

# forward

LeadingAge®  
Oregon

## 2021

Virtual  
Leadership  
Conference

October 7&8, 2021



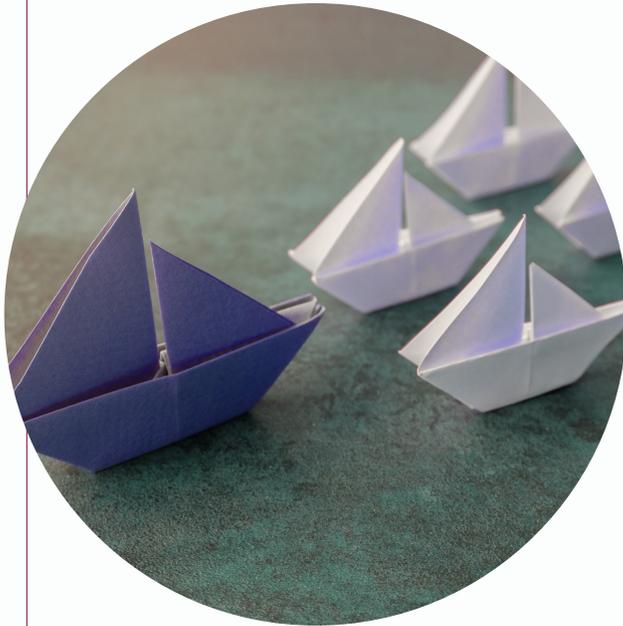
# welcome to the Fall Leadership conference

## CONTINUING FORWARD TOGETHER

As we look forward to the opportunity to meet together it is appropriate to focus on the conference theme of **forward** - it helps us to move through the global COVID-19 pandemic and the other challenges the past 18 months have brought, toward what's next.

To truly move our organizations **forward**, we must leverage our experience to become stronger and smarter. We will need to evolve to meet the challenges ahead by bridging where we have been with new skills and knowledge and look **forward** to a new future.

We understand **forward** means a better tomorrow is not promised — it has to be created.



## *Register Early and Receive a Gift Card for Lunch During the Conference!*

Join us for lunch together on Friday of the conference! Register by September 24 and we'll be sure you get a gift card to order lunch. We may be meeting virtually, but it will be nice to be able to share a meal together, just as we do at an in-person conference.

# thank you to our sponsors



## **PLATINUM SPONSOR - USI** [www.USI.com](http://www.USI.com)

USI Insurance Services is dedicated to creating value, managing risk and building net worth for organizations, companies, and individuals alike by providing world-class knowledge and service in Commercial Property Casualty & Risk Management, Employee Benefits Brokerage & Consulting, Retirement Consulting, Personal Risk Services, and Specialty Program Solutions. As a national network of brokerages, USI has access to a comprehensive range of products and services, while our local offices and long-standing ties to the communities in which we live and do business allow us to offer a level of client focus and knowledge that's frequently more closely associated with regional boutique firms.



## **GOLD SPONSOR - Lane Powell** [www.lanepowell.com](http://www.lanepowell.com)

With a dedicated team of attorneys specializing in serving the Long Term Care and Seniors Housing industry, Lane Powell offers comprehensive legal services to help clients manage their business, regulatory, employment and litigation needs.



## **SILVER SPONSOR - Columbia Roofing** [www.reroofnow.com](http://www.reroofnow.com)

Columbia Roofing & Sheet Metal does work in Oregon, Washington, Idaho and California with a year around staff of over 60 people. Columbia provides 24/7 leak repair service, full commercial replacement and recovers, sheet metal work and roofs, plus commercial repairs and maintenance. "Expert Solutions, Guaranteed Results", it's just how we do business.

# thank you to our sponsors

## The Compliance Store

Because Getting It Right Matters.

### SILVER SPONSOR - The Compliance Store

[www.thecompliancestore.net](http://www.thecompliancestore.net)

The Compliance Store is the only comprehensive web-based regulatory compliance management resource for long-term healthcare. Our website helps providers across the nation focus on caring. The goal of The Compliance Store is to help long-term care staff members spend more time with their residents, rather than doing paperwork and research. The Compliance Store provides anytime access to regulatory and government agency information, update alerts, education, and templates tailored specifically for long-term healthcare.



