



LeadingAge **ANNUAL  
MEETING & EXPO**

**October 29 - November 1, 2017**

Ernest N. Morial Convention Center | New Orleans, LA

**REGISTRATION  
BROCHURE**

*LeadingAge*<sup>®</sup>



# POWER OF PURPOSE

**Recharge. Refresh. Reinspire.** To help others live enriched lives, we need to reinforce our own passion for what we do—and actively work to improve how to support our country’s aging population today. That’s exactly what we do at the LeadingAge Annual Meeting & EXPO, our nation’s largest annual event for the not-for-profit aging services field. In education sessions, during general sessions and through eye-opening, one-of-a-kind experiences, you and your team will be immersed in our shared mission of helping older adults thrive.

You’ll share victories, exchange ideas, renew inspiration and build relationships along with thousands of your fellow dedicated professionals—and after four enriching days, you’ll go home better equipped to serve your residents and clients. Whether you’re a CEO of a multisite organization, a case manager in a hospice organization or a service coordinator at an affordable housing community, you’ll find innovative solutions to your challenges and discover new ways to improve operations and quality. Passionate commitment, personal growth and organizational excellence all align here—**join us to reenergize your commitment, refresh your knowledge and renew your passion for ensuring the future care of our elder community.**



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## **LeadingAge** ANNUAL MEETING & EXPO

**October 29 - November 1, 2017**

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# SCHEDULE OF EVENTS

## SATURDAY OCT. 28

1:00–5:00 p.m. Public Policy Congress

## SUNDAY OCT. 29

8:00 a.m.–12:00 p.m. Deep Dive Workshops (P)

8:00 a.m.–12:00 p.m. Power of Purpose Service Project

1:00–3:00 p.m. Opening General Session

3:30–5:00 p.m. Education Sessions (A)

## MONDAY OCT. 30

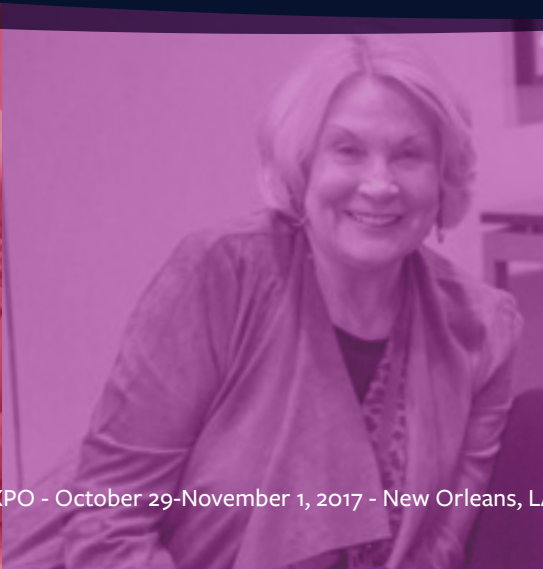
6:00–7:00 a.m. 5K Run/Walk

8:00–9:30 a.m. Education Sessions (B)

10:00 a.m.–12:00 p.m. Monday General Session

12:00–3:30 p.m. EXPO with Lunch

3:30–5:00 p.m. Education Sessions (C)





## TUESDAY OCT. 31

8:00–9:30 a.m.	Education Sessions (D)
10:00–11:30 a.m.	Education Sessions (E) or Advocacy Town Hall
11:30 a.m.–3:30 p.m.	EXPO with Lunch
3:30–5:00 p.m.	Education Sessions (F)

## WEDNESDAY NOV. 1

8:00–9:30 a.m.	Education Sessions (G)
9:30–11:30 a.m.	EXPO with Coffee
11:30 a.m.–1:00 p.m.	Education Sessions (H) with Boxed Lunch

Refer to p. 8 for a detailed listing of Deep Dive Workshops and Sessions.



# GENERAL SESSIONS

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## OPENING GENERAL SESSION

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**Sunday, Oct. 29**

1:00–3:00 p.m.

### **The Work: Searching for a Life With Purpose**

**WES MOORE**

Our work has the most value when we serve others. At the intersection between selflessness, courage and risk-taking, that is where we find the work that truly lasts. Author, combat veteran and entrepreneur, **Wes Moore** learned this profound lesson firsthand, when his life's journey—and the people he met along the way—yielded invaluable insights.

*The Work* chronicles Moore's personal quest for a meaningful life and inspires others to discover their own path to purpose, create a life that matters and play an active role in building a better world.



## MONDAY GENERAL SESSION

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**Monday, Oct. 30**

10:00 a.m.–12:00 p.m.

### **The Generosity Network: Aligning Money, Meaning and Social Change**

**JENNIFER McCREA**

In order to energize people and communities—and unleash true generosity for causes that matter—aging-services providers need to think more creatively and collaboratively about ways in which to align strategic direction with available resources.

In *The Generosity Network*, author and Harvard Professor **Jennifer McCrea** shows not-for-profit leaders how to develop a network of engaged partners who share a common passion and are eager to provide not just money, but other forms of social capital that often seem scarce—yet are really abundant, waiting to be uncovered.



# DEEP DIVE WORKSHOPS

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**Sunday, Oct. 29**

**8:00 a.m.–12:00 p.m.**

## **200-P. Ageism Deep Dive: A Conversation with Leadership Academy Fellows and Elders**

- Explore how assumptions we make about individuals based on their age inhibit workforce recruitment and retention efforts, create barriers to policy implementation and make aging services less appealing to older adults.
- Consider a leader's role in combating ageism by raising awareness among residents, staff and board members.
- Hear how LeadingAge members are challenging ageist views and creating positive change within their organizations and greater communities.

**Kirsten Jacobs**, Associate Director of Dementia & Wellness Education, LeadingAge; **Kay Kallander**, Retired Aging Services Professional; **Mario Lemay**, Director of Utilization Management, The Jewish Home of San Francisco

## **201-P. Governance Deep Dive: Governing for Strategic Success**

- Learn how to prepare new and existing board members for the strategic planning discussions that will help your organization move forward in the rapidly changing health care and aging services environment.
- Identify strategic questions boards and leadership teams of not-for-profit aging services organizations need to be asking to inform future planning.
- Discuss emerging trends in today's market and their potential implication for board and CEO strategic decision making.

**James Orlikoff**, President, Orlikoff and Associates

## **202-P. Hospice Deep Dive: The Intersection of Policy, Practice and Partnership**

- Consider what hospice providers can expect as the quality reporting requirements for hospice programs become more complex.
- Review recent hospice legislative and regulatory activity, including the new measures to the Hospice Item Set, the upcoming implementation of Hospice Compare and the expected release of a standardized assessment.
- Discuss the enhanced service offerings that can be derived from high quality community hospice and nursing home partnerships.

**William Finn**, CEO, Hospice of the Western Reserve; **Jeff Lycan**, CEO, Hospice Alliance of Ohio and Vice President of Mission Advocacy, Ohio's Hospice and Hospice of the Western Reserve; **Anne Shelley**, Director of Home Health and Hospice Regulatory Relations, and **Susan Wallace**, Coordinator- Strategic Communications and Projects, LeadingAge Ohio



### 203-P. Philanthropy Deep Dive: Fundraising in Aging Services—Making the Case

- Explore approaches to implementing a comprehensive organizational fundraising program in aging services organizations.
- Receive an overview of current best practices for individual and organizational giving, structures and systems to support success and organizational engagement to develop a culture of philanthropy.
- Understand the structure and tactics needed to implement a successful program and develop a compelling case for support.

**William Bartolini**, Senior Philanthropic Advisor, The Ohio State University

### 204-P. Technology Deep Dive: Shaping the New Healthcare Ecosystem

- Engage in a dialogue about policy directions driving technology-enabled solutions at the national and state level, including health care and payment reform.
- Discuss the range of innovative models facilitated by technology and used by long-term and acute care providers as well as payers.
- Hear about the latest technology innovations, from data integration, analytics, information exchange and care coordination tools to self driving cars.

**Majd Alwan**, Executive Director, Center for Aging Services Technologies, LeadingAge; **Susheel Ladwa**, Co-Chair, AHIP IT Advisory Group; **Mark McClellan**, Director, The Duke-Margolis Center for Health Policy, Duke University; **Onur Torusoglu**, Chief Data & Analytics Officer, Ochsner Foundation Hospital





# EDUCATION PROGRAM PLANNER

Go to [LeadingAge.org/AnnualMeeting](http://LeadingAge.org/AnnualMeeting) for a complete list of session descriptions and speakers. Sessions of particular relevance to boards of directors/trustees as well as other interest groups can also be found on the conference website.

## EDUCATION SESSIONS (A)

Sunday, Oct. 29

3:30–5:00 p.m.

<b>Aging Services Technologies</b>	<p>1-A. Social Connectedness and Engagement Technologies: Provider Case Studies</p> <p>2-A. Emerging Technologies To Address Age-Related Hearing Loss</p>
<b>Care &amp; Services</b>	<p>16-A. A Comprehensive Model of Family Caregiver Support</p> <p>17-A. Evidence-Based Approaches To Improve Quality of Life for Persons Living With Dementia</p> <p>18-A. Care Partners: Empowering Frontline Staff Development</p>
<b>Financial &amp; Strategic Positioning</b>	<p>34-A. Building a High Value Post-Acute Network</p> <p>35-A. Expanding Senior Services to Multifamily Housing</p> <p>36-A. Are Not-for-Profits Relevant and Sustainable?</p>
<b>Marketing, Sales &amp; Philanthropy</b>	<p>55-A. Fundraising Ethics: Roadblocks or Glide Path to Excellence</p> <p>56-A. Targeting and Appealing to the Right Decision Maker</p>
<b>Operational Excellence</b>	<p>72-A. Housekeeping Benchmarks and Best Practices</p> <p>73-A. HUD Management and Occupancy Reviews: Compliance Guidance</p>
<b>Public Policy &amp; Legal Issues</b>	<p>94-A. Addressing Sexuality in a Faith-Based Community</p> <p>95-A. Requirements of Participation: Phase 2 Readiness</p> <p>96-A. Getting Ahead of the Curve: Leading With Hospice Data</p>
<b>Senior Living Design</b>	<p>113-A. Integrating Bicycling Into Senior Living Design</p> <p>114-A. Senior Living Design Options for the Future Consumer</p>
<b>Wellness &amp; Wellbeing</b>	<p>129-A. Expanding Lifelong Learning Through University Partnerships</p> <p>130-A. Housing Transforming Health: Getting to “What Matters Most”</p>
<b>Workforce &amp; Leadership Development</b>	<p>146-A. Creating an Emotionally Intelligent Leadership Culture</p> <p>147-A. CEO Transitions: The Board’s Role</p> <p>148-A. Developing Tomorrow’s Leaders</p>



