2019 OFFICIAL PROGRAM
Opening Reception & Pre-Sessions: Wednesday, April 3, 2019
Conference Dates: Thursday, April 4 - Saturday, April 6, 2019
Home Care Assistance has earned a trusted reputation as a leading provider of care for older adults. With years of experience in geriatric psychology, care management and in-home care services, we are uniquely qualified to assist trusted advisors with caregiving decisions for their clients.

**Careful Caregiver Screening**
Our caregivers undergo interviews, reference checks, criminal background checks and legal right-to-work documentation checks. Most caregivers have at least two years of professional experience working with older adults. Home Care Assistance also administers an exclusive screening exam developed by a Ph.D. psychologist to evaluate caregivers for honesty, kindness and conscientiousness.

**Matching Clients to Caregivers**
Our compassionate, professional caregivers are expertly matched to each of our clients. Our goal is to find the perfect match to ensure compatibility for both parties.

**Balanced Care and Cognitive Therapeutics**
We offer proprietary programs unique in the industry, which include our Balanced Care Method™, a holistic approach to health and wellness for older adults, and our Cognitive Therapeutics Method™, a fun and effective cognitive activities to promote long-term brain health and engagement in our clients.

**Managing Employment Details**
Home Care Assistance takes care of bonding and insuring all employees for our clients’ protection. In addition, we manage all costs associated with employment, including taxes, benefits and workers’ compensation insurance.

Our Care Team is available 24 hours a day, 7 days a week. Call us today to learn how Home Care Assistance can elevate the standard of care for the clients you serve!
TO THE VALLEY OF THE SUN

Welcome

The Aging Life Care Association®, which is dedicated to providing high quality educational programs for the Aging Life Care Professional®/geriatric care manager community, welcomes you to the 35th Annual Conference in the Valley of the Sun: An Oasis for Inspiration, Education, Connections, and Fun!

Our clients come to us in crisis, unsure how to proceed, at times feeling lost and alone as they wander through desolate terrain... and that's where we come in... we can serve as an oasis to help them regain their direction, feeding them with the right resources and services, and helping them to be successful.

This year our goal is to INSPIRE you through our keynote and daily general sessions; provide EDUCATION & ENHANCE SKILLS through our workshops and time with vendors learning about their service offerings; CONNECT people through networking and roundtable discussion opportunities; and of course, have FUN through our activities and events sprinkled throughout our conference.

We have planned a combination of general session lectures, TED-Style talks, roundtable discussions and workshop/breakouts for presentations on more complex, advanced level topics that will focus on how we can be an oasis for our clients through understanding our role, planning for obstacles/challenges, and managing to help our clients and ourselves achieve a sense of balance.

We’re glad you’re here! If there’s anything we can do to make your conference experience more inspiring, educational or fun, please don’t hesitate to contact us and/or a member of the ALCA Staff!

Victor Alcala & Steve Barlam, Conference Co-Chairs

REGISTRATION INFORMATION

The ALCA registration fees for the 35th Annual Conference include entrance to the opening reception on Wednesday night, all educational sessions, and continental breakfasts and lunches on Thursday, Friday, and Saturday. In addition, you will receive access to conference materials in electronic format. Separate registration is required for any optional events, pre-conference, mid-conference, or special sessions. For meals not provided in your registration fee, the hotel has a few dining options. There are also numerous dining options within a short shuttle/taxi ride. For more information, see the ALCA Registration Desk or Hotel Concierge in the lobby level for recommendations.
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CONFERENCE NAME BADGES/ADDITIONAL MEAL TICKETS
Name badges are required at all functions, as they identify you as a registered attendee for the conference and serve as your entry ticket for designated functions. Designation ribbons for members of the ALCA Board of Directors, Past Presidents, Conference Committee, First-time Attendees, Fellows, Speakers, Exhibitors, and more are available at the Registration Desk. PLEASE NOTE: Additional guest meal tickets are available for purchase at the Registration Desk in limited quantities.

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

2019 CONFERENCE APP/WI-FI ACCESS
We are pleased to offer a web-based app for conference attendees. To access the app, visit http://conventionready.com/alca-2019. (If using an iPhone or iPad, open the share icon and click “Add to Home Screen.”)

