

2021 Consumer Voice Annual Conference Agenda

All sessions are in Eastern time

Wednesday, November 3	
10:30 AM to 11:15 AM	<p>Welcome and Logistics</p> <p>Welcome to the 2021 Consumer Voice Conference! Join us for a walkthrough of the virtual conference platform, ideas for connecting and networking with other attendees, a roll call, and a message from the Executive Director, Lori Smetanka.</p> <p><i>Speakers: Lori Smetanka, Executive Director, Consumer Voice; Katie Kohler, Program and Outreach Associate, National Long-Term Care Ombudsman Resource Center</i></p>
11:15 AM to 11:30 AM	Break/Exhibit Hall
11:30 AM to 12:30 PM Breakout Sessions	<p>Pandemic Process: An Advocate's Story</p> <p>The COVID-19 pandemic brought drastic changes to Texas long-term care facilities, resident's everyday life, and Ombudsman program operations. Texas Long-Term Care Ombudsmen stopped visiting long-term care facilities in March 2020 and carried out their duties completely virtually until August 2020 when program representatives resumed in-person visits. This past year was an ever-changing process of adapting and overcoming challenges from the COVID-19 pandemic. Highlighting specific advocacy efforts, we will spend this session discussing the difficulties advocates encountered, how to overcome them, and how to move forward into our new normal.</p> <p><i>Speakers: Arreale Turner, Ombudsman II, The Senior Source; Heather Armstrong, Alamo Managing Local Ombudsman, Area Agency on Aging of the Alamo Area; Julie Porter, Assisted Living Ombudsman, Texas Office of the State Long-Term Care Ombudsman</i></p> <p>Guardianship and Long-Term Care: Improving Policy and Practice</p> <p>Ombudsmen and other advocates routinely confront challenging guardianship issues. Residents clash with guardians over whether they may drink a Coke, receive visitors, return to the community, or need a guardian at all. Guardians may financially exploit a resident or fail to visit or monitor the care plan. These issues must be addressed individually and systemically. In this session, hear from national experts on the latest policy and practice issues, including cutting-edge recommendations from the 2021 National Guardianship Summit.</p> <p><i>Speakers: Alison Hirschel, Director and Managing Attorney, Michigan Elder Justice Initiative; Erica Wood, Law and Aging Advocate; Naomi Karp, Consultant on Aging, Law, and Policy</i></p> <p>Racial Disparities and Inequities in Nursing Home Care</p> <p>For years, racial and ethnic disparities in health outcomes and care quality have plagued nursing homes. COVID-19 laid bare these long-standing inequities, with people of color suffering disproportionately during the pandemic. This session will focus on long-term disparities in healthcare both before and during the pandemic, while also focusing on practices and policies that can address these long-standing issues.</p> <p><i>Speakers: Eric Carlson, Directing Attorney, Justice in Aging; Odichinma Akosionu, PhD Candidate, University of Minnesota, School of Public Health</i></p>

	<p>Understaffing as Abuse: Building Your Case for Better Care</p> <p>Large, corporate nursing home chains often cut and slash staffing to maximize profits. These managerial decisions make a compelling case for elder and disabled adult abuse. In this session, we will review the evidence necessary for building an understaffing case and how to construct the narrative that understaffing is abuse. We will examine and learn from real understaffing cases presented to judges, juries, and regulatory agencies.</p> <p><i>Speakers: Michael Moran, Managing Partner, Moran Law; Lisa Trinh Flint, Partner, Moran Law; Tony Chicotel Staff Attorney, California Advocates for Nursing Home Reform</i></p>
12:30 PM to 1:00 PM	Break/Exhibit Hall
