

# LeadingAge®

*Maine & New Hampshire*

## Registration Guide

# 2020 ANNUAL CONFERENCE & EXPO

April 8 – 9, 2020

Sheraton Portsmouth Harborside Hotel, Portsmouth, NH



# together

# together

We are a community of aging services professionals dedicated to one common purpose: advancing the lives of older adults at every age and stage.

Whatever your individual role, you have an integral part to play here at the 2020 LeadingAge Maine & New Hampshire Annual Conference & EXPO— from exchanging ideas and experiences with colleagues to exploring bold new strategies for propelling our field forward.

TOGETHER, we celebrate older adults and staff—collaborators in the creation of vibrant, fulfilling communities.

## About LeadingAge Maine & New Hampshire

**LeadingAge Maine & New Hampshire** is the association of not-for-profit, senior living communities and care providers in Maine and New Hampshire. Member organizations include nursing homes, assisted living communities, federally-assisted and market-rate housing, home and community-based services, and Life Plan Communities.

Our mission: To inspire our members to pursue innovation and the best life for older adults. [www.LeadinAgeMENH.org](http://www.LeadinAgeMENH.org).

LeadingAge Maine & New Hampshire is an affiliate of **LeadingAge** whose 6,000+ members and partners include not-for-profit organizations representing the entire field of aging services, 39 state partners, hundreds of businesses, consumer groups, foundations, and research partners. LeadingAge is also a part of the Global Ageing Network, whose membership spans 30 countries. [www.LeadinAge.org](http://www.LeadinAge.org)

## Returning to beautiful downtown Portsmouth, NH - Two venues!

We are delighted to welcome LeadingAge Maine & New Hampshire conference-goers back to beautiful, downtown Portsmouth, New Hampshire! Premium provisions await your arrival: modern meeting rooms, a striking new location for the Expo & Awards Reception, and well-appointed hotel rooms. There is no need to get around by car—all you need is within easy walking distance, including Portsmouth's legendary restaurant scene!

### Conference Sessions & Overnight Accommodations:

Sheraton Portsmouth Harborside Hotel, Portsmouth, NH

**Expo & Awards Reception:** The newly-opened AC Hotel – 299 Vaughan Street, Portsmouth, NH (a two-minute walk from the Sheraton and adjacent to downtown dining destinations)



## Schedule at a Glance (Subject to Change)

### Wednesday, April 8, 2020

7:30-10:30am	Registration Desk Open @ Sheraton Harborside
8:00-9:30am	Leadership Breakfast: Kathy Anderson <b>Excellence in the Board Room</b> (Additional fee; pre-registration required)
8:00-10:00am	Continental Breakfast Available
10:00-10:30am	<b>Conference Opens:</b> Welcoming Remarks
10:30-11:45am	Keynote: Suzanne Pugh <b>Building Bridges by Understanding Differences</b>
11:00am-4:00pm	Exhibitor Set Up @ AC Hotel
11:45-4:30pm	<b>LEADERS LOFT OPEN</b>
11:45-12:30pm	Lunch Buffet Open
12:30-1:30pm	<b>Lunch Program:</b> Exhibitor Intros, Annual Meeting & LeadingAge Update
1:30-1:45pm	BREAK
1:45-2:45pm	<b>Education Sessions (4)</b>
2:45-3:00pm	BREAK
3:00-4:30pm	<b>Education Sessions (4)</b>
4:30-7:00pm	<b>Expo &amp; Awards Reception @ AC Hotel</b>
7:00-9:00pm	Exhibitor Breakdown
7:00pm	Dinner on your own

### Thursday, April 9, 2020

7:00-8:30am	Registration Desk Open @ Sheraton Harborside
7:30-8:00am	Breakfast Buffet
8:00-9:15am	General Session: Camille Roussel <b>Aging Services and The Great Acceleration</b>
9:00am-12:30pm	<b>LEADERS LOFT OPEN</b>
9:15-9:30am	BREAK
9:30-10:45am	<b>Innovation Exchange:</b> <i>Members share ideas that work!</i>
10:45-11:00am	BREAK
11:00-12:30pm	Alternative: <b>Leader Library (pre-registration required)</b>
12:30pm	Adjournment

**CEUs:** LeadingAge Maine & New Hampshire is a Certified Sponsor of continuing education with the National Association of Long Term Care Administrator Boards (NAB). This program has been submitted (but not yet approved) for Continuing Education for 9.25 total participant hours from NAB/NCERS. Call Lisa Henderson at (603) 292-6441 for further information.



