residents to have a voice in their individualized plan of care and has helped staff, residents, and family members to understand that the message of the MDS 3 is to give the resident a voice.

A certified Alzheimer trainer, Bonita has made it her mission to teach and assist the staff in caring for those with Alzheimer's disease. She has taught a number of classes even making them available to families of loved ones who battle this condition. Bonita has also been crucial to the implementation of Fairview Haven's Sensory Committee, which endeavors to put in place practices and systems to meet the needs of our restless residents. Her encouragement to include all departments and multiple shifts goes a long way in finding true and lasting solutions to our resident's needs.

Comments from Bonita's staff clearly support her as a leader in action — "Bonita Franks enhances the lives of those she manages and improves the lives of residents and family members she cares for. Many of us wouldn't be here if it wasn't for her. She inspires us through her deeds and gives us a reason to come to work."

Honorable Mention: Madelyn Seckler, Director of Resident Services, Addolorata Villa of Franciscan Communities, Wheeling



Non-Management Staff Award

Tanya Jones, Senior Certified Nursing Rehab Aide, DuPage Convalescent Center, Wheaton

With seven years of nursing rehab aide experience, Tanya Jones now leads the fall reduction program at DuPage Convalescent. Tanya is recognized by all interdisciplinary team members for her excellent teamwork and positive communication skills as she completes prompt follow up to all resident fall occurrences. Her endless high energy is motivating and contagious to residents and staff who rely on her for her never-ending positive approach to fall prevention. She also mentors each of the other unit CNRAs, sharing her knowledge and experience for better resident outcomes and enhancing quality of life for the over 300 residents.

Tanya is a welcomed sight for the Head Nurses and CNRAs who look forward to her daily leadership for restorative nursing and fall reduction. Each unit at DuPage can identify many residents who have personally benefitted from her problem solving, persistence, and compassion by improving their functional abilities and quality of life while also reducing falls and injuries. The homes fall rate and injury rate is naturally trending downwards as a result of her commitment, focus, and contagious love of her iob.

Rising Star Award



Shelley Dothager

Management Staff Award

Shelley Dothager, Executive Director, Brookstone Estates of Vandalia

Shelley Dothager stepped up to the plate and rose to the top very quickly after coming to Brookstone Estates of Vandalia. When Shelley began, residents and families were unhappy and more people were moving out than moving in, but she rose to the task and within seven months turned the vacancy rate around from 11 empty units to only one. However, it's not just empty units she is filling. Shelley has completely changed the culture of the community. She has made the resident the top priority and improved the morale of staff.

The positive improvements Shelley has made to Brookstone Estates in just seven months are astounding. Having taken the time to learn about the interests of each resident and then planning accordingly participation and satisfaction with the activity programs have increased. She initiated a deep cleaning program for the apartments and made improvements to dining services. Shelley is instilling teamwork among staff and encouraging them to take ownership in what they do which has resulted in happier staff and residents. It didn't take her very long before she earned the respect of her staff and transformed Brookstone Estates into a pleasant work environment and a wonderful place to live for the residents.



Joseph Maschek

Non-Management Staff Award

Joseph Maschek, Groundskeeper, The Clare at Water Tower, Chicago

John Maschek loves working with seniors and it is apparent in every thing he does. Within the first month of employment, he began a resident committee to learn about their preferences for the community. Since the beginning of this committee, he has implemented many of their ideas. However, because John is committed to utilizing current resources in the most cost effective way he used existing plants from an overgrown area of the building to create new landscaped areas that are truly breathtaking. The residents are delighted with his work.

During his first week of employment John began asking for extra work, in addition to the tasks he already had. It was clear very early that he was a self-starter and hard worker. Each day, John completes his tasks by operating in the most efficient manner, and then checks with his team to assist with other work that may need to be done. He is an extraordinary model of what good customer service looks like. While working, he is positive and has a great attitude that his co-workers model after. John is an exceptional addition to the team and he has "raised the bar" in the maintenance department.

LSN would like to thank the following individuals who served on the LSN Awards Task Force:

Amy Eubank BMA Management

Christine Fenn Fairview Elder Enterprises

Angie Landmesser Partners in Senior Care, Inc.

Areti Staudohar Sojourn, A Riverside Community

David G. Stieglitz Apostolic Christian Resthaven

Linda Wylder Monarch Landing

Honoring Excellence Award Program is sponsored by Alliance Pharmacy Services & Alliance Rehabilitation.

CONTINUING EDUCATION

CE Credit is Available for the Following (listed alphabetically)



ACTIVITY PROFESSIONALS

LSN has requested approval for clock hours for activity professionals through the National Certification Council of Activity Professionals.

CERTIFIED AGING SERVICES PROFESSIONAL (CASP)

Graduates of the Certified Aging Services Professional (CASP) Program may use continuing education credits earned at this meeting towards their CASP recertification.

CERTIFIED DIETARY MANAGERS

Life Services Network is awaiting approval for 13.5 general clock hours.

Please check the CE information you received with your badge to ensure that we have your CDM certification number. The certification number is mandatory for clock hour approval and will allow us to submit your earned hours to the CBDM. Please stop by the CE Counter at the LSN Registration Center to give us your CDM number if you have not already done so.

CERTIFIED FUNDRAISING EXECUTIVE (CFRE)

LSN has applied for approval from CFRE International for continuing education credits for Certified Fundraising Executives for the following sessions:

| 18A | Networking for the Non- Sales Professional | Wednesday, March 23 8:30 am – 10:00 am |
|-----|--------------------------------------------------------------------------|-------------------------------------------|
| 12B | Know Your Market & Your Message: Avoid Collateral Damage | Wednesday, March 23 11:00 am — 3:30 pm |
| 13B | Managing Your Stress | Wednesday, March 23 11:00 am – Noon |
| 13C | Assertiveness: Being Proactively Confident | Wednesday, March 23 2:00 pm – 3:30 pm |
| 9E | It's a Jungle Out There! Self-Management for Today's Leaders | Thursday, March 24 11:00 am – 12:00 pm |
| 13H | Media Relations in the Digital World | Friday, March 25 8:30 am – 10:00 am |
| 2i | Fundraising: Diversifying Revenue by Engaging Others in Your cause | Friday, March 25 10:15 am – 11:45 am |

Sessions submitted for Certified Fundraising Executive CE approval are marked with the CFRE icon in the Educational Session section of this publication.

CERTIFIED MARKETING PROFESSIONALS

Attending sessions that advance the skills and knowledge of Certified Marketing Professionals (CMP) at the convention can be used toward the continuing education credit requirements for renewal of your certification.

HUMAN RESOURCE PROFESSIONALS

This program has been approved for a total of 13.5 recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute.* For more information about certification or recertification, please visit the HRCI homepage at www.hrci.org.



*The use of this seal is not an endorsement by HR Certification Institute of the quality of the program. It means that this program has met HR Certification Institute's criteria to be pre-approved for recertification credit.

Convention attendees seeking HR Certification Institute credit can only do so by attending the following sessions:

| 10A | Performance Improvement Plans and Disciplinary Action: Taking the Right Steps | Wednesday, March 23 8:30 am – 10:00 am |
|-----|----------------------------------------------------------------------------------------|-------------------------------------------|
| 11A | Protecting Yourself, Protecting Your Client | Wednesday, March 23 8:30 am – 10:00 am |
| 13B | Managing Your Stress | Wednesday, March 23 11:00 am – Noon |
| 13C | Assertiveness: Being Proactively Confident | Wednesday, March 23 2:00 pm – 3:30 pm |
| 12D | Financial & Non-Financial Measures for Strategic Success | Thursday, March 24 8:30 am – 10:00 am |
| 15D | Designing and Developing a Superior Sales Team | Thursday, March 24 8:30 am – 10:00 am |
| 17D | Leadership in Leaner Times | Thursday, March 24 8:30 am – 10:00 am |
| 22D | Take Your Team from Dysfunctional to Functional | Thursday, March 24 8:30 am – 10:00 am |
| 9E | It's a Jungle Out There! Self-Management for Today's Leaders | Thursday, March 24 1:00 am – 12:00 pm |
| 13E | Hire the Best, Expect the Best, Keep the Best | Thursday, March 24 11:00 am – 12:00 pm |
| 10F | Good Governance From the Top Down | Thursday, March 24 2:00 pm – 3:30 pm |

HUMAN RESOURCE PROFESSIONALS continued

| 6G | The Challenge of Training the Home Care Worker | Thursday, March 24 3:45 pm – 5:15 pm |
|-----|--------------------------------------------------------------------------|-----------------------------------------|
| 14G | What's New in Employment Law: Avoiding Unions and the Courthouse | Thursday, March 24 3:45 pm – 5:15 pm |
| 9Н | Compensation and Benefits: Practical Suggestions for Compliance | Friday, March 25 8:30 am – 10:00 am |
| 10H | Tools for Building Effective Multicultural Teams | Friday, March 25 8:30 am – 10:00 am |
| 15H | The Gift of Feedback | Friday, March 25 8:30 am – 10:00 am |
| 3i | Employee Wellness: Practicing What We Preach! | Friday, March 25 10:15 am – 11:45 am |
| 10i | Becoming the Totally Responsible Leader | Friday, March 25 10:15 am – 11:45 am |

Sessions appropriate for Human Resource Professional CE are marked with the HRCI Icon in the Educational Session section of this publication.