## EDUCATION SESSIONS (B)

**Monday, Oct. 30**

**8:00–9:30 a.m.**

<b>Aging Services Technologies</b>	<p><b>3-B.</b> Shared Care-Planning and Coordination Technologies: Provider Case Studies</p> <p><b>4-B.</b> Technology-Driven Business Model Disruption: The Next Decade</p>
<b>Care &amp; Services</b>	<p><b>19-B.</b> Specialized Patient-Centered Rounding: A Case Study</p> <p><b>21-B.</b> Take2: A New Model of Home Support</p>
<b>Financial &amp; Strategic Positioning</b>	<p><b>37-B.</b> Myth Busters: Challenging Assumptions and Gut Decisions</p> <p><b>38-B.</b> Developing a Not-for-Profit Strategy for Acquiring Rental Properties</p>
<b>Marketing, Sales &amp; Philanthropy</b>	<p><b>57-B.</b> Philanthropy and Communications: Harnessing the Value of Teamwork</p> <p><b>58-B.</b> Using Website Analytics for More Accurate Sales Predictions</p>
<b>Operational Excellence</b>	<p><b>74-B.</b> Dining Management in Senior Living 2017</p> <p><b>75-B.</b> Using Quality Scorecards To Leverage Relationships Under Alternative Payment Models</p> <p><b>76-B.</b> What Characterizes a High Performing Organization?</p>
<b>Public Policy &amp; Legal Issues</b>	<p><b>97-B.</b> Hospice Policy Forum</p> <p><b>98-B.</b> Affiliations: Legal Issues To Consider</p> <p><b>99-B.</b> Housing Policy Forum</p>
<b>Senior Living Design</b>	<p><b>115-B.</b> Interior Design Strategies To Strengthen Your Brand</p> <p><b>116-B.</b> Nature Meets Nurture: Designing a WELL Building</p>
<b>Wellness &amp; Wellbeing</b>	<p><b>131-B.</b> Memory Wellness Training: From Evidence to Implementation</p> <p><b>132-B.</b> Creating an Organizational Culture That Supports Successful Aging</p>
<b>Workforce &amp; Leadership Development</b>	<p><b>149-B.</b> Harnessing Resident Engagement To Improve Team Member Retention</p> <p><b>150-B.</b> Attracting and Retaining a Quality Workforce</p> <p><b>151-B.</b> Insights From the Next Generation of Leaders</p>



# EDUCATION PROGRAM PLANNER CONT.

EDUCATION SESSIONS (C)	
Monday, Oct. 30	3:30–5:00 p.m.
<b>Aging Services Technologies</b>	<p>5-C. Telemedicine-Enabled Bedside Medicine: Financial and Clinical Impact</p> <p>6-C. Improving Health and Wellness With Wearable Technology</p>
<b>Care &amp; Services</b>	<p>22-C. Integrated vs. Segregated Environments for Persons With Dementia</p> <p>23-C. How Beneficial Is Adopting the Household Model of Culture Change?</p>
<b>Financial &amp; Strategic Positioning</b>	<p>39-C. Expansion Beyond an Existing Life Plan Community</p> <p>40-C. Financing and Operating Moderately Priced Life Plan Communities</p> <p>41-C. Preserving Mission: Addressing Your Debt Burden</p>
<b>Marketing, Sales &amp; Philanthropy</b>	<p>59-C. Staying Engaged Before and After Move-In</p> <p>60-C. Marketing Strategies for Single-Site Providers</p>
<b>Member Site Visits</b> (2:00–5:00 p.m.)	<p>170-T. PACE Center at St. Cecilia</p> <p>171-T. Lambeth House</p>
<b>Operational Excellence</b>	<p>77-C. Home Care and Hospice: Strategies From Across the Country</p> <p>78-C. HUD Management Update</p> <p>79-C. Packaging Post-Acute Services To Improve Outcomes</p>
<b>Public Policy &amp; Legal Issues</b>	<p>100-C. Boards and Compliance: A Fiduciary Duty</p> <p>101-C. Health Policy Forum</p>
<b>Senior Living Design</b>	<p>117-C. Building a Socially Connected, Age-Friendly Future</p> <p>118-C. 2017 Design for Aging Forum</p>
<b>Wellness &amp; Wellbeing</b>	<p>133-C. Managing Wellness Over Illness</p> <p>134-C. Bridging the Age Divide: Housing-Based Intergenerational Programming</p>
<b>Workforce &amp; Leadership Development</b>	<p>152-C. Building a Healthy Work Environment: Aligning Behavior With Culture</p> <p>153-C. WeCare Connect: An Employee-Driven Retention Strategy</p>

## EDUCATION SESSIONS (D)

Tuesday, Oct. 31

8:00–9:30 a.m.

<b>Aging Services Technologies</b>	<p>7-D. Driving Innovation in Aging and Brain Health</p> <p>8-D. Managing the Legal Risks of Electronic Medical Records</p>
<b>Care &amp; Services</b>	<p>24-D. Transforming the Living Experience in Higher Levels of Support</p> <p>25-D. Affordable Housing Plus Services: Lessons From the Field</p>
<b>Financial &amp; Strategic Positioning</b>	<p>42-D. Maximizing Your Section 8 Income for Long-Term Preservation</p> <p>43-D. Repositioning a Multisite Organization</p> <p>44-D. Bundled Payments: Share in Medicare Savings</p>
<b>Marketing, Sales &amp; Philanthropy</b>	<p>61-D. Marketing Your Community to LGBT Seniors</p> <p>62-D. Revisiting Your Brand Relevance</p>
<b>Operational Excellence</b>	<p>80-D. Crisis Management and Communications</p> <p>81-D. Making the Practical Link Between Quality and Risk Management</p> <p>82-D. Redefining Resident Engagement</p>
<b>Public Policy &amp; Legal Issues</b>	<p>102-D. Employment Law Update</p> <p>103-D. Grassroots Advocacy: Tapping the Power in Your Communities</p> <p>104-D. Home Health Policy Forum</p>
<b>Senior Living Design</b>	<p>119-D. Design Strategies for Big Living in Small Spaces</p> <p>120-D. Breaking Barriers With Regulatory Change</p>
<b>Wellness &amp; Wellbeing</b>	<p>135-D. Urban Gardening and Farming in Assisted Living</p> <p>136-D. Transforming Your Organization Into a Community Hub</p>
<b>Workforce &amp; Leadership Development</b>	<p>154-D. Building a Stable Nurse Workforce</p> <p>155-D. Finding the Entrepreneur Within</p> <p>156-D. Bridging the Gap: CEO Success in Philanthropy</p>

# EDUCATION PROGRAM PLANNER CONT.

EDUCATION SESSIONS (E)	
Tuesday, Oct. 31	10:00–11:30 a.m.
<b>Aging Services Technologies</b>	<p>9-E. Innovative Memory Care: The Intersection of Technology and Design</p> <p>10-E. Using Technology To Measure the Social Health of Residents</p>
<b>Care &amp; Services</b>	<p>26-E. Culturally Competent Care: Addressing the Needs of LGBT Seniors</p> <p>27-E. Creating Intentional Community in a Small House Environment</p>
<b>Financial &amp; Strategic Positioning</b>	<p>45-E. Addressing Changes in Financial Reporting for Life Plan Communities</p> <p>46-E. Financing and Design of Affordable Senior Housing</p>
<b>Marketing, Sales &amp; Philanthropy</b>	<p>63-E. Breaking Down Silos for Planned Giving Success</p> <p>64-E. The Psychology of Language</p> <p>65-E. Tying Inbound and Outbound Marketing Together</p>
<b>Operational Excellence</b>	<p>83-E. Care Coordination Model for Improved Outcomes and Satisfaction</p> <p>84-E. Building a Successful Home Care Operation</p> <p>85-E. HUD Issues Forum: Fair Housing Testers and Cyber Criminals</p>
<b>Public Policy &amp; Legal Issues</b>	<p>105-E. Managed Long-Term Services and Supports: Lessons for the Nation</p> <p>106-E. Legal Perspectives From In-House Counsel</p>
<b>Senior Living Design</b>	<p>121-E. Designing Indoor Environments for Improved Quality of Life</p> <p>122-E. Building BoomTown: A New Intergenerational Lifestyle Model</p>
<b>Wellness &amp; Wellbeing</b>	<p>137-E. The Slippery Slope Between Functional and Frail in Independent Living Residents</p> <p>138-E. Using Activity Programming To Combat Loneliness, Isolation and Depression</p> <p>139-E. Developing Successful Wellness Programs</p>
<b>Workforce &amp; Leadership Development</b>	<p>157-E. Best Practices in Board Recruitment and Retention</p> <p>158-E. Developing a Collaborative Organization</p> <p>159-E. Work-Study Programs: Engaging Tomorrow's Workforce</p>



## EDUCATION SESSIONS (F)

Tuesday, Oct. 31

3:30–5:00 p.m.

<b>Aging Services Technologies</b>	<p>11-F. Protecting Your Data From Cyber Crime</p> <p>12-F. Value-Based Programs: Monitoring, Tracking and Reporting</p>
<b>Care &amp; Services</b>	<p>28-F. Meeting the Rising Acuity Needs in Assisted Living</p> <p>29-F. Transition Support: Enhancing Self-Management at a Critical Crossroad</p>
<b>Financial &amp; Strategic Positioning</b>	<p>47-F. Life Care at Home: Expanding Your Footprint</p> <p>48-F. From Traditional Skilled Nursing to Green House® Model</p>
<b>Marketing, Sales &amp; Philanthropy</b>	<p>66-F. Creating a Grant-Ready Organization</p> <p>67-F. Trading Places: Insider Insights From Marketing Experts</p>
<b>Member Site Visits (2:00–5:00 p.m.)</b>	<p>172-T. Poydras Home</p> <p>173-T. Woldenberg Village</p> <p>174-T. Metairie Manor</p>
<b>Operational Excellence</b>	<p>86-F. Disaster Planning: Be Prepared</p> <p>87-F. Audit Therapy Protocols: A Playbook for Compliance-Minded Organizations and Boards</p>
<b>Public Policy &amp; Legal Issues</b>	<p>107-F. Mobilizing Grassroots Advocacy: A Resident-Provider Collaboration</p> <p>108-F. Home and Community-Based Services Policy Forum</p>
<b>Senior Living Design</b>	<p>123-F. Memory Support Design 2020</p> <p>124-F. Senior Living Development in Retail and Cultural Districts</p>
<b>Wellness &amp; Wellbeing</b>	<p>140-F. Students as Wellness Coaches</p> <p>141-F. Programming for the Spiritual Dimension of Wellness</p>
<b>Workforce &amp; Leadership Development</b>	<p>160-I. CEMO Leadership Forum (12:30–5:00 p.m.)</p> <p>161-F. Domestic Violence Prevention and Intervention for Staff</p> <p>162-F. Enriching Diversity To Support Innovation and Wisdom in the Boardroom</p>

# EDUCATION PROGRAM PLANNER CONT.

EDUCATION SESSIONS (G)	
Wednesday, Nov. 1	8:00–9:30 a.m.
<b>Aging Services Technologies</b>	<p>13-G. Technology Master Planning for the Future</p> <p>14-G. Using Voice Recognition Technology To Improve Quality of Life</p>
<b>Care &amp; Services</b>	<p>30-G. Applying PACE Principles To Improve Care in Assisted Living</p> <p>31-G. Comfort Care: Care Planning for People With Dementia</p>
<b>Financial &amp; Strategic Positioning</b>	<p>49-G. Expanding Into Home Health and Hospice</p> <p>50-G. Bridging the Payment Divide: When Competitors Become Partners</p> <p>51-G. Essential Financial Benchmarks for Life Plan Communities</p>
<b>Marketing, Sales &amp; Philanthropy</b>	<p>68-G. Engaging Stakeholders for a Successful Fundraising Campaign</p> <p>69-G. Addressing Occupancy and Operational Challenges</p>
<b>Operational Excellence</b>	<p>88-G. Creating an Amuse-Bouche Hospitality Culture</p> <p>89-G. REAC Success Without the Stress</p> <p>90-G. Addressing the Challenges for Senior Living: 2018 and Beyond</p>
<b>Public Policy &amp; Legal Issues</b>	<p>109-G. Fair Housing and the ADA: A Provider's Approach to Implementation</p> <p>110-G. Mitigating Risk To Achieve Excellence</p>
<b>Senior Living Design</b>	<p>125-G. Demystifying Affordable Senior Housing in an Existing Community</p> <p>126-G. The Next Generation of Senior Living: Designing for the Boomer Consumer</p>
<b>Wellness &amp; Wellbeing</b>	<p>142-G. Integrating Employee Wellness Into the Framework of Your Organization</p> <p>143-G. Dispelling Ageism Within Your Community</p>
<b>Workforce &amp; Leadership Development</b>	<p>163-G. Combating Organizational Inertia</p> <p>164-G. Moving up the Ranks: Lattice vs. Ladder</p> <p>165-G. Community Continuity: Resident Response to Redevelopment</p>

## EDUCATION SESSIONS (H)

Wednesday, Nov. 1

11:30 a.m.–1:00 p.m.