1:00 PM to 2:30 PM Plenary	<p>Upward and Onward: Moving Public Policy Forward</p> <p>The policy world is hopping as both a new Administration and a new Congress propose policies, regulations, and legislation in response to the devastating impact of COVID-19 on nursing home residents and other long-term care consumers. This session will provide the latest news at the federal level. Hear directly from key House and Senate staff working on the Nursing Home Improvement and Accountability Act and reconciliation; find out what’s happening with the Elder Justice Act reauthorization; and learn about Consumer Voice’s policy work. Leave informed and ready to advocate for change!</p> <p><i>Speakers: Kristen Lunde, Health Policy Advisor, U.S. Senate Committee on Finance, Chairman Ron Wyden; Bob Blancato; Robyn Grant, Director of Public Policy and Advocacy, National Consumer Voice for Quality Long-Term Care; Rachel Dolin, Professional Staff Member, House Ways & Means Committee, Health Subcommittee</i></p>
2:35 PM to 2:40 PM	<p>Special Remarks from House Ways and Means Committee Chairman Richard Neal (D-MA)</p>
2:45 PM to 2:50 PM	<p>Special Remarks from Senator Ron Wyden (D-OR)</p>
3:00 PM to 4:00 PM Breakout Sessions	<p>Elder Abuse Raising Awareness Toward Prevention</p> <p>Ombudsmen play a vital role in providing public education and outreach services to residents, their families, and facility staff to effectively identify and prevent elder abuse, neglect, and exploitation. National Center on Elder Abuse (NCEA) will introduce a collection of customizable tools for Ombudsman program representatives and other interested professionals to engage and educate their communities about elder abuse prevention. In addition, Elder Abuse Guide for Law Enforcement (EAGLE), will be introduced as a resource to support individuals working to enhance the lives of those living in long-term care.</p> <p><i>Speakers: Alexis Calleros, Administrative Assistant, National Center on Elder Abuse; Kimberly Moon, Project Coordinator, National Center on Elder Abuse; Julie Schoen, Deputy Director, National Center on Elder Abuse</i></p> <p>Strengthening the Caregiving Team: Family Caregivers and Direct Care Workers</p> <p>Direct care workers and family caregivers are the frontline of long-term care across settings—but despite their critical roles, they are often undervalued and overlooked. Family caregivers are emotionally, and financially strained, and direct care workers’ jobs offer low compensation, minimal training, and limited career paths. The guiding question for this session is: how can advocates promote better investment in all caregivers to improve the well-being of older adults and people with disabilities?</p>

	<p><i>Speakers: Lakelyn Hogan, Gerontologist and Caregiver Advocate, Home Instead; C. Grace Whiting, President and Chief Executive Officer, National Alliance for Caregiving; Kezia Scales, Director of Policy Research, PHI</i></p> <p>Nursing Home Surveys: Expectation vs. Reality</p> <p>State survey agencies are responsible for ensuring that nursing home residents receive good care and quality of life services. Unfortunately, far too often, the promise of good care is broken. This session will present the results of an assessment of state survey agency performance and discuss resources to help residents, families, and Ombudsman program representatives better understand what they have a right to expect from their state's surveyors and survey agency.</p> <p><i>Speakers: Richard Mollot, Executive Director, Long Term Care Community Coalition; Eric Goldwein, Director of Policy and Communications, Long Term Care Community Coalition; Hayley Cronquist, Policy Attorney, Long Term Care Community Coalition</i></p> <p>Private Equity Investment in Long-Term Care</p> <p>Private equity investment in nursing homes has grown significantly in the past several years. Studies show that nursing homes purchased by private equity investors suffer declines in care quality and health outcomes. Despite documented histories of poor-quality care, private equity investors continue to be allowed to purchase nursing homes and use them to make quick profits. This session will focus on what private equity is, its effect on nursing home care, the financial practices used by investors to siphon off profits, and solutions to the problem.</p> <p><i>Speakers: Ernest Tosh, Trial Attorney, Tosh Law Firm; Eileen O'Grady, Research & Campaign Manager, Private Equity Stakeholder Project</i></p>
4:00 PM to 4:15 PM	Break/Exhibit Hall