LICENSED CLINICAL SOCIAL WORKERS/ LICENSED SOCIAL WORKERS

Life Services Network is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed clinical social workers/licensed social workers. License #159-000161.

LICENSED NURSING HOME **ADMINISTRATORS**

License Held in Illinois

Life Services Network is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed nursing home administrators. License #139-000011.

License Held Outside Illinois

NAB Continuing Education Clock Hours

Life Services Network is a Certified Sponsor of professional continuing education with the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and certifies that this program meets NAB/NCERS guidelines and is approved for a maximum of 13.5 continuing education clock hours.

Convention attendees seeking NAB continuing education clock hours for licenses outside of Illinois can only do so by attending sessions in the following tracks:

- Leadership and Strategy
- Professional Development
- Management and Operations
- Financial Management and Revenue Enhancement
- Design and Project Management

Sessions in any other track are not eligible for NAB continuing education clock hours.

If you are a licensed nursing home administrator maintaining a license in another state, you must provide us with the state and the license number. Please fill out and turn in the Personal CE Information Sheet that was provided with your badge or stop by the CE counter at the LSN Registration Center to submit this information. Without this information, we cannot submit the CE credit earned at this convention to the appropriate state licensure board. State licensure boards, however, have final authority on the acceptance of individual courses.

Please note: Not all state boards recognize NAB/NCERS approved professional continuing education.



CONTINUING EDUCATION

LICENSED OCCUPATIONAL THERAPISTS AND **OCCUPATIONAL THERAPY ASSISTANTS**

Life Services Network is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed occupational therapists and occupational therapy assistants. License #224-000020.

LICENSED PHYSICAL THERAPISTS AND PHYSICAL THERAPY ASSISTANTS

Life Services Network is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed physical therapists and physical therapy assistants. License #216-000036.

NURSING CEs

According to rules established in Section 1300.130 of the Illinois Nurse Practice Act, all nurses are required to complete continuing education as follows:

- LPNs must complete 20 hours of CE every 2 years beginning January 31, 2011 and due January 31, 2013.
- RNs must complete 20 hours of CE every 2 years beginning May 31, 2010 and due May 31, 2012.
- APNs must complete 50 hours of CE every 2 years due May 31, 2012.

Nurses must be prepared to certify, on their renewal application, full compliance with CE requirements. It is the responsibility of each renewal applicant to retain or provide evidence of compliance if requested by the Division of Nursing of the Illinois Department of Financial and Professional Regulation.

Rush College of Nursing, (as approved by the Illinois Nurses Association) is the sponsor of nursing CEs offered for select Annual Meeting sessions.

License Held in Illinois

Life Services Network has applied for approved sponsor status for continuing nursing education through the Illinois Department of Financial and Professional Regulation.

License Held Outside Illinois and/or Specialty Certifications

All sessions designated as providing Rush University College of Nursing continuing nursing education are co-provided by Rush University College of Nursing and Life Services Network.



Rush University College of Nursing is an approved provider of continuing nursing education by the Illinois Nurses Association, an accredited approved by the American Nurses Credentialing Center's Commission on Accreditation.

This CNE activity is being offered for up to a maximum of 12.5 contact hours.

This CNE program is being presented without bias and without (or with) commercial support.

Sessions approved for Nursing CNE from Rush University are marked with the Rush logo in the Educational Session section of this publication.

REGISTERED DIETITIANS AND DIETETIC TECHNICIANS/REGISTERED

Life Services Network is awaiting approval for 13.5 hours. Please check the CE information you received with your badge to ensure we have your RD or DT/R category. Stop by the CE counter at the LSN Registration Center to give us your RD or DT/R category if you have not already done so.

REGISTERED PUBLIC ACCOUNTANTS

Life Services Network is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for registered public accountants. License #158-000942.

ALL OTHER PROFESSIONS

All other professionals are encouraged to submit detailed information on the sessions attended (LSN 2011 Annual Meeting and Exhibition Advanced Program and handout materials) along with a copy of your Certificate of Attendance to your own professional organization for consideration of continuing education credit. Due to the large number of credentialing bodies and professional organizations, it is impossible for LSN to obtain prior approval of Annual Meeting educational sessions from each of them.



CONTINUING EDUCATION CREDIT POLICY

WHEN OFFERING CE CREDIT, LSN MUST ABIDE BY THE RULES AND REGULATIONS OF ALL APPLICABLE PROFESSIONAL ACCREDITING **BOARDS AND AGENCIES. AS SUCH:**

Credentialing bodies and licensing boards have the final authority on the acceptance of individual sessions.

LSN cannot provide CE credit to attendees who arrive late or leave the session early.

LSN cannot provide partial credit for concurrent sessions as attendees must be present for the entire duration of the session to receive full credit.

PLEASE NOTE: Both the Q&A and interactive components of a session are considered part of the credit hour count— attendees who leave during either of these segments cannot be granted credit for the session.

TRACKING SYSTEM

To meet the needs of credentialing bodies, LSN uses a bar coding system for tracking continuing education, our badge will have a bar code that is unique to you. Be sure to have your badge scanned by the session monitor assigned to each session you attend. Continuing education certificates will be made available after the meeting.

- Wear your name badge throughout the Annual Meeting. This is your "ticket" to all meeting activities including: educational sessions, exhibit hall and networking functions. You must have your badge to enter a session room and have it scanned at the end of the session to obtain continuing education (CE) credit. If you lose your badge, please go to the LSN Registration Center to obtain a replacement.
- Your badge will be scanned by the room monitor when you depart each session. If you arrive more than 15 minutes late to a session your badge will be scanned to reflect ACTUAL TIME spent in the session. THIS IS MANDATORY TO OBTAIN YOUR CE. The scan records the date and time of your attendance. If you are in a two-part session in the same room, please be sure you are scanned out for both parts of the session.
- 3 All sessions are at least 60 minutes long. Partial attendance in sessions longer than 60 minutes will result in partial credit that reflects actual time spent in the session. (EXAMPLE: You are present for 90 minutes of a 2-hour session. You will receive 1.5 credits, instead of 2.0 credits.) Please note that room monitors cannot adjust the time on the pre-programmed scanners. If

- you have concerns or questions, please visit the Continuing Education Counter at the LSN Registration Center. LSN expects that all attendees will abide by the rules of this system and be respectful of the room monitors who have volunteered their time to make our convention successful.
- 4 Complete an evaluation form at the conclusion of each session you attend and return it to the room monitor.
- Continuing education certificates will be made available to attendees via the internet after the conference. Visit www.lsni.org beginning Thursday, April 21 to access and print your certificate. You will be asked for your first and last name.

FREQUENTLY ASKED QUESTIONS

How do I know what educational sessions I registered for?

The educational sessions for which you pre-registered are listed on the CE information sheet received with your badge.

Do I have to have my badge scanned?

In order to obtain a CE Certificate after the meeting, you must have your badge scanned. If you do not require this information for a credentialing organization or your employer, there is no need to have your badge scanned.

Where should I go if I have continuing education questions?

Visit the Continuing Education Assistance Counter at the LSN Registration Center.



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Care and Services

1A SUSTAINING IMPROVEMENT IN PRESSURE ULCER MANAGEMENT AND PREVENTION USING HIT

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Elizabeth Florczak, RN, MS, WCC, RAC-CT, Provena Life Connections

Anne Scheurich, RN, BS, CWOCN, Telemedicine Solutions, LLC

Kathy Dennis, RN, MS, Provena Life Connections

Jennifer Kleinert, LPN, WCC, Provena Life Connections

Wendell Provost, Provena Life Connections CNE

3A KEEPING FREQUENT FLYERS

GROUNDED: Utilizing Geriatric Care Managers to Retain Residents

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Patricia Menoni, RN, BSN, CMC, Partners in Senior Care, Inc.

CNE

4A QUALITY OF LIFE ENRICHMENT PROGRAMS FOR EARLY-STAGE **ALZHEIMER'S**

ALZHEIMER'S TRACK

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Mary O'Hara, MA, LCSW, Cognitive Neurology and Alzheimer's Disease Center, Northwestern University Feinberg School of Medicine

5A QI'S AND QM'S IN A 3.0 WORLD

Wednesday, March 23, 2011 8:30 am - 10:00 am continues 11:00 am - 12:00 pm | 2.5 CEs

Speaker

Diane Vaughn, RN, C-DONA/LTC, LNHA, Accredited QIS Instructor, Pathway Health Services, Inc.

