



2025 Virtual Education Series

Timely Topics * Engaging Speakers

LIVE Presentations * *Your Choice of Venue*

ALL PROGRAMS (except for Replay Thursday) BEGIN PROMPTLY AT 2:00P

JANUARY

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FEBRUARY

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NOVEMBER

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DECEMBER

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JANUARY 2026

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- Mental Health & Caregiving Series - Barbara Speedling
- Life Safety
- The Validation Method®: Empathetic Trauma-Informed Care for People with Dementia - Carmen Bowman
- Reimbursement & Operations
- Growing Your Leadership Talents - Lou Ann Brubaker
- Replay Thursday—Schedule announced monthly

Quick Reference Program Guide

Tuesday, 2/25/2025: Sam Polito, Vermont Power Technologies
Generator Maintenance and Operational Guidance, Spring Edition

Thursday, 2/27/2025: Lou Ann Brubaker
The Agile Leader

Tuesday, 3/13/2025: Carmen Bowman
The Basic Verbal and Non-Verbal Techniques of the Validation Method®

Thursday, 3/13/2025: **REPLAY THURSDAY!**

Monday, 3/17/2025: Barbara Speedling
Discover the Power of Meaningful Activity

Thursday, 3/20/2025: Kenn Daily
Survey Solutions – Life Safety Code!

Tuesday, 3/25/2025: Carmen Bowman
The Validation Method® Attitude and Principles

Thursday, 3/27/2025: Lou Ann Brubaker
Offering Feedback That Makes a Difference

Tuesday, 4/8/2025: SkilledCyber
Staying Ahead of Cyber Risks: Essential Compliance Practices for Senior Living

Thursday, 4/10/2025: **REPLAY THURSDAY!**

Monday, 4/21/2025: Barbara Speedling
Improving the Care of Residents with Dementia - Part 1

Tuesday, 4/22/2025: Carmen Bowman
Validation Method® for People in Phase 1/Early Stage Part 1

Thursday, 4/24/2025: Lou Ann Brubaker
Creating Measurable Objectives

Thursday, 5/8/2025: **REPLAY THURSDAY!**

Monday, 5/19/2025: Barbara Speedling
Improving the Care of Residents with Dementia - Part 2

Tuesday, 5/20/2025: Carmen Bowman
Validation Method® for People in Phase 1/Early Stage Part 2

Thursday, 5/29/2025: Lou Ann Brubaker
Evaluating Staff Performance

Thursday, 6/12/2025: **REPLAY THURSDAY!**

Monday, 6/16/2025: Barbara Speedling
Trauma-informed Care: Eating Disorders in the Elderly

Tuesday, 6/24/2025: Carmen Bowman
Validation Method® for People in Phase 2/Middle Stage Part 1

Tuesday, 6/25/2025: Kenn Daily
Fire and Smoke Door Inspections

Thursday, 6/26/2025: Lou Ann Brubaker
Addressing Staff Performance/Prog Discipline

Thursday, 7/10/2025: **REPLAY THURSDAY!**

Monday, 7/21/2025: Barbara Speedling
The Impact of Music on Memory & Language

Tuesday, 7/29/2025: Carmen Bowman
Validation Method® for People in Phase 2/Middle Stage Part 2

Thursday, 7/31/2025: Lou Ann Brubaker
Using Data to Improve

Thursday, 8/14/2025: **REPLAY THURSDAY!**

Monday, 8/18/2025: Barbara Speedling
Music and Meaning in Dementia Care

Tuesday, 8/26/2025: Carmen Bowman
Validation Method® for People in Phase 3/Later Stage Part 1

Thursday, 8/28/2025: Lou Ann Brubaker
Delegating to Others

Tuesday, 9/9/2025: Sarah Ragone
Developing Operational Strategy: Leveraging the Outcomes That Threaten Your Reimbursement

Wednesday, 9/10/2025: Kenn Daily
Infection Control – Water Management Plans – CMS Expectations

Thursday, 9/11/2025: **REPLAY THURSDAY!**

Monday, 9/15/2025: Barbara Speedling
Behavioral Health: Wellness Programming for Young Residents with Mental and Substance Use Disorders