### SILVER SPONSOR - Deacon Construction

[www.deacon.com](http://www.deacon.com)

Deacon Construction, LLC is a full service general contractor dedicated to providing clients with a product built in an atmosphere of honesty, respect and open communication. For more than 35 years, they have specialized in construction of retail centers, multifamily housing, mixed-use buildings, hotels, senior living centers, restaurants and entertainment facilities, as well as healthcare and office buildings. Through their dedication to surpassing client expectations, ability to handle diverse and difficult projects, financial strength and competitive pricing, Deacon Construction, LLC has emerged an industry leader throughout the Western United States



### SILVER SPONSOR - Pence Construction

[www.pence.net](http://www.pence.net)

We build peace of mind. We build it through structures and relationships with trust, dedication and collaboration. We are innovative and excited by possibility, yet purposeful and grounded in a tradition of excellence. We seek lasting partnerships with our people and our clients. We take visions and make them tangible. We ask big questions and analyze small details. Our partners and friends know they can count on us. We don't do ego. We do teamwork. We care about success and happiness. We care about peace of mind.

# *thank you to our sponsors*



## **SILVER SPONSOR - Walsh Construction** [www.walshconstruction.com](http://www.walshconstruction.com)

We are The Northwest Original WALSH. Founded in 1961 by brothers Tom and Bob Walsh, Walsh Construction Co. (WALSH) is a Pacific Northwest general contractor with offices operating in Portland, OR, Seattle, WA and Tacoma, WA. Working with organizations that make fundamental contributions to the community has always been at the heart of our business - we are committed to understanding and supporting our clients' missions. We are a Northwest leader in senior living communities and multi-family affordable housing construction. We are about the marathon, not the sprint—we understand that partnership and innovation takes time through investment in people and ideas.



## **SILVER SPONSOR - Ziegler** [www.ziegler.com](http://www.ziegler.com)

Ziegler is one of the nation's leading underwriters of financing for not-for-profit senior living providers. Ziegler offers creative, tailored solutions to its senior living clients, including investment banking, financial risk management, merger and acquisition services, investment management, seed capital, FHA/HUD, capital and strategic planning, sponsorship transitions, as well as senior living research, education and communication.