3B INFECTION CONTROL: F441

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Joy Jordan, RN, MSN, SMQT Certified, Boyer & Associates, LLC

CNE

1B FRONTLINE STAFF SENSITIVITY TRAINING: Caring for LGBT Elders

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Dennis Beauchamp, LCSW, CJE SeniorLife

2B BUILDING CONSENSUS IN **HOME CARE PRACTICE FOR PEOPLE WITH DEMENTIA**

ALZHEIMER'S TRACK

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

Melanie Chavin, MS, Vice President, Program Services, Alzheimer's Association, Greater Illinois Chapter

Elizabeth Gould, MSW, LCSW. Director. State Programs, Alzheimer's Association. National Office

10 THERAPY ACROSS THE **CONTINUUM:** Optimizing Service

and Revenue

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Julie Bringas, PT, The Comprehensive Group

Patty Bank, PT, Vice President of Senior Services, The Comprehensive Group

Kelli Comise, OTR/L, Vice President/Corporate Consultant, The Comprehensive Group

2C WHERE IS GOD? SPIRITUALITY, RELIGION AND **ALZHEIMER'S DISEASE**

ALZHEIMER'S TRACK

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speaker

Rev. Leslie Green, LNHA

170 MDS 3.0: Has the Dust Settled?

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speaker

Marilyn Mines, RN, BC, RAC-CT, FR&R Healthcare Consulting, Inc. CNE

PAIN: The Fifth Vital Sign

Thursday, March 24, 2011 8:30 am - 10:00 am continues 11:00 am - 12:00 pm | 2.5 CEs

Speaker

Chuck Gokoo, MD, CWS, FACCWS, American Medical Technologies

CNE

1D SLF: Balancing a Social Model and a Medical Model

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Amy Eubank, Regional Director of Operations, BMA Management, Ltd.

Kimberly loerger, Regional Director of Operations, BMA Management, Ltd.

21D IMPROVING TRANSITIONS OF CARE

Thursday, March 24, 2011 8:30 am - 10:00 am continues 11:00 am - 12:00 pm | 2.5 CEs

Speaker

Cheri Lattimer, Executive Director, Case Management Society of America, National Project Director, National Transitions of Care Coalition

CNE

3D UPDATE ON ALZHEIMER'S **DISEASE RISK FACTORS,** PREVENTION AND TREATMENT

ALZHEIMER'S TRACK

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Diana Kerwin, MD, Assistant Professor of Medicine and Geriatrics, Cognitive Neurology and Alzheimer's Disease Center, Northwestern University CNE

2E BEHIND THE CONFLICT:

Family Dynamics

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

CNE

Mona Hunter, MSW, LSW, DuPage Convalescent Center

3E SLF NURSING ASSESSMENTS:

Process and Best Practices

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

Kim loerger, RN, Regional Director of Operations, BMA Management

Steve Kurtz, RN, Interim Administrator/Nursing Supervisor, BMA Management

CNE

TE MEETING NUTRITION NEEDS AND ENHANCING MEALTIME EXPERIENCE

ALZHEIMER'S TRACK

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Kristin AR Gustashaw, MS, RD, CSG, Rush Nutrition and Wellness Center, Department of Food and Nutritional Services, Rush University Medical Center

14E END-OF-LIFE AND **PALLIATIVE CARE**

Thursday, March 24, 2011 11:00 am - 12:00 pm continues 2:00 pm - 3:30 pm continues 3:45 pm - 5:15 pm | 4.0 CEs

Speakers

Joshua Hauser, MD, Assistant Professor of Medicine and Assistant Director, Buehler Center on Aging, Health & Society, Feinberg School of Medicine, Northwestern University; Director, Education in Palliative and End-of-Life Project

Celia Berdes, PhD, MSPH, Assistant Professor of Medicine, Buehler Center on Aging, Health & Society, Feinberg School of Medicine, Northwestern University; Director of Research, Presbyterian Homes

CNE

4F CULTURE CHANGE WHEN RENOVATION ISN'T POSSIBLE

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Jeanne Heid-Grubman, LNHA, The Holmstad Linda McDonald. The Holmstad Barb Ries. The Holmstad

5F HELP OR HEADACHE? HEALTH SERVICES IN IL AND AL

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Matt Murer, JD, Partner, Polsinelli Shughart Meredith Duncan, Associate, Polsinelli Shughart

6F NURSING ASSESSMENT AND **DOCUMENTATION SKILLS IN DEMENTIA CARE:** Part 1

ALZHEIMER'S TRACK

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Susan Rothas, BSN, RN, Senior Program Manager, Professional Training Institute, Alzheimer's Association, Greater Illinois Chapter

Cheryl Morris, RN, MS, LNHA, Vice President of Operations/Partner, Lancaster Health Group

Jeannine Forrest, PhD, RN, Project Manager, Palliative Care for Advanced Dementia, Alzheimer's Association, Greater Illinois Chapter

CNE

TRI-COUNCIL FOR NURSING **CONSENSUS & IOM FUTURE OF NURSING REPORT 2010: Implications**

for Education and Practice

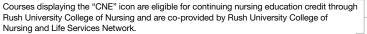
Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

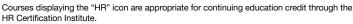
Speaker

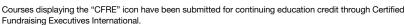
Karen Barnes, MSN, RN, Director of Nursing, Professional Development and Research, NorthShore University HealthSystem

CNE









Care and Services continued

10 INTEGRATING STANDARDIZED THERAPY ASSESSMENTS WITH THE MDS AND PLAN OF CARE

Thursday, March 24, 2011 3:45 pm - 5:15 pm | **1.5 CEs**

Speakers

Coralie Glantz, OTR/L, BCG, FAOTA, Glantz/Richman Rehabilitation Associates

Nancy Richman, OTR/L, FAOTA, Glantz/Richman Rehabilitation Associates

CNE

2G INTEGRATING USER-FRIENDLY MOBILE TECHNOLOGY FOR **PRACTITIONERS TO ASSESS QUALITY OF LIFE OF PEOPLE WITH DEMENTIA**

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Speakers

Tony Ma, President, Benten Technologies, Inc.

Perry Edelman, PhD, Director of Outcomes Research, Mather LifeWays Institute on Aging

4G 5-STAR PROGRAMS DURING THE QI INTERIM

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Speaker

Diane Vaughn, RN, C-DONA/LTC, LNHA, Pathway Health Services, Inc.

CNE

3G NURSING ASSESSMENT AND DOCUMENTATION SKILLS IN DEMENTIA CARE: Part 2

ALZHEIMER'S TRACK

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Speakers

Susan Rothas, Senior Program Manager, Professional Training Institute, Alzheimer's Association, Greater Illinois Chapter

Jeannine Forrest, PhD, RN, Project Manager, Palliative Care for Advanced Dementia, Alzheimer's Association. Greater Illinois Chapter

CNE

15G WHY AND HOW TO DEVELOP A CLINICAL PATHWAY FOR HEART **FAILURE NOW**

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Ann Dodge, BSN, MSOD, LNHA, Provena Villa Franciscan

Susan Enright, BSN, MS, Provena Life Connections

Kim Dodds, Provena Life Connections

Beth Florczak, Provena Life Connections

Sheila Howard, Provena Life Connections CNE

7H EMPOWERING

COMMUNICATION: Increasing Residents' Satisfaction Through

Empathic Connection

Friday, March 25, 2011 8:30 am - 10:00 am continues 10:15 am - 11:45 am | 3.0 CEs

Speakers

Myra Walden, MA, LCPC, Institute for Empowering Communication

Leslie Ritter-Jenkins, Trainer, Institute for Empowering Communication

2H HOME DIALYSIS 2011 UPDATE:

What's New in the Industry

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Nancy Knaus, Fresenius Medical Services CNE

4H PREDICTING AND PREVENTING FALLS

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Robert Kunio, BSMAE, Principal Investigator and Chief Operating Officer, Simply Home Health

Ron Benner, BSN, MBHA, RN, LNHA, Director of Health Services, CJE Senior Life-Lieberman Center for Health and Rehabilitation

CNE

3H IMPROVING NURSE/PHYSICIAN COMMUNICATIONS

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Cindy DeGroot, RN, BSN, Miller Rehabilitation at Sojourn...A Riverside Community

Kelly Edwards, RN, Miller Rehabilitation at Sojourn... A Riverside Community

Valerie Pop-Brandt, RN, Miller Rehabilitation at Sojourn...A Riverside Community

Darla Savoie, Miller Rehabilitation at Sojourn... A Riverside Community,

Raylene Noteboom, Miller Rehabilitation at Sojourn... A Riverside Community

CNE

18H USING THE ADVANCING **EXCELLENCE CAMPAIGN TOOLS TO** PROMOTE QUALITY AND CULTURE CHANGE IN YOUR NURSING HOME

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Dheeraj Mahajan, MD, CMD, Clinical Asst. Prof. of Medicine, University of Illinois at Chicago

Tamika Brown, Principal Program Representative, Division of Survey and Certification, Centers for Medicare and Medicaid Services

Lisa Bridwell, BA, Quality Improvement Facilitator, IFMC-IL

CNE

1H GERIATRIC GEMS: Evaluation

of the Older Adult

Friday, March 25, 2011 8:30 am - 10:00 am continues 10:15 am - 11:45 am | 3.0 CEs

Speaker

Barb Bancroft, RN, MSN, PNP, President, CPP Associates, Inc.