Log in using your email address and the personal password you receive by email. Use the app to check out the schedule of events, plan your schedule, set up reminders, and print/download materials. Throughout the conference, use it to receive announcements and special offers, review session handouts, take notes and photos during sessions, and connect with other attendees.

Didn’t receive a password? Click on “Sign In,” then select “Sign Up” and enter event code ALCA35

Don’t have your password? Select “Forgot Password” or simply create a new account.

WELCOME FIRST-TIME ATTENDEES!
We know you will find this conference an exhilarating experience. We encourage you to take full advantage of the various networking opportunities available at the conference.

One of the best values of ALCA is the members’ willingness to share their tremendous expertise with their colleagues. The ALCA Staff, Conference Planning Committee, and Board of Directors are available to help with concerns or answer any questions. Please pick up a “First-Time Attendee” ribbon at the Registration Desk to help identify you.

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

SPECIAL THANK YOU TO OUR SPEAKERS
The ALCA Conference Committee, Board of Directors, and staff would like to thank all of our presenters for the time and energy that have gone into preparing for their presentations. We are extremely appreciative and proud of the contributions so many members make to the organization. A complete listing of all of the presenters, including short biographies, are on the Conference App.

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

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CONTINUING EDUCATION (CE) INFORMATION

ALCA has been approved for continuing education contact hours for the conference (including the pre-session and mid-conference session) for the following:

- Nursing - California Board of Registered Nursing
- National Academy of Certified Care Managers (NACCM) Care Manager Certified (CMC)
- Commission for Case Manager (CCM) Certification

Aging Life Care Association SW CPE is recognized by the New York State Education Department’s State Board for Social Work as an approved provider of continuing education for licensed social workers, #0166. This program approved for a maximum of 19 contact hours.

Provider approved by the California Board of Registered Nursing. Provider #15884 for 19.25 Contact Hours.

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

Please note: All registrants must sign in DAILY at the Registration Desk and initial the sessions attended on the back of the certificate for your CE certificates to be valid.

EVENT ENVIRONMENT

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

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In appreciation of their support, be sure to stop by and visit all our exhibitors in the Exhibit Hall in the Arizona Ballroom on the Garden Level Thursday, April 4th and Friday, April 5th.

Don’t miss your chance to enjoy refreshments while visiting with the exhibitors and begin filling out your Exhibitor Passport! Completed passports should be returned to the Conference Registration Desk by 10:30 am on Friday April 5th. Drawings will take place in Exhibit Hall on Friday at 10:45 am and you must be present to win!
Age Friendly Ventures
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agefriendly.com

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(814) 355-2452
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(800) 649-5215
amramp.com

Area Agency on Aging, Region One
1366 E Thomas Road, Suite 108
Phoenix, AZ 85014
(602) 264-2255
aaaphx.org

Bayada Home Health Care
90 Main Street, Suite 100
Hackensack, NJ 07601
(201) 343-7100
bayada.com

Bureau of Consumer Financial Protection – Office for Older Americans
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griswoldhomecare.com

GTM Payroll Services
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(518) 373-4111
gtm.com

Home Care Assistance
221 Main Street, Suite 520
San Francisco, CA 95105
(650) 462-9501
homecareassistance.com

Home Care Association of America (HCAOA)
444 N Capitol Street NW, Suite 397
Washington, DC 20001
202-508-3870
hcaoa.org

iHealthHome, LLC
500 Mercer Street, C202
Seattle, WA 98109
(206) 317-8100
ihealthhome.net

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momsmeals.com

National Guardianship Association (NGA)
174 Crestview Drive
Bellefonte, PA 16823
(877) 326-5992
guardianship.org

Philips Aging & Caregiving Services
111 Lawrence Street
Framingham, MA 01702
(573) 225-6131
lifelinesys.com

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Wide Awake Business
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(530) 878-1078
wideawakebusiness.com

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Boulder, CO 80306
(844) 370-1783
WorkBright.com

Individual Membership in the Home Care Association of America (HCAOA) is designed for Aging Life Care Professionals® with an interest in access to safe, high quality home care services. To learn more about the HCAOA Safe Home Care Initiative and membership in the HCAOA, email info@hcaoa.org or visit our website www.hcaoa.org