<b>Aging Services Technologies</b>	15-H. Strategic Planning To Guide Technology Initiatives
<b>Care &amp; Services</b>	32-H. I'm Still Here®: Communication Strategies for Dementia Care 33-H. Integrating Palliative Care Services in Long-Term Care Settings
<b>Financial &amp; Strategic Positioning</b>	52-H. State of Skilled Nursing Repositioning 53-H. Anatomy of an Affiliation 54-H. Integrated Service Models Delivering Population Health in Aging Services
<b>Marketing, Sales &amp; Philanthropy</b>	70-H. Sales-Cycle Acceleration 71-H. Digital Marketing on a Dime
<b>Operational Excellence</b>	91-H. Using Visual Management Tools for Continuous Quality Improvement 92-H. The Evolution of the Continuing Care at Home Program Model 93-H. Running a Mixed-Income and Multigenerational Housing Community
<b>Public Policy &amp; Legal Issues</b>	111-H. Legal Update: Requirements of Participation 112-H. Developing a Compliance Infrastructure
<b>Senior Living Design</b>	127-H. Repositioning Conventional Dining Solutions 128-H. Rural Development With Big City Expectations
<b>Wellness &amp; Wellbeing</b>	144-H. Expanding Life Enrichment Programming to the Greater Community 145-H. Java Mentorship: Peer Support Interventions for Residents
<b>Workforce &amp; Leadership Development</b>	166-H. Purpose First Leadership 167-H. From Struggle to Synergy: Boomers and Millennials in the Workplace 168-H. Using Stories To Create Effective Teams and Organizations



# CONTINUING EDUCATION CREDITS

LeadingAge has requested pre-approval from the following continuing education (CE) providers; a list of sessions eligible for credit will be posted on the conference website upon approval.

**PLEASE NOTE: LeadingAge is no longer able to secure pre-approval for HRCI and CFRE certification; attendees have the option to self-report credit hours to their credentialing organization using the Certificate of Attendance they receive after the conference.**

## Obtaining a Certificate of Attendance/CEs

To obtain a Certificate of Attendance, you must complete the CE section of your registration form.

- Refer to p. 44 for CE credit eligible registration categories.
- Complete the CE section of the registration form—a certificate cannot be issued without this information.
- Download the list of pre-approved sessions from the conference website and bring it with you to New Orleans.
- Record your arrival to AND departure from sessions—partial attendance cannot be reported on your certificate if you arrive late or leave early.
- Evaluate sessions you attend using the conference mobile app.

LeadingAge will verify session attendance and email certificates within 30 days of the Annual Meeting.

Questions?

**CEs@LeadingAge.org**







## ARCHITECTS

LeadingAge is a registered provider of continuing education programs under the American Institute of Architects/Continuing Education System (AIA/CES). Sessions in the Senior Living Design track have been approved for continuing education learning units.

**AIA members:** To obtain a Certificate of Attendance and ensure your session attendance is reported to AIA, you must provide your 8-digit member ID on the CE section of your registration form.



## FINANCE PROFESSIONALS

LeadingAge is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: [www.nasbaregistry.org](http://www.nasbaregistry.org).

In accordance with the standards of the National Registry of CPE Sponsors, CPE credits have been granted based on a 50-minute hour. Maximum CPA Credits Available: **18**; Delivery Method: **Group Live**; Field of Study: **Specialized Knowledge**; Knowledge Level: **Intermediate**. There are no prerequisites or advance preparation required unless noted in the session description.

To obtain a Certificate of Attendance, you must complete the CE section of your registration form.



## NURSING PROFESSIONALS

This activity has been submitted to the Maryland Nurses Association for approval toward contact hours. The Maryland Nurses Association is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Nursing contact hours are co-sponsored by Howard Community College.

To obtain a Certificate of Attendance, you must complete the CE section of your registration form.



## NURSING HOME & ASSISTED LIVING ADMINISTRATORS

This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Long Term Care Administrator Boards (NAB) and approved for **279** clock hours and **17.50** participant hours.

To obtain a Certificate of Attendance, you must complete the CE section of your registration form.

**Florida Administrators:** To ensure your session attendance is reported to CE Broker, you must provide your 4-digit FL license number on your registration form.

**California Administrators:** LeadingAge is no longer able to secure pre-approval for CA-RCFEs; no self-reporting option is available at this time.



## SOCIAL WORKERS

A selection of education sessions has been submitted to the National Association of Social Workers (NASW) for continuing education contact hours.

To obtain a Certificate of Attendance, you must complete the CE section of your registration form.



# NETWORKING MEETINGS



## Saturday, Oct. 28

1:30–3:30 p.m.

### LEADERSHIP ACADEMY ALUMNI NETWORK

Join fellow alums at this shared learning and membership meeting to share progress made on Action Learning Projects, reflect upon their leadership journey, welcome new members and appoint a new board. Following the meeting, alumni are welcome to attend the Leadership Academy Spark Reception and the alumni fellowship gathering.

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## Sunday, Oct. 29

10:00 a.m.–12:00 p.m.

### FACILITY MANAGEMENT PROFESSIONALS NETWORK

Connect with Facility Management professionals from across the country in a guided discussion with a facilities executive to share best practices regarding operations, technology and leadership in plant and facilities management. Network with peers on the important matters that facility management executives encounter every day.

11:30 a.m.–12:45 p.m.

### RESIDENT/ELDER NETWORKING LUNCH

Join fellow resident leaders from around the country for an opportunity to engage in shared learning and fellowship.

12:00–12:45 p.m.

### BOARD OF DIRECTORS/TRUSTEES NETWORKING LUNCH

Join fellow board members from around the country for an opportunity to engage in peer networking and continue the discussion from the morning's Governance Deep Dive (201-P).

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## Monday, Oct. 30

7:00–8:00 a.m.

### HUMAN RESOURCES PROFESSIONALS NETWORK

Join HR executives for breakfast and informal networking to talk about the challenges and changes facing HR leaders in LeadingAge member organizations. HR professionals will gather to talk about a range of topics, including the resources available from LeadingAge's Center for Workforce Solutions. Visit [www.leadingage.org/workforce](http://www.leadingage.org/workforce) to see the array of tools and examples of workforce initiatives underway in member organizations.

7:00–8:00 a.m.

### NEW CEO NETWORK

Meet other new CEOs (up to three years in their new role) for a networking breakfast to hear from seasoned executives and leaders in our field.

7:00–8:00 a.m.

### **WELLNESS & WELLBEING NETWORK**

Join other LeadingAge provider members for the wellness & wellbeing network meeting. Come engage with peers and share resources related to holistic wellbeing.

8:00–9:00 a.m.

### **DEMENTIA SERVICES NETWORK**

Join other LeadingAge provider members for a dementia services network gathering. Come engage with peers and share resources related to meeting the needs of elders living with dementia.

5:30–6:30 p.m.

### **YOUNG PROFESSIONALS NETWORK**

Meet other young professionals and those new to our field for networking and experience sharing. Build your own personal cadre of people working in the field from around the country.



**Tuesday, Oct. 31**

7:30–9:30 a.m.

### **RURAL PROVIDER NETWORKING MEETING/LISTENING SESSION**

Join fellow rural provider members from around the country to discuss the unique challenges posed by delivering care to older adults in rural areas with a particular focus on workforce and payment/reimbursement issues. Come share your strategies, experiences and help shape our national policy agenda on rural issues.

8:00–10:00 a.m.

### **SINGLE-SITE LIFE PLAN COMMUNITIES NETWORK**

Join your fellow single-site Life Plan Community CEO colleagues for a unique opportunity to network, share ideas, discover solutions and learn about the latest trends and resources available.

5:30–7:30 p.m.

### **CAST TECHNOLOGY NETWORK**

This event offers an opportunity to keep technology professionals abreast of and actively engaged in CAST initiatives and activities through peer to peer networking, education and shared learning.



# STUDENT PROGRAM

LeadingAge is excited to offer a student program this year for students enrolled full-time at an accredited college or university at the undergraduate or graduate level. Students must be at least 18 years-old.

The program is intended to introduce students to the aging services field. The program will include the following:

- Student orientation program
- Opportunity to be mentored by aging services providers
- Student Town Hall Meeting
- Reception with the LeadingAge Young Professionals Network
- Two general sessions
- Education sessions... And more!

This is a great opportunity to learn about the benefits of working in not-for-profit aging services and the wide variety of opportunities available to people in the field.

**Dates:** Sunday, Oct. 29–Wednesday, Nov. 1

**Cost:** \$99 (does not include travel or accommodations)

**Location:** Ernest N. Morial Convention Center, New Orleans, LA

**Website:** [www.LeadinAge.org/AnnualMeeting](http://www.LeadinAge.org/AnnualMeeting)  
(Conference Happenings/Student Program)



## SCHOLARSHIP INFORMATION

LeadingAge invites full-time students to submit scholarship applications for a chance to attend the meeting. Applicants can apply for either a Student Conference Registration Scholarship or a Student Full Scholarship.

**Student Conference Registration Scholarship includes:**

- Individual Student registration for the four day conference (Sunday-Wednesday)

**Student Full Scholarship (Registration and Travel) includes:**

- Individual Student registration for the four day conference (Sunday-Wednesday)
- Hotel accommodations (New Orleans Marriott on Sunday, Monday, and Tuesday nights)
- Airfare stipend (covers roundtrip airfare to/from New Orleans)
- Meal and travel allowance (\$200 allowance, plus free EXPO lunch included Monday, Tuesday, Wednesday)

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Apply for a student scholarship at [ldng.ag/AM17studentapp](http://ldng.ag/AM17studentapp) no later than Oct. 1, 2017.

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To learn more about the student program at the LeadingAge Annual Meeting, please contact LeadingAge Conference Services at **1-866-898-2624 option 2** or [meetings@leadingage.org](mailto:meetings@leadingage.org).



# SPONSORS & SUPPORTERS: GOLD PARTNERS



Aon has been a long-time partner of LeadingAge and the administrator of the LeadingAge-recommended insurance programs for more than 30 years. The LeadingAge Directors & Officers Liability and Property & Casualty Insurance Programs are competitively priced and tailored to aging services operations. LeadingAge and Aon Affinity Insurance Services, Inc. are proud to offer the Aon Quality Institute! This web-based risk management tool, which supports LeadingAge's Quality First initiative, is not only educational but also user-friendly and easily accessible. The AQI is ONLY accessible by our LeadingAge Property & Casualty Program insureds who are eligible to receive a 10% credit on their general liability/professional liability premium after they have successfully met the requirements in completing the course. Aon Affinity Insurance Services, Inc. is a LeadingAge Gold Partner.

**Registration Powered by Aon**



Aging Services Workforce solutions powered by Combined Worksite Solutions. Our program was developed with input from LeadingAge Members to assist with the recruitment and retention of employees as well as the rising cost of employee benefits. We provide financial wellness solutions which include insurance products, PayActiv, TeleMedicine, Benefit Statements, enrollment and communication services all designed to help LeadingAge members and their employees.

**Shuttle Buses Powered by Combined Worksite Solutions**



PointClickCare's cloud-based software platform takes a person-centered approach to managing senior care, connecting healthcare providers across the senior care continuum with easy to use, regulatory-compliant solutions.

**Monday General Session Powered by PointClickCare**



We are the largest amenity service and lifestyle operator in the US offering solutions for aging adults, families and caregivers. Our teams boost the marketability of our partner communities and enhance resident and family satisfaction. Our portfolio includes Salon & Spa, Design & Procurement, American Senior Magazine and Truist Skincare.

