

# REGISTRATION BROCHURE



## PRESENTED IN PARTNERSHIP WITH:



## WITH MANY THANKS TO OUR SPONSORS:

Florida Blue • Florida Power & Light • AARP Florida • Humana • WellCare  
Florida Community Care • Florida Hospice & Palliative Care Association  
Sunshine Health • United Healthcare • GA Foods/Sunmeadow  
Chapters Health System • Diana Food Group • Metz Culinary Management  
Mom's Meals • UBER • VITAS Healthcare • WellMed Medical Management  
Assisting Hands • RetireSafe • Ageless Innovation

# 2019 FLORIDA CONFERENCE ON AGING SCHEDULE AT A GLANCE

## SUNDAY, AUGUST 18

Volunteer Tote Bag Stuffing .....	10:00 AM – 12:00 PM
Registration Desk Open.....	4:00 PM – 6:00 PM
FASP Board Meeting.....	2:00 PM – 3:30 PM
FCOA Board Meeting.....	4:00 PM – 5:30 PM

## MONDAY, AUGUST 19

Registration Desk Open.....	7:30 AM – 5:30 PM
Pre-Conference Intensives .....	(Start times vary – see description)
Exhibit Hall Setup.....	10:30 AM – 4:00 PM
Opening Session .....	1:00 PM – 2:30 PM
Concurrent Workshops.....	2:45 PM – 3:45 PM
Concurrent Workshops.....	4:00 PM – 5:00 PM
Opening Reception in Exhibit Hall.....	5:00 PM – 7:00 PM
Networking Reception .....	7:00 PM – 8:00 PM

## TUESDAY, AUGUST 20

Registration Desk Open.....	7:00 AM – 5:00 PM
Continental Breakfast in Exhibit Hall.....	7:30 AM – 8:30 AM
General Session.....	8:30 AM – 10:15 AM
Refreshment Break.....	10:15 AM – 11:00 AM
Concurrent Workshops.....	11:00 AM – 12:00 PM
QSLA Luncheon.....	12:00 PM – 1:15 PM
Concurrent Workshops.....	1:30 PM – 2:30 PM
Closing Reception in Exhibit Hall.....	2:30 PM – 3:30 PM
Concurrent Workshops.....	3:30 PM – 4:30 PM
Networking Meetings .....	4:45 PM – 6:30 PM

## WEDNESDAY, AUGUST 21

Registration Desk Open.....	7:30 AM – 11:00 AM
Refreshment Break.....	8:00 AM – 8:30 AM
Concurrent Workshops.....	8:30 AM – 9:30 AM
Closing Session & Brunch.....	10:00 AM – 12:00 PM

# CONFERENCE FEATURES

Recognizing Excellence — CO-SPONSORED BY:

FCOA/FPL QSLA Luncheon,  
Tuesday, August 20<sup>th</sup>, 12:00 PM

Quality Senior Living Awards presentation, sponsored by Florida Power & Light. The awards acknowledge individuals and organizations that have made outstanding contributions to improve the quality of life of older Floridians. The Awards Luncheon Speaker will be Sister Madonna Buder – the “Iron Nun”.



**FCOA HOT SPOT** — FCOA invites attendees to take a break, grab a snack and charge your electronic devices at the United Healthcare Hot Spot.



**Association Meetings** — Are scheduled throughout the conference. Check the Conference Program for meeting times and locations. If your group is attending FCOA and you need a meeting room, email us at [moreinfo@fcoa.org](mailto:moreinfo@fcoa.org) with your request.

**Exhibit Hall** — Visit the Exhibit Hall on Monday and Tuesday. There you will have an opportunity to meet new people and learn about businesses that want to work with you. This is an excellent opportunity to learn about new products and services that will enhance your organization. Don't forget your business cards!

**Spotlight on Leadership & Governance** — FCOA is proud to present the following sessions for C-suite and management professionals.