## Leadership Breakfast

8:00am – 9:30am

The Leadership Breakfast is an optional pre-conference session that includes a full breakfast. Additional fee applies. See registration form for details.



### Excellence in the Board Room: The Never-Ending Journey to Good Governance

**Kathy Anderson**, CEO, retired, Goodwin House Incorporated – Alexandria, VA

What holds our organizations back from achieving good governance? What are the practices that will accelerate good governance and by extension, organizational success? In this

interactive session, we'll explore the principles that lead to excellence in the board room. A case study of The RiverWoods Group will highlight their ongoing governance journey and lessons learned. Take home resources and discussion questions designed to spark greater synergy between senior leadership and Boards of Trustees.

#### ABOUT OUR SPEAKER/FACILITATOR

Kathy Anderson served as President and CEO of Goodwin House Incorporated (GHI) in Alexandria, VA from 2002 until her retirement in June of 2019. She credits dynamic governance for GHI's ability to continually expand their vision, mission, operating success, and impact. Kathy has a passion for developing excellence in aging services and continues to be active in the field. She coaches new and developing CEOs of senior living organizations and has been a Coach for the LeadingAge Leadership Academy and Co-Chair of its Leadership Council.

## Welcoming Remarks

10:00am – 10:30am

**Deb Riddell**, Chair, LeadingAge Maine & New Hampshire  
**Lisa Henderson**, Executive Director, LeadingAge Maine & New Hampshire

## Opening Keynote

10:30am – 11:45am



### Building Bridges by Understanding Differences

**Suzanne Hodge Pugh**, NHA, ALA, CMP, President and Chief Executive Officer, Aldersgate UMRC, Inc. - Charlotte, NC

In her 23 years of service at Aldersgate, Suzanne Pugh has worked tirelessly to enhance the feeling of home for residents

and foster a sense of community among staff. It all started with the belief that Aldersgate should be open and welcoming to all. "Our mission calls us to honor the dignity of every individual, regardless of gender, ethnicity, sexual orientation or any diversity dimension," Suzanne says. "We are intentional about inclusion. We walk our talk yet know our inclusiveness journey is never complete. We can always do better."

In 2018, Aldersgate received a platinum designation from SAGECare for LGBTQ cultural competency – the first Life Plan Community on the east coast to earn this distinction. Several other awards from LeadingAge North Carolina have recognized their diversity and inclusion efforts.

Suzanne will highlight Aldersgate's journey to develop and implement an intentional strategic plan around diversity, inclusion and equity by influencing transformation at the board, leadership, staff and resident levels. You'll leave this session with specific ideas to start your journey toward a more interesting, engaging and thoughtful organization. It's true that we are better TOGETHER!

## Leaders Loft

Drop in between 11:45am – 4:30pm

Sponsored by Glendale Dining Services




The Leaders Loft is a comfortable, quiet space on the mezzanine level overlooking beautiful Portsmouth Harbor. Take a pause to charge your phone or return some email. Enjoy a cup of coffee and specially prepared treats from Glendale Dining Services!

## Lunch Program

11:45am – 1:30pm

Exhibitor Introductions, Annual Meeting & LeadingAge Update

## NEW! Session Suggestions for Aging Services Trustees

The Annual Conference & Expo is a great opportunity for trustees from your organization to learn more about the field of aging services. We've cultivated several sessions that offer strategic value to trustees (and staff members). Look for sessions marked with .

## Concurrent Education Sessions:

1:45pm – 2:45pm

### A.1 Transforming Aging Through the Power of Reading

**Susan Ostrowski**, Co-Founder, Reading2Connect – Niantic, CT

Reading is a joy the vast majority of older adults can experience—even those living with cognitive impairment. In this session we'll discuss how aging affects the reading process, while also debunking rigid beliefs about who is capable of reading independently. Attendees will practice creating high-quality, age/dementia-friendly reading material as a way to build bridges of expression and understanding. Learn how to reduce isolation, boredom, and over-dependency by fostering personal fulfillment and growth through reading.