**15 Minutes of Fame Powered by PS Lifestyle**



Sodexo provides unique expertise and skills in improving the Quality of Life for residents, their families and health care professionals at facilities around the world.

**Sunday General Session Powered by Sodexo Seniors**



THW Design is proud to be ranked as one of the nation's top senior living design firms with over 1000 commissions worldwide. Thinking forward for over 60 years, THW delivers expertise in Master Planning, Architecture, Land Planning/Landscape Architecture, Interior Design and Purchasing. Our professional staff is dedicated to a collaborative and interactive process in every endeavor we undertake. And as a full-service design firm, THW values each step of the design process in helping our clients plan, expand, reposition, and secure their community in the marketplace for years to come.

**A Day in the Life Powered by THW Design**



As one of the nation's leading underwriters of financing for not-for-profit senior living providers, Ziegler offers creative, tailored solutions to meet our clients' needs.

**Exhibitor Networking Breakfast Powered by Ziegler**



# SPONSORS & SUPPORTERS: SILVER PARTNERS



ABILITY is a leading information technology company that helps providers and payers simplify the administrative and clinical complexities of healthcare through innovative applications and data analytics. Through our powerful, integrated SaaS-based platform, ABILITY gives you the tools that are integral in helping with revenue cycle management, clinical management and performance improvement.



BKD helps 1,850 senior living and home care providers navigate the complex environment. In addition to audit and tax related services, we offer a wide range of financial, operational and clinical consulting solutions. Our professionals include CPAs, nurses, administrators and billers who share their expertise through an ever-expanding library of articles, videos and webinars at [bkd.com/ltc-resources](http://bkd.com/ltc-resources). BKD's 590 dedicated health care advisors in 35 offices nationwide are ready to help your organization thrive.

**Mind Dash Powered by BKD**



CLA helps aging services providers understand and address the significant issues that matter to their business. We are a professional services firm delivering integrated outsourcing, wealth advisory, and public accounting capabilities to help clients succeed professionally and personally. Investment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor.

**Badge Mailing Powered by CliftonLarsonAllen**



For more than 30 years, Direct Supply's mission has been to enhance the lives of millions of America's seniors through our commitment to Senior Living. For every single worry, inspiration and care moment, rely on Direct Supply's innovative solutions backed by an unparalleled response to customer needs.

**Wi-Fi Powered by Direct Supply**



GlynnDevins is the nation's premier marketing and advertising agency providing occupancy solutions for senior living communities and their partners. Our experience in direct marketing, channel and content strategy, strategic brand development, digital marketing, data analytics, marketing automation and CRM is unrivaled in the industry.

**Idea Sharks Powered by GlynnDevins**



Greenbrier provides comprehensive strategic planning, development, marketing and management services to sponsors and owners of senior living communities.

These services include:

- Strategic Planning
- Market Analysis
- Financial Analysis
- Site Planning and Acquisition
- Financing
- Development Coordination
- Marketing
- Management

Greenbrier's services result in successful development or repositioning that satisfies our clients' vision and goals.

**EXPO Coffee Lounges Powered by Greenbrier**



Since 1982, Greystone has provided consulting services to 500-plus senior living organizations. We help providers with the business side of senior living, including strategic planning, market/financial analyses, development, financing, marketing and operations.

**Live Music in Registration Powered by Greystone**



Established in 1935, HJ Sims has raised over \$20 billion for senior living projects across the US. A pioneer in senior living and long term care financing, HJ Sims is a full-service investment bank specializing in tax-exempt and taxable bonds, mezzanine loans, equity, seed capital, bank financing, and FHA-insured loans.

**Mobile App Powered by HJ Sims**



LCS is a leading provider of high-quality senior lifestyle products and services. The LCS Family of Companies focus on development, operations management, marketing and sales management, and strategic planning for Life Plan Communities, and rental independent living, assisted living, and memory care communities nationwide. The company also provides a full-service real estate private equity enterprise, insurance, national purchasing consulting services and in-home care. The companies of LCS serve thousands of seniors across the nation.

**Registration Brochure Powered by LCS**



Ranked Best in KLAS for Long-Term Care Software in 2017, MatrixCare solutions have powered the long-term care continuum for over 30 years. MatrixCare is the largest U.S. LTPAC technology provider and the first to offer a true full-spectrum solution. Used in more than 12,000 facility-based care settings and 2,000 home care and home health agencies, MatrixCare's solutions help skilled nursing and senior living providers, life plan communities (CCRCs), and home health organizations to prosper as we migrate to a fee-for-value healthcare system.

**Attendee Reminder Email Powered by MatrixCare**



OnShift delivers cloud-based human capital management software and proactive services to solve everyday workforce challenges in healthcare. Our suite of products for hiring, scheduling and employee engagement drives quality care, lower costs and higher performance by empowering providers to staff consistently and efficiently. Intuitive design, predictive analytics and customer success management are why thousands of post-acute care and senior living organizations rely on OnShift.

**Quick Guide Powered by OnShift**



Philips provides the best-in-class automatic fall detection wearables that are integrated into our CarePoint wireless emergency call system. CarePoint is a powerful, integrated, easy-to-use Resident Safety System that over thousands of Senior Living Communities are using today to keep their residents safer.

**General Session Walk-In Entertainment Powered by Philips**



Select Rehabilitation provides comprehensive physical, occupational and speech therapy services to patients in hundreds of sites across 32 states, and also partners with clients to provide expertise in regulatory and reimbursement issues. Emphasis is placed on patient-focused, outcome-driven services allowing patients to successfully transition and remain in their discharge environment.

**Wellness Challenge Powered by Select Rehabilitation**



Unidine leads the industry in dining management and clinical nutrition for the full continuum of senior living and long-term care. Your community deserves a partner like Unidine that is big enough to deliver scale, sophisticated systems, and infrastructure, but is still small enough that each account is a key account, receiving our full energy and attention. offers creative, tailored solutions to meet our clients needs.

**Lunches Powered by Unidine**



# SUPPORTERS & SPONSORS

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## LEADINGAGE SUPPORTERS

Bluespire Senior Living  
Dixon Hughes Goodman LLP  
Grainger  
HD Supply Facilities Maintenance  
PharMerica  
Plante Moran  
RehabCare  
Response Care, Inc.

## CAST SUPPORTERS

Align, LLC  
BlueOrange Compliance  
Cornell Communications, Inc.  
DIRECTV  
Hamilton CapTel  
HP, Inc.  
It's Never 2 Late  
Lyft, Inc.  
Netsmart  
Philips  
ProviNET Solutions

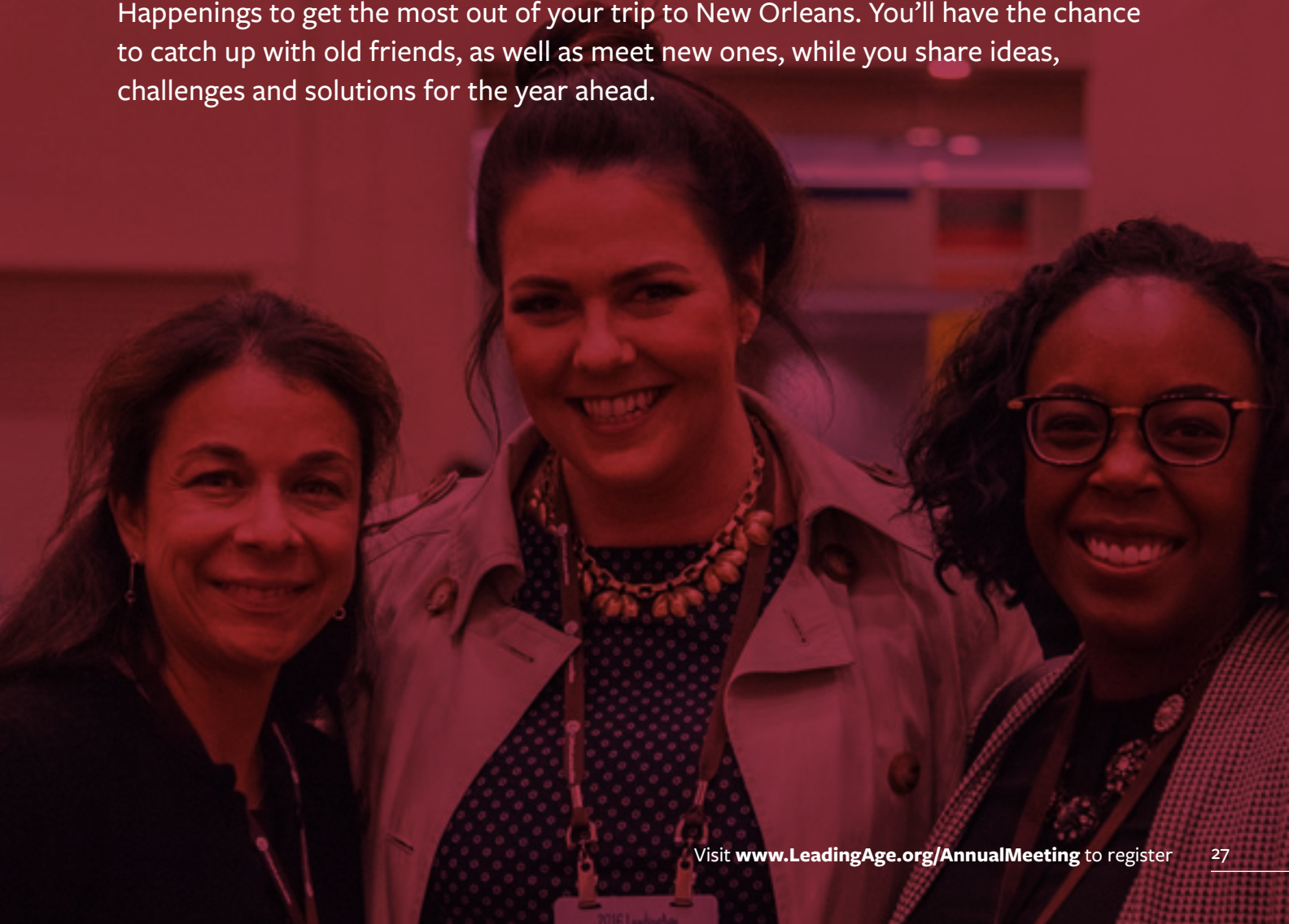
## ANNUAL MEETING SPONSORS

BB&T Capital Markets  
Davis Harrison Dion  
Guardian Pharmacy  
McKesson Medical and Surgical  
NuStep  
Perkins Eastman  
Piper Jaffray & Co.  
RLPS Architects  
SFCS Architects  
Spectrum Consultants, Inc.  
Varsity  
Yardi Systems



# CONFERENCE HAPPENINGS

The LeadingAge Annual Meeting & EXPO is a total experience, where you'll connect with colleagues from every part of the continuum and meet a wide array of professional experts, from banks and rehabilitation companies to staffing agencies and marketing firms. Make time to participate in these unique Conference Happenings to get the most out of your trip to New Orleans. You'll have the chance to catch up with old friends, as well as meet new ones, while you share ideas, challenges and solutions for the year ahead.







## Advocacy Town Hall

Tuesday, 10:00–11:30 a.m.

Join LeadingAge leadership to discuss burning issues in the wake of new legislation and regulations affecting our provider members. In true Town Hall fashion, our panel will take questions from the audience and from those on Facebook viewing the live broadcast in this exciting 90 min. dialogue.

(Not eligible for CE credits)



## Wellness Challenge

Participate on the Event App

Show how dedicated you are to managing your personal health by participating in our 4 day Wellness Challenge. Have fun and get healthy with daily goals in key areas of wellness—physical, emotional, spiritual, intellectual and social every day!



