



ACHCA

American College of
Health Care Administrators

Connecticut Chapter

CAHCF/CCAL

Connecticut Association of Health Care Facilities
Connecticut Center for Assisted Living

32nd Annual Educational Convention and Trade Show

November 18 – 27, 2020

A Virtual Experience

**November 18 - 20 Live Sessions, Virtual Tradeshow Hours and Games
On-Demand Education Available Until November 27, 2020**

**Program Announcement Sponsored By:
Harmony Healthcare International (HHI)**





Join us as we explore new ways to learn and network at our first virtual educational conference and tradeshow November 18th -27th.

The long-term care profession has faced many challenges through the years, but nothing has ever compared to the current COVID-19 pandemic. We have been in awe of you and your staff members' dedication and tireless efforts in delivering quality care to every one of your residents.

While the virtual experience is not ideal, as we all would rather meet in person, it still gives us the opportunity to interact. The safety of our attendees, speakers, and exhibitors were paramount in our mind as we designed this program for you. This year the educational conference and trade show will have over **20 educational sessions** – both live and on-demand sessions - that will be available to you until **November 27, 2020**.

We are excited about all of our programs, we have **3 sessions** with **LIVE chat and interaction with the speaker**, are not to be missed! On Wednesday, **Maureen McCarthy** discussing the “**State of the State: New Developments in Connecticut’s LTC Industry.**” On Tuesday, nationally known Speaker **Paige Hector’s** topic “**Resilience in Times of Uncertainty and Exhaustion**” and lastly **Healthcentric Advisors** presentation on “**Connecticut Nursing Homes: A Heroic Response.**”

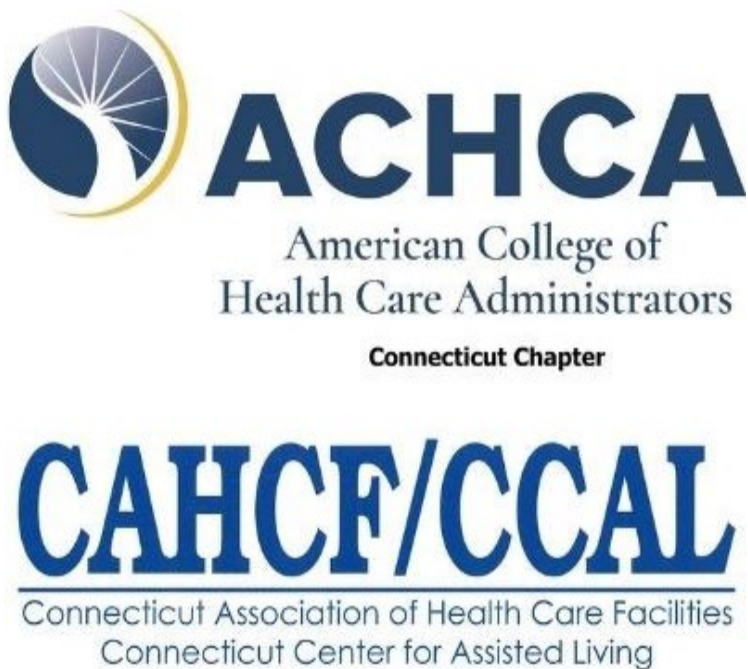
The on-demand sessions, will be released daily, please see the event schedule for the full agenda. The extended timeframe gives you the opportunity to attend all the sessions, and receive your CEU’s at your convenience.

In between the education session, please stop by and visit the EXHIBITORS! Click on their booths and connect with them via the chat feature or by email, download their flyers, and view their videos, thank them for their support while discussing the new products they have. Remember, the, more interaction you have with them the more points you will receive. Don’t forget to enter the Exhibitors raffle drawings!

Did we mention **PRIZES??!!** Join in on the fun with our virtual scavenger hunt! Playing is easy collect the codes as you attend the education sessions and visit the Exhibitors. **We have TWENTY (20) \$50 Amazon Gift Cards** for the TOP attendees on the Leaderboard for Wednesday and Thursday and the **\$500 Gift Card GRAND PRIZE** for the attendee with the most cumulative points on Friday, November 20th at 3:00 p.m.!

This is a fantastic opportunity to participate in timely education sessions, have access to vendors, and have the opportunity to engage with your colleagues, in one central location, **all for \$50 per person**

We look forward to seeing you—online—for the 32nd Annual Education Convention and Trade Show!



Registration:

Registration and payment may be made online, faxed or mailed registrations will not be accepted.

The fee to attend the 32nd Annual Educational Conference and Trade Show is **\$50.00 per person**.

Note: Attendees must be a facility employee, a member of the CT Chapter of the American College of Health Care Administrators or a Licensed Nursing Home Administrator.