CNE

20H ILLINOIS NURSE PRACTICE ACT **OVERVIEW:** Discussion and Panel

Friday, March 25, 2011 8:30 am - 10:00 am continues 10:15 am - 11:45 am | 3.0 CEs

Speakers

Alice Kehl Kush, RN, JD

Sharon Goode, RN, MSN, Pathway Health Services

Michele Bromberg, MSN, APN, BC, Nursing Coordinator, Illinois Department of Financial and Professional Regulation

Phyliss Royster, RN, PhD, Director of Nursing, DuPage Convalescent Center

Franna Marszalek, RN, Director of Life Enrichment, Pathway Senior Living Center, LLC

Diane Oremovich, RN, BSN, MBA, NHA, Health and Wellness Administrator, Peace Village

CNE

6H THERE IS A BRIDGE:

Healing the Dis-ease of Alzheimer's

ALZHEIMER'S TRACK

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Michael Verde, President and Founder, Memory Bridge

13i MDS 3.0 SECTION F: The Impact

of Choice on Depression

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speaker

Deborah Connery, MSW, LCSW, The Comprehensive Group

CNE

11 THE VOICES OF YOUNGER **ONSET ALZHEIMER'S DISEASE**

ALZHEIMER'S TRACK

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speakers

Susan Frick, MSW, Social Worker/Recruitment Education Coordinator, Rush Alzheimer's Disease Center

Panel of Individuals Living With Younger Onset Alzheimer's Disease

161 SOS COMMUNICATION ACROSS THE CONTINUUM OF CARE— **ILLINOIS PRESSURE ULCER COALITION**

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speakers

Debbie Camacho, Manager Patient Safety, IFMC-IL

Jillayne Kaiser-Robinson, Section Chief for Special Investigation, IDPH

Berta Patterson, RN, Supervisor, Mendota Community Hospital

Heather Bomstad. RN. Staff Development Coordinator. Mendota Community Hospital

Mary Wren, RN, Director of Nursing, Mendota Lutheran Home

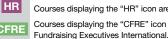
Sheri Bowne, RN, Assistant Director of Nursing, Mendota Lutheran Home

CNE



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Design and Project Management

All sessions in this track are eligible for NAB Continuing Education Clock Hours.

7A INTEGRATED PROJECT **DELIVERY APPROACH** ACCOMMODATES MULTI-TRACK **DEVELOPMENT PROGRAMS**

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Randal Bremhorst, Hoffman, LLC

James Holbrook, Lutheran Life Communities

Carl Moellenkamp, Chief Financial Officer and Senior Vice President of Corporate Finance, Lutheran Life Communities

3C RECREATING HOME: A Tale of

Two Dementia Households

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Steven Montgomery, AIA, LEED, AP, Harley Ellis Devereaux

Keith Tyschper, AIA, LEED, AP, REP, Harley Ellis Devereaux

Denise Rabidoux, President/CEO, Evangelical Homes of Michigan

Ryan Gauthier, Director, Memory Support Program at Norwood Crossing

4D LIGHTING FOR SENIORS

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Heidi Dahle, LEED AP, Associate AIA, MSc Health Design, Worn Jerabek Architects

4E GEOTHERMAL BUILDING IN THE **SENIOR LIVING MARKET**

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Moderator

Kevin Waco, Business Development Manager, Walsh Group

Panelists

Robert Gawronski, VP, Dev. and Acquisition, Senior Lifestyle Corporation

Greg Uher, President, Walsh Group

Richard Mann, Principal, DM Design Group Pat Sise, Project Manager, Walsh Group

15E FUNDAMENTALS OF CAPITAL **PLANNING:** Financial and Physical

Health and Capabilities

Thursday, March 24, 2011 11:00 am - 12:00 pm *continues* 2:00 pm - 3:30 pm | 2.5 CEs

Speakers

John zumBrunnen, President, zumBrunnen, Inc. Mario McKenzie, Principal, LarsonAllen

8F DIVERSIFY CAMPUS SERVICES BY HUB AND SPOKE DEVELOPMENT

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speaker

Rebecca Neth-Townsend.

Senior Vice President, Covenant Retirement

Fundraising Executives International.

5G A MODEL FOR REPOSITIONING **MATURE COMMUNITIES ACROSS MIDDLE AMERICA**

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Speaker

Jeff Hoffmann, Senior Living Specialist, Eppstein Uhen Architects

David Slack, Principal, Aging Research Institute

Tracy Behnke, Director of Resident Services, Felician Village, Manitowoc

Jeff Bogart, Senior Interior Designer, Eppstein Uhen Architects

Terry Koth, Vice President of Construction, Berghammer Corporation

11H NAVIGATING THE AFFORDABLE **HOUSING PROCESS**

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

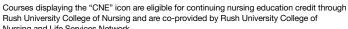
Carlo Salvador, Principal, Perkins Eastman

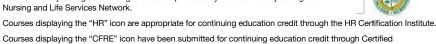
Brian Black, Vice President, Draper and Kramer

Mark Skender, Executive Vice President, Skender Construction













Financial Management and Revenue Enhancement

All sessions in this track are eligible for NAB Continuing Education Clock Hours.

9A FOCUS ON NOM: Best Practices to Improve the Bottom Line

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Facilitator

Will Carney, Managing Director, Ziegler

Panelists

Rick Cumberland, Sr. Vice President, Greystone Communities, Inc.

Jim Knox, Sr. Vice President, Greystone Communities, Inc.

Bill DeYoung, CFO, Providence Life Services

4B MANAGING MEDICAL REVIEWS WITHOUT LOSING YOUR MIND!

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Elizabeth Malzahn, National Director of Healthcare, Covenant Retirement Communities CNE

5B Cost Savings Solutions for **Senior Care Providers**

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Edward Slack, CPA, Plante & Moran, PLLC

Chris Joos, CPA, Plante Moran, PLLC

Laurie Solotorow, Sr. Consultant, Restructuring and Operations Improvement, Plante & Moran, PLLC

18B ACCOUNTING 101: **ACCOUNTING BASICS & BUDGETING FOR THE NON-ACCOUNTANT**

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

Betsy Anderson, FR&R Healthcare Consulting, Inc.

Joshua Banach, CPA, Senior Healthcare Associate, FR&R Healthcare Consulting, Inc.

CNE

4C Are We Measuring Up? **Operational and Financial Benchmarks**

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Sue Matthiesen, Managing Director, Aging Services and CCAC, CARF International

Brian Williamson. Standard & Poors

Deborah Hart, CPA, Smith Senior Living

Stephen Johnson, Managing Director, Ziegler

6D MEDICARE AND MEDICAID:

Who Pays for What, When and Where

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Betsy Anderson, FR&R Healthcare Consulting, Inc.

Bonny Kohr, RN, CHCE, HCS-D, FR&R Healthcare Consulting, Inc.

CNE

12E Agency Funding Alternatives

Update: FHA/HUD, Fannie Mae & USDA

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Steve W. Kennedy, Senior Vice President, Lancaster Pollard

9F MEDICARE UPDATE 2011: Many

Changes Have Come Our Way

Thursday, March 24, 2011 2:00 pm - 3:30 pm *continues* 3:45 pm - 5:15 pm | 3.0 CEs

Speakers

Betsy Anderson, FR&R Healthcare Consulting, Inc.

Marilyn Mines, RN, BC, RAC-CT, FR&R Healthcare Consulting, Inc.

CNE

8H RACs: Is Your Facility's Game **Plan Working?**

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Betsy Anderson, FR&R Healthcare Consulting, Inc.

Marilyn Mines, RN, BC, RAC-CT, FR&R Healthcare Consulting, Inc.

CNE

9H Compensation and Benefits:

Practical Suggestions for Compliance

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Nicole Bencik, CPA, MST, Crowe Horwath, LLP

Mallory Galvin, CPA, MSA, Senior Tax Associate, Crowe Horwath, LLP

HR

2i Fundraising: Diversifying Revenue by Engaging Others in Your Cause

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speaker

Nike Whitcomb. CFRE. Nike B. Whitcomb Associates, Inc. CFRE

Human Resources

10A PERFORMANCE IMPROVEMENT PLANS AND DISCIPLINARY ACTION:

Taking the Right Steps

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Jo Ellen Bleavins, LNHA, BSN, MBA, BMA Management, Ltd.

Keri Horn, LNHA, BS, MBA, BMA Management, Ltd.

Karleen Lergner, Vice President, Human Resources, People Etc.

HR

11A PROTECTING YOURSELF, PROTECTING YOUR CLIENT

Wednesday, March 23, 2011 8:30 am - 10:00 am continues 1:00 am - 12:00 pm continues 2:00 pm - 3:30 pm | 4.0 CEs

Speaker

Peter Sternberg, LCSW, PC HR

22D TAKE YOUR TEAM FROM DYSFUNCTIONAL TO FUNCTIONAL

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Jo Ellen Bleavins, LNHA, BSN, MBA, BMA Management, Ltd

Keri Horn, LNHA, BS, MBA, BMA Management, Ltd.

Karleen Lergner, Vice President, Human Resources, People Etc.

Paul Snellenberger, People Etc.