<p>4:15 PM to 5:15 PM</p> <p>Roundtable Sessions</p>	<p>Preventing Elder Financial Abuse: Let's Talk Strategy!</p> <p>Join us for an interactive roundtable discussion to share strategies for preventing and responding to elder financial abuse in long-term care. The Consumer Financial Protection Bureau (CFPB) will share highlights from its recently updated guide to help long-term care (LTC) communities fight elder financial abuse. The Nursing Home Ombudsman Agency of the Bluegrass will share best practices for how Ombudsman program representatives and LTC communities can work together to address situations involving elder financial abuse. We look forward to learning from each other!</p> <p><i>Speakers: Denise Wells, Executive Director, Nursing Home Ombudsman Agency of the Bluegrass; Kate Kramer, Older Americans Policy Analyst, Consumer Financial Protection Bureau</i></p> <p>Behavior IS Communication! My Mother's Story - What's Yours?</p> <p>Using her mother's experiences as a resident with dementia in long-term care as well as her mother's artwork, Kathy "paints a picture" of her mother's efforts to communicate with staff through her behavior to express her likes, dislikes, and preferences. Staff defined her as "combative" and "noncompliant" until they learned to "listen" and respond to her. The results meant improved quality of life for all residents and staff. The stories are humorous, poignant - priceless! You have them, too. Let's share!</p> <p><i>Speakers: Cristina Flores; Kathy Bradley, Founder & CEO, Our Mother's Voice</i></p>

	<p>Project Visibility: Creating Inclusive Communities for LGBTQ+ Older Adults</p> <p>Project Visibility addresses the unique needs and strengths of Lesbian, Gay, Bisexual, Transgender, Queer, Plus (LGBTQ+) older adults. This roundtable will offer important information, perspectives, and practical tips for creating inclusive communities for this often-invisible population. Anyone who works with, and all those engaged or interested in the lives of older adults, can benefit from the promising practices shared in this session.</p> <p><i>Speaker: Michael Chifalo, LGBTQ+ Program Specialist, Boulder County Area Agency on Aging</i></p>
<p>5:15 PM to 6:00 PM Networking</p>	<p>Discuss the Day's Sessions</p> <p>Not ready to call it a day? Join other conference attendees to discuss your favorite plenary or breakout session, ask each other questions, or make comments about the content presented. Grab your favorite beverage and snack and join us for networking and happy hour. Come and go as you like and feel free to participate or just listen.</p> <p>Meet and Greet</p> <p>Join in a facilitated conversation to get to know some of the other conference attendees. Answer casual, fun discussion questions and chat with other attendees. Grab your favorite beverage and snack and join us for networking and happy hour. Come and go as you like and feel free to participate or just listen.</p>
<p>Thursday, November 4</p>	
<p>9:30 AM to 10:30 AM Breakout Sessions</p>	<p>Empowering Families to Boldly Advocate for Their Loved Ones</p> <p>The COVID-19 pandemic galvanized family members across the country to speak up on behalf of their loved ones in long-term care communities. Many families became active not just in facilities but in state and federal government policy as well. This session is designed to inspire, encourage, and empower family members to continue and advance their advocacy. Two experienced and active family members will share their advocacy best practices, including how to work successfully with facility staff to get the care your loved one needs. They will also discuss the importance of advocating for changes in federal/state policy, how to overcome the fear of talking with decisionmakers, and share their tips for success.</p> <p><i>Speakers: Mary Nichols, Founder & Advocacy Leader, Texas Caregivers for Compromise; Mary Daniel, Founder, Caregivers for Compromise</i></p> <p>Train the Trainer Session - Adult Learning Skills</p> <p>This Train-the-Trainer session is designed for Long-Term Care Ombudsmen who conduct training for new paid and volunteer representatives of the Office. Training for Ombudsman program representatives is critical for maintaining an effective program. Therefore, knowing and using the principles of adult learning will help ensure your "students" are successful in advocating on behalf of residents of long-term care settings. Several activities will be demonstrated in this interactive session.</p> <p><i>Speakers: Karen Fortuna, Assistant Professor of Psychiatry, Geisel School of Medicine, Dartmouth College; Carol Scott, Ombudsman Specialist, National Long-Term Care Ombudsman Resource Center; Jamie Freschi, Consultant, Fresch Start Consulting</i></p> <p>Toppling Goliath: Our Journey from Victim to Victory</p>