# schedule of events

## THURSDAY, OCTOBER 7

Noon - 1:00PM

GENERAL SESSION - *Lessons from the Front Line*

1:15PM - 2:15PM

BREAKOUT SESSIONS

2:30PM - 3:30PM

BREAKOUT SESSIONS

3:45PM - 4:30PM

GENERAL SESSION - *National Update from LeadingAge*

## FRIDAY, OCTOBER 8

9:15AM - 9:30AM

COFFEE BREAK

9:30AM - 10:00AM

LEADERSHIP ACADEMY GRADUATION

10:00AM - 11:00AM

GENERAL SESSION - *Reigniting Relationships*

11:15AM - 12:15PM

BREAKOUT SESSIONS

12:15PM - 12:45PM

LUNCH BREAK

12:45PM - 1:45PM

BREAKOUT SESSIONS

# session planner

NOTES:	ORGANIZATIONAL LEADERS	NURSING/CLINICAL	CFO/FINANCE	HR/COMPLIANCE	INDEPENDENT LIVING	ASSISTED LIVING	NURSING HOME	BOARD MEMBERS/TRUSTEES
<b>THURSDAY, OCTOBER 7</b>								
<b>GENERAL SESSION: LESSONS FROM THE FRONT LINE   NOON-1:00PM</b>								
<b>THURSDAY, OCTOBER 7   CONCURRENT SESSIONS   1:15PM-2:15PM</b>								
<b>Navigating Disruption, Innovation &amp; Risk: Is Your Board Prepared? PART 1</b> Bill Bojan - Integrated Governance Solutions	▶		▶	▶				▶
<b>Licensee's Guide to State and Federal Regulator Interactions</b> Jeff Duncan, Gabi Sanchez - Lane Powell	▶	▶		▶		▶	▶	
<b>Should I Stay or Should I Go? Findings from the Assisted Living Administrator Turnover Study</b> Serena Hasworth - Portland State University Institute on Aging	▶			▶		▶		
<b>THURSDAY, OCTOBER 7   CONCURRENT SESSIONS   2:30PM-3:30PM</b>								
<b>Psychological Safety: Effective Conversations</b> Steve Hopkins - Jordan River Group	▶	▶		▶	▶	▶	▶	▶
<b>Looking Ahead to the Post-Covid Development Landscape</b> Jeremy Southerland, Chris Ebert, Alissa Brandt - Ankrom Moisan Architectes	▶		▶					
<b>Affordable Housing Providers</b> Peer Meeting					▶			
<b>THURSDAY, OCTOBER 7</b>								
<b>GENERAL SESSION: NATIONAL UPDATE FROM LEADINGAGE   3:45PM-4:30PM</b>								

# session planner

**NOTES:**

ORGANIZATIONAL LEADERS  
 NURSING/CLINICAL  
 CFO/FINANCE  
 HR/COMPLIANCE  
 INDEPENDENT LIVING  
 ASSISTED LIVING  
 NURSING HOME  
 BOARD MEMBERS/TRUSTEES

**FRIDAY, OCTOBER 8**  
**GENERAL SESSION: LEADERSHIP ACADEMY GRADUATION | 9:30AM-10:00AM**

**FRIDAY, OCTOBER 8**  
**GENERAL SESSION: REIGNITING RELATIONSHIPS | 10:00AM-11:00AM**

**FRIDAY, OCTOBER 8 | CONCURRENT SESSIONS | 11:15AM-12:15PM**

**Navigating Disruption, Innovation & Risk: Is Your Board Prepared? PART 2 (Deeper Dive)**  
 Bill Bojan - Integrated Governance Solutions

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**Update from Safety, Oversight and Quality (SOQ)**  
 Jack Honey - Oregon DHS, SOQ

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**Panel Discussion: Managing Resident Expectations**  
 Provider Member Panel

▶	▶			▶	▶	▶	
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**FRIDAY, OCTOBER 8**  
**NETWORKING LUNCH | 12:15PM-12:45PM**

**FRIDAY, OCTOBER 8 | CONCURRENT SESSIONS | 12:45PM-1:45PM**

**What is ahead for Senior Living?**  
 Sarkis Garabedian - Ziegler

▶		▶	▶	▶	▶	▶	▶
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**Using the New Staffing Reporting and Acuity Tool and Reporting**  
 Jack Honey & Lynn Beaton - Oregon DHS

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# general session speakers

## Reigniting Relationships

Friday, October 9 - 10:00-11:00AM



### Bios - Michelle Rios and Phil Incorvia

Michelle Rios has a heart-centered approach to supporting leaders, teams, and organizations through transformation that is rooted in science, research, and decades of successful experience. Michelle is passionate about individuals actualizing their highest potential through aided self-discovery, conscious practice of positive habits, and intentional curiosity about their interior and exterior impact.

As owner and principal of the exclusive leader coaching and team training consultancy Blue Tiger Leadership, Michelle Rios has worked with leaders at all levels of Fortune 500 and global organizations. Michelle holds a BS in Psychology, MA Counseling, MA Human Resources, and post-graduate certificate in Executive Development. Her credentials include experience as a Master's level counselor and neuro-psychology assistant at the Veteran's Administration. She is certified as an ICF Professional Coach and in Generative Team Coaching, as well as Body-Mind coaching. She also has an in-depth knowledge of David Rock's neuroleadership coaching program, and Positive Psychology.

She brings her unique education, skills, and intuition to each leader in an effort to reflect their most valuable personal assets and hold the space for their personal and professional evolution.