HR

13E HIRE THE BEST, EXPECT THE **BEST, KEEP THE BEST**

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

Angie Landmesser, Partners in Senior Care, Inc. Brigette Brankin, MS, Partners in Senior Care, Inc. HR

60 THE CHALLENGE OF TRAINING THE HOME CARE WORKER

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Speakers

Linda Polinski, B.S, MA, Staff Development Trainer, Lutheran Home and Services

Kathleen Ustick, RN, Lutheran Life Communities

Gloria Bersani, Lutheran Life Communities HR

10H TOOLS FOR BUILDING **EFFECTIVE MULTICULTURAL TEAMS**

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Karen Lamb, DNP, RN, GCNS-BC, Rush University College of Nursing

3 EMPLOYEE WELLNESS:

Practicing What We Preach

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speaker

Reed Engel, MA, FAWHP, Director, Wellness Strategies, Mather LifeWays Institute on Aging

HR



Leadership and Strategy

All sessions in this track are eligible for NAB Continuing Education Clock Hours.

12A EXPAND YOUR CAMPUS WITHOUT BLOWING YOUR MIND:

Options for the CCRC

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Terry Cichon, CPA, FR&R Healthcare Consulting, Inc. Betsv Anderson, FR&R Healthcare Consulting, Inc.

13A HEALTH CARE REFORM AND THE NEW NORMAL

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Chad Kunze, CPA, Principal, Health Care, LarsonAllen Robert H. Morrow, Principal, ThirdAge Nicole Fallon, Manager, LarsonAllen

6B LEADERSHIP LESSONS FROM THE SMOTHERS BROTHERS

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Paul Fabbi, RN, MS, Provena Health

Walter Smith, System Manager, Organizational Development, Provena Health

7B IMPACT OF HEALTH **INSURANCE REQUIREMENTS UNDER HEALTH CARE REFORM**

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Chad Kunze, CPA, Principal, Health Care, LarsonAllen Nicole Fallon, Manager, LarsonAllen

50 EMERGING CCRC TRENDS:

Focusing on the Future

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Susan Brecht. President. Brecht Associates Linda Hollinger-Smith, Vice President, Mather LifeWays Institute on Aging

60 PROVIDER ROUNDTABLE ON **HEALTH CARE REFORM:** Pulling it All Together

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Facilitators

Chad Kunze, CPA, Principal, Health Care, LarsonAllen Robert H. Morrow, Principal, ThirdAge

Nicole Fallon, Manager, LarsonAllen

7D INTEGRATED SCENARIO PLANNING TO MODEL FINANCIAL **OUTCOMES**

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Dan Cinelli, Principal and Director, Perkins Eastman Paul Ogier, CFO, Lutheran Life Communities Michael Wallace, Spectrum Marketing

8D INNOVATIONS IN AGING

SERVICES: Where Research and Practice Meet

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Celia Berdes, Assistant Professor of Medicine, Buehler Center on Aging, Health, and Society; Feinberg School of Medicine, Northwestern University

Linda Hollinger-Smith. PhD. RN. FAAN. Vice President, Mather LifeWays Institute on Aging

Madelyn (Micki) Iris, PhD, Director, Leonard Schanfield Research Institute

5E FINANCIAL STRESS TESTING YOUR COMMUNITY

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

Jodi Bleier, Dixon Hughes PLLC Keith Seeloff, CPA, Dixon Hughes PLLC



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Leadership and Strategy continued

10F GOOD GOVERNANCE FROM THE TOP DOWN

Thursday, March 24, 2011 2:00 pm - 3:30 pm | **1.5 CEs**

Speakers

Sue Matthiesen, Managing Director, Aging Services and CCAC, CARF International

Amy Hayman, Cain Brothers & Company, LLC

Michael Flynn, Smith Senior Living

Thomas Chomicz, Partner, Quarles & Brady, LLP **HR**

11F SENIOR LIVING: *Today, Tomorrow and Scenarios for the Future*

Thursday, March 24, 2011 2:00 pm - 3:30 pm *continues* 3:45 pm - 5:15 pm | **3.0 CEs**

Facilitator

Stephen Johnson, Managing Director, Ziegler

Panelists

John Diffey, President & CEO, The Kendal Corporation

John Durso, Partner, Ungaretti & Harris

William L. (Larry) Minnix, Jr., President & CEO, American Association of Homes and Services for the Aging

Daniel Hermann, Senior Managing Director/Head of Senior Living Finance, Ziegler

John Cochrane, President & CEO, Southern California Presbyterian Home

7G EQUITY CCRC MODELS:

An Overview

Thursday, March 24, 2011 3:45 pm - 5:15 pm | **1.5 CEs**

Speakers

Perry Aycock, Retirement Dynamics

Tina McLeod, MBA, MHA, Retirement Dynamics

19H MAKE IT TO MARKET: Post-Crisis

Access to Capital

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Glenn Brichacek, President & CEO, The Admiral at the Lake

Rich Schutt, CEO, Providence Life Services

Stephen Yenchek, President & CEO, Friendship Senior Options

Stephen Johnson, Managing Director, Ziegler

4 AFFILIATIONS, MERGERS, ACQUISITIONS AND DISPOSITIONS:

Growing Trends

Friday, March 25, 2011 10:15 am - 11:45 am | **1.5 CEs**

Speakers

John Durso, Partner, Ungaretti & Harris

Sean Kelly, Director of New Business Development, The Kendal Corporation

Stephen Johnson, Managing Director, Ziegler

121 SELL THIS HOUSE: Motivating

Today's Consumers for Tomorrow

Friday, March 25, 2011 10:15 am - 11:45 am | **1.5 CEs**

Speakers

Joseph Hassel, Associate Principal, Perkins Eastman

Dennis Rvan. Perkins Eastman

Bill Casper, Vice President, Residential Services, CJE SeniorLife

David Ratchford, President, Spectrum Consultants, Inc.

Life Enrichment and **Wellness**

14A MISCONCEPTIONS ABOUT

BRAIN HEALTH: Fact Versus Fiction

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Dr. David Gobble, PhD, CHES, Masterpiece Living

Joy Loverde, Author, Eldercare Planner, Masterpiece Living

15A INTRODUCING CONTEMPLATIVE SPIRITUALITY WITH SENIORS

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Shawn Kafader, Chaplain DMin, LCPC, Friendship Village of Schaumburg

8B PERSONAL BIBLE JOURNEY:

Praying Through Stories

Wednesday, March 23, 2011 11:00 am – 12:00 pm | **1.0 CE**

Speaker

Timothy Doody, DMin, BCC, Casa San Carlo Retirement Community

9B GROWING HEALTHY RESIDENTS THROUGH ADAPTIVE GARDENING

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Henry Parker, DuPage County Convalescent Center

10B NEW LIFE FOR OLD BAGS:

Meaningful and Collaborative

Wednesday, March 23, 2011 11:00 am - 12:00 pm continues 2:00 pm - 3:30 pm | **2.5 CEs**

Speakers

Ruth Werstler, Bethesda Home

Irene Borgerson, Westminster Place of Presbyterian Homes

Kathryn Orloff, CTRS, Great Opportunities Adult Day Center

Chi-Wai Genessa Mak, MT-BC, The Bethany Terrace

Scott Glumm, Mather Lifeways - Mather Pavilion

Patricia Zabel, Norwood CrossingLys Shradeja, UFO (Unfinished Objects)

Barbara Eakin, Oak Leyden Developmental Services

Sandy Ramsey, Executive Director, Cornerstone Community Outreach

Amanda Pairitz, Nixon Peabody, LLP

Elsa Jacobson, Bethesda Home

8C TOWARD AN INTERFAITH CHAPLAIN MINISTRY IN A CCRC

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | **1.5 CEs**

Speakers

Richard Oas, M. Div, Th.M. BCC, Friendship Village

Shawn Kafader, Chaplain, DMin, LCPC, Friendship Village of Schaumburg

70 THERAPEUTIC ADVENTURES IN A SENIOR PLAYGROUND

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Bryan Johns, ASLA, RLA, Clark-Lindsey Village

Dr. Wojtek Chodzko-Zajko, Professor and Head of the Department of Kinesiology and Community Health, University of Illinois at Urbana, Champaign

Paula Martin, Wellness Director, Clark-Lindsey Village

Ron Wilcox, Marketing Director, Clark-Lindsey Village

9D ACTIVITY PROFESSIONALS:

The Masters of Adaptation

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Mari Pat McAuliff, B.S, CTRS, The Comprehensive Group

III ENGAGING MIND, BODY AND **SOUL IN THE SENIOR LIVING EXPERIENCE**

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

Bruce Berlin, Executive Director, The Garlands of Barrington

Jill Lund, Director of Activities, Prairieview at the Garlands

Lisa Geisler, Director of Activities, The Garlands of Barrington

12F OLD, GRAY AND GAY: Lesbian

and Gay Aging

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speaker

Gerald Farinas, Three Crowns Park

13F ARTPATH

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speaker

Colleen Koziara, CAD, Regional Life Enrichment Manager, Pathway Senior Living

8G CONNECTING THE GREATEST **GENERATION:** You Have No Choice!

Thursday, March 24, 2011 3:45 pm - 5:15 pm | **1.5 CEs**

Speaker

Jack York, Founder & CEO, It's Never 2 Late

9G THE END OF AGING **AS WE KNOW IT**

Thursday, March 24, 2011 3:45 pm - 5:15 pm | **1.5 CEs**

Speaker

Colin Milner, CEO, International Council on Active Aging

12H LETS GO CAMPING!!!!