	<p>This session will address how to organize a state advocacy non-profit, and the strategies employed that get significant results quickly.</p> <p><i>Speaker: Kristine Sundberg, Executive Director, Elder Voice Family Advocates</i></p> <p>Troubling Trends in Antipsychotic Drug Usage and Schizophrenia Diagnoses Among Nursing Home Residents</p> <p>More than a decade after the creation of a federal campaign to reduce the use of antipsychotic drugs with nursing home residents living with dementia, and strengthened federal protections for residents around their use, newly released data shows usage rates are rising, particularly during the pandemic. Additional reports and studies show that schizophrenia diagnoses among nursing home residents, one of three diagnoses where antipsychotic use is not included in reported rates, has also been steadily increasing, particularly among Black residents. Join us for a discussion about what could be contributing to these increases and identify strategies for recognizing and addressing these troubling trends.</p> <p><i>Speakers: Shekinah Fashaw-Walters, Assistant Professor, Division of Health Policy & Management, School of Public Health, University of Minnesota; Kelly Bagby, Vice President for Litigation for Health, Hunger, Housing and Human Services, AARP Foundation</i></p>
10:30 AM to 11:00 AM	Break/Exhibit Hall
<p>11:00 AM to 12:00 PM</p> <p>Breakout Sessions</p>	<p>The Direct Care Workforce Crisis: What Should Advocates Know (and Do)?</p> <p>Given rising demand plus high turnover, the direct care workforce will need to fill over 7.4 million jobs in the decade ahead—a daunting imperative. In this session, we will present the latest evidence on direct care workers and the challenges they face, share best practices and policies from the field, and provide practical guidance about how to advocate for these essential workers and the services they deliver to older adults and people with disabilities across care settings.</p> <p><i>Speakers: Hannah Diamond, State Policy Advocacy Specialist, PHI; Gelila Selassie, Staff Attorney, Justice in Aging; Kezia Scales, Director of Policy Research, PHI</i></p> <p>Enhancing Resident Quality of Life and Care Through Family Council Advocacy</p> <p>As a family member, are you tired of feeling like no one else understands your situation? Frustrated by what you see happening in your loved one’s nursing facility? Do you believe there is strength in numbers? As a representative of a Long-Term Care Ombudsman program, do you want some tips to help better support the development and growth of Family Councils? If you answered “yes” to even one of these questions, attend this session to hear about establishing and sustaining a Family Council from a family member’s perspective and learn how Ombudsman programs can support Family Council development and advocacy at the local and state level.</p> <p><i>Speakers: Beverly Broadus, District Ombudsman, Lincoln Trail District Ombudsman, Catholic Charities; Mairead Painter, Connecticut State Long-Term Care Ombudsman; Michelle Gralnick, Charter Chairperson, Delmar Gardens West Family Council</i></p> <p>Fair is Fair No Matter Where?</p>

	<p>Choosing an assisted living facility (ALF) for a spouse or loved one with dementia is a pick you want to stick. Forced moves are traumatic--far more serious than losing a college apartment. Yet states provide landlord tenant laws to challenge evictions in court. Nursing facility residents appeal discharges through administrative hearings, but, when threatened with eviction, many ALF residents have poor options under state laws. Public policy advocacy is essential--learn how to equalize ALF eviction remedies in your state.</p> <p><i>Speakers: Margaret Farley, Executive Director, Kansas Advocates for Better Care; Eric Carlson, Directing Attorney, Justice in Aging</i></p>