The fee covers your attendance during the entire event. You are eligible to attend all of the educational sessions and earn CEU's provided that you **attend the ENTIRE session**. Your attendance in the session will be verified by you entering the code that is given during the education session.

Confirmation:

You will receive an automatic confirmation from the new registration system, however, during the week of November 9th, you will receive an email from **EVENT OWL ADMIN**. This email will give you the **username and password** for the Educational Conference and Tradeshow. We strongly encourage you to log into the event platform **BEFORE** the event and become familiar with the platform. If you **do not receive** the email with your username and password, by **November 13th** please check your spam folder and if it is not there please contact Richard Brown or Adriana Manning at CAHCF/CCAL at (860) 290-9424.

Cancellation and Refund Policy:

Registration is final, refunds will not be given due to the extended time period of this event. The event platform will be available from November 18 - 27, 2020. Registering for this event is your commitment to pay.

Substitutions:

Substitutions are permitted **PRIOR TO NOVEMBER 16th**, however you must notify Adriana Manning at CAHCF/CCAL by email at amanning@cahcf.org as soon as possible.

Continuing Education Credits:

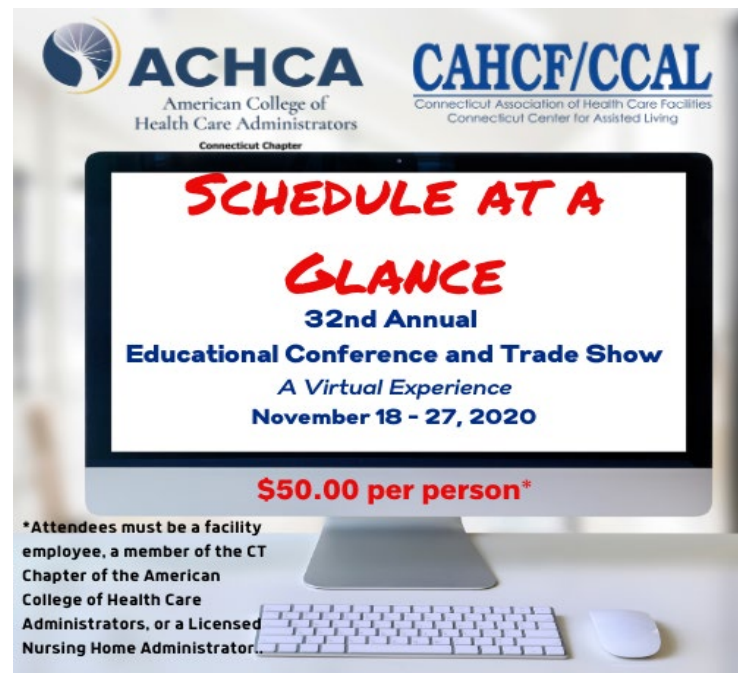
Each attendee will receive an individual username and password, this information should not be shared with co-workers. Certificates will be available only for the individuals that are registered for the event.

CT Chapter - American College of Health Care Administrators and Connecticut Association of Health Care Facilities/Connecticut Center for Assisted Living education sessions are not NAB approved, but rather CT State approved and accepted. The platform will track your sessions and allow you to print your individual certificate provided you enter the correct code at the end of the session.



Click Here to Register Online:

<https://tinyurl.com/tradeshow32nov>



Wednesday, November 18, 2020

| | | |
|-------------------------|---|-------------------------------------|
| 10:00 – 11:00 | Opening General Session | |
| 11:00 a.m. – 12:00 p.m. | State of the State: New Developments in Connecticut's LTC Industry | Maureen McCarthy, Celtic Consulting |
| 12:00 p.m. to 1:00 p.m. | Exhibit Hours – Live | |
| 1:00 p.m. | On Demand Sessions are Released | |

