

# The Ohio Assisted Living Fall Conference

October 28-29, 2008

The Conference Center at North Pointe, Columbus OH



Sponsored by:  
The National Center for Assisted Living  
The Ohio Centers for Assisted Living



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# The Ohio Assisted Living Fall Conference

**October 28 – 29, 2008**

Conference Center at North Pointe

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The National Center for Assisted Living (NCAL) joining together with their state affiliate, the Ohio Centers for Assisted Living (OCAL), are pleased to welcome assisted living professionals throughout the region to the 2008 Ohio Assisted Living Annual Fall Conference. This conference brings together assisted living leaders from Ohio and Washington DC to discuss the regulatory and policy-making trends that are shaping our profession. Operational assisted living experts will also be on hand to provide take away tools and ideas that will help you achieve greater success with falls, medication management, end of life care and more. A great conference for those top assisted living professionals who are motivated to make a real impact on the profession and on their company's success. We invite you to join us for two days of learning, idea sharing and fun.

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**The National Center for Assisted Living and Ohio Centers for Assisted Living are dedicated to the advancement of the assisted living profession through advocacy, information, education and professional development.**

**Join Us Today!**



The logo for the National Center for Assisted Living (NCAL). It features the word "ncal" in a teal, lowercase, serif font. A registered trademark symbol (®) is located to the right of the "l".

**National Center For Assisted Living**



# October 28, 2008

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8:30 a.m. *Conference Check In*

9:00 a.m. **State Compliance: Regulatory Overview & AL Waiver**  
– Jill Burke

An assisted living “state of the state” will kick off this year’s conference. Join OCAL Chairman Jill Burke as she reviews the focus of recent state surveys and its impact on Ohio assisted living communities. Also discussed will be the present status of the Ohio AL Waiver program including changes since the CMS amendments and the shift of responsibility of initial certification survey from ODH to ODA.

10:00 a.m. *Break*

10:10 a.m. **Abuse & Neglect Reporting Guidelines: What You Must Know**  
– Carol Rolf

Make sure that you are up to date on Ohio’s requirements for abuse, neglect and misappropriation reporting in residential care facilities. Learn how these requirements are similar and different from the requirements for skilled nursing facilities throughout Ohio. Carol Rolf will share important information about where to find the forms, the methods of reporting and important timelines to consider.

11:10 a.m. *Break*

11:15 a.m. **Caring for Individuals with Mental Illness in Assisted Living**  
– Wendy Kacmarcik

The changes in RCF rules last year created new staff training requirements for assisted living communities that provide services for individuals with serious mental illness. This session will provide tips and techniques for addressing the needs of these individuals within your communities that you can use in your staff training.

12:15 p.m. *Lunch (included)*

1:15 p.m. **Good Practices and Policies for Medication Management**  
– Pam Kelly

Medication management in assisted living affords options for providers to meet the needs of residents with varying needs. Learn how to make sure that your systems meet your residents’ needs while maintaining compliance with regulatory requirements and good standards of practice. Attend this session to receive tools that will help you understand the options and provide you with helpful information so that you and your team can perform effective assessments.. You will also learn safe & efficient provision of assistance with self- administration of medication, and medication management. Finally, discussion will take place on how to manage ordering and re-ordering of medications from multiple sources.

2:15 p.m. *Break*

2:30 p.m. **Hospice and End of Life Care in Assisted Living**

As residents age in place in your assisted living community, an understanding of hospice and end of life services is imperative. Attend this session to learn how to coordinate care and services between your community and your hospice provider. This session will also include an update on the current Ohio advance directives including the new DNR rules and MOLST/Medical Orders for Life Sustaining Treatment. You won’t want to miss this important session.

3:30 p.m. *Break*

During Conference Check In you will receive your name badge, continuing education voucher and handouts for the Conference. Conference Check In will begin promptly at 8:30 am. The Conference Center at North Pointe features continuous refreshment breaks that are designed to please every guest. You will start your morning right with freshly brewed coffee, tea and juices, accompanied by a wide variety of pastries, bagels, muffins, yogurt, fruit and popular low-carb items.