INDIVIDUAL MEMBERSHIP

ADVERTISEMENT
8:00 AM - 12:00 PM
PRE-CONFERENCE INTENSIVE
Aging Life Care™ Essentials: Section One - Clinical & Ethical
Separate Registration/Fee Required
Pueblo I - Garden Level

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

Jullie Gray, MSW, LICSW, CMC
Aging Wisdom | Bellevue, WA

Emily Saltz, MSW, LICSW, CMC
LifeCare Advocates | Newton, MA

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7:00 AM - 6:00 PM
REGISTRATION DESK OPEN
Coronado Link - Garden Level

8:00 AM - 5:00 PM
PRE-CONFERENCE INTENSIVE
Advanced Practice Retreat - Co-hosted by the Western Region Chapter
Separate Registration/Fee Required
Apache I & II - 3rd Level

The ALCA Western Region Chapter is co-hosting the Advanced Practice Retreat featuring Arden O’Connor, founder of the O’Connor Professional Group who will address the needs of families and individuals struggling with an array of behavioral health issues, including addiction, mental health disorders, eating disorders, learning, and other developmental challenges. Arden is passionate about helping families and individuals navigate the highly fragmented treatment system in a way that creates positive outcomes and allows families to heal. Ms. O’Connor will discuss Managing Aging Clients with Substance Use and Mental Health Issues and Working with the Family: Moving from Resistance to Results followed by informal, small-group discussions, facilitated by ALCA members who are recognized as leaders in the business of Aging Life Care Management. This event will provide you with hours of networking and camaraderie—a perfect opportunity to spend time in uninterrupted discussions with those who are doing what you are doing. Learn from the successes and the mistakes of others - share your ideas and your experiences.

Arden O’Connor
O’Connor Professional Group | Boston, MA

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**EVENT SCHEDULE**

**WEDNESDAY**
**APRIL 3, 2019**
1:00 PM – 5:00 PM
PRE-CONFERENCE INTENSIVE
Aging Life Care™ Essentials:
Section Two – Sales & Marketing
Separate Registration/Fee Required
Pueblo I - Garden Level

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

Nina Herndon, MA, CMC, RCFE, CLPF
Sage Eldercare Solutions | Millbrae, CA
Audrey Zabin, MEd, LSW, CMC
AZA Care Management and Home Care | Boston, MA

5:30 PM – 6:00 PM
FIRST-TIME ATTENDEE RECEPTION
Garden Court

Is this your first time attending ALCA's National Conference? Then please join us for a special toast and opportunity to meet the ALCA Board of Directors.

Sponsored by agingwisdom

6:00 PM – 7:30 PM
OPENING RECEPTION
Paradise Park Lawn

All conference registrants and exhibitors are welcome to join us to catch up with old friends and meet new ones!
Choose Your Path

Can a Special Needs Trust Help You?

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Darlene A. Kemp
MPH, MBA-HCM

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6:30 AM – 7:30 AM
MORNING WELLNESS ACTIVITY - YOGA
Paradise Park Lawn

7:00 AM – 5:30 PM
REGISTRATION DESK OPEN
Coronado Link - Garden Level

7:30 AM – 8:30 AM
CONTINENTAL BREAKFAST/
VISIT WITH EXHIBITORS
Arizona Ballroom

Sponsored by

10:15 AM – 11:00 AM
COFFEE BREAK/VISIT WITH EXHIBITORS
Arizona Ballroom

Sponsored by

11:00 AM – 12:15 PM
GENERAL SESSION
Coronado Ballroom

On Pluto: Inside the Mind of Alzheimer’s
GREG O’BRIEN
Investigative Report, Journalist, Author

For more than ten years, writer Greg O’Brien has taken detailed notes as an embedded reporter inside the mind of Alzheimer’s, chronicling the progression of this demon of a disease. O’Brien was diagnosed with Early Onset Alzheimer’s several years ago, after the disease took his maternal grandfather and his mother. O’Brien, working off a cognitive reserve, offers an illuminating, naked blueprint of strategies, faith, and humor needed to fight this disease, a day-to-day focus on living with Alzheimer’s, not dying with it—a hope that all is not lost when it appears to be. O’Brien and his family also were subjects of a short film about Alzheimer’s, produced by legendary film maker Steve James, A Place Called Pluto. The film, accessed online at livingwithalz.org, was screened at film festivals across the country, including the distinguished Tri-beca Film Festival in New York. On Pluto: Inside the Mind of Alzheimer’s is a groundbreaking work, a must read for Baby Boomers and those who serve them - who face a tsunami of Alzheimer’s in years to come. O’Brien will share details on symptoms of Alzheimer’s, how to fight them, how to survive with some quality of life for as long as possible, and the importance of caregiving and building dementia-friendly communities.