Offstage, Phil Incorvia uses his story-telling and improv chops as a coach, facilitator, trainer and general "bringer of engagement", helping clients to navigate collaboration, creation and conflict as individuals and teams alike. Phil has been improvising both on- and off-stage for 30+ years and has performed with, coached, and directed ensembles of all sizes, as well as launching two successful solo improvised shows which have toured festivals in the US and Canada.

Phil enjoys working with clients from all sectors and of all sizes, including: Nike, Portland Metro, CareOregon, Playwrite, Inc, Oregon Humanities, Babcock & Jenkins, and Portland Public Schools. In another life, he is part of Character, LLC, a global strategic brand consultancy based in the Pacific Northwest.

All of Phil's facilitation, consulting and performance is grounded in his belief that when people come first, amazing things happen.

# general session speakers

## Reigniting Relationships

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# education sessions

## GENERAL SESSION

### LESSONS FROM THE FRONT LINE

Thursday, October 7 · NOON - 1:00PM

It has been a long couple of years for so many of us, but through it all there have been some remarkable lessons learned that need to be held onto and put into action as we move forward. Join us as we talk with some of those we can learn the most from - staff members who have worked on the front line through some of the hardest days they'll ever experience. Yet, they showed up every day and went to work. You'll gain insight into what makes these valuable team members continue to show up and where can we find more of them?

Silver linings are there, we need to find them, learn from them and celebrate them!

## 1A NAVIGATING DISRUPTION, INNOVATION & RISK: IS YOUR BOARD PREPARED?

### PART 1

Thursday, October 7 · 1:15 - 2:15PM

BOARD TRACK

This session will discuss key "fundamentals" regarding the importance of strong governance in successfully and safely navigating today's nonprofit Senior Living organizations. This requires good alignment and transparency between the board/trustees, management, and the monitoring disciplines of the organization. Sufficient connection and alignment must be maintained across governance, strategy, risk management, operations, ethical culture, and performance to address today's complexities and realities:

- A speed of doing business that demands a new level of responsiveness;
- A pace of change that demands a new level of agility;
- Industry disruption that demands a new level of innovative thinking;
- New and more challenging risks that demand a new level of proactivity; and
- Higher levels of stress on organizations that demands strong, ethical cultures of integrity.

*Bill the Founder & CEO of Integrated Governance Solutions (IGS), and has 30 years of experience serving primarily the health care, senior living, financial institutions, and non-profit industries, both in the private sector and in an advisory capacity.*

*In the private sector, Bill has served as a Chief Risk Officer, Chief Ethics Officer, and General Auditor for a Fortune 30 health care company, and as a board member, board chair, and governance committee chair for several large nonprofit organizations.*

*Bill's advisory experience extends to all aspects of an organization's corporate governance, including: board operations and effectiveness, strategy, enterprise risk management (ERM), ethics, and internal audit. Bill has assisted the board and executive team of various organizations in staying healthy, as well as successfully getting back on track after an organizational crisis or challenge.*

Bill Bojan · Integrated Governance Solutions

[www.Solomon365.net](http://www.Solomon365.net)

# education sessions

## **1B LICENSEE'S GUIDE TO STATE AND FEDERAL REGULATOR INTERACTIONS** **Thursday, October 7 · 1:15 - 2:15PM**

As a senior care provider, the primary objective of you and your team is the safety and well-being of your residents. But when your facility or community's relationship and interactions with state or federal officials is less than optimal, it can sometimes feel like not everyone shares your primary resident-centered goals. This presentation will provide attendees with practical suggestions to obtain and maintain an effective, collaborative relationship with regulatory representatives. As such, this presentation will provide best practices for "The Care and Feeding of State and Federal Regulators, Surveyors, Licensors, and Other Things That Go Bump in the Night."