Tuesday, 9/23/2025: Carmen Bowman
Validation Method® for People in Phase 3/Later Stage Part 2

Thursday, 9/25/2025: Lou Ann Brubaker
Managing Conflict

Tuesday, 10/7/2025: SkilledCyber
Best Practices for Utilizing AI in Senior Living

Thursday, 10/9/2025: **REPLAY THURSDAY!**

Monday, 10/20/2025: Barbara Speedling
Behavioral Health: The Changing Role of Therapeutic Activity

Tuesday, 10/28/2025: Carmen Bowman
Validation Method® for People in Phase 4/ Withdrawal

Thursday, 10/30/2025: Lou Ann Brubaker
Retaining Exceptional Staff

Tuesday, 11/4/2025: Sarah Ragone
Successful Outcomes: Discharge Function Score

Thursday, 11/13/2025: Sam Polito, Vermont Power Technologies
Generator Maintenance and Operational Guidance, Fall Edition

Friday, 11/14/2025: **REPLAY THURSDAY!**

Monday, 11/17/2025: Barbara Speedling
Residents' Rights: Sexuality Capacity, Consent, and Acceptance (addressing the current climate of negating gender identification/gay/lesbian)

Thursday, 11/20/2025: Lou Ann Brubaker
Developing Successful Plans as a Team

Tuesday, 11/25/2025: Carmen Bowman
Validation Method® Honoring the Person and their Life Role

Wednesday, 12/10/2025: Kenn Daily
Don't Be Shocked... Electrical Deficiencies are Trending Higher!

Thursday, 12/11/2025: **REPLAY THURSDAY!**

Monday, 12/15/2025: Barbara Speedling
Therapeutic Activity: Meeting the Challenges of a New Generation - Part 1

Tuesday, 12/16/2025: Carmen Bowman
Using Validation Method® in Care Planning

Thursday, 12/18/2025: Lou Ann Brubaker
Inspiring Change

Thursday, 1/8/2026: **REPLAY THURSDAY!**

Tuesday, 1/13/2026: Carmen Bowman
Recap, Round Robin and Review of the Validation Method®

Monday, 1/19/2026: Barbara Speedling
Therapeutic Activity: Meeting the Challenges of a New Generation - Part 2

Thursday, 1/29/2026: Lou Ann Brubaker
Leading Change

TBD: Barbara Speedling
Behavioral Health: Compliance with New Federal Standards for Psychotropic Drug Use

**ALL PROGRAMS BEGIN AT 2:00p
EXCEPT FOR REPLAY THURSDAY!**



REPLAY THURSDAY

Missed a session and short on CEUs? Join us for REPLAY THURSDAY, usually on the SECOND THURSDAY of each month. We will replay the previous month's sessions via Zoom so that you can log in, be recognized, and receive CEUs! You can always replay the recordings on your own time, but CEUs aren't offered for non-proctored sessions. At the end of the recordings, questions will be collected and sent to speaker for follow-up. A schedule of sessions will be sent prior to the Replay Thursday so that you can check-in at the appropriate time(s).

2025 Virtual Education Series

The 2025 Virtual Education Series (VES) offers something for EVERYONE among your staff. From Quality Improvement to Leadership to Quality of Life, each month there are at least four webinars developed and presented by experienced industry professionals that are available on your own device. Many of these topics are appropriate for ALL types of long-term care, including Assisted Living Facilities and Skilled Nursing Facilities/Nursing Facilities.

This year’s lineup includes monthly sessions with:

- **Lou Ann Brubaker (pg. 4): Growing Your Leadership Talent**
- **Barbara Speedling (pg.6): Resident Centered Care & Behavioral Health**
- **Carmen Bowman (pg.8): The Validation Method®: Empathetic Trauma-Informed Caring for People with Dementia**
- **And Other Speakers for Life Safety & Operational Success including:**
 - **Kenn Daily—Life Safety Success Series & Sam Polito—Generator**
 - **Sarah Ragone—Financial & Reimbursement Strategies**
 - **John Ruffner—Cyber Security & AI**

How does this work?