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If I Had a Magic Wand
DAWN GROSS, MD, PHD,
FAAHPM
University of California
San Francisco, CA

What do a stethoscope and magic wand have in common? Both listen carefully to the heart. The first time Dr. Gross offered a magic wand, asking her terminally ill patient what they wished for, she was stunned to discover it was not to be cured. When caring for critically ill patients/clients, fear can stop us from asking the questions that really matter. But by breaking from the usual medical dialogue and simply asking what people wish, we may discover we have gifts to offer more powerful than any medicine or surgical procedure. Perhaps then, the stethoscope can become a wand. When auscultation reveals sacred stories as well as second heart sounds, providing healthcare centered on making wishes come true is nothing short of…magic!
Better Together

We combine Aging Life Care™ and home care services to create better experiences for clients and their families.

Our mission is to attract, train, retain, and treasure the best care professionals and to create new models of care that offer superior service and reach the greatest number of clients.

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12:30 PM – 2:15 PM
ANNUAL BUSINESS MEETING & AWARDS LUNCHEON
Maricopa Ballroom - 3rd Level

2:30 PM – 3:45 PM
BREAKOUT SESSIONS

Anatomy of a Neuropsychological Evaluation: Capacity, Vulnerability, and Susceptibility to Undue Influence
Coronado Ballroom
This session will enhance recognition of vulnerability and susceptibility to undue influence among individuals in the very early stages of cognitive impairment, and the role of the care manager in the assessment and follow up.
Lauri Yablick, PhD
InteGer Behavioral Health | Scottsdale, AZ

Spirituality and Aging
Apache Ballroom/3rd Floor
As we age, our children grow up, our friends move away, and we cope with many types of losses. Anne Marie Rowse is a certified care manager and a chaplain at a trauma center in Massachusetts. Bringing together spirituality and Aging Life Care Management is so important for our clients and their families and may provide clarity in what we do. She will talk about how to connect with our client’s inner spirituality in making major life changing decisions through an interactive presentation.
Anne Marie Rowse, LNHA, CMC, MBA, Chaplain
Senior Care Advisors, LLC | Harvard, MA

I’m Not Dead Yet and I May Need That Money
Pueblo Ballroom
Financial exploitation costs older Americans $37 billion dollars a year. We will explore this topic through the cases of Astronaut Buzz Aldrin, Marvel comic book writer Stan Lee, and actor Mickey Rooney, as well as the attorney’s own case experiences.
Jennifer Kupiszewski, Esq.
Kile and Kupiszewski Law Firm, LLC | Scottsdale, AZ

3:45 PM – 4:15 PM
COFFEE BREAK/ VISIT WITH EXHIBITORS
Arizona Ballroom

4:15 PM – 5:30 PM
BREAKOUT SESSIONS

A Calling to Care: End of Life Doulas
Coronado Ballroom
End of Life Doulas (EOLDs) is a new profession to serve the emotional needs of the dying client. EOLDs help prepare and guide the client with insight into the meaning and purpose of their life, the legacy they leave behind, and planning for their final days and vigils. This session will offer a history of the death ritual and the role of End of Life Doulas to ease the transition for dying clients.
Lisa Kaufman, MS, CMC, CTRS, EOLD
SeniorCare Options of Atlanta | Roswell, GA

Resolving Sibling Conflicts: When They Love Their Mom More Than They Hate Their Sibling!
Apache Ballroom/3rd Floor
Most of us come to Aging Life Care with expertise to address the needs of the aging adult. Often our efforts are thwarted by over 40% of siblings that have major disagreements involving their parent’s care. This session will provide the tools to move through these conflicts as they impact the goals for their parents.
Bunni Dybnis, LMFT, CMC
LivHOME- Aging Life Matters | Los Angeles, CA