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Colleen Koziara, CAD, Pathway Senior Living

151 FROM MY GENERATION TO **YOURS:** Resident Volunteering

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speakers

Jeffrey Rose, Friendship Village of Schaumburg

Jeannette Magdaleno, Friendship Village of Schaumburg

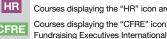
Shirley Odegaard, Friendship Village of Schaumburg

Bob Green, Friendship Village of Schaumburg



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Management and Operations

All sessions in this track are eligible for NAB Continuing Education Clock Hours.

17A ACTIVE MANAGERIAL CONTROL **FOR FOOD SAFETY**

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

David Pettigrew, McCloud Services

16A AFFORDABLE HOUSING AND **SERVICES - THE NEW NORM:**

Why and How

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Nancy Libson, Director of Housing Policy, AAHSA

11B TRENDS AND TRANSITION IN **SENIOR LIVING DINING OPTIONS:**

One Meal a Day Doesn't Cut it Anymore!

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Schelley Hollyday, Vice President, Senior Living, Horizon Software

110 ADDING RESTAURANT FLAIR **TO YOUR DINING SERVICES**

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speaker

Kim Webster, Vice President of Healthcare, A'viands Food and Services Management

Brad Hinz, Director of Culinary Services, A'viands Food and Services Management

Steve Patterson, District Manager, Healthcare, A'viands Food and Services Management

9C ELECTRONIC HEALTH RECORDS

(EHR): What You Need to Know

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Andrew Cutler, Vice President, FR&R Healthcare Consulting, INC.

Elizabeth Malzahn, National Director of Healthcare, Covenant Retirement Communities

CNE

100 MOR & BUDGET BASED RENT **INCREASES FROM NATIONAL** HOUSING COMPLIANCE

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Mary Mauney, Director, National Housing Compliance

Kim Lance, Director, Asset Management, National Housing Compliance

12D FINANCIAL & NON-FINANCIAL MEASURES FOR STRATEGIC SUCCESS

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Amy Hayman, Managing Director, Cain Brothers & Company, LLC

HR

14D EMERGENCY PREPAREDNESS:

Staying Ahead of the Requirements

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Jennifer Ulmer, Assistant Administrator, DuPage County Convalescent Center

David Bunge, Planning Coordinator, DuPage County Office of Homeland Security and Emergency Management

Tom Russell, Consultant, Integrated Solutions Consulting

CNE

13D UNDERSTANDING **REAC INSPECTIONS**

Thursday, March 24, 2011 8:30 am - 10:00 am continues 11:00 am - 12:00 pm | 2.5 CEs

Speaker

Scott Precourt. President & CEO. US Housing Consultants

6E ELECTRONIC MEDICAL RECORD:

Opportunity to Redesign the Future

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

Jane H. Grad, VP, IS, Presbyterian Homes

John Burns, Vice President and Executive Director, Presbyterian Homes

Linda Dotson. Administrator. HC. Presbyterian Homes

CNE

7E INTEGRATING SLF AND TAX

CREDITS: The Big Picture

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Bebe Minton, BMA Management

15F BENCHMARK YOUR WAY TO OPERATIONAL EXCELLENCE

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Kimberly Heller, CPA, NHA, Wipfli LLP

Lisa A. Thomson, LNHA, Pathway Health Services CNE

14F NAVIGATING **RESIDENT TRANSITIONS**

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Renee Cisewski, MBA, LNHA, Director, Strategy and Operations, Sawgrass Partners, LLC

Sian Stevens, Sawgrass Partners, LLC

Mary Colby, Wyndemere Senior Living Campus

Frank Guajardo, Executive Director, Smith Crossing

Linda Wise, Friendship Village of Kalamazoo CNE

165 MANAGING YOUR **ENERGY COSTS**

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Dick Hoffman, President, Atomatic Mechanical Services, Inc.

Dave Jenkins, Director, Building Services, Lake Forest Place (Presbyterian Homes)

Jim Gerkin, Director, Building & Grounds, Westminster Place (Presbyterian Homes)

Vince Connolly, Director of Plant Operations, The Moorings of Arlington Heights (Presbyterian Homes)

18F TRANSFORMING RETIREMENT **COMMUNITIES FOR THE NEXT GENERATION**

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Kevin Svagdis, President, Morrison Senior Dining Gene Doloff, Morrison Senior Dining

177 EIV AND YOU

Thursday, March 24, 2011 2:00 pm - 3:30 pm continues 3:45 pm - 5:15 pm | **3.0 CEs**

Speaker

Scott Precourt, President & CEO, US Housing Consultants

160 PLAYING NICELY TOGETHER: HOME HEALTH, ALF & SLF

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Terry Cichon, CPA, FR&R Healthcare Consulting, Inc.

Bonny Kohr, RN, CHCE, HCS-D, FR&R Healthcare Consulting, Inc.

12G LAUNDRY MANAGEMENT: Labor.

Textiles, Equipment & Chemicals

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Speakers

Kirsten Ackmann, Customer Service Representative, Superior Health Linens

Bryan Immergluck, Sales Manager, Superior Health Linen

Jim Manning, CLLM, Encompass Group - Acute Care

Steve Tinker, Vice President of Research & Development, Gurtler Industries, Inc.

11G CCHIT CERTIFICATION: What

Does it Mean to Your Facility?

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Speaker

Brian Dimit. RAC-CT. PointClickCare CNE

10G CONTINUOUS OUALITY IMPROVEMENT IN LONG TERM

CARE: Leveraging Lean Principles

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Speaker

Janice Ahlstrom, CPHIMS, RN, BSN, Wipfli LLP CNE

5H TELECARE REMOTE MONITORING FOR INDEPENDENCE AND EMERGENCY PREVENTION

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Priscilla Rose, ResCare HomeCare CNE

5 HOW MIDWEST HIES **INCLUDE LTC ORGANIZATIONS:**

The Journey Continues

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speaker

JoAnn Becker, MS, MBA, PMP, Managing Partner, TransformingHealthcare.com

71 USING METRICS TO INCREASE **OCCUPANCY. PROFITS &** RESIDENT SATISFACTION

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speaker

Larry Wieskopf, BComm, CA, Infinite Analytics, Inc.

61 THOUGHT LEADERSHIP IN TECHNOLOGIES AND PROGRAMMING FOR SENIORS

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speakers

Sarah Hoit, CEO & Founder, Connected Living

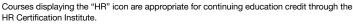
Brenda Limone. VP. Business Development. Connected Living

Anna Hall, Director of Training, Connected Living

CNE

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Courses displaying the "CFRE" icon have been submitted for continuing education credit through Certified Fundraising Executives International.

Marketing Sales and Public Relations

18A NETWORKING FOR **NON-SALES PROFESSIONALS**

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Claudia Cook, MSW, LivHOME, Inc.

19A FINANCIALLY QUALIFYING PROSPECTS AS A SALES TOOL

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Lynn Scrivner, Senior Vice President, Marketing, The Asbury Group

12B KNOW YOUR MARKET & YOUR MESSAGE: Avoid Collateral Damage

Wednesday, March 23, 2011 11:00 am - 12:00 pm continues 2:00 pm - 3:30 pm | **2.5 CEs**

Speakers

Christine Wirthwein, President, Wirthwein Corporation

Patty Jamison. President & Founder. Innisfree Innovative Marketing Solutions

120 MIND THE GAP: Find & Fix Sales

Process Gaps

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Joy Evans, The Asbury Group Marketing Cathy Ritter, Asbury Communities

15D DESIGNING AND DEVELOPING A SUPERIOR SALES TEAM

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Beth Quarles, BMA Management, Inc. Tonya Anderson, BMA Management, Inc. Renee Swanson, Heritage Woods of Huntley

16D INBOUND MARKETING: Trends and Tips to Improve Lead Generation

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Debra Sheridan, President, IVY Marketing Group, Inc.

8E SALES VS. MARKETING: How

to Successfully Promote Your Brand With a Balanced, Integrated Approach to Successful CCRC Occupancy Challenges

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

David Martino, President, Martino & Binzer Jay Hibbard, VP, Senior Services, Martino & Binzer

19F ADVERTISING BANG FOR BUCK:

Expectations Versus Reality

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Lynn Scrivner, Senior Vice President, Marketing, The Asbury Group

13G STIRRING SOCIAL MEDIA INTO THE MARKETING MIX

Thursday, March 24, 2011 3:45 pm - 5:15 pm | 1.5 CEs

Speakers

Rick Banas, Vice, President of Strategic Marketing, BMA Management, Ltd.

Brian Minton, Marketing Assistant, BMA Management, Ltd.

131 MEDIA RELATIONS IN THE **DIGITAL WORLD**

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Randy Eilts, Director of Public Relations, GlynnDevins Advertising & Marketing

CFRE

8 ONLY ONE CHANCE TO MAKE A FIRST IMPRESSION

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speaker

Sian Stevens, Sawgrass Partners, LLC

9 BECOME A TRUSTED ADVISOR

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speaker

Greg Schweiner, President, VisionCorp

Professional Development

All sessions in this track are eligible for NAB Continuing Education Clock Hours.