- Executive Think Tank to Increase Agency Effectiveness (This session 3 ½ hours and requires a fee separate from the conference registration fee.)
- Recruitment and retention in a Low Unemployment Economy
- No One Told Me That The Skills I Learned Playing Board Games Would be Needed to be a Leader
- People, Purpose and Performance

# WORKSHOP TRACKS

## Age-Friendly Communities

- How to Create an Age-Friendly Action Plan
- Creating an Age-Friendly Public Health System Across Florida
- Community Collaborations that Advance the Mission of the Aging Network
- Dementia Care and Cure Initiative
- Collaborative Partnerships for Livable Communities
- Collaboration with Local Government to Cultivate an Age-Friendly Community

## Care Management

- Burnout and Compassion Fatigue in Senior Care Workers
- More than the Federal Poverty Limit: A New Measure of Financial Well-Being to Help You Help Others
- Wandering and Elopement, A Guide to Help Seniors Remain Safe and Secure
- Adult Protective Services Training for Professionals
- PACE-95 Medicaid LTC-55 PACE Wins!
- Guardianship: Purpose, Process and Participation in Care
- "The Silent Working Caregiver," Balancing Working and Caregiving
- Identity in Memory: Ascertaining Consciousness in Dementia

## Department of Elder Affairs

- Dementia Care and Cure Initiative
- Collaborative Partnerships for Livable Communities
- Fostering Food Safety
- Continued Growth of the Adult Care Food Program

## Memory Disorders

- Dementia: Family Caregivers' Experiences on Challenging Behaviors
- Identity in Memory: Ascertaining Consciousness in Dementia
- Dementia Care and Cure Initiative

- Law Enforcement Response to Missing Persons
- Driving Under the Influence of Dementia
- Understanding Dementia: Improving Communication
- Providing Memory Care in the Least Restrictive Environment
- Wandering and Elopement, A Guide to Help Seniors Remain Safe and Secure

## Nutrition / Food Insecurity

- Fostering Food Safety
- Partnering to Address Health Barriers Outside the Clinical Setting
- Screening to Improve Food Security and Healthy Days in Broward County
- Continued Growth of the Adult Care Food Program

## Senior Center

- Revolutionize Your Programs by Activating the Domains of Well-Being
- Moneyball Applied to Senior Centers
- Is Your Organization Sensitive to Diversity?
- Getting My iPhone to Work for Me!
- Just Behave! And What to do When People Don't
- Seniors Make Memories Through Lifelong Learning and Outdoor Pursuits

## Technology & Innovation

- How to Reduce Loneliness and Increase Quality of Life with Companion Agents
- Caregiving in the Age of Modern Technology
- Homesharing: A Collaborative Mission
- A New Generation of Engagement Technology and Its Impact on Older Adults
- Addressing Social Determinants: A City-Wide Technology Innovation
- Empowering Older Adults to Live Their Best Life Now with Artificial Intelligence (AI) and Voice Tech

# PRE-CONFERENCE INTENSIVE

## SEPARATE FEES AND PRE-REGISTRATION REQUIRED

MONDAY, AUGUST 19

### Identify Your Personality and the Dynamics with Others

8:00 AM – 11:30 AM — \$75 FCOA/FASP Members \$85 Non-Members

Using Myers-Briggs Personality Profiling, each one of us has a unique personality profile based on our natural preferences for how we get our energy, take in information, make decisions and prefer to live our lives. This interactive session will identify your Myers-Briggs personality and how you interact with others accordingly. This session requires completion of an online assessment prior to class.

**PRESENTER:** Mindy Price, Chief PACE Setter, Direct Effect Solutions, Inc., Pickerington, OH

### Standards of Excellence for Your Senior Center

8:00 AM – 12:15 PM — \$50 FCOA/FASP/FASC Members \$60 Non-Members

Renaissance Senior Center staff will take attendees on a behind-the-scenes tour of this Orange County center and share their secrets of success. Standards of excellence in Senior Center planning, program development, and partnership opportunities will be discussed in a hands-on workshop and roundtable setting. Directors and program staff from across the state are encouraged to share best practices from their centers. FASC officers will update participants on state and national issues relative to senior centers before returning to the hotel for the opening session of the Conference.