## AGE-FULLY, LeadingAge Public Experience

Spanish Plaza

Each year, LeadingAge strives to leave a lasting impact in the cities we meet. Stop by our outdoor public experience and see artists help New Orleans consumers envision themselves differently as they think about growing older and living life to the fullest.



## Power Of Purpose Service Project

Sunday, 8:00 a.m.–12:00 p.m.

You tap the power of purpose every day in the lives of older people. Register for this life changing experience as we join together to make a positive impact on the blight of homelessness in New Orleans. Sign up when you register - space is limited!



## The BIG EASY Lounge

Open Sunday-Wednesday, 8:00 a.m.–5:00 p.m.

*Powered by LeadingAge Gold Partners*

We know the LeadingAge Annual Meeting is a big place and we want to help you find new friends and colleagues to connect with. We also know sometimes you need to just get some work done that's not conference related. We invite you to grab a seat in this innovative new space to power up your device, do some work, catch up with an old friend or meet a new one.

**Join us for Happy Hour every day at 3:30 p.m.**



## 5K Run/Walk

Monday, 6:00–7:00 a.m.

Start your day right! Join LeadingAge colleagues for an easy 5k outdoor run/walk beginning at the Spanish Plaza next to the Hilton Riverside. The course will take you along the Mississippi River with amazing views of Crescent City as the backdrop. Sign up when you register!



# EXPERIENCE. DEVELOP. TRANSFORM.

**At the largest, most exciting and innovative event for our field,** you'll discover products and services to deliver better quality and help your operations run more efficiently—and you'll leave feeling connected, inspired and empowered to make real differences in the lives of the seniors you serve. From start to finish, you'll be surrounded by colleagues who share your passion and dedication for helping older people live and thrive wherever they call home—and you'll return to your job with renewed energy and a refreshed outlook.

**You do important, needed work—  
and together, we can accomplish even more.**



# EXPO EVENTS

## Mind Dash

Fast paced discussions of hot topics with LeadingAge member thought leaders. Tag yourself into the debate by sitting inside the ring to gain speaking rights. Or be a spectator and watch the action from the stands.

## Idea Sharks

Found a winning solution for a problem? Discovered a wildly successful innovation? Imagine being paid cool cash for it. Watch as fellow attendees jump into the shark tank and face experienced aging services leader sharks to hear what they think.

## Sex, Drugs & Rock 'n' Roll

Visit this edgy new exhibit on the EXPO floor to discuss three of the most highly debated topics in senior living.

## Start Up Garage

Start ups are driving innovation and adoption in every field. Stop by this dedicated area featuring the trailblazing companies changing the way people live and thrive.

## 15 Minutes of Fame

Be featured in a video, ad or promotional poster for your organization at our cutting edge marketing studio.



LeadingAge®

# DAY IN THE LIFE

Walk through our NEW interactive museum-caliber exhibit where attendees experience the ultimate vision of elderhood.

## THREE PAVILIONS:

### my place

Visit four virtual fly through spaces representing cutting edge living environments where elders thrive using the latest technology and design ideas.

### my care partners

Front line caregivers are the number one factor in determining quality. This thought provoking pavilion will walk you through the day of an individual whose organization recruits and retains the very best care partners possible.

### my mind, body & soul

Step into our teaching kitchen and dining area to see, taste and smell the essential role nutrition, wellness and hospitality play in people's lives.



**A Day in the Life**—Experience the most innovative exhibit in senior living as we show you a bold, new vision of life.







# MY EXPO PLANNER

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## Navigating the LeadingAge EXPO is just like New Orleans itself—The Big Easy.

Create your own MyEXPO planner! MyEXPO is the customizable way for you to build your own list of MUST SEE exhibitors, comparison shop for products and services you are looking for, make a personal schedule of EXPO events, even find out who our first-time exhibitors are and more.

How does it work? Visit [LeadingAge.org/EXPO-Planner](http://LeadingAge.org/EXPO-Planner) and click on SIGN IN. First time users will be prompted to create a profile. Using your profile, you can search and save the companies you want to see and add agenda items to make sure you don't miss any of the EXPO happenings. The LeadingAge EXPO is definitely the BIGGEST Expo in the field and with MyEXPO it is so EASY!





# EXHIBITORS BY PRODUCT CATEGORY

**BUSINESS ASSOCIATES (BOLD)**

● = VALUE FIRST/MEDASSETS GROUP  
PURCHASING SUPPLIER

AS OF JUNE 23, 2017

## Accounting

Baker Tilly  
BerryDunn  
BKD, LLP  
CliftonLarsonAllen  
Dixon Hughes Goodman LLP  
Marcum LLP  
Moss Adams  
Mueller Prost LC ●  
Plante Moran Living Forward  
RKL LLP  
RSM US LLP  
Wipfli LLP

## Accreditation

CARF International  
The Joint Commission

## Actuarial

A.V. Powell & Associates LLC  
Continuing Care Actuaries  
Milliman

## Adult Day Services

Benjamin Rose Institute on Aging

## Advertising

3rdThird Marketing  
Angell Marketing  
Anstey Hodge Senior  
Bluespire Senior Living  
Business Innovations  
Creating Results - Strategic Marketing  
FIVE19 Creative  
FLIK Lifestyles  
GlynnDevins Advertising & Marketing  
Love & Company, Inc.  
SENIOROI

## Appliances

Creative Laundry Systems, Inc  
LG Fulfillment  
MicroFridge - Danby

## Architecture

AG Architecture, Inc.  
Ankrom Moisan Associated Architects  
Berardi + Partners, Inc.  
Boulder Associates Architects  
C.C. Hodgson Architectural Group  
CJMW Architecture  
Comfort Designs Bathware - Division  
of Praxis  
Community Living Solutions  
D2 Architecture  
DiMella Shaffer  
HealthcareSigns.com  
Hoffman Planning, Design & Construction,  
Inc.  
Hord Coplan Macht Architects  
JSA Inc.  
KDA Architects  
Kramer + Marks Architects  
KTGY Architecture + Planning  
Lantz-Boggio Architects  
Leo A Daly  
Levi + Wong Design Associates Inc.  
Mathes Brierre Architects  
Merlino Design Partnership  
Nelson-Tremain Partnership, P.A.  
Noelker and Hull Associates, Inc.  
Perkins Eastman  
Plunkett Raysich Architects  
PQH Group Design  
PRDG  
RDG Planning & Design  
Rice Fergus Miller Architecture  
Interiors Planning  
RLPS Architects  
RLPS Interiors  
Schemmer  
SFCS Architects  
Stewart & Connors Architects, PLLC  
three: living architecture  
THW Design  
Todd & Associates, Inc.

## Association/Education

Alzheimer's Association  
American Association of Director of  
Nursing Services (AADNS)  
American Nurses Credentialing Center  
(ANCC)  
Center for Interactive Learning and  
Collaboration  
International Council on Active Aging  
(ICAA)  
LeadingAge/Global Aging Network  
(IAHSA)  
McKnight's Long Term Care News  
MHS Consulting  
National Association of LTC  
Administrator Boards  
National Continuing Care Residents  
Association (NaCCRA)

## Banking

BB&T Capital Markets  
Cain Brothers  
Dougherty & Company LLC  
HJ Sims  
Lancaster Pollard  
Piper Jaffray & Co.  
Ziegler

## Bathing Systems

Accessibility Professionals Inc.  
Bath Fitter  
Bestbath  
Comfort Designs Bathware - Division  
of Praxis  
MasterCare Patient Equipment Inc.  
Penner Spas

## Bedding

Mattress Safe, Inc.  
Protect-A-Bed  
Standard Textile Co., Inc. ●  
Star Linen, Inc.

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## Billing Services

A/R SNF Solutions, LLC  
BKD, LLP  
LTC Consulting Services  
LW Consulting, Inc.  
Mueller Prost LC •

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## Brain Fitness

Comfort Matters  
Total Brain Health

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## Brand Identity

Frogman Interactive  
OrgStory LLC  
Sage Age Strategies  
Varsity  
Walker Marketing, Inc.

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## Building Products/ Equipment

Construction Specialties / CS Eldercare  
DaVinci Roofscapes  
Quantum Medical  
Schindler Elevator Corporation •

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## Communication Systems & Services

Caremerge  
CenTrak Inc. •  
Connected Living  
Hamilton CapTel  
Inviacom  
It's Never 2 Late  
Jeron Electronic Systems, Inc.  
LifeShare Technologies  
One Call Now  
OnShift  
Rauland, A Division of AMETEK, Inc.  
Senior Portal  
Touchtown, Inc.  
Vocera Communications, Inc.  
VoiceFriend, LLC

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## Computer Services/Data Management/Software

A.V. Powell & Associates LLC  
ABILITY Network  
Align LLC  
American Data  
American HealthTech

## AMG Employee Management

Bektek  
BlueOrange Compliance  
Bluespire Senior Living  
BoardEffect  
Cantata Health  
CARDWATCH POS  
CareWorx Inc.  
CDW •  
Cerner Corporation  
Connection  
Continuum CRM  
Eldermark Software, NOTIFY, Simply  
Connect  
FullCount  
HCS  
HealthStream, Inc.  
Horizon Software International, LLC  
HP  
Intellitec Solutions  
Kronos Incorporated  
LeadingAge NY Technology Solutions  
LTC Integrity  
MatrixCare  
Medline Industries presents abaqis  
Quality Management System •  
MM Hayes  
Move-N Software Inc.  
National DataCare Corporation  
Netsmart  
OnShift  
Pioneer Solution, Inc.  
PointClickCare  
POS Partners  
Prelude Services  
Prime Care Technologies, Inc.  
ProviNET Solutions  
QA Reader  
RealPage Senior Living  
ResourceMate by Jaywil Software  
Sherpa CRM  
SimplyWork  
The Compliance Store  
VCPI  
Yardi Systems, Inc.

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## Construction

Batten | Shaw Construction  
BBL  
Brasfield & Gorrie  
Clancy & Theys Construction Company

ComSlab  
Hoffman Planning, Design & Construction,  
Inc.  
Koroseal Interior Products  
LECESSE Construction Services  
Paric Corporation  
PPG Paints  
Quiring General LLC  
Restoration Affiliates  
Schindler Elevator Corporation •  
The Whiting - Turner Contracting  
Company  
Walsh Group  
Warfel Construction Company  
Weitz Company  
Wohlsen Construction Company

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## Consulting

A/R SNF Solutions, LLC  
Baker Tilly  
BerryDunn  
BKD, LLP  
BlueOrange Compliance  
Civil & Environmental Consultants  
CliftonLarsonAllen  
Comfort Matters  
Continuum Development Services  
Deffet Group, Inc.  
Dietitians on Demand  
Dixon Hughes Goodman LLP  
Fazzi Associates  
GlynnDevins Advertising & Marketing  
Gravity Healthcare Consulting  
Green House Project  
Greenbrier  
Greystone  
GSI Research & Consulting  
HJ Sims  
HP  
HW & Co.  
IMEG Corp  
LECESSE Construction Services  
LTC Consulting Services  
LW Consulting, Inc.  
Marcum LLP  
Masterpiece Living, LLC  
McVeigh & Mangum Engineering, Inc.  
MedBest Recruiting  
Medline Industries presents abaqis  
Quality Management System •  
MHS Consulting

# EXHIBITORS BY PRODUCT CATEGORY CONT.

## BUSINESS ASSOCIATES (BOLD)

● = VALUE FIRST/MEDASSETS GROUP  
PURCHASING SUPPLIER

AS OF JUNE 23, 2017

**Moss Adams**  
**Moving Station**  
**Murdock**  
**National Research Corporation**  
**Nicoya Health & Lifestyle Management, LLC**  
**Peak Performance MS**  
**Pinnacle Quality Insight**  
**Plante Moran**  
**Polaris Group**  
**Primo Solutions**  
**ProviNET Solutions**  
**Quantum Medical**  
ReadyNurse  
**Retirement Dynamics, Inc.**  
**RKL LLP**  
**RSM US LLP**  
**Sawgrass Partners, LLC**  
**Solutions Advisors**  
**The PFM Group**  
**Trion, a Marsh & McLennan Agency**  
**Waldman Engineering Consultants Inc.**  
**Wipfli LLP**  
**Ziegler**  
**zumBrunnen, Inc.**