### A.2 Foundations of Supervision: An Effective, Experience-Based Curriculum for New Supervisors

**David Watts**, Director of Human Resources, Kendal at Hanover – Hanover, NH

Foundations of Supervision was developed by HR leaders in the Kendal system and utilizes a multi-media approach to train front-line supervisors with little formal training or experience. Learn how the Foundations of Supervision curriculum emphasizes one's importance to the organization and imparts practical skills, all helping to ensure that inexperienced supervisors achieve early success in their new roles.

### A.3 Engaging Your Resident Council for Mutual Problem Solving and Goal Attainment

**Mark Latham**, VP of Operations and Administrator, Taylor Community – Laconia, NH

Do you struggle with an "Us" vs. "Them" mentality at your resident council meetings? It doesn't have to be that way! Learn an engagement process that invites staff members, resident council members and guests to grow and succeed as one respectful and fun "problem solving" team. Community challenges are solved together!

### A.4 Quality of Life at a CCRC: A Case Study of Community Members' Perspectives



**Lynne A. Bond, PhD** – Professor Emerita of Psychological Science; **Jacqueline (Jackie) S. Weinstock, PhD** – Associate Professor of Human Development & Family Studies, University of Vermont – Burlington, VT, with **MaryBeth Dudley**, Director of Marketing and **Sally Conrad**, resident, Wake Robin – Shelburne, VT

A small group of residents of Wake Robin, a Continuing Care Retirement Community (CCRC) in Shelburne, VT, sought the help of University of Vermont researchers to document what makes their community special. Together they undertook a qualitative case study that explored the culture and practices that have enabled Wake Robin to create and sustain a high quality of life and a strong sense of community and belonging—a context where residents realize their potential for continuing growth throughout their later years. Learn how Wake Robin staff and residents plan to use the data to explore challenges of competing needs and priorities while still honoring their positive community culture.





## Concurrent Education Sessions

3:00pm – 4:30pm

### B.1 Using Data, Analytics and Other Information to Make Better Operating and Management Decisions

**Seth Wilson**, CPA, MST, Director – Healthcare, CLA (CliftonLarsonAllen LLP) – Quincy, MA

Decision-makers in senior living are faced with tough questions: How does my organization compare to others? What are our greatest opportunities for improvement? We'll discuss how developing a data strategy, collecting and analyzing data, and building a data-driven culture can provide valuable insights for improved decision-making and performance.

### B.2 The Social Isolation and Loneliness Epidemic: Policy and Technology Strategies

**Ruth Katz**, Senior VP for Policy and **Scott Code**, Associate Director – CAST, LeadingAge – Washington, DC

Social isolation and loneliness are consistently associated with reduced well-being, health, and quality of life, as well as negative psychological outcomes such as depression. We're experiencing an epidemic among older individuals with many implications for policy. Join us to hear about providers who've made social connectedness and engagement high priorities. Explore the range of social connectedness and engagement technologies available to help improve resident quality of life. Learn what functions and features to look for when selecting social connectedness and engagement technology.

### B.3 Real World Realities: Community Development 101

**Robert W. Beal Jr.**, AIA, Project Architect, RLPS Architects – Lancaster, PA

**Erik Dalen**, Partner, Strategic Development Advisor, OnePoint Partners – Middleton, MA

When was the last time your community undertook a major development project? We'll provide an overview of an effective planning/development process and help you gain confidence in topics like strategic repositioning, master planning, design, marketing and construction. Hear local and national examples of how providers built collaborative teams to facilitate strategic thinking at every phase, thereby avoiding costly mistakes and overcoming common roadblocks to community evolution and market relevance.

### B.4 Improving Teamwork and Communication Using TeamSTEPPS® Tools

**Jessica Reed**, Gerontological Nurse Practitioner, Qualidigm – Wethersfield, CT

TeamSTEPPS® for LTC is an evidence-based training that promotes quality and safety through improved teamwork and communication. The training follows a system that 1) defines clinical and non-clinical staff teams, 2) improves interaction, 3) stresses careful planning before acting, and 4) promotes information-driven decision-making. Using a case study and discussion approach, attendees will learn how improved communication and teamwork can yield dramatic results.