**PRESENTERS:** Sheryl Fleming, Director and Site Supervisor, Renaissance Senior Center, Orlando; Sheila Salyer, Senior Services Manager, Tallahassee Senior Services, Tallahassee; and Kristy Carter, CTRS, Assistant Program Supervisor, Tallahassee Senior Center, Tallahassee

### Music & Memory®—Transforming Outreach & Quality of Care Through Evidence-Based Personalized Music

9:00 AM – 12:00 PM — \$25 FCOA/FASP/FASC Members \$35 Non-Members

What if a miracle pill existed that transformed life for individuals with cognitive, mental and physical challenges? What if it reduced agitation, falls, delirium and pain; resistance to care and reliance on a host of medications? What if it enabled individuals to age in place, communicate and experience joy; improved post-surgical and rehab outcomes; and enhanced nutrition? What if it provided respite and tools for at-home family caregivers? What if it wasn't a pill at all, but the intervention of evidence-based, personalized music? Session attendees will discover benefits, research, how to use personalized music strategically, conduct two case studies, and enjoy a sandbox moment of creating a musical journey.

**PRESENTER:** Deborah Ferris, CDP, Music & Memory®, New York, NY

### Executive Think Tank to Increase Agency Effectiveness

2:30 PM – 5:30 PM — \$75 FCOA/FASP Members \$85 Non-Members

Strategic think tank of executives to discuss alignment of strategy to performance expectations of staff. Identify ways your agency can be working smarter and more effectively with performance accountability and use of effective meetings. At the conclusion of the session attendees will be able to define performance expectations aligned to strategy; create accountability through performance management; and conduct effective meetings.

**PRESENTER:** Mindy Price, Chief PACE Setter, Direct Effect Solutions, Inc., Pickerington, OH



# CONFERENCE SCHEDULE

## MONDAY, AUGUST 19

### 1:00 – 2:30 PM Opening Session

Let's get 'Livable'! Join FCOA and guest speakers for a conversation about building communities that are inclusive for Floridians of all ages and all abilities.

Co-sponsored by:  

### 2:45 – 3:45 PM Concurrent Workshops

- Revolutionize Your Programs by Activating the Domains of Well-Being
- How to Create an Age-Friendly Action Plan
- Occupational Therapy in Primary Care: An Untapped Resource
- How to Reduce Loneliness and Increase Quality of Life with Companion Agents
- Promoting Wellness in Seniors with Safe Use of Medical Cannabis
- Dementia: Family Caregivers' Experiences on Challenging Behaviors
- Electronic Visit Verification – Ready, Set, Go!
- Burnout and Compassion Fatigue in Senior Care Workers
- Fostering Food Safety
- Brain Fitness Club: Is it Right For Your Community?

### 4:00 – 5:00 PM Concurrent Workshops

- Moneyball Applied to Senior Centers
- Creating an Age-Friendly Public Health System Across Florida
- Aging in Place: Utilizing Occupational Therapy Students in Home Assessments
- Caregiving in the Age of Modern Technology
- Smiles for Miles: You Don't Have to be Down in the Mouth
- Identity in Memory: Ascertaining Consciousness in Dementia
- The Role of Community Providers in Long-Term Care
- More Than The Federal Poverty Limit: A New Measure of Financial Well-Being to Help You Help Others
- Homesharing: A Collaborative Mission

### 5:00 – 7:00 PM Opening Reception with Exhibitors

Co-sponsored by:



### 7:00 – 8:00 PM Networking Reception

Co-sponsored by:  Assisting Hands<sup>®</sup>  
Home Care



## TUESDAY, AUGUST 20

### 7:30 – 8:30 AM Continental Breakfast in Exhibit Hall



Co-sponsored by:  WELLMED  
Doctors helping patients for more than 25 years

### 8:30 – 10:15 AM General Session

Civil discourse is the foundation for debate. Whether in Washington D.C. or in the Boardroom, the ability to listen and be heard is critical to moving issues forward. Bipartisanship, cooperation and compromise are critical to addressing the big issues facing our communities, state and nation.

Co-sponsored by:  

### 10:15 – 11:00 AM Refreshment Break in Exhibit Hall

Co-sponsored by:  RetireSafe  
Standing up for America's Seniors!