Not the Same Old Story: Reminiscing and Storytelling with People with Dementia
Pueblo Ballroom
Every person has a story to tell, and research suggests that storytelling and reminiscence can inspire, motivate, and connect people of all ages and abilities. This interactive session explores fun and simple-to-use verbal, visual, and sensory prompts that encourage the expression of stories in people living with memory loss.
Amy Abrams, MSW, MPH
Alzheimer’s San Diego | San Diego, CA
Chris Nielson
Leadership Coach, Trainer, Consultant | San Diego, CA
Vanessa Wilde
Speaker, Host & Social Entrepreneur | Carlsbad, CA

5:45 PM – 6:45 PM
ALCA CHAPTER MEETINGS

FLORIDA CHAPTER - Pueblo Ballroom
MID- ATLANTIC CHAPTER - Maricopa Ballroom
MIDWEST CHAPTER - Apache 1
NEW ENGLAND CHAPTER - Apache 2
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We are continuing day two with the theme of PLANNING and have planned a day of education relative to anticipating challenges, obstacles, and creating solutions to succeed...enjoy!

**FRIDAY**
**APRIL 5, 2019**

**6:30 AM - 7:30 AM**
MORNING WELLNESS ACTIVITY
Paradise Park Lawn

**8:00 AM - 8:45 AM**
CONTINENTAL BREAKFAST/ VISIT WITH EXHIBITORS
Arizona Ballroom

**9:00 AM - 10:15 AM**
GENERAL SESSION
Coronado Ballroom

**10:15 AM - 11:00 AM**
COFFEE BREAK/ VISIT WITH EXHIBITORS/ PASSPORT AND PRIZE DRAWINGS
Arizona Ballroom

By 2020 millennials will be in half of all leadership positions. It’s time to shed our biases and attract millennials into the Aging Life Care/care management profession to help our practices grow and thrive. This session will help you better understand them and offer suggestions to shift your hiring practices to get ready for 2020 and to watch the resources for senior advocacy soar!

**11:00 AM - 12:00 PM**
GENERAL SESSION
Coronado Ballroom

**How to Turn Knowledge into Power with Data-Driven, Client-Centered Innovation for Aging Life Care Management**
MARY LEA HABEGGER, MA, SLP-CCC
MyndYou
New York City, NY

As Aging Life Care Management continues to grow as one of the leading techniques in healthcare, we believe that innovation is needed to support and empower the professionals behind the practice. What do you wish you knew about your client’s daily life, health, and behavior between calls? How could this information help you elevate your care and accelerate your efficiency? We will explore these topics and more as we discuss how objective data regarding clients is key to understanding their health and managing their care.

**12:15 PM - 1:00 PM**
NETWORKING BOX LUNCH
Sunset Plaza

**1:15 PM - 2:30 PM**
BREAKOUT SESSIONS

**Looking into the Aging Life Care Management Crystal Ball: How Predicting the Future Grows Your Client List**
Pueblo Ballroom

This session on proactive planning will help to inspire the audience to build a strong network around their clients and help to enhance the connections between
elder law attorneys, financial planners, and the elder’s family. This session will teach Aging Life Care Professionals how to navigate obstacles that they will face with educational anecdotes and humorous stories.

Amy O’Rourke, MPH, CMC
The Cameron Group | Maitland, FL

Designing a Road Map for Aging: Crucial Conversations and Inherent Challenges
Apache Ballroom/3rd Floor

Join us for a review of a simple 7-step methodology for completing a comprehensive Aging Life Care plan. Using the methodology of a Certified Life Care Planner, the participant will gain knowledge to make a seemingly complex and arduous process easier.

Jennifer Crowley, BSN, RN, CLCP, MSCC, CADDCT, CDP
Eagleview West | Kalispell, MT

You Don’t Have to Fly Solo-Utilizing Your Peers and Other Tools to Help Resolve Ethical Dilemmas in Your Professional Practice
Coronado Ballroom

Are you familiar with the most current version of the ALCA Standards of Practice and Code of Ethics? Learn how you can utilize multiple tools to resolve ethical dilemmas that your practice presents, including consultation to ensure professional practice.