## Dairy Supplier

Hershey Creamery Company

## Dementia Engagement

Dementia Care Specialists  
Hasbro's Joy For All  
**Java Group Programs Inc.**

## Design/Build

BBL  
Berardi + Partners, Inc.  
Clancy & Theys Construction Company  
**Community Living Solutions**  
ComSlab  
**Direct Supply, Inc.** ●  
Mathes Brierre Architects  
Paragon

**Paric Corporation**  
PQH Group Design  
Serenity Aquarium & Aviary Services  
**The Whiting - Turner Contracting Company**  
**Warfel Construction Company**

## Development Services

**ARCH Consultants, Ltd.**  
**Essential Decisions, Inc.**  
**Greenbrier**  
**Greystone**  
**LCS**  
**Sawgrass Partners, LLC**

## Disease Response

Surficide

## Distribution

Farmer Bros. Co. ●  
**HD Supply Facilities Maintenance** ●  
**McKesson Medical-Surgical** ●  
**Performance Food Group** ●  
**Pioneer Solution, Inc**

## Documentation/ Compliance Resources

MED-PASS

## E-Learning for Staff Training and Development

American Association of Director of  
Nursing Services (AADNS)  
Center for Interactive Learning and  
Collaboration  
Dementia Care Specialists  
**HealthStream, Inc.**  
Medcom  
Relias Learning  
University of North Carolina - Chapel Hill

## Electronic Medical Records

**American Data**  
**Cantata Health**  
**Capsa Healthcare** ●  
**Caremerge**  
**Cerner Corporation**  
**Eldermark Software, NOTIFY, Simply Connect**  
**HCS**  
**LG CNS**  
**MatrixCare**  
**Netsmart**  
**PointClickCare**

## Emergency Response Systems

ActiveProtective Technologies, Inc.  
**All-Call® Industries, LLC**  
Ascom  
CenTrak Inc. ●  
**Ciscor**  
**Cornell Communications, Inc.**  
**Heritage MedCall**  
Jeron Electronic Systems, Inc.  
Momentum Healthware, Inc.  
**PalCare**  
**Philips**  
**PROTECT-ALERT Emergency Response Systems, Inc.**  
**Response Care, Inc.**  
**RF Technologies, Inc.** ●  
**Silversphere**  
**Status Solutions**  
**TekTone Sound & Signal** ●  
**Vigil Health Solutions Inc.**  
**Wireless NurseCall Systems Inc.**

## Employee Engagement

**Align, LLC**  
**OnShift**



## Engineering

### Civil & Environmental Consultants

FlexCart  
IMEG Corp  
Leo A Daly  
McVeigh & Mangum Engineering, Inc.  
**Waldman Engineering Consultants Inc.**

## Entertainment

### Bwell Solutions

DIRECTV  
**DISH**  
**Eversound**  
RMP Travel, Inc.  
Serenity Aquarium & Aviary Services

## Executive Search Firm/ Recruitment

**360 Healthcare Staffing**  
**CliftonLarsonAllen**  
**Clinical Resources**  
**Deffet Group, Inc.**  
**LeaderStat**  
**MedBest Recruiting**  
ReadyNurse  
Think Healthcare Resources  
ZurickDavis

## Facility Management

ASSA ABLOY Hospitality  
Clean X-Press  
**Direct Supply, Inc.** •  
**Dude Solutions**  
Flagship Facility Services, Inc.  
**Greystone**  
Mitsubishi Electric US Cooling and Heating  
**Morrison Community Living**  
**Sodexo Seniors** •  
Tech-Sage

## Fall Detection

**Philips**

## Financial Services

**BB&T Capital Markets**  
**BKD, LLP**  
**Cain Brothers**  
**Dougherty & Company LLC**  
**Hamlin Capital Advisors**

### HJ Sims

HW & Co.  
**Lancaster Pollard**  
Legacy Navigator  
**Piper Jaffray & Co.**  
**Plante Moran Living Forward**  
**The PFM Group**  
Unemployment Services Trust  
**Wye River Group, Incorporated**  
**Ziegler**

## Fire Prevention/Safety

### FireAvert

## Flooring

Construction Specialties / CS Eldercare  
**EarthWerks**  
**Forbo Flooring Systems** •  
**Interface Americas, Inc.**  
Interior Specialists Inc.  
Mannington Commercial  
Masland Carpets  
**Patcraft**  
SATECH, Inc.  
Sherwin-Williams Company •  
**Signature Accord**  
**Tarkett/Tandus Centiva**

## Food Management

Elior North America  
**Nutrition Management Services Company**  
**OFD Foods, LLC**  
**POS Partners**  
**Sodexo Seniors** •  
Strategic Dining Services  
**Unidine Corporation**  
Wedgwood-Royal Doulton

## Food Service

Elior North America  
Farmer Bros. Co. •  
**FLIK Lifestyles**  
Hershey Creamery Company  
**Morrison Community Living**  
Wedgwood-Royal Doulton

## Furniture

**Akin**  
**Basic American Medical Products**

### CSelect

**Direct Supply, Inc.** •  
**Fairfield Chair Company**  
**Flexsteel Industries, Inc.**  
**Freedom Outdoor Furniture**  
**H Contract Furniture**  
Harloff Company  
**Hekman Contract**  
**Hill-Rom** •  
**Holsag Canada**  
**Invacare Continuing Care**  
**Med-Mizer, Inc.**  
**MicroFridge - Danby**  
**PalCare**  
**Poly Concepts**  
Proximity Systems  
**Space Tables, Inc.**  
**Summer Classics Contract**

## Group Purchasing

**LCS**  
**Value First**

## Hand Hygiene

**SCA Personal Care** •

## Housekeeping

Flagship Facility Services, Inc.  
Harbor Linen  
**Nutrition Management Services Company**  
**SCA Personal Care** •  
**Standard Textile Co., Inc.** •  
Star Linen, Inc.  
Surfacide

## Human Resources Systems/Services

**AMG Employee Management**  
Bektek  
C.A. Short  
**HealthStream, Inc.**  
**OnShift**  
PeopleGuru  
Relias Learning  
Senior Living Chaplains  
**SimplyWork**  
**Vikus Corporation**



# EXHIBITORS BY PRODUCT CATEGORY CONT.

## BUSINESS ASSOCIATES (BOLD)

● = VALUE FIRST/MEDASSETS GROUP  
PURCHASING SUPPLIER

AS OF JUNE 23, 2017

### Identification Systems

**Cawley Company**

### Information Technology

LifeLoop, LLC

### In-Home Health Care Products & Services

#### Active Life Solutions

AdvaCare Systems Inc.  
BAYADA Home Health Care  
Benjamin Rose Institute on Aging

**First Quality Products, Inc.** ●  
Medela LLC

### Insurance

#### Aon Affinity

**Arthur J. Gallagher Risk Mgmt. Services Inc.**

#### CNA Insurance

#### Combined Worksite Solutions

#### GuideOne Insurance

Ironshore Insurance

#### Johnson, Kendall & Johnson

**Medicare's Limited Income NET Program**

#### Trion, a Marsh & McLennan Agency

Unemployment Services Trust

### Interior Design

#### Basic American Medical Products

#### Boulder Associates Architects

#### C.C. Hodgson Architectural Group

#### CJMW Architecture

Dackor / Reface Supplies

#### DiMella Shaffer

Harbor Linen

HealthcareSigns.com

#### JSA Inc.

Koroseal Interior Products

#### Kramer + Marks Architects

#### Lantz-Boggio Architects

#### Levi + Wong Design Associates Inc.

Mannington Commercial

Mathes Brierre Architects

#### Merlino Design Partnership

#### Noelker and Hull Associates, Inc.

Paragon

#### Perkins Eastman

Plunkett Raysich Architects

Propac Images

#### RDG Planning & Design

#### Rice Fergus Miller Architecture Interiors Planning

#### RLPS Architects

#### RLPS Interiors

Serenity Aquarium & Aviary Services

Sky Factory

#### THW Design

### Internet Services

#### Bulk TV & Internet

Epproach Communications

#### G5

#### GlynnDevins Advertising & Marketing

#### Inviacom

**SeniorHousingNet, part of the  
realtor.com network**

#### SeniorTV

### Lifts

#### Accessibility Professionals Inc.

**ArjoHuntLeigh** ●

### Lighting

Electric Mirror

Justice Design Group, LLC

Scott Lamp Company, Inc.

Sky Factory

### Maintenance Supplies & Services

Clean X-Press

Dackor / Reface Supplies

FlexCart

#### Grainger

 ●

**HD Supply Facilities Maintenance** ●

**Mobile-Shop Company LLC**

#### PPG Paints

Sherwin-Williams Company ●

### Management Services

#### Greenbrier

#### LCS

#### Seniority, Inc.

United Church Homes Management

### Marketing

Assessment Solution

OrgStory LLC

#### Primo Solutions

### Marketing & Communications

#### 3rdThird Marketing

#### Angell Marketing

#### Anstey Hodge Senior

#### Bluespire Senior Living

Business Innovations

#### CareLike, LLC

#### Continuum CRM

#### Creating Results - Strategic Marketing

#### Davis Harrison Dion, Inc.

#### Essential Decisions, Inc.

#### Eversound

#### FIVE19 Creative

#### FLIK Lifestyles

#### Frogman Interactive

#### G5

#### GlynnDevins Advertising & Marketing

#### Greenbrier

#### Greystone

HeartLegacy

LifeLoop, LLC

#### LinkMedia 360

#### Love & Company, Inc.

Move-N Software Inc.

#### Murdock

#### Peak Performance MS

#### PracticeMax/ServiceTrac

#### Retirement Dynamics, Inc.

#### Sage Age Strategies

#### Senior Portal

**SeniorHousingNet, part of the  
realtor.com network**

#### SENIOROI

#### Solutions Advisors

Spectrum Consultants, Inc.  
Varsity  
Walker Marketing, Inc.

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## Master & Strategic Planning

ARCH Consultants, Ltd.  
C.C. Hodgson Architectural Group  
D2 Architecture  
Hord Coplan Macht Architects  
KDA Architects  
Lantz-Boggio Architects  
LCS  
PRDG  
RLPS Architects  
Schemmer  
SFCS Architects  
three: living architecture  
THW Design  
Todd & Associates, Inc.  
Weitz Company

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## Meal Delivery Systems

FullCount

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## Medical Products & Services

AdvaCare Systems Inc.  
AlterG, Inc.  
American Medical Technologies  
ArjoHuntLeigh •  
Biocodex USA  
Briggs Healthcare •  
Capsa Healthcare •  
Direct Supply, Inc. •  
Drive Medical  
Dynatronics  
EarlySense  
Enovative Technologies  
Harloff Company  
HARTMANN USA, Inc.  
Hill-Rom •  
Invacare Continuing Care  
MasterCare Patient Equipment Inc.  
McKesson Medical-Surgical •  
MEDACURE INC.  
Medela LLC  
Medline Industries presents abaqis  
Quality Management System •  
Med-Mizer, Inc.  
MobilexUSA

Myriad Genetics, Inc.  
Novaerus  
One Beat CPR + AED  
PharMerica Corporation  
Simple Meds  
ZOLL Medical Corporation

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## Nutrition Management

Dietitians on Demand  
Nutricia  
Sodexo Seniors •  
Unidine Corporation

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## Pest Control

Mattress Safe, Inc.