Enjoy lunch in the Conference Center at North Pointe’s Dining Room - with its sweeping views of the picturesque two-acre pond. Their award-winning chefs prepare a variety of daily menu offerings including fresh vegetables and fruit, pasta, fish, poultry and prime meats.



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and Professional  
Development.

3:45 p.m. **ALL THE KING'S MEN - Falls Mitigation**  
– Diana Waugh

If a person didn't get up, they wouldn't fall down! Knowing what is their motivation to move is the challenge however. With this knowledge it is possible to create a calm contented person who will have assistance in meeting their goal for moving. In our desire to help there are times when our caring is seen as smothering and the person you wish to help feels they must "do it themselves" to prove they still can. This session will focus on the social aspects of care that must be addressed to provide all attendants with real tools to assist the person in their drive to be in control. Knowing what to assess and how to utilize that information is only half of the picture. Determining how to get all the members of the community to buy into using the social approach leads to success.

4:45 p.m. *Adjourn*

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4:45 – 6:00 p.m. **Reception**

Join assisted living professionals throughout the region as you unwind from a full day of learning and share ideas on concepts discussed earlier in the day. A great opportunity to mingle with colleagues and meet new associates that share your passion for assisted living.

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## Continuing Education Credits:

This program offers up to 11 hours of continuing education credit for the following  
(October 28 = 6; October 29 = 5)

**Ohio Licensed Administrators:** The Ohio Health Care Association is an approved provider of continuing education credit by the Ohio Board of Examiners of Nursing Home Administrators. Administrations can earn 12 hours of continuing education credit.

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

# October 29, 2008

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8:00 a.m. *Conference Check In*

8:30 a.m. **National Legislative & Regulatory Issues**

– *David Kylllo*

This seminar will provide an overview about Congressional and the Administration activities that affect assisted living, including Medicare Part D and several initiatives being undertaken by Federal Departments and agencies. An overview of key findings from latest government survey of assisted living regulations will be provided, along with findings from NCAL's 2008 review of state assisted living regulations. Emerging quality issues will also be discussed, including medication management, customer and employee satisfaction measurement, model state consumer tools, dementia care and NCAL's new Guiding Principles, along with the current work of the national Center for Excellence in Assisted Living.

9:30 a.m. *Break*

9:45 a.m. **Labor & Employment Developments & Trends**

– *Rob Pivonka*

Assisted living professionals need to stay up to date with the ever-changing legal landscape relating to their employees. New rules relating to family and medical leave, and recent case law on workers' compensation and discrimination claims are just some of the areas which will be highlighted in this session on labor and employment developments and trends.

10:45 a.m. *Break*

11:00 a.m. **Transforming an Average Community into a High Performer: Operational Excellence In Assisted Living**

– *Nicolette Merino*

How do you motivate your average assisted living community to be the best of the best? What key operational areas should be the primary focus of your team and how do you determine what is holding them back from achieving success? This session will outline the most common "problem" areas such as cost creep, customer satisfaction, and management of staff and supervisors within an assisted living community. In addition, it will provide the tools to analyze those areas and ideas for putting action steps in place for operational success.

12:15 p.m. *Lunch*

1:15 p.m. **People Living with Dementia, Assisted Living and the New Regulations: Putting it All Together**

– *Eric Van Vlymen*

Learn key concepts to understand the importance of a dementia care program philosophy, admission criteria and assessment, and staff training to better meet the needs of people living with dementia in your assisted living community. Topics discussed will be related to the new AL rules for facilities serving this specialized population.

2:15 p.m. *Break*

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2:30 p.m.