Elizabeth Zurliene Hartman, MPH, RN, CMC
Care Management Professionals, LLC | Edwardsville, IL

3:00 - 5:00 PM
OPTIONAL MID-CONFERENCE INTENSIVE

Using Immersive & Interactive Environments to Promote Connection, Meaning, Learning, and Positive Outcomes.
Pre-registration Required. This event is currently sold out.
Pueblo Ballroom

Embodied Labs Virtual Reality (VR)-enabled immersive learning system gives professional and family caregivers insights that improve the way they view — and provide care for — residents, patients, and clients. Join us for this special workshop to learn more about how the application of immersive learning, including Virtual Reality, is transforming, empowering, and inspiring Aging Life Care Professionals®

3:00 – 5:00 PM
OPTIONAL MID-CONFERENCE INTENSIVE

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Pre-registration Required. This event is currently sold out.
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to better understand what their clients are experiencing. This interactive experience will help you build relationships and understanding and deliver more compassionate, empathetic care to your clients.

**6:00 PM - 7:00 PM**  
**SUNSET YOGA**  
Paradise Park Lawn

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**S A T U R D A Y**  
**A P R I L 6 , 2 0 1 9 **

**M A N A G I N G**  
Today, our concluding theme of MANAGING will include sessions on how we can manage to achieve balance for our clients, our businesses, and ourselves!

**6:30 AM - 7:30 AM**  
**M O R N I N G W E L L N E S S A C T I V I T Y**  
Paradise Park Lawn

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**7:30 AM - 3:30 PM**  
**R E G I S T R A T I O N D E S K O P E N**  
Coronado Link - Garden Level

**7:30 AM - 8:30 AM**  
**C O N T I N E N T A L B R E A K F A S T**  
Sunset Plaza/Coronado Ballroom

**8:30 AM - 9:45 AM**  
**G E N E R A L S E S S I O N**  
Coronado Ballroom

Dare to Matter: Rise to the Level of Significance  
PETE SMITH  
SmithImpact | Hampstead, NC

Aging Life Care Professionals® invest so much of themselves - their time, their energy, their love - into enhancing the lives of others. While this work can be extremely fulfilling, it also has the potential to be emotionally, physically, and mentally draining, as well. What if ALCPs avoided becoming overworked, overwhelmed, and burned out? What

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if they could become re-focused, re-committed, and re-energized by recognizing that who they are and what they do matters? What would be different on an individual and organizational level if we all started living through a lens of significance?

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9:45 AM - 10:15 AM
COFFEE BREAK/BOOK SIGNING
Sunset Plaza

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WESTERN REGION CHAPTER

10:15 AM - 11:30 AM
BREAKOUT SESSIONS

Compassionate Care: Cannabis as Medicine
Coronado Ballroom

This session will provide audience members with fundamental knowledge on the endocannabinoid system and its possible manipulation to improve quality of life. Challenges to medical Cannabis in the institutional setting will also be discussed with strategies to overcome these barriers.

Melani Kane, PharmD
American Society of Cannabis Pharmacists (ASCPh)
Minneapolis, MN

Consumer-Directed Care: What Aging Life Care Professionals Need to Know
Apache Ballroom/3rd Floor

Tom Breedlove, Sr. Director of Care.com HomePay, will share information Aging Life Care Professionals need to know in order to advise clients who employ their own caregiver(s). The session will present compliance, cost, and quality control measures influencing direct hire cases.

Tom Breedlove
Care.com HomePay | Waltham, MA

Use of Technology at Home to Improve Safety and Functioning of People with Cognitive Issues
Pueblo Ballroom

Impaired cognitive abilities and judgment are key features of dementia. These attributes predispose them to hazardous situations. It also impairs adversely a person’s ability to perform activities they were able to perform in the past. We will take a tally of the solutions provided by various technologies to help people with cognitive disorders to perform better and for a longer period. We will also look at some measures that can help avoid safety hazards.

Ganesh Gopalakrishna, MD, MHA
Banner Alzheimer’s Institute | Phoenix, AZ

11:45 AM - 12:30 PM
NETWORKING/COMMITTEE MEETING LUNCH
Sunset Plaza

Committees are the backbone of ALCA activities and services. By joining an ALCA Committee you can…expand your contacts…share your knowledge…learn more about the industry…contribute your talents…grow personally and professionally…become a leader…and ultimately Grow Your Business! Come network with ALCA Committee Chairs and members - learn more about the work they do and how you might be able to get involved!