- ▶ Strategies for developing and maintaining effective, team-like relationships with your regulatory partners
- ▶ Options and solutions when surveyors, APS representatives, and others seem to have a personal vendetta against you or your team
- ▶ How coordinating with your regulatory partners can be an effective part of your strategy to help address concerns and problems, such as family members who unreasonably interfere with you, your staff, and your residents' rights

*Jeff (Brecht) Duncan & Gabi Sanchez · Lane Powell*

[www.LanePowell.com](http://www.LanePowell.com)

## **1C SHOULD I STAY OR SHOULD I GO? Findings from the Assisted Living Administrator Turnover Study**

**Thursday, October 7 · 1:15 - 2:15PM**

Administrators in assisted living and residential care (AL/RC) communities play a vital role in ensuring that residents receive adequate and appropriate care by trained and experienced staff. However, only half of current administrators employed in AL/RC facilities licensed by the Oregon Department of Human Services as of January 2018 had been working in their current position for longer than 18 months. Our team at the Institute on Aging at Portland State University conducted a series of studies to examine the organizational, occupational, contextual, and personal factors associated with administrator turnover in AL/RC facilities located in Oregon. In this interactive session, we'll dive into findings from public records analyses, interviews with administrators and stakeholders, and a statewide online survey of administrators in Oregon to understand the factors associated with administrator turnover and tenure, what can be done to decrease turnover, and how the COVID-19 pandemic impacted the administrator role and workload.

*This study was funded through the Department of Human Services Quality Care Fund Grant Agreement #160016.*

*Serena Hasworth · Portland State University Institute on Aging*

[www.pdx.edu/institute-on-aging](http://www.pdx.edu/institute-on-aging)

# education sessions

## 2A PSYCHOLOGICAL SAFETY: EFFECTIVE CONVERSATIONS

Thursday, October 7 · 2:30 - 3:30PM

BOARD TRACK

Inclusion, learning, contribution, and innovation are common words in today's business vernacular. Steve will present these priorities in a re-imagined framework that will promise to be impactful to your board's effectiveness. He will help examine these four little-known priorities, that, when put in motion, produce high ROI for board effectiveness.

*This session is adapted from the work of Dr. Timothy Clark, a global authority in the fields of senior executive development, strategy acceleration, and organizational change. Steve is certified to teach and coach this content within the senior services industry and leads leadership and performance excellence engagements specifically for LeadingAge member organizations in Oregon, Michigan, Iowa, Ohio, Florida, and Indiana. Steve is the founder of Jordan River Group, a national leadership coaching firm, and the LeadingAge Oregon Leadership Academy facilitator. He lives in Ann Arbor, MI.*

Steve Hopkins · Jordan River Group

[www.jordanrivergp.com](http://www.jordanrivergp.com)

## 2B LOOKING AHEAD TO THE POST-COVID DEVELOPMENT LANDSCAPE

Thursday, October 7 · 2:30 - 3:30PM

This presentation panel will draw from case studies and trends observed across a variety of market types (including office/workplace, retail, housing, healthcare and urban planning) to look at potential new development trends for clues into where the demand for future senior living communities will likely appear. It will look at new tools, strategies and technology resources employed out of necessity during the pandemic that are likely to shape the way services and care are delivered into the future. It will review lessons-learned from 2020 and discuss strategies for building resilience into existing infrastructure. And finally, it will offer some insights about how these emerging trends can work to meet the demands of the changing market demographics while broadening affordability

- ▶ Gain insight into cross-market development trends as a resource for predicting where the demand for services is likely to expand
- ▶ Learn to optimize the investment in operational and infrastructure changes made in response to the pandemic by using them to add ongoing resilience to your organization
- ▶ Recognize the importance of partnerships and alliances in the upcoming development landscape

Jeremy Southerland, Alissa Brandt & Chris Ebert · Ankrom Moisan

[www.AnkromMoisan.com](http://www.AnkromMoisan.com)

# education sessions

## **2C AFFORDABLE HOUSING PROVIDERS - PEER MEETING**

**Thursday, October 7 · 2:30 - 3:30PM**

Join your fellow housing providers for a networking meeting. It will be a great time to get together and talk about the past year and a half as well as looking forward. Be sure to bring your questions, thoughts, and ideas for what is certain to be a helpful conversation!