## ***Closing General Session***

**Community Relations: How to be successful in your marketing efforts, increase census, and strengthen your relationship with your prospective residents and family members**

*– Nicolette Merino*

When individuals visit your residence for the first time, what brings them back? How do you get the deposit and convert them to move-ins? This session will explore the power of building a strong relationship from the first time a prospective resident or family member walks through your door. Through unique marketing ideas, you will be able to increase census and create a welcoming environment.

3:30 p.m.

*Adjourn*



## **Remember:**

- Free Parking is available.
- It is sometimes difficult to regulate room temperature, so please layer your clothing to ensure your comfort.
- No audio or visual recording, without prior approval, please.
- You will not receive confirmation of your registration unless requested.
- If you have special accessibility requirements or dietary restrictions and require special services, please describe your needs in writing and include them with your registration to EFOHCA.
- Views and opinions expressed by instructors are not necessarily endorsed by EFOHCA.

## Faculty:

**Jill Burke** is a Licensed Nursing Home Administrator and the principal of KJBurke, Assisted Living Consultant, providing consultant services to providers of the Long Term Care profession. Currently Jill is the Executive Director of Greenbrier Skilled Nursing & Rehab Center. Serving in Long Term Care since 1989, Jill's experience includes; nursing home administrator, assisted living management, new project development, policy / procedure development, staff recruitment/training, and marketing. Jill is a board member of the Ohio Health Care Association and currently serves as the chairperson of Ohio Centers for Assisted Living (OCAL) the Assisted Living membership of the association.

**Wendy Kacmarcik**, LISW has over 10 years experience working with adults diagnosed with mental illness. She has worked for six years in long term care in social Services and has provided mental health counseling in long term care facilities with Community Behavioral Health Center. She is currently Clinical Supervisor for Community Behavioral Health Center and has been involved with the telemedicine program since it began at the agency.

**Pam Kelly** graduated in 1984 from Jane Adams School of Nursing. She has worked in long term care for the past 28 years as a nurses aid and then an LPN. She worked at Aristocrat Berea from 1984-1990 with the elderly and also enjoyed caring for the profoundly mentally handicapped for several years also. While there she worked intermediate care, skilled care, ventilator unit and pediatrics. As of 1990 Pam made the move to work in Assisted Living Facility called Berea Lake Towers as the Health Service Coordinator. For 5 years she was Health Service Coordinator and then decided to become a staff nurse. Since 2005 Pam has had the opportunity to once again run the nursing department as Health Service Coordinator. Pam has experienced the growth and changes in Assisted Living first hand. She truly enjoys promoting wellness and independence with our elderly. As of 7/08 she has taken on the challenge of learning home care at Integrity Home Care as an intake nurse.

**David Kylo** is executive director of the National Center for Assisted Living -- the assisted living voice of the American Health Care Association. His 25-year career in government, regulatory, and public affairs in Washington DC includes working for two White House Administrations, the House of Representatives and the Senate. He has been with AHCA and NCAL for 14 years and frequently lectures on assisted living and long-term care issues across the country. He is a graduate of the University of Northern Iowa and has worked and volunteered in several long-term care facilities. David is a member of the Board of Directors and the current Chairman of the Center for Excellence in Assisted Living, a supporter of the Pioneer Network and sat on the National Commission on Nursing Workforce for Long Term Care. He also is a member of the American Society of Association Executives.

**Nicolette Merino** is the Vice President of Operations of LifeStyles Senior Housing. She has extensive experience in independent and assisted living operations over the last 12 years. She has served in numerous positions from business management, Executive Director, and Regional Director in the assisted living profession. In her current role, Nicolette is responsible for the operational oversight and financial performance of both owned and managed properties. Nicolette currently serves as Vice Chair of the National Center for Assisted Living and is actively involved on a national level for the benefit and well-being of the Assisted Living industry. Nicolette has received her Masters Degree from Rutgers in Health Care Policy and her BS from BYU in Health Promotion.