## Expo & Awards Reception — AC Hotel

Wednesday, April 8 • 4:30pm – 7:00pm

See page 9 for details



## General Session

8:00am – 9:15am



### Aging Services and The Great Acceleration

**Camille Roussel**, *President and CEO, Petalo – Rockville, MD*

For thousands of years people could expect only minimal change within their lifetime. Now, however, we are entering an epoch where technological advances and socioeconomic trends are growing exponentially. Find out how driving forces such as speed, individualization, and dematerialization are reshaping the field of aging services. This session explores how providers can embrace these trends to deal with an increasingly complex environment.

#### ABOUT OUR SPEAKER

Camille Roussel is the President and CEO of Petalo; a company passionately focused on unscrambling senior care operations through technology.

With over a decade of experience in the senior care industry, Camille had the privilege of helping open new senior care communities and adding new levels of care to existing facilities. Throughout that time one challenge remained constant: finding the right tools that understand the unique business of caring for seniors. Petalo was founded to address that challenge head-on and improve the lives of guests and care providers.

Previously Camille served in various roles with National Lutheran Communities & Services including Chief Quality & Performance Officer and Chief Information Officer. During his tenure, he drove efforts across National Lutheran's family of brands to build high-performance teams, develop business intelligence, and manage enterprise risk.

## Innovation Exchange – A marketplace of ideas!

9:30am – 10:45am

*A conference favorite!*

In this fast-paced, highly interactive session, you'll travel from table to table to discover new concepts and innovations developed by LeadingAge Maine & New Hampshire members and partners.

How it works: Each table will feature a presenter who will explain their organization's innovation, then follow with Q&A. Don't get too comfortable – you'll move to a new table of your choosing every 15 minutes. Past topics have included: "How to Make Mealtimes Matter," "Establishing a Culture of Philanthropy," and "Creating an Organic Estate Management Plan."

### Have a success to share?

Submit an Innovation Exchange topic for consideration at:  
[www.leadingagemnh.org/conference](http://www.leadingagemnh.org/conference)

## Networking Break

10:45am – 11:00am

## Concurrent Education Sessions

11:00am – 12:30pm

### C.1 Designing a High-Impact, Employee-Driven Evaluation Tool

**Daisy Wilson**, *HR Director, Piper Shores – Scarborough, ME*  
**Deb Whitworth**, *Owner & CEO, HR Studio Group, LLC – Portland, ME*

Is your employee evaluation process top-down or bottom-up? Are you evaluating employees based on arbitrary goals or intentional behaviors and actions? This interactive session will explore ways to increase ownership by linking your evaluation process to your organization's mission, vision and values. Piper Shores redesigned their employee evaluation tool to be built around a set of values developed by employees, referred to as SPIRIT. Now these values are reinforced through practical and measurable criteria based on each employee's key responsibilities and annual goals.

### C.2 Housing 2020: Maintaining Relevancy in a Competitive Marketplace



**Eric Endres**, *Partner, RLPS Architects – Lancaster, PA*  
**Bill James**, *CEO, RiverMead – Peterborough, NH*

It's a race for relevancy in today's competitive senior living environment. What will make Life Plan Communities (CCRCs) stand out amidst alternatives of staying at home or moving into lookalike rental communities? The key is to align your design and programming with Boomers' budgets and preferred lifestyles. This session will explore evolving housing options for new or satellite communities, from pocket neighborhoods and downtown communities to a range of hybrid home models.





### C.3 The Economic Impact of Falls: How to Design an Effective Prevention Program

**Darlene Piraino**, *OTR/L CHT, Regional Director of Compliance & Education, Preferred Therapy Solutions – Wethersfield, CT*

Falls can be devastating to the health of residents as well as the financial health of your organization. Join us to learn how a comprehensive falls prevention program can create improved clinical and financial outcomes. By utilizing an interdisciplinary approach to falls prevention and related injuries and identifying and correcting root causes, you can develop informed care plans and reduce your exposure to costly risks.