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## Pharmaceutical

Biocodex USA  
Lilly, USA

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## Pharmacy Services

Ascribe Rx  
Consonus Healthcare Services  
Guardian Pharmacy  
Medicare's Limited Income NET  
Program  
Omnicare, a CVS Health company  
Partners Pharmacy  
Pharmcare USA  
PharMerica Corporation  
Remedi SeniorCare  
Simple Meds  
Talyst

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## Procurement/Project Management

Furniture Solutions Group

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## Publisher

Facility Guidelines Institute

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## Quality Improvement

ABILITY Network  
Align, LLC  
CARF International  
Grainger •  
PracticeMax/ServiceTrac  
QA Reader  
Symbria  
Talyst

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## Rehabilitation/Therapy Services

Aegis Therapies  
AlterG, Inc.  
BAYADA Home Health Care  
Consonus Healthcare Services  
Dynatronics  
Encore Rehabilitation Services  
Functional Pathways  
Genesis Rehabilitation Services  
HealthPRO-Heritage  
HUR USA  
HydroWorx  
Infinity Rehab  
It's Never 2 Late  
NuStep, Inc.  
RehabCare  
Reliant Post-Acute Care Solutions  
Select Rehabilitation, Inc. •  
Senior Rehab Solutions  
Symbria  
TMC  
Trinity Rehabilitation Services LLC  
Woodway USA

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## Research

CliftonLarsonAllen  
GSI Research & Consulting  
HealthStream, Inc.  
National Research Corporation

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## Resident Care and Personal Products & Services

First Quality Products, Inc. •  
HARTMANN USA, Inc.  
PS Lifestyle  
Senior Living Chaplains  
VoiceFriend, LLC

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## Resident Monitoring

Accutech  
All-Call® Industries, LLC  
Avera Senior Care  
Cornell Communications, Inc.  
Curavi Health  
EarlySense  
Independa, Inc.  
Philips  
Secure Care Products, LLC  
STANLEY Healthcare  
Vigil Health Solutions Inc.

# EXHIBITORS BY PRODUCT CATEGORY CONT.

**BUSINESS ASSOCIATES (BOLD)**

● = VALUE FIRST/MEDASSETS GROUP  
PURCHASING SUPPLIER

AS OF JUNE 23, 2017

## Retirement Planning

**HJ Sims**  
**Ziegler**

## Safety/Safety Services

**Accushield**  
ASSA ABLOY Hospitality  
Avigilon USA Corporation  
C.A. Short  
**dormakaba**  
**Heritage MedCall**  
**OFD Foods, LLC**  
One Beat CPR + AED  
**Seachrome Corp.**  
Secure Care Products, LLC  
Shoes for Crews, Inc.  
SR Max Slip Resistant Shoe Company  
**Status Solutions**  
Tech-Sage

## Seating

**Akin**  
CSelect  
Optima Products, Inc.

## Technology

Hasbro's Joy For All  
HeartLegacy

## Technology Assistive Devices

**Accushield**  
**Align LLC**  
**CaptionCall**  
CareServ Technologies  
**Hamilton CapTel**  
**Independa, Inc.**  
**It's Never 2 Late**  
**RetirementHomeTV Corporation**

## Telehealth/Telemedicine/ Telemonitoring

Avera Senior Care  
**CDW** ●  
Curavi Health  
**LG CNS**  
TeleHealth Solution

## Transportation

**Davey Coach Sales, Inc.**  
Ford Mobility Motoring  
**Lyft, Inc.**  
**MobilityWorks**  
RMP Travel, Inc.  
**Starcraft Bus Sales**  
**Sunset Vans**  
**Transportation Equipment Sales Corporation - TESCO**

## TV Systems

**Aufderworld Corp.**  
**Bulk TV & Internet**  
DIRECTV  
**DISH**  
Electric Mirror  
**HealthSignals**  
**LG Fulfillment**  
**RetirementHomeTV Corporation**  
**SeniorTV**

## Wander-Fall Prevention

**Accutech**  
ActiveProtective Technologies, Inc.  
Momentum Healthcare, Inc.  
**Philips**  
**RF Technologies, Inc.** ●  
**Silversphere**  
**STANLEY Healthcare**  
**Wireless NurseCall Systems Inc.**

## Wellness Programs & Equipment

ADAKO USA  
**Aegis Therapies**  
**Biodex Medical Systems, Inc.**  
**Bwell Solutions**  
**Connected Living**  
Enovative Technologies  
**HUR USA**  
**HydroWorx**  
**Interactive Fitness - CyberCycle**  
**Java Group Programs Inc.**  
Joint Active Systems, Inc.  
**Keiser Corporation**  
**Masterpiece Living, LLC**  
**Matrix Fitness**  
**National Institute for Fitness and Sport (NIFS)**  
**Nicoya Health & Lifestyle Management, LLC**  
**NuStep, Inc.**  
Protect-A-Bed  
**PS Lifestyle**  
Q3 Enterprises LLC  
**Sodexo Seniors** ●  
**Touchtown, Inc.**  
Trinity Rehabilitation Services LLC  
**Woodway USA**

## Wireless Communications

Advanced Wireless Communications  
Ascom  
Epproach Communications  
**HealthSignals**  
**TekTone Sound & Signal** ●



# REGISTRATION INFORMATION

The LeadingAge Annual Meeting & EXPO takes place at:  
**New Orleans Ernest N. Morial Convention Center**  
900 Convention Center Blvd.  
New Orleans, LA 70130.

Register and reserve your hotel online at **LeadingAge.org/AnnualMeeting**



## Login Questions?

Please contact **MyLeadingAgeSupport@LeadingAge.org** or **1-866-898-2624 option 1**.



## Registration Questions?

Please contact **LeadingAge@showcare.com** or **514-228-3159**.



## Registration Confirmation

Your registration will be confirmed by email from **LeadingAge@showcare.com** within 3 to 5 business days. Please check your junk and/or spam email folder for confirmation prior to contacting the LeadingAge Registrar. If you do not receive email confirmation within two weeks of the date your registration was submitted or you have other registration questions, please email **LeadingAge@showcare.com** or call **514-228-3159**.

*Register by Aug. 24 for Member Early Bird Rate.*



## Registration Payment, Changes, Group Registrations, Cancellations, etc.

Please consult p. 45 and/or **LeadingAge.org/AnnualMeeting** for more detailed information.





# REGISTRATION CATEGORIES

## ATTENDEE\*

\* Business firms and exhibitors may not register under this category.

This category applies to all individuals attending the Annual Meeting **NOT** associated with a business firm, and includes: employees and board members of aging services provider organizations, retired NH/AL administrators, full-time university professors and employees of not-for-profit organizations.

### Full Attendee

(Sunday - Wednesday)

- Deep Dive Workshops (Sun)
- Education Sessions (Sun - Wed)
- General Sessions (Sun, Mon)
- Member Site Visits (Mon, Tues)
- EXPO, including lunches (Mon - Wed)

### Daily Attendee

(Choice of Sunday - Wednesday)

- Deep Dive Workshops (if applicable to day registered)
- Education Sessions (applicable to day registered)
- General Sessions (if applicable to day registered)
- Member Site Visits (if applicable to day registered)
- EXPO, including lunches (if applicable to day registered)

## BUSINESS FIRM NON-EXHIBITOR

This category applies to companies and individuals who sell/market products and/or services and are not exhibiting in the EXPO.

*For information about exhibiting, please contact the Exhibit Sales Team at [Sales@LeadingAge.org](mailto:Sales@LeadingAge.org).*

### Full Business Firm Non-Exhibiting

(Sunday - Wednesday)

- All conference activities listed under the Full Attendee category

### Daily Business Firm Non-Exhibiting

(Choice of Sunday - Wednesday)

- All conference activities listed under the Daily Attendee category (applicable to day registered)

## EXHIBITOR

This category applies only to companies and individuals exhibiting in the EXPO. Please refer to p. 47 for detailed exhibitor registration information, categories, and fees – including badge limit allotments.

### Trade Show Only

- EXPO, including lunches (Mon - Wed)
- No access to education program or other conference activities
- Not eligible for CE credits

### Discounted Education/Trade Show

- EXPO, including lunches (Mon - Wed)
- All conference activities listed under the Full Attendee category
- Not eligible for CE credits

### Full Education/Trade Show (CE)

- EXPO, including lunches (Mon - Wed)
- All conference activities listed under the Full Attendee category
- CE credit eligibility (Sun - Wed)

### Daily Education/Trade Show (CE)

- EXPO, including lunches (Mon - Wed)
- All conference activities listed under the Daily Attendee category (applicable to day registered)
- CE credit eligibility (applicable to day registered)



## EXPO ONLY - PROVIDER

This category applies to employees of aging services provider organizations, who are not associated with a business firm, and only want access to the EXPO. Business firms may not register under this category.

### EXPO Only - Provider (Monday - Wednesday)

- EXPO, including lunches
- Education program and other conference activities require additional fees

*This category is not eligible for CE credits. Please contact [meetings@leadingage.org](mailto:meetings@leadingage.org) to register for this category.*

## RESIDENT/ELDER

This category applies to individuals who reside in or receive services from a provider organization.

### Resident/Elder

- Resident/Elder Luncheon (Sun)
- All conference activities listed under the Full/Daily Attendee category (applicable to day registered)

*This category is not eligible for CE credits.*

## STUDENT

This category applies only to full-time college/university students in an aging services related program.

### Student

- All conference activities listed under Full/Daily Attendee category
- Student Orientation Program
- Opportunity to be mentored by aging services providers
- Student Town Hall Meeting
- Reception with LeadingAge Young Professionals Network

*Students must be 18 or older and will be required to upload proof of full-time student status, such as a student ID card or letter on department letterhead upon registering. A limited number of scholarships are available to full-time college/university students in an aging services related program. Please visit [LeadingAge.org/AnnualMeeting](http://LeadingAge.org/AnnualMeeting) for details and how to apply. This category is not eligible for CE credits.*

*Please Note: Full-time university affiliated faculty who bring students to attend the meeting are eligible to register and attend at the student rate. Student(s) should register to attend before/at the same time faculty register.*

## FRIENDS & FAMILY

This category applies only to friends and family members of conference registrants (who are NOT employed with a business firm or a provider organization in the aging services field).

### Friends & Family (Sunday - Wednesday)

- General Sessions (Sun, Mon)
- EXPO, including lunches

*This category is not eligible for CE credits.*



# CE CREDIT ELIGIBILITY

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Only the following registration categories are eligible to obtain continuing education credits:

- Attendee (Full/Daily)
- Business Firm Non-Exhibitor (Full/Daily)
- Exhibitor (Full/Daily Education/Tradeshow)

LeadingAge will verify session attendance and email Certificates of Attendance to all eligible registrants within 30 days of the Annual Meeting. Please refer to p. 18 for additional information.



# ADDITIONAL REGISTRATION INFORMATION

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## REGISTERING 7 OR MORE ATTENDEES/GROUP ROOMS

If you need to register and reserve rooms for 7 or more people, please see p. 50 for information.

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## REGISTRATION PAYMENT

We accept MasterCard, VISA or American Express. To pay by check, please register online at **LeadingAge.org/AnnualMeeting**, print the registration 'Statement of Account' page, include a check payable to 'LeadingAge'—with the name(s) of the registrant(s) in the memo line—then mail to:

**LeadingAge Registrar**  
**c/o Showcare Event Solutions**  
**1200 G Street, NW, Suite 800**  
**Washington, DC 20005-6705**

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## REGISTRATION CHANGES

Modifications and additions to your education schedule, optional events, and hotel reservations can be made online. Please refer to the personalized URL in your confirmation email to make modifications or additions. If you need to have your confirmation re-sent, please email **LeadingAge@Showcare.com**.

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## REGISTRATION CATEGORY MODIFICATIONS

Changes to your registration category cannot be changed online and must be emailed to **LeadingAge@Showcare.com**.