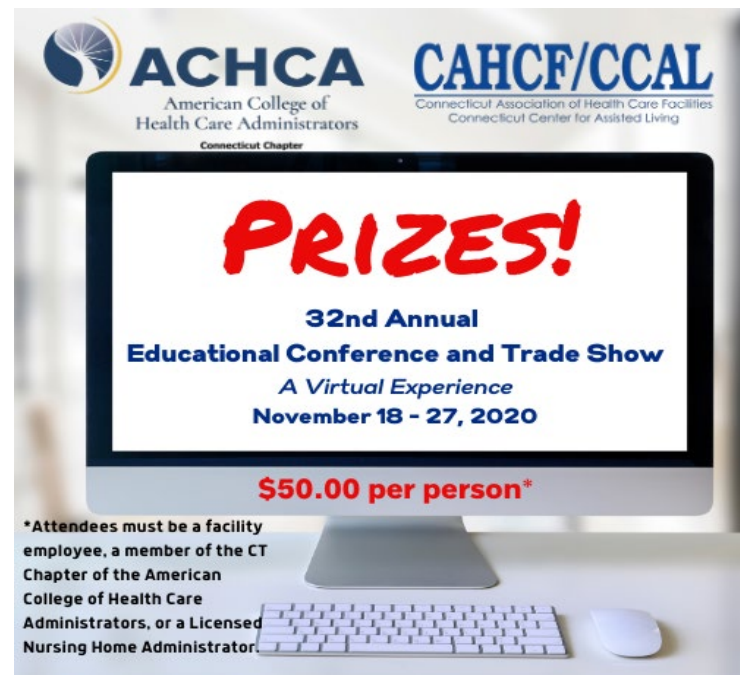
Thursday, November 19, 2020

| | | |
|-------------------------|---|--|
| 6:00 a.m. – 7:00 a.m. | Yoga for Stress and Relaxation On-Demand Session Released | Aaron Weston, Nourishing Necessities |
| 11:00 a.m. – 12:00 p.m. | COVID-19 and Infection Control On-Demand Session Released | Kris Mastrangelo, Harmony Healthcare International (HHI) |
| 12:00 p.m. to 1:00 p.m. | Exhibit Hours – Live | |
| 1:00 p.m. – 2:00 p.m. | Resilience in Times of Uncertainty and Exhaustion – Live | Paige Hector, LMSW |
| 1:00 p.m. | On Demand Sessions are Released | |

Friday, November 20, 2020

| | | |
|-------------------------|--|---|
| 11:00 a.m. – 12:00 p.m. | Connecticut Nursing Homes: A Heroic Response and Futurecast | Lara Hollands & Marguerite McLaughlin, Healthcentric Advisors |
| 12:00 p.m. to 1:00 p.m. | Exhibit Hours - Live | |
| 1:00 p.m. | On Demand Sessions are Released | |

Schedule Subject to Change



Leaderboard Prizes and Raffle Prizes November 18 - 20, 2020 Only

Prize rules are simple..., you must be a registered attendee of the Conference to win the Leaderboard Prizes and Raffle Prizes. **GUESTS (non-paying Attendees) ARE NOT ELIGIBLE FOR ANY PRIZES.**

Leaderboard Prizes - To earn points for the Scavenger Hunt Leaderboard Prizes:

- * Attend the education session and enter the code that is given to you during the presentation. Bonus points are given for the Live Presentation held on Wednesday, Thursday, and Friday, November 18 - 20.
- * Complete the survey after each session that you attend and enter the code that is given to you.
- * Visit the Exhibitors! Stop by and make sure to enter the Public Booth Code, the more that you interact - download their product guides, view their videos, start a chat with them - the more codes you will receive!
- * Monitor the Leaderboard during our live portion of the event to view your standings.
- * Most importantly - HAVE FUN!

Grand Prize - \$ 500.00 Debit Card

Sponsored by:



The person with the most points on the Leader Board at 3:00 PM on Friday, November 20, 2020 **wins the Grand Prize.** In the event of a tie, a random drawing will be conducted by the Committee to determine the winner. Winners will be announced on the following business day.

Day One – Ten (10) \$ 50.00 Amazon Gift Cards

Sponsored by:



The top ten (10) people on the Leader Board as of 3:00 PM on Wednesday, November 18, 2020 **win a \$ 50.00 Amazon Gift Card**. In the event of ties, a random drawing will be conducted by the Committee to determine the winners. Winners will be announced on the following business day.

Day Two – Ten (10) \$ 50.00 Amazon Gift Cards

Sponsored by:



The top ten (10) people on the Leader Board as of 3:00 PM on Thursday, November 19, 2020 **win a \$ 50.00 Amazon Gift Card**. Winners of an Amazon Gift Card from the previous day ARE NOT ELIGIBLE. In the event of ties, a random drawing will be conducted by the Committee to determine the winners. Winners will be announced on the following business day.

Exhibitor Raffle Prizes Noted on their Virtual Exhibitor Booth

Beginning at 3:00 PM on Friday, November 20, 2020, the Committee will draw the winner for each Exhibitor Raffle Prize from a pool of all Attendees who visited that Exhibitor's Virtual Booth. Winners will be announced on Monday, November 23, 2020.

Rules For The Event:

- * **SMILE !!!** Your job in health care is tough enough. Lighten up today and enjoy yourself with your friends and associates.
- * **Talk with the Exhibitors (email or live chat).** Ask them about their goods and services. Don't forget to say, "Thank You" and tell them how much you appreciate their being here supporting your profession and industry. Give them your consideration when making purchases for goods and services. Without the Exhibitors, there would be no Show. Make them feel welcome, and invite them back for next year.
- * Finally, **ENJOY THE SHOW!** Tell your friends, associates and vendors who didn't come what they missed.





**Wednesday,
November 18**

10:00 a.m. – 10:50 a.m.