## Have Questions?

Want to know more about this conference or anything else related to our educational services? Contact Kathy Chapman at 614.540.1321 / [kchapman@ohca.org](mailto:kchapman@ohca.org) or for questions about registration contact Carol Johnson at 614.436.4154 / [cjohnson@ohca.org](mailto:cjohnson@ohca.org).





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**Robert Pivonka** is an attorney with Rolf & Goffman, the OHCA and OCAL outside legal counsel. For over 12 years, he has focused his practice exclusively on the defense and representation of employers. He assists clients with their human resources, labor and employment issues, such as hiring, firing, discrimination, organizing and wage and hour issues. He is experienced not only in the development of operational policies and protocols for proactively protecting employers, but also in defending facilities against administrative actions and lawsuits.

**Carol Rolf** is the Senior Partner of the law firm of Rolf & Goffman, the OHCA and OCAL outside legal counsel. Ms. Rolf is a nationally recognized attorney, speaker and author in the area of health care, and in particular in long-term care. She has been selected as one of the best health lawyers in the country by The Best Lawyers in America, one of Ohio's Super Lawyers, as one of the top 50 female attorneys in the state of Ohio, and in 2008 one of the Top 100 attorneys in any field in the State of Ohio. She has worked with OHCA/OCAL and its members for over 20 years providing not only legal counsel, but also volunteering her time and effort representing OHCA/OCAL on various task forces, taking part in Association committees, and providing valuable education to our members. She has also authored numerous practical tools available through OHCA/OCAL for the benefit of its members.

**Eric Van Vlymen** is currently the Associate Director of the Alzheimer's Association, Miami Valley Chapter where he oversees and conducts programming and educational services. During his tenure, Eric has sat on two national committees developing curriculum and direction for the National Association in the area of brain health/risk reduction. He also was a co-author of the Connections – Person Centered Curriculum. His experience has been primarily working with older adults. Prior to the Alzheimer's Association he worked at a large retirement community for three years as a social worker, director of independent living and as an adult day care manager. Before receiving his Masters in Social Work, he worked in Indiana as a Long-Term Care Ombudsman. Eric is a proud husband of 14 years and father of Jacob, Nathan, Hope and Ethan.

**Diana Waugh** brings both formal education and years of practical experience to her audience. She has served on faculties in all types of nursing programs; managed a regional rehabilitation program; worked as a long term

care consultant for over 15 years; and even learned how to write and produce television commercials. In every setting, she believes teamwork the key to success. The second driving force in Diana's practice is the PERSON. Regardless of the topic she is addressing, her focus is the PERSON. As providers, not always able to "make everything better" but we do hold the power to "make everything human." In the enthusiasm for technological advances, the "little things" continue to make all the difference. Creating and fostering a social model of care is high on Diana's list of "musts" regardless of the setting where elderly receive care and services. Diana believes that her work revolves around helping others understand and be understood. She exemplifies the philosophy that teachers don't teach but rather they create an environment where learners want to learn. She has the ability to make learning practical while making the presentation fun for participants. Meet Diana and enter an environment where you'll want to learn!





# Conference Location:

## The Conference Center at NorthPointe

9243 Columbus Pike, Lewis Center, Ohio 43035 Phone: 614.880.4300 Fax: 614.840.7245



**N**estled in a village-like setting of Georgian architecture and cobblestone streets, The Conference Center at NorthPointe is an all-encompassing facility which includes 120 well-appointed guest rooms and suites, a private conference dining room and an on-site pub, complete with a surround sound theatre room. For the active set, guests may enjoy the fitness center, racquetball court, full size gymnasium and outdoor swimming pool, all located on meticulously landscaped grounds overlooking a picturesque two-acre pond.

All of the 120 well-appointed guest rooms and suites blend residential comfort with the office-away-from-home features the business traveler deserves. Rooms include pillow-top beds, refrigerators, microwave ovens, coffee makers with complimentary coffee, voicemail and high speed Internet access.