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## NOT A MEMBER?

Join LeadingAge and enjoy the benefit of member registration rates at the Annual Meeting. You may register at the LeadingAge member rate as long as your membership is current and approved. To request membership information, please call **1-866-876-6286**.

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## REGISTRATION CANCELLATIONS

Please submit all cancellations in writing to **LeadingAge@Showcare.com** in accordance with the below deadlines. Friends & Family, Resident, and Student categories have different cancellation fees. For more details regarding cancellations, please consult **LeadingAge.org/AnnualMeeting**.

<b>Received by:</b>	<b>Refund Due:</b>
Aug. 24	Full refund less \$125 processing fee
Aug. 25 to Sept. 15	50% refund of complete fee
On or after Sept. 16	No refund

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## SUBSTITUTION POLICY

If you register and then are unable to attend, you may send someone in your place at no additional charge. For more details regarding substitutions and how to notify us, please consult **www.LeadngAge.org/AnnualMeeting**.





# REGISTRATION CATEGORIES & FEES

(ALL FEES ARE PER PERSON)

REGISTRATION CATEGORIES	MEMBER FEES*		NON-MEMBER FEES
	Before Aug. 24	After Aug. 24	
<b>Full Attendee</b> (Sun-Wed)	\$825	\$925	\$1,125
<b>Daily Attendee</b> (fee per day)	\$350	\$375	\$625
<b>Full Business Firm Non-Exhibitor</b> (Sun - Wed)	\$1,625	\$1,725	\$1,925
<b>Daily Business Firm Non-Exhibitor</b> (fee per day)	\$599	\$699	\$899
<b>Exhibitor</b>	<i>see exhibitor registration categories/fees/CE credit eligibility on p. 47</i>		
<b>EXPO Only - Provider **</b>	no charge		
<b>Student **</b>	\$99	\$99	\$99
<b>Residents/Elder**</b>	\$99	\$99	\$99
<b>Friends &amp; Family **</b>	\$249	\$349	\$549

\*Member rates for attendees are applicable for LeadingAge, Global Ageing Network (formerly IAHSA), CHA, as well as Corporate Alliance Program (CAP) members.

\*\* not eligible for CE credit





# EXHIBITOR REGISTRATION CATEGORIES & FEES

(ALL FEES ARE PER PERSON)

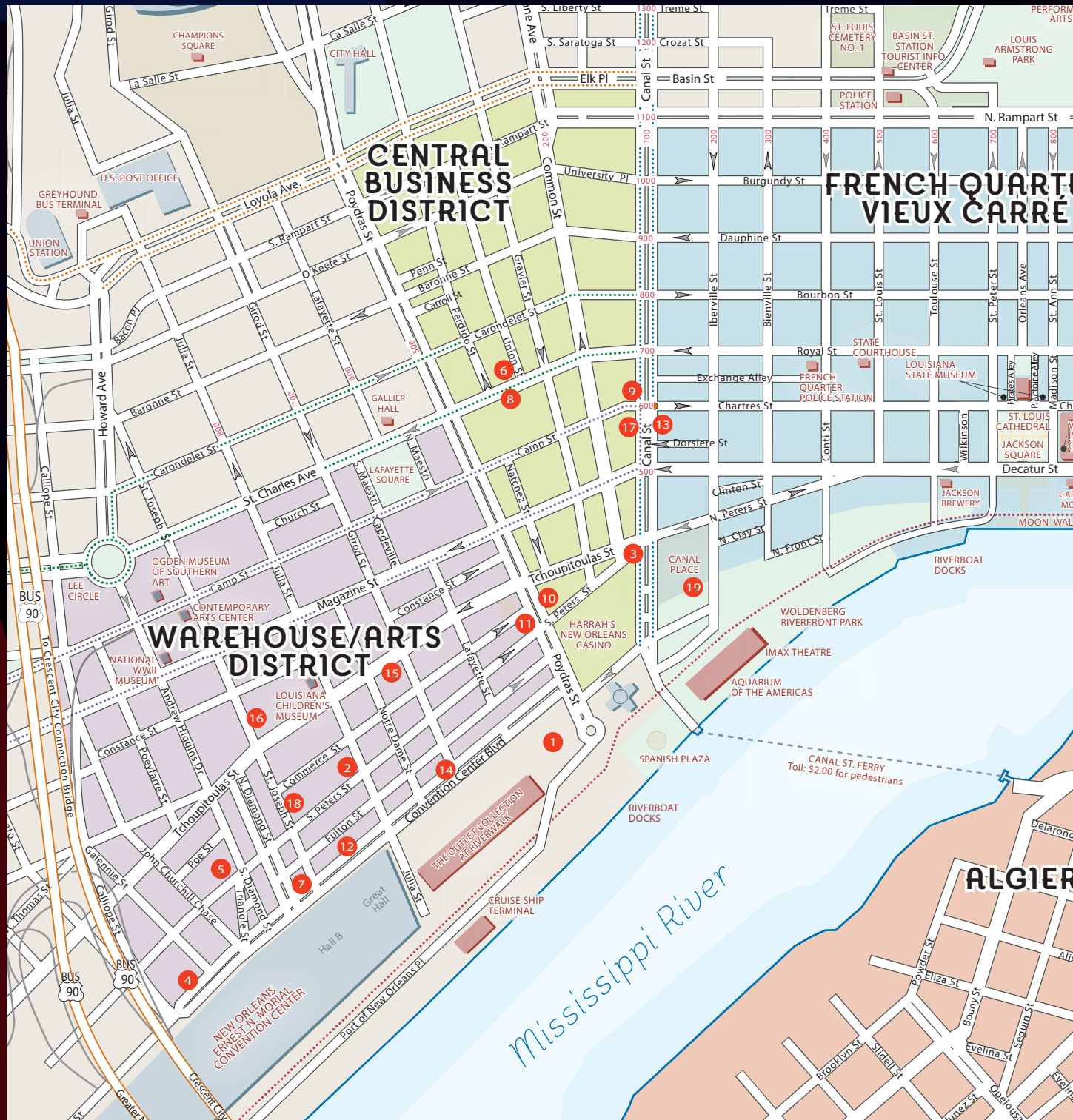
REGISTRATION CATEGORIES	MEMBER FEES*		NON-MEMBER FEES
	Before Aug. 24	After Aug. 24	
<b>Trade Show Only</b>			
Includes a trade show badge for all days of the EXPO (no access to education program and <b>not</b> eligible for CE credits).			
<b>Trade Show Only</b> (Limit of 4 badges per 10' x 10' booth)	\$0	\$0	\$0
<b>Additional Trade Show Only</b> (Limit of 4 badges per 10' x 10' booth)	\$150	\$150	\$150
<b>Education/Trade Show</b>			
Includes a trade show badge for all days of the EXPO and access to education program (CE credit eligibility only applicable to Full/Daily badges).			
<b>Discounted Education/Trade Show</b> (Limit of 2 badges per 10' x 10' booth; <u>not eligible for CE credits</u> ; applicable to all days of the education program)	\$325	\$425	\$625
<b>Full Education/Trade Show (CE)</b> ( <u>CE credit eligible</u> ; applicable to all days of the education program)	\$825	\$925	\$1,125
<b>Daily Education/Trade Show (CE)</b> (fee per day; <u>CE credit eligible</u> )	\$350	\$375	\$625

\*Member rates are applicable to exhibiting business firms that are currently enrolled in the Corporate Alliance Program (CAP).



# HOTEL RESERVATIONS

Register and reserve your hotel online at [LeadingAge.org/AnnualMeeting](http://LeadingAge.org/AnnualMeeting)














## Beware of Room Pirates!

Reservations for the Annual Meeting should be made directly through our registration link. If you provide your credit card to unauthorized vendors, your card could be compromised and you may not have a reservation when you arrive onsite.

## Official Convention Hotels

Map No.	HOTELS	Distance from Conv. Center	Single/Double Rates
1	Hilton New Orleans Riverside (HQ)	2 blocks	\$259/\$269
13	New Orleans Marriott (co-HQ) 	7 blocks	\$229
2	Courtyard by Marriott Convention Center	2 blocks	\$224
3	Doubletree by Hilton New Orleans 	5 blocks	\$243/\$263
4	Hampton Inn & Suites Convention Center	1 block	\$207/\$217
5	Hilton Garden Inn Convention Center	1 block	\$220/\$230
6	Hilton New Orleans St. Charles 	7 blocks	\$229/\$249
7	Hyatt Place Convention Center	across street	\$239
8	InterContinental New Orleans 	7 blocks	\$239
9	JW Marriott New Orleans 	7 blocks	\$234
10	Le Meridien New Orleans 	5 blocks	\$245
11	Loews New Orleans	4 blocks	\$223
12	New Orleans Marriott at Convention Center	across street	\$239
14	Omni Riverfront New Orleans	across street	\$239
15	Renaissance Arts New Orleans	5 blocks	\$239
16	Residence Inn	4 blocks	\$229
17	Sheraton New Orleans 	7 blocks	\$244
18	Springhill Suites New Orleans	3 blocks	\$224
19	Westin New Orleans Canal Place 	6 blocks	\$249

 Indicates shuttle service provided to the New Orleans Ernest N. Morial Convention Center. All other hotels are in walking distance.

Note: All hotel rates are per room per night, plus taxes.



# HOTEL INFORMATION

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Hotels are filled on a first-come, first-served basis when you register for the meeting. After **Aug. 24**, hotel reservations will be accepted on a space-available basis with no guarantee that the conference rates will apply. All rates are per room per night, plus taxes.

A credit card guarantee is required with each reservation request. Credit cards must be valid through your hotel check-in date (November 2017). Hotel reservations without a valid credit card will not be processed. Credit cards are used as a guarantee only and will not be charged prior to the meeting unless cancellation penalties are applicable or otherwise noted. The hotel may charge a one-night deposit to the credit card on file prior to check in.

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## REGISTERING 7 OR MORE ATTENDEES/GROUP ROOMS

If you need to register and reserve rooms for 7 or more people, please download the group hotel form from **LeadingAge.org/AnnualMeeting** (Hotel section) and submit it no later than Aug. 17, 2017. For assistance, please contact **GroupHousing@Showcare.com** or call **514-228-3145**. Please note that reservations cannot be accepted by phone. Completed forms will only be accepted by fax; our secure server will reject any emails with credit card information.

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## HOTEL CONFIRMATIONS

Confirmations will be sent after each reservation booking, modification, and/or cancellation. Review each one carefully for accuracy. If you do not receive a confirmation via email within five to seven days after any transaction, please contact the housing bureau at **LeadingAge@Showcare.com**.

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## CHANGES AND CANCELLATIONS

All hotel cancellations need to be made in writing as per the deadlines. Review your chosen hotel's specific cancellation policy for penalties. Due to hotel policies, associations are now held financially responsible for hotel rooms reserved but not actually occupied. To save LeadingAge from penalty fees, it is imperative that you reserve hotel rooms realistically and cancel with as much notice as possible. Modifications to your hotel reservations can be made online. Please refer to the personalized URL in your confirmation to make modifications or additions. If you need to have a copy of your confirmation re-sent to you, or need to make changes to your hotel reservation, please email **LeadingAge@Showcare.com**.





# Get down to business. Then just GET DOWN.

LeadingAge is excited to announce the LeadingAge Annual Meeting & EXPO, the nation's largest aging services event. New Orleans will be the site of this unforgettable and impactful meeting & expo, taking place October 29-November 1! Join your peers for insightful educational sessions, innovative and exciting networking opportunities and an experiential Expo hall. New Orleans offers exciting opportunities where you also can indulge in delicious cuisine, shop in historic neighborhoods and dance to the music pouring into the streets.

Visit [LeadingAge.org/AnnualMeeting](https://LeadingAge.org/AnnualMeeting) for more information!

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