	<p>Ombudsman Program: Past, Present, Future</p> <p><i>Speakers: Beverley Laubert, National Ombudsman Program Coordinator, Administration for Community Living; Louise Ryan, Regional Administrator, Region X, U.S. Administration for Community Living</i></p>
12:00 PM to 12:30 PM	Break/Exhibit Hall
12:30 PM to 1:30 PM	<p>Discussion in Lounges</p> <p>Access the discussion lounges on the left menu tab at any time during the conference, including the mornings and evenings, to talk about relevant topics with your peers. You're invited to ask questions, share best practices, and learn what is happening in other states. When you are in the discussion lounges, you can meet over video or create posts and comment on other posts.</p> <p>During most of the conference, the discussion lounges do not have a speaker or a formal agenda. On Thursday at 12:30pm ET, join us for a dedicated hour of facilitated discussion in the following lounges:</p> <ul style="list-style-type: none"> • Ombudsman Discussion Group • Citizen Advocate Discussion Group • Long-Term Care Consumer & Family Member Discussion Group • Chat with Other Advocates Lounge <p>The discussion lounges are always open; we encourage you to participate at any time throughout the conference. Discussion Lounges Rules of Engagement</p>
1:30 PM to 1:45 PM	Special Remarks from Alison Barkoff, Acting Administrator, Administration for Community Living
2:00 PM to 3:00 PM Plenary	<p>Resident Dialogue</p> <p>Over the past two years, it has been more difficult than ever for long-term care residents to connect and make their voices heard. Join us for a conversation with residents, as they discuss their recent experiences and share their perspective on what changes they'd like to see in their individual facilities as well as what steps they think advocacy organizations, the government, and the industry should take to improve and reform long-term care.</p>
3:00 PM to 3:30 PM	Break/Exhibit Hall
3:30 PM to 5:00 PM Plenary	<p>Quality and COVID-19 Response in Nursing Homes - a conversation with CMS and CDC</p> <p>Join us for a discussion with the Centers for Medicare and Medicaid Services (CMS) and the Centers for Disease Control (CDC) to get the latest information about the critical challenges facing residents of nursing homes, including protection from COVID-19, infection prevention, visitation, quarantine requirements, resumption of surveys and complaint investigations, and more.</p> <p><i>Speakers: Chiquita Brooks-LaSure, Administrator, Centers for Medicare and Medicaid Services (CMS); Kara Jacobs Slifka, Medical Officer, Centers for Disease</i></p>

	<i>Control & Prevention; Evan Shulman, Director, Division of Nursing Homes, Centers for Medicare & Medicaid Services</i>
5:00 PM to 5:15 PM	Break/Exhibit Hall
5:15 PM to 6:00 PM Networking	<p>Discuss the Day's Sessions- Networking/Happy Hour</p> <p>Not ready to call it a day? Join other conference attendees to discuss your favorite plenary or breakout session, ask each other questions, or make comments about the content presented. Grab your favorite beverage and snack and join us for networking and happy hour. Come and go as you like and feel free to participate or just listen.</p> <p>Meet and Greet- Networking/Happy Hour</p> <p>Join in a facilitated conversation to get to know some of the other conference attendees. Answer casual, fun discussion questions and chat with other attendees. Grab your favorite beverage and snack and join us for networking and happy hour. Come and go as you like and feel free to participate or just listen.</p>
Friday, November 5	