### 11:00 AM – NOON Concurrent Workshops

- Inside Washington
- Is Your Organization Sensitive to Diversity?
- Community Collaborations that Advance the Mission of the Aging Network
- Recruitment and Retention in a Low Unemployment Economy
- A New Generation of Engagement Technology and It's Impact on Older Adults
- Alzheimer's Association Session
- Law Enforcement Response to Missing Persons
- EnhanceFitness – Building an Evidenced-Based Falls Prevention Program in your Community
- Adult Protective Services Training for Professionals

- Partnering to Address Health Barriers Outside the Clinical Setting

**12:00 – 1:15 PM FPL Quality Senior Living Awards Luncheon**

Join the Florida Council on Aging as we recognize the winners of the FPL Quality Senior Living Awards. Guest speaker will be Sister Madonna Buder, also known as the “Iron Nun”. Buder has the current world record for the oldest woman to ever finish an Ironman Triathlon, which she obtained at age 82.

Co-sponsored by:



**1:30 – 2:30 PM Concurrent Workshops**

- Florida Guardianship Law: Protecting Incapacitated Persons Under Oversight
- Getting My iPhone to Work for Me!
- Dementia Care and Cure Initiative
- No One Told Me That The Skills I Learned Playing Board Games Would be Needed to be a Leader
- Addressing Social Determinants: A City-Wide Technology Innovation
- Wandering and Elopement, a Guide to Help Seniors Remain Safe and Secure
- Driving Under the Influence of Dementia
- Psychology and Geriatrics: Integrated Care for an Aging Population
- PACE-95 Medicaid LTC-55 PACE WINS!
- Screening to Improve Food Security and Healthy Days in Broward County

**2:30 – 3:30 PM Closing Reception in Exhibit Hall**



**3:30 – 4:30 PM Concurrent Workshops**

- What Happened? The 2019 Florida Legislature in Review
- Just Behave! What to do When People Don't
- Collaborative Partnerships for Livable Communities
- People, Purpose and Performance

- Empowering Older Adults to Live Their Best Life Now with AI and Voice Tech
- Monetizing Your Social Media Presence to Increase Revenue in Your Organization
- Understanding Dementia: Improving Communication
- Guide for Seniors: Protect Yourself Against Investment Fraud
- Guardianship: Purpose, Process and Participation in Care
- Reducing Isolation and Increasing Independence of Older Adults with Uber

**4:45 – 6:30 PM Networking Meetings**

**WEDNESDAY, AUGUST 21**

**8:00 – 8:30 AM Refreshment Break**

**8:30 – 9:30 AM Concurrent Workshops**

- Seniors Make Memories Through Lifelong Learning and Outdoor Pursuits
- Collaboration with Local Government to Cultivate and Age-Friendly Community
- Get Help Now for Aging Veterans
- Harnessing the Potential of Older Adults
- Creative Ways to Service Citizens as They Wait for Grant Funding
- Providing Memory Care in the Least Restrictive Environment
- Flim Flam, What a Scam: Protecting the Elderly from Email Exploitation
- “The Silent Working Caregiver,” Balancing Working and Caregiving
- Continued Growth of the Adult Care Food Program

**9:30 – 10:00 AM Break**

**10:00 AM – 12:30 PM Closing Session and Brunch**

Watch your emails for invited speakers and topics for the final session of the conference. We are working on a spectacular finale to the conference!

# HOTEL AND TRAVEL INFORMATION

## Hyatt Regency

9801 International Drive, Orlando, FL

Reservations: 888-421-1442 or <https://tinyurl.com/FCOAHotel2019>

Room Rate: \$139 /night for rooms reserved by July 26, 2019

Participants who book their room in the FCOA room block will receive the group rate of \$139/night, waived resort fee of \$25/night and a daily self-parking rate of \$10 or 25% off of valet parking (Regular price is \$40/day).

## Important Instructions

- Complete a separate form for EACH attendee.
- Membership rates apply to current members of FCOA or FASP.
- FCOA and FASP Organizational and Corporate members may register unlimited agency representatives at the member rate.
- Non-members may join FCOA at the time of registration to receive member rate.
- Guests of registrants and the media can purchase meal tickets by contacting FCOA at 850-222-8877.
- By submission of the Conference Registration Form, I hereby give permission to FCOA to use photos taken of me at the FCOA Conference. I give FCOA all rights, including rights to use photos in publications, electronic media and promotional materials.
- July 12, 2019 is the Early Registration Deadline: registrations must be RECEIVED by this date to get the discount.
- After August 15, 2019, please register on-site in Orlando.
- Federal ID# for FCOA: 59-6194436