Opening General Session

Matthew V. Barrett, President/CEO, Connecticut Association of Health Facilities, Inc./Connecticut Center for Assisted Living

Jessica DeRing, President, CT Chapter, American College of Health Care Administrators

Special Guest: Governor Mark Parkinson, President/CEO of AHCA/NCAL

Join us as we kick off the start to our 32nd Annual Educational Conference and Tradeshow!

During this session we will update the attendees on activity at the State level. This year, we will also be joined by Governor Mark Parkinson, of AHCA/NCAL, with an inspiring message on the state of the long term care profession.

11:00 a.m. – 12:00 p.m. **Live Chat Session!**

****State of the State: New Developments in Connecticut's LTC Industry**

Maureen McCarthy, President, CEO, Celtic Consulting

Maureen will join us in the live chat as her presentation plays! As the end of 2020 nears, no one could have predicted the year that transpired. As the COVID-19 pandemic swept Connecticut SNFs in the spring; providers pivoted to administer stellar care and take the lead to diminish the virus. While undertaking this tremendous task, facilities may not have been able to keep up with industry developments.

Join Maureen McCarthy for a session reviewing the most impactful changes Connecticut SNFs need to prepare for. Maureen will provide a status update of the proposed Case Mix system originally designed to be implemented in 2020. She will also highlight important efforts to operationalize when refocusing on PDPM after COVID-19; and explain the impact of COVID-19 on Surveys and Quality that providers can expect to see in 2021.

12:00 p.m. – 1:00 p.m. **Live Chat Session!**

Exhibit Hours – Visit the Exhibitors and say “Hi” in the chat! The more interaction, the higher the points, the more chance you have to win prizes!

On Demand Sessions:

Dysphagia Risk & Management Strategies: Post-Acute Care Swallowing Complications During the Time of COVID

Katrina Woodward, Vice President, SDX Dysphagia Experts

The COVID-19 crisis has presented SNFs with an unprecedented breadth of post-disease complications in our elderly residents, with far-reaching negative outcomes even for non-infected residents. In post-acute care, dysphagia (difficulty swallowing) is a critical area of concern because residents that cannot meet their nutrition and hydration needs are prone to health complications, failure to thrive and weight loss as well as rehospitalizations. This session will discuss dysphagia management with population-specific concerns, address COVID-related challenges, elaborate on the value of instrumentation especially in the vulnerable elderly and share insight into preventative measures to mitigate complications during this challenging time.



**Wednesday,
November 18**

On Demand Sessions:

Person-Centered Care and The New Gold Standard

Kris Mastrangelo, President and CEO, Harmony Healthcare International (HHI)

Person-Centered Care is care that is customized based on needs and values of the person served and as of November 28, 2016, it is a component of the Requirements of Participation for skilled nursing facilities and long term care. Creating a culture of Person-Centered Care provides the resident choice and control over his daily life. Incorporating the concept of Person-Centered Care with the requirements for a baseline care plan within 48 hours of admission, increases the challenge of the change. This presentation will provide insights into establishing an organizational culture of Person-Centered Care. Transitioning from a traditional culture to a Culture of Caring will be discussed, in addition to providing specific strategies for application of Person-Centered Care through nine elements of culture change. The presentation will also include strategies for success and lessons from the hospitality industry that can be applied to the healthcare and organizational setting.

PPP Loan Forgiveness Reporting

Mike Maksymiw, Jr and Mary Antonetti, PPP Loan Forgiveness Reporting, Marcum LLP

Earlier this year, many organizations struggled with decisions related to applying for PPP funds while trying to keep their doors open, navigate remote employees and move forward during a pandemic. Now, these organizations are struggling with the ever-changing rules within the forgiveness application.

If you were one of the many organizations that received PPP loans and paid payroll you may be wondering, what do I do now? We are here to help. We will help you understand the different expenses that are eligible to use in applying for forgiveness, navigate the complex analysis around the potential reductions in forgiveness for employee head count and wage decreases, and discuss other information necessary to prepare your loan application.

Show AR Who's In Charge

Alice Vautour, Attorney, Stotler Hayes Group

Have you ever looked at a facility's AR in bewilderment, wondering how it got to this point, how you can turn it around, and how you can prevent the same problems in the future? Maybe you're already on top of your game but want to make sure you stay that way; maybe you're new to AR issues in a nursing facility setting and need to understand the basic issues. This session is for everyone! During this presentation, we will discuss common issues faced by those who work with nursing facility AR, and provide practical tips and solutions to help overcome these obstacles.



**Wednesday,
November 18**

COVID-19: Separating Myth from Reality

Michael Blackwell, Vice President, ORIX Real Estate Capital d/b/a Lancaster Pollard

The COVID-19 pandemic has highlighted the unique challenges facing many seniors housing and care communities, including staffing shortages, a lack of full-time infection preventionists, and lack of access to resources necessary to limit the spread of COVID-19 among the vulnerable resident population. This webinar is intended to dispel the fact from fiction in terms of the direct impact of coronavirus, and how operators are successfully adjusting their procedures and strategies for a post-COVID world.