## **3A NATIONAL UPDATE FROM LEADINGAGE**

**Thursday, October 7 · 3:45 - 4:30PM**

LeadingAge National's Senior VP of Policy/Advocacy, Ruth Katz takes a look at the future for our field. This live session will review the current context, legislation and executive branch activity affecting federal programs that provide financing for aging services and how the landscape is transformed by the coronavirus.

*Ruth Katz · LeadingAge*

[www.leadingage.org](http://www.leadingage.org)



# education sessions

## GENERAL SESSION REIGNITING RELATIONSHIPS

Friday, October 8 · 10:00 - 11:00AM

*What makes employees want to stay?*

Benefits, fair wages, and hours are all important, but they may not be the top driving forces. After experiencing a global pandemic and the isolation of quarantine, we have re-learned one essential element: humans are social creatures and crave fulfilling relationships.

As we move into a post-pandemic world, employers have an opportunity to increase employee retention on a solid foundation of our shared fundamental nature. What if you had a method to support your staff through reigniting relationships after the stress and strain of 2020?

Everything DiSC Management provides participants with an opportunity to understand their own natural leadership style, as well as how to improve communication and engagement with their staff of differing styles. This session includes activities, tools, and reflection for each participant to deepen their self-awareness and learning.

*Michelle Rios and Phil Incorvia · Blue Tiger Leadership, LLC*

[www.bluetigerleadership.com](http://www.bluetigerleadership.com)

## 4A Navigating Disruption, Innovation & Risk: Is Your Board Prepared? PART 2 (Deeper Dive)

Friday, October 8 · 11:15 - 12:15PM

BOARD TRACK

This session will focus on some key issues faced by many nonprofit Senior Living organizations and boards in achieving the strong governance required to successfully and safely navigate today's complex business environment:

- A speed of doing business that demands a new level of responsiveness;
- A pace of change that demands a new level of agility;
- Industry disruption that demands a new level of innovative thinking;
- New and more challenging risks that demand a new level of proactivity; and
- Higher levels of stress on organizations that demands strong, ethical cultures of integrity.

This Part 2 session is a follow-on from the Part 1 session of the same title which focused on the fundamental concepts. Participation in the Part 1 session is helpful but not required for participation in Part 2. Results from participation in the Board VitalSigns diagnostic will be leveraged along with other benchmark data to identify the key areas of focus for this session.

*Bill Bojan · Integrated Governance Solutions*

[www.Solomon365.net](http://www.Solomon365.net)

# education sessions

## **4B UPDATE FROM SAFETY, OVERSIGHT AND QUALITY (SOQ)**

**Friday, October 8 · 11:15 - 12:15PM**

Jack Honey, Safety, Oversight and Quality Administrator, Aging and People with Disabilities (APD) will discuss the most current information about the impacts of COVID-19 on our industry from the point of view of the state. Learn more about how state strategies may affect your organization's operations, your staff, your residents and clients, and Oregon's system of long-term services and supports. Sessions such as this are valuable for both providers and the state for the shared insight they provide to all involved.

*Jack Honey · Safety, Oversight and Quality Administrator, Aging and People with Disabilities*

[www.oregon.gov/dhs](http://www.oregon.gov/dhs)

## **4C PANEL DISCUSSION: MANAGING RESIDENT EXPECTATIONS**

**Friday, October 8 · 11:15 - 12:15PM**

Join us for a panel discussion with a group of your peers as they lead the conversation about managing resident expectations in light of the continuing changes and challenges that have been amplified due to the pandemic. Staff, residents, and family members hear the news - how do you share the messaging about what applies to your community and what doesn't? There are a wide variety of ways to share both with the community as a whole and in one-on-one situations. Be ready to join in the discussion!

## **5A WHAT IS AHEAD FOR SENIOR LIVING?**

**Friday, October 8 · 12:45 - 1:45PM**

**BOARD TRACK**

As we enter a new decade and approach the arrival of Baby Boomers, innovation is at an all-time high in senior living. Whether driven by technology solutions or changes in the healthcare environment, labor shortages or affordability concerns, senior living providers need to think differently about how they provide services and the environments they are offering to seniors. This session will focus on areas of change and innovation, and provide case studies of solutions being explored by senior living providers around the country.