12:45 PM - 2:00 PM
BREAKOUT SESSIONS

Surviving a Career in the Helping Profession: Embracing Limits of Being Wonderful
Apache Ballroom - 3rd Floor

Those attracted to “helping professions” often have unresolved issues that get triggered by their work. This dynamic is referred to as transference and countertransference. Similarity, “codependency” describes those who are extremely sensitive and naturally empathic. Codependent people are often good at helping others and derive identity by doing so. However, it can be a counter-productive way to relate to others. It is vital to those in the “helping professions” to perform without risking an emotional cost. There are alternative motivations and several techniques to assist them in recognizing and resolving these potential areas of distress. When one becomes skilled at doing so, one can remain in their chosen profession without suffering from compassion fatigue, vicarious trauma, or chronic stress.

Nancy M Alterman, LCSW
New Jersey Institute for Successful Aging | Stratford, NJ

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Arizona Ballroom
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Someone with high Emotional Intelligence (EQ) demonstrates a sensibility—he or she can influence others more effectively, can manage change well, solves problems calmly, uses humor to build rapport, and remains optimistic even in the face of adversity. Developing EQ in care providers can be a particularly beneficial competency, leading to higher patient satisfaction, better employee engagement, smoother community operations, and enhancing overall success. This presentation provides insight and a framework into behavior you can use to develop EQ in yourself and others.

Jen Shirkani, MA
Penumbra Group Inc. | Mesa, AZ

Bullying Among Older Adults: How to Recognize and Address an Unseen Epidemic
Pueblo Ballroom

This presentation reviews the characteristics of peer bullying and other antagonistic behaviors among older adults, the impact such behaviors have on well-being, and promising strategies to minimize their occurrence in senior living environments and senior care organizations.

Robin P. Bonifas, PhD, MSW, LICSW
Arizona State University, School of SW | Tempe, AZ

2:00 PM - 2:15 PM
BREAK
Sunset Plaza

2:15 PM - 3:30 PM
CLOSING GENERAL SESSION
Arizona Ballroom

Ethics in Family Work: The Dual Relationship

Ethical boundaries are an integral part to maintaining professionalism in the field of Aging Life Care Management. An ethical framework will be presented and central themes in the dual relationship that frequently occur in working with clients and families will be explored. We’ll utilize case examples in order to assist participants in applying the concepts and problem-solving challenging boundary issues in the health care setting.

Lori Nisson, MSW, LCSW
Banner Alzheimer’s Institute | Phoenix, AZ
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### SCHEDULE AT A GLANCE

#### WEDNESDAY
**APRIL 3, 2019**

- **7:00 am - 6:00 pm**
  - REGISTRATION DESK OPEN
  - Coronado Link - Garden Level

- **8:00 am - 5:00 pm**
  - PRE-CONFERENCE INTENSIVE
  - Aging Life Care™ Essentials: Section One
  - Pueblo I - Garden Level

- **9:00 am - 3:00 pm**
  - ALCA Board of Directors Meeting
  - Pima Room

- **1:00 pm - 5:00 pm**
  - PRE-CONFERENCE INTENSIVE
  - Aging Life Care™ Essentials: Section Two
  - Pueblo I - Garden Level

- **5:30 pm - 6:00 pm**
  - FIRST-TIME ATTENDEE RECEPTION
  - Garden Court

- **6:00 pm - 7:30 pm**
  - OPENING RECEPTION
  - Paradise Park Lawn

- **7:00 pm - 6:00 am**
  - MORNING WELLNESS ACTIVITY

- **10:30 am - 12:25 pm**
  - ANNUAL BUSINESS MEETING & AWARDS LUNCHEON
  - Maricopa Ballroom - 3rd Level

- **12:30 pm - 2:15 pm**
  - BREAKOUT SESSIONS
  - Anatomy of a Neuropsychological Evaluation: Capacity, Vulnerability, and Susceptibility to Undue Influence
  - Coronado Ballroom