### C.4 TimeSlips: Creative Storytelling With People With Dementia

**Thomas Dunn**, *Artistic Director, Alchemists' Workshop – Henniker, NH*  
**Cindy Marshall**, *Director of Life Enrichment, The Huntington at Nashua – Nashua, NH*

Learn how to improve affect and communication among people with dementia through storytelling. Replace the pressure to remember with the freedom to imagine! TimeSlips is an evidence-based program that enlists an international network of artists and caregivers who are committed to bringing joy to later life. Hear from residents who've participated in the program at The Huntington at Nashua, and learn how you can successfully launch a program at your community.

### Session Alternative: Leader Library

**BACK BY POPULAR DEMAND!**

**11:00am – 12:30pm**

**Visit with experienced CEOs**

Seeking some inspiration? Puzzling through a challenge and need a different perspective? Curious about how to advance in the field of aging services? Sign up to “withdraw” an experienced CEO from our Leader Library for a 15-minute conversation. Don't miss this unique opportunity to gain new perspective and learn from some of our field's most innovative and experienced leaders! Open to all conference attendees, whether you are early in your career or a veteran leader. Pre-registration is required.

### We are a Handout-FREE Conference

Speaker PowerPoint presentations and handouts will be provided on our website in advance of the conference. Registrants will receive an email announcing when these will be posted, allowing you to review them at your convenience. Feel free to print what is of interest and save documents for future reference. **No paper handouts will be provided at the conference.** Thank you for helping us minimize waste and go green!



## Conference Location

### Sheraton Portsmouth Harborside Hotel

250 Market Street, Portsmouth, NH 03801

603-431-2300

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

### Directions

The closest airport is Manchester, NH (MHT), which is 48 miles from this venue. If you are arriving by plane, a rental car or ride share service is necessary. Visit: [www.flymanchester.com](http://www.flymanchester.com). Visit: [www.SheratonPortsmouth.com](http://www.SheratonPortsmouth.com) for detailed driving directions.

### Overnight Accommodations

We have reserved a block of rooms at Sheraton Portsmouth Harborside Hotel for the nights of Tuesday, April 7th and Wednesday, April 8th for the discounted rate of \$159 (plus tax) per night. **The cutoff date to be guaranteed this rate is March 8, 2020 by 5:00pm.** Reservations requested after this date are subject to prevailing rates and availability. Check in time is 3:00pm and check out time is 12:00pm. To reserve, call 603-431-2300 and mention our conference and room block. To book online, visit: <https://bit.ly/2EwpqzO>

### Parking

The Sheraton's parking lot is located directly across the street from the hotel. Parking is included in your registration fee (a \$19 value).

### Conference Registration Cancellation Policy

Cancellations received prior to March 24, 2020 will receive a full refund, less a \$20 processing fee. Cancellations received prior to March 31, 2020 will receive a 50% credit toward future LeadingAge Maine & New Hampshire seminars. Notify Cathy Anderson ([canderson@leadingagemen.org](mailto:canderson@leadingagemen.org)) of any cancellations or substitutions by March 31, 2020.



### CONFERENCE PLANNING COMMITTEE

Our sincere thanks to the following members who volunteered their time and expertise in the development and planning of this conference:

**David Urso**, Chair – Director of Resident Services – Kendal at Hanover, Hanover, NH

**Peggy Buckley**, Assistant Director of Nursing – Maine Veterans' Home, Scarborough, ME

**Brooke Hockney**, Executive Assistant – Piper Shores, Scarborough, ME

**Jane Poitras**, Administrator – Havenwood Heritage Heights, Concord, NH

**Lara Shea**, CEO/Executive Director – Scott-Farrar at Peterborough – Peterborough, NH

### STAFF

**Lisa Henderson**, Executive Director

**Cathy Anderson**, Assistant Director

**Rachel Salzman**, Intern

**Anna Calzini**, Intern



## Expo & Awards Reception — AC Hotel Portsmouth Downtown/Waterfront

Wednesday, April 8 • 4:30pm – 7:00pm

Enjoy a fun, “happy hour” atmosphere with exhibitors and colleagues in a new modern venue!



After your final education session, walk 200 yards from our conference venue to the newly opened and striking AC Hotel. Your conference registration includes an all access pass to visit the exhibits, a complimentary beverage and ample hors d'oeuvres.

This event will showcase more than 30 high-quality vendors and business partners who are thought leaders in our field. This is a wonderful opportunity to network, discover innovative products and stay up to date on the latest in technologies. Please make a point to thank our vendors and business partners for supporting LeadingAge Maine & New Hampshire.