*Sarkis Garabedian · Ziegler*

[www.ziegler.com](http://www.ziegler.com)

# education sessions

## **5B USING THE NEW STAFF ACUITY TOOL AND REPORTING**

**Friday, October 8 · 12:45 - 1:45PM**

[SB 714](#) passed by the 2021 legislature requires memory care facilities to adopt an acuity-based staffing tool by Feb. 1, 2022. Also, if an Assisted Living, Residential Care Facility and Memory Care Community is assessed by APD as not using an acuity-based staffing tool, they will be required to use the tool developed by APD. An acuity based tool that had been under development a few years ago was modified, put into an online format and is undergoing pilot testing currently. Learn more about the tool, the pilot and requirements of the rule at this session.

*Jack Honey & Lynn Beaton · Safety, Oversight and Quality, Aging and People with Disabilities*

[www.oregon.gov/dhs](http://www.oregon.gov/dhs)



# registration information

## REGISTRATION

We look forward to having you join us for the LeadingAge Oregon Virtual Conference! Please register online for the conference. You do not need to select the sessions you will be attending ahead of time. As an added bonus, the sessions will be available on-demand for CEU credit for 60 days following the conference for those who register for the conference. There are up to 13 CEUs available for the conference.

- ▶ LeadingAge Oregon Provider Member \$195
- ▶ LeadingAge Oregon Provider Member Board of Directors \$95
- ▶ Non-Member Provider \$295
- ▶ Business Member Rates – Non-Exhibitor \$450

 [REGISTER HERE](#)

## REGISTRATION AND ATTENDANCE DETAILS CEUs

In order to receive CEU credits, you must attend the full session and complete the survey following each session that you attend. Certificates will be emailed the week after the “live” conference closes.

### Registration Payments

All registrations for LeadingAge Oregon events take place online. You may pay online with a credit card. If paying by check, send your check payable to LeadingAge Oregon, for the total amount due to: LeadingAge Oregon, 7340 SW Hunziker, Suite 104, Tigard, OR 97223. Payment must be received prior to the start of the conference.

### Cancellation and Refund Policy

Cancellations must be received prior to logging onto the Virtual Conference Platform in order to be refunded (less a \$25 service charge per registrant.)

### Intended Audience

Organization leaders, administrators, finance, nurses, social workers, dietary managers, facility maintenance managers, human resources, marketing, department heads, and other disciplines in the variety of services for the aging.

# faqs

## 1. WHAT CAN I ACCESS WITH MY VIRTUAL CONFERENCE REGISTRATION?

Your registration gives you access to the full virtual event experience - including sessions, networking, the Solutions Center, and more. You will also have access to the sessions on-demand until November 30, 2021, with the option of getting CEUs.

## 2. CAN I REGISTER SOMEONE ELSE FOR THE CONFERENCE?

As long as you and your colleague both have a LeadingAge Oregon login, you can register anyone else from your organization. If you don't have a login or have questions, please contact Merry at [mkillam@leadingageoregon.org](mailto:mkillam@leadingageoregon.org).

## 3. I'VE REGISTERED AND NOW CAN'T ATTEND - CAN SOMEONE ELSE ATTEND IN MY PLACE?

Yes, please just let us know - we will need to switch the registration information. Please email Merry at [mkillam@leadingageoregon.org](mailto:mkillam@leadingageoregon.org). Or, you can keep your registration and access the sessions on-demand until November 30, 2021.

## 4. WHEN WILL I BE ABLE TO SEE THE VIRTUAL EVENT PLATFORM? AND HOW WILL I LOGIN?

Once you register on our website, you will receive an email from Engagez - the event platform, a couple of days before the event. Watch for instructional videos from us closer to the event. You will log in with the email address you used to register. Please note that the person doing the registration will receive the email updates and confirmation.