- **3:45 pm - 4:15 pm**
  - COFFEE BREAK/BOOK SIGNING
  - Coronado Ballroom

- **4:15 pm - 5:30 pm**
  - BREAKOUT SESSIONS
  - A Calling to Care: End of Life Doula
  - Coronado Ballroom

- **5:45 pm - 6:45 pm**
  - ALCA CHAPTER MEETINGS
  - FLORIDA CHAPTER
  - Pueblo Ballroom

  - MID-ATLANTIC CHAPTER
  - Maricopa Ballroom/3rd Floor

  - MIDWEST CHAPTER
  - Apache 1, 3rd Floor

  - NEW ENGLAND CHAPTER
  - Apache 2, 3rd Floor

  - NEW JERSEY CHAPTER
  - Papago 1, 3rd Floor

  - NEW YORK CHAPTER
  - Papago 2, 3rd Floor

  - SOUTH CENTRAL CHAPTER
  - Apache 3, 3rd Floor

  - SOUTHEAST CHAPTER
  - Apache 4, 3rd Floor

  - WESTERN REGION CHAPTER
  - Coronado Ballroom

  - EVENING ON YOUR OWN
  - Scottsdale Art Walk

#### FRIDAY
**APRIL 5, 2019**

- **6:30 am - 7:30 am**
  - MORNING WELLNESS ACTIVITY
  - Paradise Park Lawn

- **7:30 am - 5:30 pm**
  - REGISTRATION DESK OPEN
  - Coronado Link - Garden Level

- **8:00 am - 8:45 am**
  - CONTINENTAL BREAKFAST/ VISIT WITH EXHIBITORS
  - Arizona Ballroom

- **9:00 am - 10:15 am**
  - GENERAL SESSION
  - Coronado Ballroom

- **10:15 am - 11:00 am**
  - COFFEE BREAK/VISIT WITH EXHIBITORS/ PASSPORT AND PRIZE DRAWINGS
  - Arizona Ballroom

- **11:00 am - 12:15 pm**
  - GENERAL SESSION
  - Coronado Ballroom

- **12:15 pm - 1:00 pm**
  - NETWORKING BOX LUNCH
  - Sunset Plaza

- **1:15 pm - 2:30 pm**
  - BREAKOUT SESSIONS
  - Looking into the Care Management
  - Coronado Ballroom

- **2:45 pm - 3:30 pm**
  - BREAKOUT SESSIONS
  - Compassionate Care: Cannabis as Medicine
  - Coronado Ballroom

#### SATURDAY
**APRIL 6, 2019**

- **6:30 am - 7:30 am**
  - MORNING WELLNESS ACTIVITY
  - Paradise Park Lawn

- **7:30 am - 3:30 pm**
  - REGISTRATION DESK OPEN
  - Coronado Link - Garden Level

- **8:30 am - 9:45 am**
  - GENERAL SESSION
  - Coronado Ballroom

- **9:45 am - 10:15 am**
  - COFFEE BREAK/BOOK SIGNING
  - Sunset Plaza

- **10:15 am - 11:30 am**
  - BREAKOUT SESSIONS
  - Compassionate Care: What Aging Life Care Professionals Need to Know
  - Apache Ballroom/3rd Level

- **12:00 pm - 1:15 pm**
  - NETWORKING COMMITTEE LUNCH
  - Sunset Plaza

- **2:00 pm - 2:15 pm**
  - BREAKOUT SESSIONS
  - Surviving a Career in the Helping Profession: Embracing Limits of Being Wonderful
  - Apache Ballroom

- **2:45 pm - 3:30 pm**
  - BREAKOUT SESSIONS
  - Leveraging the Power of Emotional Intelligence
  - Arizona Ballroom

- **3:45 pm - 4:00 pm**
  - BREAKOUT SESSIONS
  - Bullying Among Older Adults: How to Recognize and Address an Unseen Epidemic
  - Pueblo Ballroom

- **5:00 pm - 6:00 pm**
  - CLOSING GENERAL SESSION
  - Arizona Ballroom

- **6:00 pm - 7:00 pm**
  - SUNSET YOGA
  - Sunrise Plaza

- **6:00pm - 9:00pm**
  - EVENING ON YOUR OWN
  - Sunset Plaza