## Registration Cancellation & Refund Policy

All cancellations must be in writing and received by mail, fax or email. If the cancellation request is received by FCOA on or before July 12, 2019, the refund will be the amount paid/due less \$30 handling fee; if the request is received between July 12 and July 25, 2019, the refund will be the amount paid/due less a 50% handling fee. NO REFUNDS FOR ANY CANCELLATIONS MADE AFTER JULY 25, 2019. Registrations may be transferred in full to another individual you designate to attend the conference in your place if you are unable to attend. Please notify FCOA of any changes.

# REGISTRATION FORM

ONLINE REGISTRATION AVAILABLE AT [WWW.FCOA.ORG](http://WWW.FCOA.ORG)

Name \_\_\_\_\_ Organization \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

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

### What Organizations are you a member of?

FCOA  FASP Not a Member? Join FCOA or FASP TODAY and register at the membership rate!

FCOA	FASP
<input type="checkbox"/> \$65 Individual	<input type="checkbox"/> \$60
<input type="checkbox"/> \$20 Student/Retiree	<input type="checkbox"/> n/a
<input type="checkbox"/> \$700 Corporate*	<input type="checkbox"/> \$500
<input type="checkbox"/> \$250 Organization*	<input type="checkbox"/> \$250

\*Corporate or Organization membership allows for ALL employees and volunteers to register at the member rate.



### Special Requests

If you have a disability or special dietary needs, please contact FCOA by August 9.

I would like to request a vegetarian meal.

I would like to request a gluten free meal.

### Select below the events you would like to register for:

Event	FCOA/FASP Member Early Rate	FCOA/FASP Member After 7/12	Non-Member Early Rate	Non-Member Late Rate After 7/12
<b>Full Conference</b>	<input type="checkbox"/> \$365	<input type="checkbox"/> \$395	<input type="checkbox"/> \$380	<input type="checkbox"/> \$410
<b>Monday Only</b>	<input type="checkbox"/> \$120	<input type="checkbox"/> \$145	<input type="checkbox"/> \$135	<input type="checkbox"/> \$160
<b>Tuesday Only</b>	<input type="checkbox"/> \$150	<input type="checkbox"/> \$175	<input type="checkbox"/> \$165	<input type="checkbox"/> \$190
<b>Wednesday Only</b>	<input type="checkbox"/> \$110	<input type="checkbox"/> \$135	<input type="checkbox"/> \$125	<input type="checkbox"/> \$150
<b>Monday Intensives</b>				
• Identify Your Personality and the Dynamics with Others (FASP)	<input type="checkbox"/> \$75 FCOA/FASP Members		<input type="checkbox"/> \$85 Non-Members	
• Standards of Excellence for Your Senior Center	<input type="checkbox"/> \$50 FCOA/FASP/FASC Members		<input type="checkbox"/> \$60 Non-Members	
• Music & Memory® — Transforming Outreach & Quality of Care Through Evidence-Based Personalized Music	<input type="checkbox"/> \$25 FCOA/FASP Members		<input type="checkbox"/> \$35 Non-Members	
• Executive Think Tank to Increase Agency Effectiveness (FASP)	<input type="checkbox"/> \$75 FCOA/FASP Members		<input type="checkbox"/> \$85 Non-Members	

Certificate of Attendance (\$7 fee)

Method of Payment:  Check  Credit Card

Credit Card Number \_\_\_\_\_

Name on Card \_\_\_\_\_

Expiration \_\_\_\_\_ Security Code \_\_\_\_\_

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

City/State/ZIP Code \_\_\_\_\_

### MAIL PAYMENT AND FORM TO:

Florida Council on Aging

1018 Thomasville Rd • Suite 110 • Tallahassee, FL 32303 • Fax: 850-222-2575

**Florida Council on Aging**  
1018 Thomasville Road, Suite 110  
Tallahassee, FL 32303

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Permit No.250

# **Exhibitor and Sponsor Opportunities are Still Available!**

**Call FCOA at  
850-222-8877 or  
visit [www.fcoa.org](http://www.fcoa.org)  
for more information  
or to register.**