## 5. CAN I SHARE MY LOGIN WITH ANOTHER COLLEAGUE?

Each individual must register and pay separately to access the virtual event platform from an individual computer. Your user email/login can only be signed in to one device at the same time. If a second user attempts the same email on another device they will not be able to log in.

## 6. WHAT IS THE BEST CONNECTION TO USE DURING THE VIRTUAL CONFERENCE?

We recommend a laptop or desktop computer for the best virtual experience. Google Chrome and Microsoft FireFox are the preferred browsers. If you do not already have one of these, you can download Chrome or Firefox for free. **Do NOT use Internet Explorer or Safari browsers, as these will cause technical issues.**

# *board of directors/trustee program*

## **DESCRIPTION/NOTES**

The Board Track is designed for boards of directors of LeadingAge Oregon member communities. Boards of director members who register for the virtual conference will have access to all sessions of the conference at a greatly reduced price. While they can attend any session they wish, a track has been designed specifically with them in mind.

- ▶ Thursday, October 7, 12:00-1:00 PM  
**General Session - Lessons from the Front Line**
- ▶ Thursday, October 7, 1:15-2:15 PM  
**1A Navigating Disruption, Innovation & Risk: Is Your Board Prepared? PART 1**
- ▶ Thursday, October 7, 3:45-4:45 PM  
**2A Psychological Safety: Effective Conversations**
- ▶ Thursday, October 7, 2:30-3:30 PM  
**3A National Update from LeadingAge**
- ▶ Friday, October 8, 9:30-10:00 AM  
**Leadership Academy Graduation**
- ▶ Friday, October 8, 10:00-11:00 AM  
**General Session - Reigniting Relationships**
- ▶ Friday, October 8, 11:15-12:15 PM  
**4A Navigating Disruption, Innovation & Risk: Is Your Board Prepared? PART 2 (Deeper Dive)**
- ▶ Friday, October 8, 12:45-1:45 PM  
**5A What is ahead for Senior Living?**

# *virtual code of conduct*

LeadingAge Oregon (LAO) is committed to providing a safe, productive, and welcoming environment for all meeting participants and LAO staff. All participants, including, but not limited to, attendees, speakers, volunteers, exhibitors, LAO staff members, service providers, and all others are expected to abide by this Virtual Conference Code of Conduct. This Policy applies to all LAO meeting-related events, including those sponsored by organizations other than LAO but held in conjunction with LAO events, on public or private platforms.

LAO has zero-tolerance for any form of discrimination or harassment, including but not limited to sexual harassment by participants or our staff at our meetings. If you experience harassment or hear of any incidents of unacceptable behavior, LAO asks that you inform Merry Killam, or so that we can take the appropriate action.

Unacceptable Behavior is defined as:

- ▶ Harassment, intimidation, or discrimination in any form.
- ▶ Verbal abuse of any attendee, speaker, volunteer, exhibitor, LAO staff member, service provider, or other meeting guest.
- ▶ Disruption of presentations during sessions, in the exhibit hall, or at other events organized by LAO throughout the virtual meeting. All participants must comply with the instructions of the moderator and any LAO virtual event staff.
- ▶ Presentations, postings, and messages should not contain promotional materials, special offers, job offers, product announcements, or solicitation for services. LAO reserves the right to remove such messages and potentially ban sources of those solicitations.
- ▶ Participants should not copy or take screenshots of Q&A or any chat room activity that takes place in the virtual space for any purposes but for their own personal use. It may not be shared with others including on social media.
- ▶ LAO reserves the right to take any action deemed necessary and appropriate, including immediate removal from the meeting without warning or refund, in response to any incident of unacceptable behavior, and LAO reserves the right to prohibit attendance at any future meeting, virtually or in person.

## **Questions?**

Contact LAO at 503-684-3788 or [info@leadingageoregon.org](mailto:info@leadingageoregon.org) with any questions about the online registration process, membership status, if you are interested in joining as a member, or if you have any payment questions.