1. **NOW**, Register **your facility** to participate in the **series** by visiting your state association website: www.nhhca.org or www.vhca.net.
2. Upon registration will receive an email with a link and a password that you will use throughout the year to access information and Zoom links for upcoming programs! Register up to 5 individuals at your organization to receive regular VES email reminders and updates. Reminder, ANYONE from your facility may attend ANY session.
3. Your facility will be invoiced by your association after registration. Payment plans may be available.
4. **THROUGHOUT THE YEAR**, You choose individuals from your facility to attend appropriate webinars and provide them with the registration link. Attendees will register for the session with Zoom and will receive a link to attend the meeting. *Logins are transferrable to individuals employed by your facility. Registrations will be counted/verified post-event prior to CEU delivery.*
5. All sessions take place via Zoom. It is highly recommended that participants join via audio AND video as most of our presenters will be using slideshows and demonstrations. Participation & Questions enhance everyone’s learning.
6. After each LIVE session, participants will complete a survey. Certificates will be sent via email following the session based on verified attendance via Zoom Log (or Chat check-in) AND completion of a survey at the end of the program.
7. **Attendees are encouraged to share their newfound knowledge with others in your facility!**

REGISTER by emailing: scallahan@vhca.net

Nursing Home Pricing	Number of Sessions	NHHCA/VHCA Members	Non-Members
ALL SESSIONS INCLUDED IN SERIES:	40+	\$2000	\$3000
<ul style="list-style-type: none"> • Barbara Speedling • Carmen Bowman • Lou Ann Brubaker • Life Safety • Reimbursement • Cyber Security 	<p>Plus Discounts throughout the year on other VHCA Education & Events</p> <p>Ask about Multi-facility group pricing.</p>		

Featured Presenter

Lou Ann Brubaker - Growing Your Leadership Talent



The hard and soft skills of senior care leaders are vital to the success of their community's clinical, regulatory, staff stability, and resident experience goals. Far too often though, leaders find it difficult to reflect upon (and enhance) their current strengths AND opportunities for growth. When leaders struggle, it impacts their positive engagement with staff and the overall culture of the work environment. That's why taking the time to invest in skill development is so important to achievement. Through the exploration of the subjects below, participants will enhance both their competence AND daily confidence as leaders. This is not a generic management training program. Real-life senior care examples are used!

2/27/2025

The Agile Leader

The highest functioning leaders are able to unlearn and learn. They work hard to monitor the effectiveness of their current approaches, discard less productive ones, and adapt.

Following this session, participants will be able to:

- List the attributes that support learning agility: communication, adaptability, reflecting, curiosity, and risk taking
- Describe 'nimbleness' and its importance in senior care
- Set goals to further their agility

3/27/2025

Offering Feedback That Makes a Difference

Staff need (and deserve) to know HOW they're doing. Far too often, the feedback they receive targets the undesired behavior—catching people doing something wrong and not something praise worthy. Managers focus feedback on the desired behaviors of a staff member, whether corrective or congratulatory.

Following this session, participants will be able to:

- Describe why leaders' focus should be upon managing staff behaviors
- Explain the elements of descriptive feedback
- Provide descriptive, not evaluative feedback

4/24/2025

Creating Measurable Objectives

Staff are more productive if they understand the expectations of them. If they don't, staff are less likely to meet the expectations of them. This lack of clarity also makes it more difficult for leaders to address performance during discipline and evaluations (from the sub-par to the exceptional).

Following this session, participants will be able to:

- List the 4 parts of a measurable performance objective
- Complete 2 unfinished performance objectives provided to them.

5/29/2025

Evaluating Staff Performance

One of the most valuable staff engagements that leaders have with their direct reports is the formal performance discussion. Done correctly, it demonstrates that the leader has been observant of the staff member's positive efforts, that the staff member is worthy of investing this time in, and it can establish opportunities for improvement and/or advancement.