The Conference Center recognizes that life balance is critical. At the end of a busy day or between meetings, you can enjoy the beauty of Georgian architecture as you stroll the cobblestone streets. Or, pause for a moment to take in the picturesque pond and meticulously landscaped grounds.

A limited number of rooms are available at the hotel for a special rate of \$145 plus tax (single) or \$106 (double) occupancy per person plus tax. The overnight room rate includes dinner on night of arrival and full breakfast the next morning during the conference. These rates are available 14 days prior to the start of the conference. However, rooms go fast so be sure to make your reservations early.

**Mention that you are with the Assisted Living Conference when making your reservations to receive this rate.**

**Phone Number for reservations: 614-880-4300**

Should you choose to not stay at the conference center, there are a variety of other hotels near the conference center. No special rates are available at these hotels, however.



## Driving Directions to The Conference Center at NorthPointe

**Northbound:** I-71 North from Downtown Columbus: Exit 121 (Polaris Pkwy). Turn left (West over I-71). Continue on Polaris Parkway, which becomes Powell Road. After passing Green Meadows Drive, the conference center is on the left. (Located on the Southeast corner of Polaris Parkway/Powell Road and Route 23).

**Southbound:** I-71 South from Cleveland: Exit 121 (Gemini Place). Follow the signs to 750 West. Turn right onto 750 West (Polaris Parkway). Continue on Polaris Parkway, which becomes Powell Road. After passing Green Meadows Drive, the conference center is on the left. (Located on the Southeast corner of Polaris Parkway/Powell Road and Route 23).

**From Columbus via Hwy 23:** Located north of I-270, continue to Powell Road (Hwy. 750), and turn right. The main entrance to the conference center is the 2nd driveway on the right side.

1. **Hyatt Place**, 7490 Vantage Dr., 614-846-4355
2. **Best Western Franklin Park Suites**, 2045 Polaris Pkwy., 614-396-5100
3. **Candlewood Suites**, 8515 Lyra Dr., 614-436-6600.
4. **Comfort Inn North Polaris**, 8400 Lyra Dr., 614-791-9700
5. **The Conference Center at NorthPointe**, 9243 N. High St., 614-880-4300
6. **DoubleTree Hotel Columbus-Worthington**, 175 Hutchinson Ave., 614-885-3334
7. **Extended Stay Columbus/Polaris**, 8555 Lyra Dr., 614-431-5522
8. **Hilton Garden Inn Columbus/Polaris**, 8535 Lyra Dr., 614-846-8884
9. **Residence Inn-Worthington**, 7300 Huntington Park Dr., 614-885-0799
10. **Sheraton Suites**, 201 Hutchinson Ave., 614-436-0004
11. **Towneplace Suites-Worthington**, 7272 Huntington Park Dr., 614-885-1557
12. **Wingate Inn-Polaris**, 8505 Pulsar Pl., 614-844-5888

### **CONFERENCE ATTENDANCE & REGISTRATION POLICIES:**

**Registration:** Registrations may be sent via our website with credit card payment, fax with credit card payment or by mail with check. All registration fees must be paid at time of registering. In order to receive the early rate, payment must accompany the registrations by the assigned date, walk-ins must pay the regular rate. Registrations will not be processed and name badges will not be available to attendees until payment by check or credit card is received in our office. Phone registrations are not accepted. - Revised 2/07

**Continuing Education:** Please note that the total credit hours listed for this program assume full attendance. In the event of late arrival and/or early departure, hours will be amended accordingly. Credit is only available for each full session attended. To receive credit for the entire program, participants are expected to sign-in, attend the entire program and sign out at the conclusion of the program. It is the responsibility of the attendee to notify the staff monitoring attendance of any sessions during the program that they did not attend so that credits can be adjusted accordingly. - Revised 2/07

**Cancellations/Refunds:** If a registrant cannot attend, an alternate registrant may attend in his/her place. Cancellations received more than 14 business days prior to program will receive a full refund. Cancellations received 7 – 13 business days prior to the program will receive a refund of 75% of the registration fee, cancellations received 4 – 6 business days prior to the program will receive a refund of 50% of registration fee. Cancellations after this time/date will be charged the full registration fee. However, a 50% education voucher could be issued for registration cancellations due to a state survey, or for a facility-related disaster. There are no refunds available for cancellations due to weather if the seminar itself is not cancelled. In the case of illness, death in the family or other reason, the facility may send another individual to take the place of the current registrant; no refund will be issued in these circumstances.