Depression - Is it an Epidemic in Nursing Homes?

Dr. Marisa Brown, Psychologist/APRN and Jamie Moore-Torres, LCSW, Harvest Healthcare

The presentation will review the unique features of Geriatric Depression along with current prevalence rates in long-term care and the possible effects of COVID-19. Potential causes and treatment will be discussed as well as newer mandates for skilled nursing facilities to conduct screenings (PHQ9, trauma). Seminar attendees should leave with a greater appreciation of the impact of depression and feel more prepared in knowing the various options available to manage it.

Tips for 2020 Tax Compliance

Mary Antonetti, Partner, Marcum LLP

2020 has brought a flood of challenges and new legislation to decode while the world suffers from a pandemic. As 2020 comes to a close, your organization will need to understand the next steps in tax compliance.

Tax compliance will be challenging this year as your organization tries to determine the taxability and presentation on such items as PPP Loans and HHS Provider Relief Funds. There are potentially tax implications to such items as telehealth, payroll tax deferrals, charitable contribution, interest expense, and net operating losses. Tax-exempt providers will also want to understand any potential unrelated business income (UBI) implications.

The rules are complex and the guidance is continually changing. This presentation is designed to help your organization navigate the most current information available, inform you of potential changes on the horizon and help ease your compliance burden and avoid pitfalls.

Hardening Insurance Markets = You are now in the insurance Business!

Hal Kinsley, USI

As the commercial insurance marketplace faces more challenges with every passing day, captive insurance company strategies are once again becoming a necessary consideration for corporate risk managers. In today and tomorrow's new financial reality, companies will again be turning to captives to fund larger levels of retained risk, directly access reinsurance markets and create a better risk financing tool for uninsured and uninsurable risk. Certain items that will be discussed include; Update on the Market Conditions for Professional/General Liability, Changes to traditional insurance buying strategies, Forcing clients to assume more risk, Alternative Risk Transfer Techniques, Captive Insurance Options



**Wednesday,
November 18**

OSHA Compliance and Enforcement During the Pandemic

Sal Gangemi Murtha Cullina Session

Use of N95s or other respirators triggers an obligation by nursing homes to implement a Respiratory Protection Program pursuant to OSHA regulations. Historically, nursing homes did not have to comply with OSHA's respiratory protection standard because respirators were typically not used in the nursing home setting. However, with the widespread use of N-95 masks during the COVID-19 pandemic, all facilities must ensure they have an appropriate Respiratory Protection Program in place as soon as possible. We are seeing an increase in OSHA investigations of nursing homes and facilities are being asked to produce their Respiratory Protection Programs as part of those investigations.

COVID-19 & Medicaid: Eligibility & Billing Workflows

Alice Vautour, Attorney, Stotler Hayes Group

We will provide a general overview of the various impacts of COVID-19 on Medicaid applications, processing, appeals, and reimbursement. The presenters will discuss challenges presented by visitor restrictions, shelter-in-place ordinances, federal and state regulations, Executive Orders, and the like, and creative tips to overcome these roadblocks and secure eligibility in difficult cases or situations. We will also discuss issues pertaining to patient liability/income in light of COVID-19 and strategies to ensure that eligibility issues do not arise and billing workflows remain seamless and optimized.

Identifying and Preventing Risks of Functional Decline in the Growing Acuity Landscape of Assisted/Independent Living Communities

Tracy Wilson, Senior Director of Quality, RehabCare

Historically, most residents move to an assisted or independent living center because they have experienced some level of functional decline but, as a response to our current healthcare pandemic, we are also seeing more acute presentations of residents – both new and current. What does that really mean? In this presentation, attendees will understand the short-and long-term ramifications of higher acuity residents in your communities and resultant risk of functional decline for the resident and facility staff. Additionally, the most common conditions and presentations will be reviewed and how identification, management and prevention through therapy and wellness programming are key to ensuring residents age in place longer, healthier and happier.



Click Here to Register Online:
<https://tinyurl.com/tradeshow32nov>



**Thursday,
November 19**

On Demand Sessions Released:

6:00 a.m.

Yoga for Stress and Relaxation – Recorded Session

Aaron Weston, Owner, Nourishing Necessities, Hartford, CT

Self-care is so very important during this stressful time. Aaron will guide you through a series of gentle mindful movements and breath work that will leave you feeling relaxed and balanced. Aaron has a wealth of knowledge and training in yoga, tai chi, Qi Gong, Reiki, Reflexology, Licensed Massage Therapist and a Health Coach.