11:00 AM to 12:30 PM Plenary	<p>Moving Forward Toward Quality Long-Term Care</p> <p>The COVID-19 pandemic highlighted a number of problems with how and where we provide long-term care and services to older and disabled individuals. Long-standing problems in nursing homes, including how they are structured, operated, staffed, financed, and held accountable collided with systemic societal issues including ageism and disparities in care, leading to catastrophic consequences for those living and working in these facilities. During this facilitated dialogue we will discuss the factors that lead us to this point and look forward towards building a continuum of quality long-term care.</p> <p><i>Speakers: Diane Menio, Executive Director, Center for Advocacy for the Rights and Interests of the Elderly (CARIE); David Grabowski, Professor of Health Care Policy, Department of Health Care Policy, Harvard Medical School; Megan O'Reilly, Vice President, Health & Family, Government Affairs, AARP; Jonathan Evans, Medical Director; Geriatrician; Charlene Harrington, Professor Emerita of Sociology and Nursing, Department of Social & Behavioral Sciences, School of Nursing, University of California San Francisco</i></p>
12:30 PM to 1:00 PM	Break/Exhibit Hall
1:00 PM to 2:00 PM Breakout Sessions	<p>Community Advocacy Toolkit on Increasing Outreach and Partnerships with the LGBTQ+ Community</p> <p>In this presentation, you will hear from SAGE about a recently published toolkit aimed at helping the Aging Network and LGBTQ+ community form partnerships to increase outreach and develop inclusive planning processes to accomplish plan goals, objectives, and assurances on the service needs of LGBT older adults. This toolkit offers action steps for the LGBTQ+ community to get involved in the aging network to improve services and programs, including Ombudsman programs, for LGBT+ older adults.</p> <p><i>Speakers: Sherrill Wayland, Director, SAGE; James Moorhead, Aging Services Manager, Maine Office of Aging and Disability Services</i></p> <p>Trauma-Informed, Resilience-Oriented Care (TIROC) and My Loved One's Care During the Pandemic</p> <p>As we seek the best care for our loved ones, how do we know the standards to look for or what is being embraced as the new gold standard today? Join this session to understand what the expectations of Trauma-Informed, Resilience-Oriented Care are and how they impact the long-term care facilities, including</p>

	<p>regulatory implications. We will also highlight the importance of this practice during the pandemic and going forward. Attendees will learn:</p> <ol style="list-style-type: none"> 1. How toxic stress impacts the brain 2. How to apply Trauma-Informed, Resilience-Oriented Care principles in your loved one's care 3. What role you can play in a TIROC facility <p><i>Speaker: Elizabeth Guroff, Consultant, Trauma-Informed Resilience-Oriented Services, National Council for Mental Wellbeing</i></p> <p>Injurious and Deadly Neglect of 300 Long-Term Care Residents</p> <p>This session will report on findings from a qualitative study examining the sequence of neglectful events resulting in serious injuries and deaths of 300 residents in assisted living and nursing homes in Minnesota. The dataset used consisted of 429 Minnesota Department of Health investigation reports substantiated as neglect. The systemic failures identified can be used by care advocates (e.g., Ombudsman, state survey agencies, and law enforcement) to inform efforts to prevent neglect in similar circumstances.</p> <p><i>Speaker: Eilon Caspi, Assistant Research Professor, Institute for Collaboration on Health, Intervention, and Policy, University of Connecticut</i></p> <p>New Jersey Long-Term Care Advocates: Pushing Together for Transformational Change</p> <p>This session will explore how long-term care advocates in New Jersey (from the Ombudsman's Office, Disability Rights, and AARP) came together during and since the COVID-19 crisis to push for transformational change to New Jersey's long-term care systems. From consumer education to deep legislative change, we will discuss how we harnessed our respective strengths and perspectives to impact a wide range of long-term care (LTC) problems. Advocates will also outline their vision for a truly person-centered LTC system and strategies to achieve this.</p> <p><i>Speaker: Gwen Orłowski, Executive Director, Disability Rights New Jersey; Evelyn Liebman, Director of Advocacy, AARP New Jersey; Laurie Facciarossa Brewer, New Jersey State Long-Term Care Ombudsman</i></p>
2:00 PM to 2:30 PM	Break/Exhibit Hall
