

THURSDAY, JUNE 15 ♦ 9:30 A.M. – 10:45 A.M.

2-A. Create the Extraordinary! Cultivating Resident Engagement and Interaction Skills to Enhance Customer Satisfaction*

Claudia Blumenstock, NHA

This extended interactive session offers exercises and explores strategies to help consider other points of view in order to expand opportunities to understand resident perspectives. Respect, including its components and ways in which we give and earn respect, will be examined along with how this respect impacts care planning and satisfaction. Through group activities, you will gain a broader foundation of empathy and expand abilities to train staff at a deeper level about compassion. You will also explore ways to create a more interdependent community environment.

***Session begins at 9:15 a.m.**

*This course, **Create the Extraordinary! Cultivating Resident Engagement & Interaction Skills to Enhance Customer Satisfaction, Approval #171703-0540**, provided by **LeadingAge New Jersey**, is approved for continuing education by the New Jersey Social Work Continuing Education Approval Collaborative, which is administered by NASW-NJ. CE Approval Collaborative Approval Period: April 25, 2017 through August 31, 2018. Social workers will receive **one and one-quarter (1.25) non-clinical** continuing education hours for participating in this course.*

Fueling Your Purpose

2-B. LITE: Leadership in Training Experience: Empowering the Front Line Professional

Laurie Loughney, Emma reading, Keirol Sandi, and Takima Williams, Jewish Community Housing Corporation of Metropolitan New Jersey

Front line professionals are vital to long term care organizations' success. This session will delve into the ways to improve front line professional retention rates, including identifying training programs that challenge these team members to look at ethics, mentoring, and problem-solving skills.

Living Your Purpose

2-C. Politics & Employment Practice Claims: What Does the Trump Era Mean for Senior Living Communities?

Jeffrey M. Daitz, Esq., and Rashmee Sinha, Esq., Peckar & Abramson, P.C.; Patrick J. Mullen, Johnson Kendall & Johnson; and Laura Lapidus, CAN Insurance

A new Administration brings new rules. Learn about the latest trends in employment practices liability as well as the root causes that lead to claims, the evolution of such claims, and best practices to minimize exposure while managing the insured and the carrier's expectations. You'll also discover the top five loss trends, effective risk prevention, and the benefits of having an employment liability insurance policy in place.

Fueling Your Purpose

2-D. Strategic Planning: An Advisory Approach

Sophie Campbell, Beverly Asper, Debra Bowes, and Brian Gabriel, Baker Tilly

Discover the benefits of strategic planning with a multi-disciplinary Advisory Team. Using specific examples, you will gain an understanding of how the Advisory Team approach enhances the work of your Leadership and Board. Trends that examine and emphasize the right levels of necessary care for different senior living organizations and recommended market intelligence,

financial planning concepts, and clinical evaluations that providers are embracing will also be provided.

Evolving Your Purpose