11:00 a.m. – 12:00 p.m.

COVID-19 and Infection Control

Kris Mastrangelo, President & CEO, Harmony Healthcare International (HHI)

This 60 minute session will address current information on infection prevention and control programs (IPCP) leveraging best practices from those who have faced the challenge of infection control with the COVID-19 pandemic. It provides the knowledge you need to have for an active functioning IPCP and to create policies and procedures that meet regulatory requirements. Attending this webinar will provide a review of infection prevention and control principles and will assist you in avoiding citations from a Focus Infection Control Survey.

Live Sessions:

12:00 p.m. – 1:00 p.m. Live Chat Session!

Exhibit Hours – Visit the Exhibitors and say “Hi” in the chat! The more interaction, the higher the points, the more chance you have to win prizes!

1:00 p.m. – 2:00 p.m. Live Chat Session!

****Resilience in Times of Uncertainty and Exhaustion – Keynote Address**

Paige Hector, LMSW & Senior Program Administrator,

Healthcare staff are experiencing unprecedented levels of pressure in these unimaginable and frightening circumstances of a pandemic. Staff are stressed not only at work but also at home and in their communities. When our stress response is on full alert at all times, we are at risk of mental, physical, and emotional exhaustion, or even collapse.

This session is uniquely crafted as a visual experience, not a lecture with slides full of bullet-points. Participants will learn to **identify their individual stress responses and learn techniques to shift to a place of calm, and to strengthen their resilience.** Woven throughout the session are principles of trauma-informed care that staff can immediately apply to themselves, residents and families. These are powerful principles in helping individuals in times of vulnerability and in challenging circumstances.

Sponsored By:



Athena
Health Care Systems



**Thursday,
November 19**

On Demand Sessions:

Talent Acquisition Strategies

Amy Allen, Partner, blumshapiro

As the “war on talent” continues, some of the same best practices we have talked about for decades still apply. There are however some cool, innovative approaches that should be considered. In the end we all want to ensure the top candidates accept our offers!

In this session you will be reminded of the “tried and true” talent strategies. These are strategies that as Executives and hiring managers in Long Term Care, we have been taught over the years that there are some key components to attracting and securing talent.

Many of those same best practices still hold today. You will also be introduced new ways of thinking when it comes to attracting and securing talent. Some of these ideas really push back on the historical way of thinking but you are encouraged to see if they might work in your organization. Some tried and true best practices that have existed for decades, still work today.

We hope that some of these innovative ideas will spark some conversations in your organizations.

Getting to Know IDDSI: Preparing to Bring the New Diet Levels to Your Facility, Part One

Katrina Woodward, Vice President, SDX Dysphagia Experts

This two-part presentation will assist facilities in understanding & implementign the International Dysphagia Diet Standardization Initiative (IDDSI).

In Part One, participants will become familiar with the IDDSI framework and testing methods through description and demonstration. All **SEVEN** diet levels will be addressed. Definitions and specific concepts unique to IDDSI will be instructed. The approach to IDDSI adoption as universal standard, not as a mandate, will be addressed from an ethical and multidisciplinary perspective.

Getting to Know IDDSI: Preparing to Bring the New Diet Levels to Your Facility, Part Two

Katrina Woodward, Vice President, SDX Dysphagia Experts

In Part Two emphasis will be placed on the importance of a multidisciplinary team and the three-step process (Aware-Prepare-Adopt) to successful implementation. The role of clinical, food service and administrative staff will be discussed. The importance of translating IDDSI diets to your current diet levels will be conveyed, including a review of the importance of accurately reporting nutritional assessment and swallowing complaints in your MDS Section K.



**Friday,
November 20**

11:00 a.m. to 12:00 p.m. Live Chat Session!

****Connecticut Nursing Homes: A Heroic Response to COVID-19**

Lara Hollands & Marguerite McLaughlin, Senior Program Coordinator & Senior Program Administrator, Healthcentric Advisors

Healthcentric Advisors was commissioned to provide a report to CAHCF/CCAL that provided insights on the work of Connecticut Skilled Nursing Facilities during the COVID-19 pandemic. This presentation will expound on the remarkable efforts of Connecticut providers to protect staff and keep residents safe. Discover some of the best practices implemented in response to COVID-19 and take a look at how to strengthen your defense throughout future stages of the pandemic.

12:00 p.m. – 1:00 p.m. Live Chat Session!

Exhibit Hours – Visit the Exhibitors and say “Hi” in the chat! The more interaction, the higher the points, the more chance you have to win prizes!