13B MANAGING YOUR STRESS

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Lisa Plantamura, MBA, Professional Trainer/Manager, Workforce Learning and Organizational Development, AAIM Employers Association

HR CFRE

13C ASSERTIVENESS: Being

Proactively Confident!

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speaker

Lisa Plantamura, MBA, Professional Trainer/Manager, Workforce Learning and Organizational Development, AAIM Employers Association

CNE HR CFRE

17D LEADERSHIP IN LEANER TIMES

Thursday, March 24, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Clint Maun, CSP, Senior Partner, Maun-Lemke Speaking and Consulting, LLC

CNE HR

9E IT'S A JUNGLE OUT THERE! **SELF-MANAGEMENT FOR TODAY'S LEADERS**

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Clint Maun, CSP, Senior Partner, Maun-Lemke Speaking and Consulting, LLC

CNE HR CFRE

20F 7-TO-1 RETURN ON **INVOLVEMENT (ROI):** *Implementing*

Successful Revenue Teams

Thursday, March 24, 2011 2:00 pm - 3:30 pm continues 3:45 pm - 5:15 pm | 3.0 CEs

Clint Maun, CSP, Senior Partner, Maun-Lemke Speaking and Consulting, LLC

15H THE GIFT OF FEEDBACK

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Thomas White, JD, TRP Enterprises, Inc.

Daniel Lobb, TRP Enterprises, Inc.

HR

101 BECOMING THE TOTALLY **RESPONSIBLE LEADER**

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speakers

Thomas White, Co-President and Co-Founder, TRP Enterprises, Inc.

Daniel Lobb. TRP Enterprises. Inc. HR

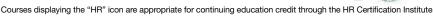




HR

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EDUCATIONAL SESSIONS

Public Policy and Legal Issues

21A THINK LIKE A SURVEYOR

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

Joy Jordan, RN, MSN, SMQT Certified, Boyer & Associates, LLC

CNE

22A HCBS CABINET OPEN FORUM

Wednesday, March 23, 2011 8:30 am - 10:00 am | 1.5 CEs

Speaker

LSN HCBS Cabinet Members

14B NEWS FROM THE TOP: *An*

Update from State Agency Leaders

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

Julie Hamos, Director, Illinois Department of Healthcare and Family Services (invited)

Dr. Damon Arnold, Director, Illinois Department of Public Health

Charles Johnson, Director, Illinois Department of Aging

Kelly Cunningham, Chief, Bureau of LTC Healthcare and Family Serivces

15B SLF TOWN HALL MEETING

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Kara Helton, SLF Coordinator, HFS, Bureau of Long Term Care

16B WHAT'S HAPPENING IN DC NOW: A FEDERAL HOUSING UPDATE

Wednesday, March 23, 2011 1:00 am - 12:00 pm | 1.0 CE

Speaker

Nancy Libson, Director of Housing Policy, AAHSA

17B CMS ADVANCE DIRECTIVES & END-OF-LIFE CARE

Wednesday, March 23, 2011 11:00 am - 12:00 pm | 1.0 CE

Speaker

Dorrie Seyfried, Vice President, Method Management, LLC

CNE

140 NURSING HOME Town Hall Meeting

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Rick Dees, Chief, IDPH, Bureau of Long Term Care, Office of Health Care Regulation

Nursing Facility Cabinet Members
CNE

15C REGULATORY FACE-OFF

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | **1.5 CEs**

Speakers

Matt Murer, JD, Partner, Polsinelli Shughart Jason Boltz, General Counsel, IDPH

CNE

16C A COMPREHENSIVE ACTUARIAL PRIMER ON CCRC FINANCIAL MANAGEMENT

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | **1.5 CEs**

Speakers

A.V. Powell, President, A.V. Powell & Associates, LLC

Molly Shaw, Sr. Consultant, A.V. Powell & Associates, LLC

18C LEGAL UPDATE FOR NON-PROFITS

Wednesday, March 23, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

John Durso, Partner, Ungaretti & Harris

Gina Calabro, JD, Attorney, Ungaretti & Harris

Edward Clancy, Attorney, Ungaretti & Harris

Judy Amiano, President & CEO, Franciscan Sisters of Chicago Service Corporation

Christopher Laxton, CAE, President, Life Services Network

19D MANAGING THE UNIQUE RISKS

in a Long Term Care Setting: Current and Future

Thursday, March 24, 2011 8:30 am – 10:00 am | **1.5 CEs**

Speaker

Cheryl Nieslawski, RN, BSN, ARM, FASHRM, Presbyterian Homes

Mary Lynn Curran, Vice President, Clinical Risk Management, Willis

CNE

20D ABUSE INVESTIGATION AND REPORTING: When To/How To

Thursday, March 24, 2011 8:30 am – 10:00 am | **1.5 CEs**

Speaker

Dorrie Seyfried, Vice President, Method Management, LLC

18D ASSISTED LIVING TOWN HALL MEETING

Thursday, March 24, 2011 8:30 am – 10:00 am | **1.5 CEs**

Speakers

Lynda Kovarik, Public Service Administrator, IDPH, Division of Assisted Living

Russell Elmore, Executive II Surveyor, IDPH Division of Assisted Living

EDUCATIONAL SESSIONS

10E MEDICATION AIDES: How & Why

it Works in Other States

Thursday, March 24, 2011 11:00 am - 12:00 pm | 1.0 CE

Speakers

Connie Hitchcock, RN, BSN, CRRN, Vice President, Quality Services & Risk Management, Emeritus Senior Living

Penny Worthley, RN, Lutheran Senior Services, Lenoir Woods

Kathy Kelly, Corporate Director of Clinical Services, Franciscan Sisters of Chicago Service Corporation

CNE

21F THE EVOLVING LANDSCAPE OF HEALTHCARE REGULATORY **EXPOSURES**

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speakers

Sharon Livas, Sr. Vice President, Alper Services, LLC

Katherine M. Keefe, Healthcare Chairperson, Dilworth Paxon

Christopher Breck, CIC, ARM, Managing Director of Health Care, Alper Services, LLC

CNE

22F THE THREE PS: *Getting it Right*

Thursday, March 24, 2011 2:00 pm - 3:30 pm | 1.5 CEs

Speaker

Dorrie Seyfried, Vice President, Method Management, LLC

CNE

14G WHAT'S NEW IN **EMPLOYMENT LAW:** Avoiding

Unions and the Courthouse

Thursday, March 24, 2011 3:45 pm - 5:15 pm | **1.5 CEs**

Speakers

Michael Flaherty, Esquire, Jackson Lewis LP Neil Dishman, Esquire, Jackson Lewis LP

16H HEALTH CARE REFORM:

An Update on Recent Activities and Rule Changes

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Lori McLaughlin, JD, Attorney, Krieg DeVault, LLC Mark Bina, JD, Attorney, Krieg DeVault, LLP David Jose, Krieg DeVault, LLP Scot Park, CPA, Dixon Hughes, PLLC

Jodi Bleier, Dixon Hughes, PLLC

CNE

17H UNDERSTANDING THE **LIFE SAFETY CODE**

Friday, March 25, 2011 8:30 am - 10:00 am | 1.5 CEs

Speakers

Matt Murer, JD, Partner, Polsinelli Shughart Jason Lundy, Polsinelli Shughart PC Bruce W. Wexelberg, CMS, Region V

THE DEFICIT REDUCTION **ACT AND YOU**

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Betsy Anderson, FR&R Healthcare Consulting, Inc.

141 CMS UPDATE: Health Care Reform and Beyond

Friday, March 25, 2011 10:15 am - 11:45 am | 1.5 CEs

Speakers

Matt Murer, JD, Partner, Polsinelli Shughart

Tamika Brown, Principal Program Representative, Division of Survey & Certification Centers for Medicare and Medicaid Services

CNE

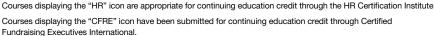




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Aegis Therapies Booth 1119

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Gene Guszkowski

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American Data Booth 1524

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American Medical Alert Corp. **Booth 1210**

Daniel Gold

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Amy Hayman

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Center for Strategy and Senior Living Booth 1003

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Ceres Food Group Booth 533

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Comfort Keepers Booth 1320

Katie Fielmann

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Confidence Satisfaction Surveys by LSN **Booth 1022**

Susan Pearson

Director, Confidence Satisfaction Survey Program 1001 Warrenville Rd., Ste. 150

Lisle, IL 60532 Phone: 630.325.6170 Fax: 630.325.0749 Email: surveys@lsni.org www.confidence-surveys.com

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Consonus Booth 918

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ConTech MSI Booth 408

Terry Till

5200 Newport Dr. Rolling Meadows, IL 60008 Phone: 847.483.3854 Fax: 847.342.9937 Email: ttill@contechco.com www.contechco.com