All cancellations must be made in writing and may be emailed to [kchapman@ohca.org](mailto:kchapman@ohca.org) or FAXed to the OCAL office at 614/436-0939 to Kathy Chapman, Education Director. Refunds if applicable will be issued via check to the company from the OCAL office after the program dates, regardless of original payment type. - Revised 2/08



*The 2008 Assisted Living Fall Conference is Offered to All Assisted Living Professionals at the Low OCAL Member Rate.*

**Take Advantage of this Great Offer!**

**Enjoy Top Notch Educational Programming!**

**And Learn More about the Benefits of OCAL and NCAL!**



# Register by Credit or Check

at [www.efohca.org](http://www.efohca.org)

Register online and save! Register 4 or more individuals from the same community and receive 15% off the total of registration fees. This discount only applies online.

## The Ohio Assisted Living Fall Conference • Registration Form • October 28 – 29, 2008

Online Registration: [www.ohca.org](http://www.ohca.org) • Questions? 614 / 436-4154 • Fax: 614 / 436-0939

### 1. One Person Per Registration (fill out the facility info and duplicate this form for additional registrants)

Lastname: \_\_\_\_\_ First: \_\_\_\_\_ Nickname: \_\_\_\_\_

Title: \_\_\_\_\_ Email address: \_\_\_\_\_

Community: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_ / \_\_\_\_\_ Fax #: \_\_\_\_\_ / \_\_\_\_\_

Please  
Join Us  
at the  
Member  
Rate.

### 2. Registration Category

OCAL Members:	Non Members:
<b>Full Conference:</b> \$265 prior to October 14, 2008 \$330 October 14, 2008 and after	<b>Full Conference:</b> \$795 prior to October 14, 2008 \$990 October 14, 2008 and after
<b>One Day Only:</b> \$175 prior to October 14, 2008 \$220 October 14, 2008 and after	<b>One Day Only:</b> \$525 prior to October 14, 2008 \$660 October 14, 2008 and after

### 3. Payment - Make checks payable to Educational Foundation of Ohio Health Care Association (EFOHCA)

Mail to: EFOHCA, 55 Green Meadows Dr. South, Lewis Center, OH, 43035 or Fax: 614 / 436-0939

TOTAL AMOUNT \$ \_\_\_\_\_

Method of Payment:  Credit Card  Check

**CREDIT CARD:** MC  VISA  AMEX  Card Number \_\_\_\_\_ Expiration Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Card Holder \_\_\_\_\_ Signature \_\_\_\_\_

**Q**uestion: Can I register for the full conference rate and attend one day and send a co-worker the other?

**A**nswer: No, full conference registration fees are available for one person to attend both days. You will each need to register at the one-day only rate.

## Your Education Source

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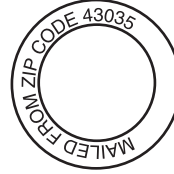
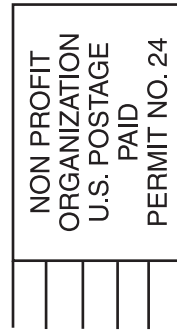
There is a single source you can always turn to for quality long-term care education. It's the Educational Foundation of the Ohio Health Care Association, serving you, the special men and women who have chosen careers in long-term care.

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

Empower yourself . . . and those you serve.

For upcoming Educational programs, visit the OHCA/OCAL website at [www.efohca.org](http://www.efohca.org)

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55 Green Meadows Drive South  
Lewis Center, OH 43035