On Demand Sessions:

Unintended Consequences: Behavioral Health Issues due to Social Isolation from COVID-19

Kathy Adkins, Director of Quality, RehabCare

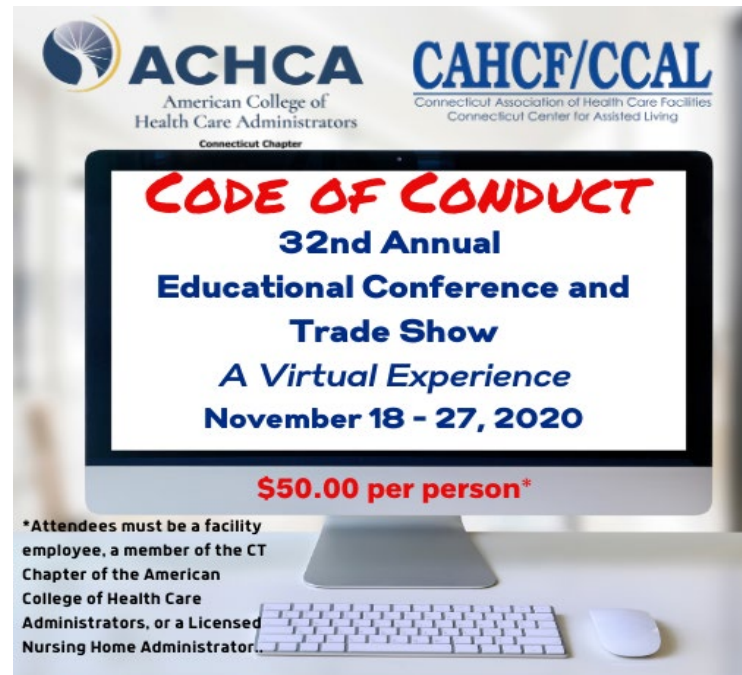
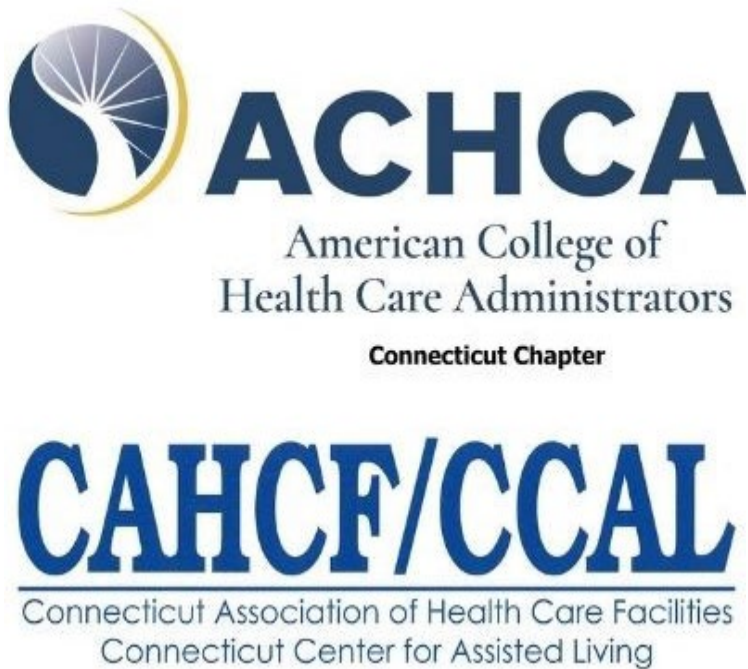
Behavioral health issues are on the rise due to social isolation from COVID-19, but there are strategies for early intervention and improving resident’s quality of life. This presentation will focus on behavioral health issues that are increasing due to social isolation from the COVID-19 pandemic. It is important for caregivers to stay focused on patients to quickly identify changes in mood due to social isolation. Rehabilitation has a role in evaluating the physical issues as well as behavioral health issues that are on the rise due to social isolation. An individualized, person-centered plan is developed by rehabilitation and education is provided to the staff for keeping resident’s engaged in meaningful activities to keep them functioning at their highest level and improving quality of life.

Know Your Numbers

Brian Berry, Director, blumshapiro

Managers across a broad set of industries are using online dashboards to manage financial, operational metrics for their organizations. Long Term Care facilities are no exception, especially in the wake of COVID-19, where data driven decisions must be made daily to ensure the health and well-being of residents, their families and your employees.

Data analysis performed in Excel has been the traditional form of compiling reports for management. However, online tools are proving flexible and affordable. These tools compile data from Excel worksheets, public health websites, or accounting systems. The result is an online, real-time look at the organization for management. We are seeing a broad set of use cases: from resident health to predicting long term patient costs.



Virtual Code of Conduct

All participants including, but not limited to, attendees, speakers, sponsors, exhibitors, American College of Health Care Administrators – CT Chapter, Connecticut Association of Health Care Facilities, Inc./Connecticut Center for Assisted Living staff members, service providers, and other participants are required to abide by this Virtual Code of Conduct. This policy applies to all ACHCA-CT Chapter and CAHCF/CCAL meeting related events on a public or private platform. ACHCA-CT Chapter and CAHCF/CCAL is committed to improving lives by delivering solutions for quality care in a safe, productive, and welcoming environment for all event participants.

