



## September 28-29, 2023 Assisted Living Symposium

Renaissance Indianapolis North, 11925 N. Meridian St., Carmel IN

### Thursday, Sept 28 – Carmel IV

8:00am-8:30am	<b>Registration/Check-In &amp; Breakfast</b>
8:30am	Welcome/Opening remarks (Paul Peaper)
8:45am-10:15am	Assisted Living National Update, Quality Improvement/Quality Awards Program (Pam Truscott)
10:15am-10:30am	<b>BREAK</b>
10:30am-11:45am	Top Tags in Assisted Living (Lori Davenport)
11:45am-12:30pm	<b>LUNCH</b>
12:30pm-2:00pm	Customer Service “It’s All in the Details” (Reynold Landry)
2:00pm-2:15pm	<b>BREAK</b>
2:15pm-3:15pm	Onboarding and Retention Strategies To Keep Your Top Talent (Kendra Nicaastro)
3:20pm-4:20pm	Becoming a Five Star Leader (Jerald Cosey)
4:30pm	<b>ADJORN</b>

### Friday, Sept 29 – Carmel IV

8:30am-9:00am	<b>Registration/Check-In &amp; Breakfast</b>
9:00am-12:00pm	Behavioral Health: Caring for a New Generation in Assisted Living (Barbara Speedling)
12:00pm-12:45pm	<b>LUNCH</b>
12:45pm-1:30pm	Pharmacy Services in Assisted Living (Mark Prifogle)
1:30pm-2:30pm	Service Plans & Evaluations, Facility Reported Incidents & Facility Initiated Discharges (Tammy Alley, Brenda Buroker)
2:30pm-2:45pm	<b>BREAK</b>
2:45pm-4:15pm	Practical Ways to Involve All Staff with Everyday Activities (Rachelle Blough)