Following this session, participants will be able to:

- List the 'ground rules' of performance discussions
- Explain how to prepare for an evaluation
- Describe what can go wrong in these discussions
- Explain the benefit of a specific order of topics in performance discussions

6/26/2025

Addressing Staff Performance/Prog Discipline

No one wants a leader to address a staff member's sub-par performance more than that person's co-workers. Being able to have this difficult conversation is imperative to reinforcing job expectations, team members' sense of fairness and support from leadership, as well as assuring that quality, operational and other goals are met.

Following this session, participants will be able to:

- Explain how discipline both is alike and differs from coaching
- List four impact areas that sub-par performance typically falls into
- Describe strategies to not get caught in the 'excuses trap'
- Explain the 4 attributes that can assure fairness

7/31/2025

Using Data to Improve

All sorts of data sets are collected in senior care. The big question, though, is HOW that information being leveraged to improve current state? What actions should be taken? The best use of data enables leaders to identify a problem, measure success, and assure that improvements are sustained.

Following this session, participants will be able to:

- List how to prioritize a problem
- Contrast assignable versus chance causes of problems
- Act strategically in monitoring of data and respond correctly to variances.

8/28/2025

Delegating to Others

There are profound benefits of ‘purposeful’ delegation. To be purposeful, delegation needs to be more than a ‘hand off’ of a task. It should be viewed as a ‘handing over’ of authority, responsibility, and accountability. If done optimally, it reinforces to staff members that they are both trusted and respected, as well as deserving of a growth opportunity. Staff can learn a new skill, increase their knowledge, and have a greater sense of their importance and contribution.

Following this session, participants will be able to:

- Explain why leaders may resist/struggle with delegation
- List important delegatee attributes
- Describe how delegates may respond to a new responsibility.
- Explain the 2 criteria for the types of work that should not be delegated.

9/25/2025

Managing Conflict

The inherent stress of providing care can result in staff conflict—both personal and work related. Effective leaders know how to address it when it occurs, get to root cause, and work toward resolution (if possible) or mitigate the conflict’s impact on daily care.

Following this session, participants will be able to:

- List reasons why people are uncomfortable with addressing conflict.
- Describe the characteristics of the 2 levels of staff conflict most pervasive in senior care centers.
- Explain how to hold the discussion with staff who are in conflict.

10/30/2025

Retaining Exceptional Staff

Long before Covid-19, senior care providers were in a recruitment/retention crisis. For most communities, the pandemic exacerbated the problem. This session describes the initial post-hire processes that encourage a new staff member’s desire to stay.

Following this session, participants will be able to:

- Explain what the primary focus should be when a staff member joins the team
- Use exit interviews in the most optimum time
- List 2 staff engagements that should happen each year AND 1 that should be done at least quarterly

- Describe why quarterly ‘Town Hall’ meetings are important in staff retention.

11/20/2025

Developing Successful Plans as a Team

The best plans are ones that 1) are based upon a measurable objective, 2) clearly describe specific tasks required to accomplish it, 3) assign responsibilities, 4) hold others accountable, 5) establish deadlines, and, 6) enable leaders to easily monitor progress.

Following this session, participants will be able to:

- Describe 3 elements that should be incorporated into planning
- Explain how tasks must be written to assure clarity
- Identify critical plan elements to monitor for impediments

12/18/2025

Inspiring Change

One worthy goal of leaders should be to inspire others to change versus simply requiring compliance. An incredibly effective way to do this is through a storytelling approach, because stories resonate and are remembered. Leaders who can craft a story ‘arc’ to convey the rationale of needed change tend to get stronger buy-in and less “if it ain’t broke, don’t fix it” responses.

Following this session, participants will be able to:

- Explain why traditional ‘non-story’ approaches can seem inauthentic to staff
- Describe the possible attributes of great storytellers
- List the 3 elements of impactful stories
- State possible perspectives of others in response to the change you want to make

1/29/2026

Leading Change

The dynamic of change requires careful management by leaders, starting with an understanding of the 3 stages within it. Secondly, it requires consistent communication from leadership throughout the process. Lastly, it needs to have ‘touch points’ embedded with the change process that enable leaders to know staff are authentically moving in the desired direction.