### TIPS FOR MAKING THE MOST OF THE EXHIBITS:

- Before the conference, review the list of exhibitors at [www.leadingagemenh.org/conference](http://www.leadingagemenh.org/conference) and talk with your staff to determine what products/services you might be in the market for.
- Listen in at Wednesday's luncheon program when each exhibitor will offer a brief introduction of their company. This will help “put names to faces” and aid in making a plan to visit their booths for more information.
- Don't forget business cards for post-Expo follow up and raffle opportunities!



We will close out the evening with our Annual Awards Program.

## Have a team member or initiative deserving of recognition? Nominate them for a **Standing Ovation Award!**

LeadingAge Maine & New Hampshire is proud to honor Provider Members whose programs and team members embody excellence in leadership, care and service innovation.

### It's easy! Our nomination process is flexible and quick.

Gone are specific award categories and criteria. We accept nominations for any stand-out individuals and/or organizations having made noteworthy contributions. We invite you to share an illustrative story about a team member or volunteer's above-and-beyond commitment or highlight your own organization's pursuit of excellence.

Consider characteristics such as these which are often reflected in top-notch teams and organizations:

- Leadership
- Service
- Volunteerism
- Innovation
- Community Service

Submit nominations by Wednesday, February 12<sup>th</sup> at [www.leadingagemenh.org/conference](http://www.leadingagemenh.org/conference)

Individual and organizational honorees will be notified in advance. Each will receive one (1) complimentary, full-conference badge (which includes admission to expo/reception) as well as two (2) guest passes to the expo/reception that may be offered to family, friends or co-workers. Additional scholarship support for travel expenses may be considered.



## Gold Business Partners



## Silver Business Partners



## Conference Supporters

ARS - A RESCON COMPANY • C.E. Floyd Company • Crest Healthcare Products LLC • EGA, P.C. • Engelberth Construction, Inc. • ESL Distributing, LLC • Fred C. Church, Inc. • Gawron Turgeon Architects, P.C. • Geriatric Medical • Hillyard, Inc. • HJ Sims • JSA Inc • MatrixCare • New Hampshire Community Loan Fund • OnePoint Partners • Perkins Thompson, P.A. • Petalo • PharMerica • Santa Buckley Energy • Select Rehabilitation • Windover Construction

**Our Business Partners are thought leaders in aging services.**  
**Receive year-round benefits and opportunities to engage with our provider members. Join today!**

For more information, visit [LeadingAgeMENH.org/businesspartners](http://LeadingAgeMENH.org/businesspartners) or  
 contact Lisa Henderson at (603) 292-6441 or [LHenderson@LeadingAgeMENH.org](mailto:LHenderson@LeadingAgeMENH.org)



## LeadingAge Maine & New Hampshire Annual Conference & Expo

April 8 & 9, 2020 – Sheraton Portsmouth Harborside Hotel, Portsmouth, NH

**SAVE TIME – REGISTER ONLINE** at [www.leadingagemenh.org/conference](http://www.leadingagemenh.org/conference)

\*\*\* Register by March 8th to be entered into a drawing to win a \$100 VISA Gift Card! \*\*\*

(Drawing takes place at the luncheon on Wednesday, April 8)

### Part 1: Registrant Information (please photocopy for each registrant)

Name: \_\_\_\_\_ First Name as You Wish it to Appear on Badge: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

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

City/State/ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

☐ I have the following special dietary needs: \_\_\_\_\_

☐ I require the following special aids/services to attend this conference: \_\_\_\_\_

Emergency Contact (Name/Phone): \_\_\_\_\_

Requesting NHA CEUs: ☐ Yes ☐ No NAB ID #: \_\_\_\_\_ CEU License State: \_\_\_\_\_

### Part 2: Choice of Sessions and Events (check all that apply)

To plan for meals and meeting rooms, please indicate each conference component that you plan to attend:

#### Wednesday, April 8

- ☐ Leadership Breakfast (8:00-9:30am) *additional fee*
- ☐ Opening Keynote (10:00-11:45am)
- ☐ Luncheon/Annual Meeting/Exhibitor Intros (11:45am-1:30pm)
- ☐ Concurrent Education Sessions (1:45-2:45pm)  
Select one: ☐ A.1 ☐ A.2 ☐ A.3 ☐ A.4
- ☐ Concurrent Education Sessions (3:00-4:30pm)  
Select one: ☐ B.1 ☐ B.2 ☐ B.3 ☐ B.4
- ☐ Expo & Reception, AC Hotel (4:30-7:00pm)

#### Thursday, April 9

- ☐ Breakfast Buffet (7:00-8:00am)
- ☐ General Session (8:00-9:15am)
- ☐ Innovation Exchange (9:30-10:45am)
- ☐ Concurrent Education Sessions (11:00am-12:30pm)  
Select one: ☐ C.1 ☐ C.2 ☐ C.3 ☐ C.4
- ☐ Leader Library

Moderator Assistance:  
I would like to volunteer to moderate the following session(s):

Session # \_\_\_\_\_

Session # \_\_\_\_\_

Session # \_\_\_\_\_

You will receive a confirmation letter summarizing your choices.

### Part 3: Calculate Your Registration Fee

Registration fee includes Expo & Reception ticket and parking.

	Member	Non-Member	Member or Non-Member Trustee or Resident; Government Staff	Non-Exhibitor/Non- Sponsor Business Firm
Leadership Breakfast (Optional event not included with registration fee; additional fee applies)	\$45/person	\$75/person	\$45/person	\$75/person
Full Conference	\$325/person	\$475/person	\$220/person	\$950/person
Conference on Day 1 only	\$250/person	\$375/person	\$165/person	
Conference on Day 2 only	\$225/person	\$350/person	\$150/person	
<b>Total: \$</b> _____				

#### Payment method:

☐ Check Enclosed (Payable to LeadingAge ME & NH) ☐ MC ☐ VISA ☐ AMEX

Name on Credit Card (please print): \_\_\_\_\_

Billing Address: \_\_\_\_\_

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

Credit Card No: \_\_\_\_\_

Expiration: \_\_\_\_/\_\_\_\_ 3- or 4-digit security code: \_\_\_\_\_

Signature Authorizing Total: \_\_\_\_\_

### Part 4: Submit Your Registration

#### ONLINE REGISTRATION PREFERRED:

[WWW.LEADINGAGEMENH.ORG/CONFERENCE](http://WWW.LEADINGAGEMENH.ORG/CONFERENCE)

#### BY MAIL:

Include a separate registration form for each participant and mail with check or credit card info. by March 30th to LeadingAge Maine & New Hampshire, PO Box 154, Newmarket NH 03857. \*Due to cybersecurity concerns, please to do not email registration forms.

#### CONFIRMATION POLICY:

Online and mailed registrations, once entered, will generate a confirmation email from Eventbrite.com. Please check your spam folder.

#### SCHOLARSHIPS AVAILABLE:

LeadingAge ME-NH will award two Professional Advancement Grants for complimentary registrations (travel and overnight expenses are the responsibility of the individual or his/her organization). Contact Cathy Anderson to apply.

#### QUESTIONS?

Contact Cathy Anderson at 603-292-6441 or [CAnderson@leadingagemenh.org](mailto:CAnderson@leadingagemenh.org)

**Consent:** Photographs will be taken at LeadingAge ME & NH's 2020 Conference & Expo. By registering for this event, you agree to allow LeadingAge ME & NH to use your photo in our related publications, promotion or website. To opt out, contact [CAnderson@leadingagemenh.org](mailto:CAnderson@leadingagemenh.org)

## Reminders



### Wednesday, February 12, 2020

- ☐ Standing Ovation award nominations due

### Sunday, March 8, 2020

- ☐ Hotel reservations cut-off date (after this date, hotel reservations accepted on a space and rate available basis only)
- ☐ Deadline for receipt of registration to be entered in a drawing for a \$100 VISA gift card!

### Bring to Conference

- ☐ Handouts you've downloaded and printed from our website (you will receive an email reminder when handouts have been posted)
- ☐ A jacket or sweater (meeting room temperatures can vary)
- ☐ Tote bag for education session materials and exhibitor information and handouts
- ☐ Plenty of business cards for networking and drawings by exhibitors!

together