CORE Construction Booth 1104

Tim Hickey

866 N. Main St. Morton, IL 61550 Phone: 309.266.9768 Fax: 309.266.6553

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Jennifer Robb

5500 Cox Rd. Ste. K Richmond, VA 23060 Phone: 804.249.2140 Fax: 804.249.2150

Email: jrobb@wellawaresystems.com www.wellawaresystems.com

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LIST OF EXHIBITORS BY CATEGORY

| Accounting/Financial Services | Computer Hardware/Software continued |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BKD, LLP 1118 Cain Brothers 1213 CARDWATCH Inc. 1306 Crowe Horwath LLP 602 Reserve Advisors 300 RSM McGladrey Inc. 1219 Wolf & Company LLP 722 | It's Never 2 Late 820 Keane Care, Inc. 1212 LifeConnect 1422 MDI Achieve 1421 MDS Director by Resource Systems 1323 Net Health Systems 1410 OnShift 1423 SigmaCare 500 |
| Advertising/Marketing/PR | WoundRounds |
| A Silver Connection 1319 Cream City Marketing 409 Davis Harrison Dion 724 lvy Marketing Group 1418 New Lifestyles 621 PioCom, Inc. 1406 Alarm/Security Services | Construction Services & RemodelingDirect Supply505Hoffman, LLC422Joseph J. Duffy Construction Co.710Ragner Benson Construction923Skender Construction1309Weis Builders, Inc.704 |
| Comfort Keepers | |
| HomeFree607Protect-Alert Emergency Repsonse1113Stanley Healthcare Solutions922Status Solutions1018 | Decor/Furniture Freedom Outdoor Furniture |
| Architectural Planning & Design | Greystone Communities |
| AG Architecture, Inc. 1618 ArjoHuntleigh 322 Farnsworth Group, Inc. 712 Harley Ellis Devereaux 818 | Joseph J. Duffy Construction Co |
| Hoffman, LLC422Noekler and Hull Associates, Inc.632Perkins Eastman1311 | Midwest X-Ray, Inc. 623 US Diagnostics 508 |
| PFB Architects | Doors |
| Tyson and Billy Architects, P.C | Stanley Healthcare Solutions |
| Clothing/Textiles/Laundry & Linen Management | Education/Training |
| Stahls' Hotronix | American Medical Technologies |
| American Data 1524 AOD Software 418 CARDWATCH Inc. 1306 CareTracker by Resource Systems 1321 CareVoyant 410 Careworx, Inc. 1424 DaKim 624 Dart Chart Systems 301 DietMaster Systems, Inc. 629 | Glantz/Richman Rehabilitation Associates 1425 Illinois Nursing Home Administrator's Association 402 Life Services Network 1011 Mather LifeWays 1020 National MS Society Greater IL Chapter 1211 Upstairs Solutions 1402 VisionCorp 1303 Employee Benefit Services A Silver Connection 1319 |
| eHealth Data Solutions | A Silver Connection |



LIST OF EXHIBITORS BY CATEGORY

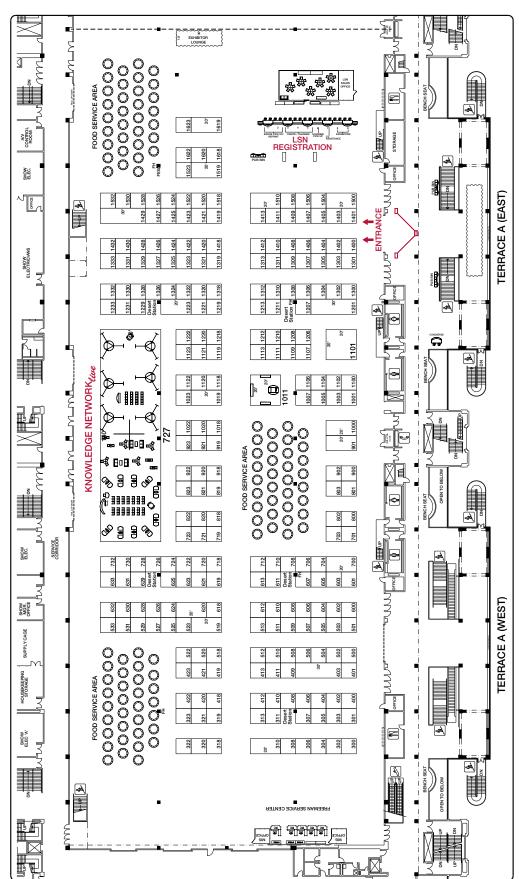
| Environmental Services | Interior Design |
|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| First Illinois Systems, Inc. Gordon Food Service. McCloud Services Status Solutions 600 McCloud Services 1302 Status Solutions | Harley Ellis Devereaux 818 Invacare Continuing Care 504 Joerns Healthcare 620 KDI Design, Inc. 313 Noekler and Hull Associates, Inc. 632 |
| Flooring | Perkins Eastman |
| Forbo Flooring Systems | PFB Architects |
| InterfaceFLOR | Tyson and Billy Architects, P.C |
| Food Service/ Dietary Management | Janitorial/Maintenance |
| A'viands Food + Services Management 1221 CARDWATCH Inc. 1306 | HD Supply |
| Ceres Food Group | |
| DietMaster Systems, Inc. 629 Gordon Food Service. 600 | NICL Laboratories |
| Horizon Software International, LLC | Landscape Architects/Land Planners |
| Morrison Senior Dining | |
| Simplythick | Harley Ellis Devereaux |
| Sodexo Senior Services | Shive-Hattery Architecture-Engineering |
| Sysco Foods | Sinve-mattery Architecture-Lingingering 1403 |
| Healthcare Consulting | Legal Services |
| Crowe Horwath LLP | Peck Bloom, LLC. 1322 |
| Glantz/Richman Rehabilitation Associates | Marketing Feasibility Consultants/Strategic Plannings |
| LeaderStat | |
| M.E.S. of Illinois, Inc | PioCom, Inc |
| Pathway Health Service, Inc | Medical Equipment Companies |
| ProviNET Solutions | |
| Home Health Care Providers | ArjoHuntleigh |
| Home Instead Senior Care | Direct Supply 505 EZ Way, Inc 512 |
| Midwest Palliative & Hospice Care Center | Global Medical Products, LLC |
| National Private Duty Association – Illinois Chapter | Halik Healthcare Products. 608 |
| Partners in Senior Care | HD Supply |
| Rainbow Hospice | Invacare Continuing Care |
| HVAC | Joerns Healthcare |
| HVAC | McKesson Medical-Surgical |
| HD Supply | Med-Mizer |
| Shive-Hattery Architecture-Engineering | MPD Medical Systems, Inc |
| Incontinence Skin Care Products and Services | Professional Medical Inc |
| MMS – A Medical Supply Company | Not for Profit Organizations/Professional Associations |
| Professional Medical Inc | Not-for-Profit Organizations/Professional Associations |
| Information Technology Consulting | Life Services Network 1011 Mather 1020 |
| Careworx, Inc | National MS Society Greater IL Chapter |
| ProviNET Solutions | National Private Duty Association – Illinois Chapter |
| Insurance Services | Pest Control |
| Assurance Agency | First Illinois Systems, Inc |
| Lee Agency Inc | McCloud Services |
| NHRMA Mutual / MPIC | |
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| Pharmacy Suppliers and Services | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Alliance Pharmacy Services Forum Extended Care Services Green Tree Pharmacy OmniCare PharMerica | 1506 1518 311 1101 |
| Professional/Medical Services | |
| EnduraCare Therapy Management | 821 1206 623 |
| Publisher/Printer | |
| Cream City Marketing | 621 |
| Resident Activity Providers | |
| It's Never 2 Late | |
| Risk Management & LTC Consultation | |
| Assurance Agency McCloud Services Net Health Systems NHRMA Mutual / MPIC Status Solutions | 1302 1410 721 |
| Telecommunications | |
| CareConnect by Esco Technologies | |
| Therapy Services | |
| Aegis Therapies Alliance Rehab EnduraCare Therapy Management Glantz/Richman Rehabilitation Associates Heritage Healthcare Infinity Rehab It's Never 2 Late Peoplefirst Rehabilitation Rehab Care SunDance Rehabilitation The Comprehensive Group | 1508 821 1425 411 1403 820 801 1106 601 |
| Satisfaction Surveys | |
| Confidence Satisfaction Surveys | 1022 |

| Transportation | |
|---------------------------------------|------|
| Comfort Keepers | |
| Medical Express Ambulance | |
| Turnaround Management & Consulting | |
| Morrison Senior Dining | 700 |
| Other | |
| A Silver Connection | 1319 |
| American Medical Technologies | |
| Calmoseptine Inc | 1007 |
| Comfort Keepers | |
| Confidence Satisfaction Surveys | |
| DaKim | |
| Dart Chart Systems | |
| EZ Way, Inc | |
| GERO Solutions | |
| Heritage Healthcare | |
| Home Instead Senior Care | |
| HomeFree | |
| HydroWorx International | |
| 9, | 1208 |
| Integrated Solutions Consulting | |
| International Council on Active Aging | |
| Joerns Healthcare | |
| | 1422 |
| Madical Function Ambulance | 1020 |
| Medical Express Ambulance | |
| Morrison Senior Dining | |
| Peoplefirst Rehabilitation | |
| Professional Medical Inc | |
| Protect-Alert Emergency Repsonse | |
| Simplythick | |
| Stanley Healthcare Solutions | |
| SunDance Rehabilitation | |
| Tee Jay Service Company | |
| The Joint Commission | |
| WellAWARE Systems, Inc. | |
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