ACHCA-CT Chapter and CAHCF/CCAL does not tolerate any form of discrimination or harassment based on, but not limited to, gender, race, ethnicity, sexual orientation, age, disability, physical appearance, body size, experience, or religion by participants or our staff at our meetings. If you experience harassment or hear of any incidents of unacceptable behavior, we request you notify ACHCA-CT Chapter and CAHCF/CCAL by informing Richard C. Brown, Show Coordinator at rbrown@cahcf.org or call 860-290-9424, so that appropriate action can be taken.

Unacceptable behavior is defined as:

- Harassment, intimidation, or discrimination in any form.
- Verbal abuse of any attendee, speaker, sponsor, exhibitor, ACHCA-CT Chapter and CAHCF/CCAL staff member, service provider, or other meeting guest. Examples of verbal abuse include, but are not limited to: comments related to gender, sexual orientation, disability, physical appearance, body size, race, religion, national origin, use of nudity and/or sexual images in public spaces or in presentations, unwelcome sexual advances, threatening or stalking any attendee, speaker, sponsor, exhibitor, ACHCA-CT Chapter and CAHCF/CCAL staff member, service provider, or other meeting guest.
- Disruption of presentations during events organized by ACHCA-CT Chapter and CAHCF/CCAL throughout the virtual meeting. All participants must comply with the instructions of the moderator and any ACHCA-CT Chapter and CAHCF/CCAL virtual event staff.
- Presentations, postings, and messages within the platform should not contain promotional materials, special offers, job offers, product announcements, or solicitation for services. ACHCA-CT CHAPTER AND CAHCF/CCAL reserves the right to remove such messages and potentially ban sources of those solicitations.
- Photographing, video or audio recording of slides, oral, or poster presentations without presenter/author's permission.
- Copying or taking screen shots of Q&A or any chat room activity that takes place in the virtual space.
- Sharing personal event registration sign on information with other individuals to attempt circumventing registration payment.

ACHCA-CT Chapter and CAHCF/CCAL reserves the right to take any action deemed necessary and appropriate, including immediate removal from the meeting without warning or refund, in response to any incident of unacceptable behavior. ACHCA-CT Chapter and CAHCF/CCAL reserves the right to prohibit attendance at any future meeting, virtual or in person, and seek legal action against violators where applicable.



AHCA/NCAL NATIONAL QUALITY AWARDS 2020 Connecticut Recipients



**Apple Rehab Colchester
Apple Rehab Watertown
Bride Brook Health & Rehab Center
Brighton Gardens of Stamford
Cook Willow Health & Rehabilitation Center Inc.
Countryside Manor of Bristol
Ludlowe Center for Health & Rehab
Riverside Health & Rehabilitation Center
West Hartford Health and Rehabilitation Center**



**60 West
Sunrise of Stamford**

Congratulations!



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Connecticut Association of Health Care Facilities
Connecticut Center for Assisted Living

32nd Annual Educational Conference and Trade Show - A Virtual Experience - Registration Form **November 18 - 27, 2020 \$50 per person**

The easiest and quickest way to register is to register online. By registering online you will be able to submit your payment, register additional people from your facility, and track your CEUs. **Please go to this link: <https://tinyurl.com/tradeshow32nov> please note the url is case sensitive.**

Substitutions: Substitutions are permitted **until November 19, 2020**, please email **Adriana Manning** at amanning@cahcf.org with the following information: your name and the substitution's name and job title.

Cancellation and Refund Policy:

Registration is final, refunds will not be given due to the extended time period of this event. The event platform will be available from November 18 - 27, 2020. **Registering for this event is your commitment to pay.**

Please send the enclosed registration form, along with payment to CT-ACHCA **no later than 11/16/20**. We cannot process your registration without payment. **Full payment is due PRIOR to the event.**

Confirmations: will automatically be sent if you don't receive it by November 16, 2020 please contact us at 860-290-9424.

Note: Attendees must be a facility employee, a member of the CT Chapter of the American College of Health Care Administrators or a Licensed Nursing Home Administrator.

Fax registration forms to: 860-290-9478 PLEASE PRINT LEGIBLY!

Name: _____ Position: _____ Email: _____

Name: _____ Position: _____ Email: _____

Name: _____ Position: _____ Email: _____

Facility: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

If paying by credit card:

| | |
|---|---|
| Name on Credit Card: _____ | Type of Card: _____ |
| Card Number: _____ | Expiration Date: _____ Amount to Charge: \$ _____ |
| Security Code: 3 digits for Visa and MasterCard, 4 digits for American express: _____ | Billing Address if different: _____ _____ |



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