2:30 PM to 3:30 PM Breakout Sessions	<p>Help! A Journalist Called Me! Now What?</p> <p>Interested in leveraging your local journalist to promote systems advocacy reform? Thinking about how to utilize media as a public policy tool? Want to make sure the reporter speaks from a resident rights perspective? Come to this session to learn how Ombudsmen and journalists can pool their collective power and influence policy makers who may have a direct influence on how elders live (and die) in the future.</p> <p><i>Speakers: Ann Neumann; Lori Walsh, Program Manager, CARIE</i></p> <p>Design Matters - Rethinking Nursing Homes</p> <p>The devastating impact of COVID-19 on nursing homes, combined with long-standing problems such as infection control and inadequate staffing levels, are creating growing calls for changes in the way nursing homes are designed and operated. Greater attention is being focused on small houses, nursing homes, and assisted living facilities that are small, residential style settings that are more homelike in design and structure. During this session, we will hear more about</p>

	<p>small house models and explore the elements that make these homes increasingly interesting to long-term care consumers.</p> <p><i>Speakers: Susan Ryan, Executive Director, The Green House Project; LaVrene Norton, Founder & Executive Leader Action Pact; Susan Reinhard, Senior Vice President and Director, AARP Public Policy Institute</i></p> <p>CMS Civil Money Penalty Policy - Why Does It Matter?</p> <p>In 2017, CMS changed a long-standing policy in how civil money penalties (CMPs) would be assessed for past noncompliance with standards from a per-day penalty to a per-instance penalty. The revision, made without public notice and comment, and contrary to regulatory requirements, had an immediate impact on the amount of the penalties imposed for past noncompliance. Consumer Voice and CANHR, with AARP Foundation, sued CMS, and the new policy was withdrawn. Join this session for a discussion about why the policy change and lawsuit was important for protecting residents and improving quality care in nursing homes, what the current guidance says about penalties that can be imposed for past noncompliance, and what next steps are needed for improving enforcement.</p> <p><i>Speakers: Toby Edelman, Senior Policy Attorney, Center for Medicare Advocacy; Tony Chicotel, Staff Attorney, California Advocates for Nursing Home Reform; Meryl Grenadier, Attorney, AARP Foundation</i></p> <p>New, Now, and Next: Finding a New Systems Approach in Advocacy for Isolated Long-Term Care Residents During the COVID-19 Pandemic</p> <p>Since mid-March last year, long-term care facilities have restricted all in-person family visitors, volunteers, and nonessential personnel, and cancelled group activities and congregate dining. Due to the ongoing global pandemic, residents, families, facility staff, policy makers, Ombudsman programs, and others have been challenged to be creative in their advocacy efforts to assure that residents are attaining their highest practicable well-being and are able to connect with other human beings, including loved ones. This session will provide new approaches in advocacy for isolated long-term care residents.</p> <p><i>Speakers: Liz Schulze, Ombudsman Program Coordinator; Monica Couch, Certified Ombudsman Representative; Frances Guice, Long-Term Care Ombudsman Representative, Sowega Council on Aging; Melanie McNeil, Georgia State Long-Term Care Ombudsman</i></p>
3:30 PM to 3:45 PM	Break/Exhibit Hall
3:45 PM to 5:15 PM Plenary	<p>Dementia Beyond Drugs? Rethinking "Hallucinations," "Delusions," and Other "Behaviors"</p> <p>Award-winning geriatrician Dr. Al Power leads us in an engaging and informative program that provides solutions for providing respectful, individualized support and care for individuals with dementia. During this presentation, Dr. Power will unpack what's unique about hallucinations and delusions related to dementia, target pitfalls on how they are assessed, detail a person-directed strategy for assessing hallucinations, delusions, and other behaviors, and provides tips and strategies for addressing the individual's well-being.</p> <p><i>Speaker: Allen Power, Board-Certified Internist, Geriatrician, Author, and Educator</i></p>