Following this session, participants will be able to:

- Describe available communication strategies in managing change, including ones to be avoided
- Provide reasons people resist change
- List the stages of the change process
- Explain key indicators that people are struggling to let go

Featured Presenter



Barbara Speedling's
Innovations for Quality Living

3/17/2025

Discover the Power of Meaningful Activity

This interactive program is designed to provide caregivers, particularly those involved in designing and facilitating behavioral interventions, with ideas and strategies for satisfying the needs of a rapidly changing population. Developing a team approach to the provision of meaningful activity, integrating technology, recognizing the benefit of “life skills” programming, and the impact of positive activity interventions on challenging psychosocial behaviors are the focus of this discussion. The intent and objectives of the Federal regulations relative to Behavioral Health and the provision of meaningful and diversionary activities are central to this discussion.

Content:

- The importance of developing an interdisciplinary, coordinated approach to person-centered, individualized therapeutic programming;
- Evaluation of assessment practices and the value of identifying what is “meaningful” for each individual;
- Strategies for creating an environment in which meaningful programming, productivity and socialization are central to the well-being and quality of life of each resident.

4/21/2025

Improving the Care of Residents with Dementia - Part 1

Part One: Do You Know Me?

Dementia affects every victim differently. This conversation explores the most effective methods to capture a truly person-centered view of the individual. Addressing the needs of each resident requires a holistic approach to understanding the pre-dementia personality and lifestyle. Comorbid conditions, such as depression or anxiety, require careful consideration in the development of the care plan.

5/19/2025

Improving the Care of Residents with Dementia - Part 2

Part Two: Creating a Livable Environment

How do you measure the quality of life? How do you describe the culture of your long-term care community? We will explore the elements and circumstances that result in an environment that is truly livable. The COVID-19 Pandemic has had a devastating effect on long-term-care as an industry and as individual communities. This session offers a blueprint for rebuilding your community and achieving the cultural confidence and trauma-informed perspective required to promote healing and recovery.

6/16/2025

Trauma-informed Care: Eating Disorders in the Elderly

Program Description in development

7/21/2025

The Impact of Music on Memory & Language

For people with cognitive and memory deficits, medical research shows us that music affects the brain in ways that can promote language and understanding beyond the spoken word.

Research also shows that music has a significant impact on reducing depression and agitation in people with dementia. This session offers strategies for identifying and applying musical interventions designed to support improved cognition, communication, mood, and behavior. Beyond sing-a-long programs, the right music applied correctly can serve as a primary intervention for addressing the behavioral health needs of residents diagnosed with dementia, mental disorders, or post-traumatic stress disorders.

8/18/2025

Music and Meaning in Dementia Care

Is there a song that immediately reminds you of a place in time or a person you once knew? For many people, music is a powerful motivator of a vast range of emotions, many rooted in the memories each of us collects over a lifetime. Music ties us to the memory – the music that was playing when you had your first kiss, the song you danced to at your wedding, or your father’s favorite song that you played at his memorial because you knew he would have liked it. Music, the right music, reminds us of who we are and where we’ve been.

This session offers participants a new understanding of what music can do for people with memory loss, those impacted by grief, and those struggling to overcome

behavioral health challenges associated with depression and mental or intellectual disability. Drawing on the growing evidence that music not only soothes, but stimulates in ways that can both help people remember themselves and stave off the deterioration associated with a cognitive impairment, this session explores ways to improve the use of music as an individualized, therapeutic intervention in behavioral health.

9/15/2025

Behavioral Health: Wellness Programming for Young Residents with Mental and Substance Use Disorders

Program Description in development

10/20/2025

Behavioral Health: The Changing Role of Therapeutic Activity

Traditional activity programming often fails to meet the behavioral health needs of the growing numbers of residents with dementia, mental disorders, substance use, and intellectual/developmental disabilities.

Therapeutic activity should be person-centered, productive, and designed to serve as a realistic foundation for recovery and improvement. This session offers guidance in developing new pathways to improved coordination and teamwork in the provision of therapeutic activity for an increasingly diverse population.

Content:

- Review of the regulatory standards for quality of life, trauma-informed care, and behavioral health relative to therapeutic activity
- Discussion and case studies on the positive impact of individualized, productive, diversionary activity on mood and behavior
- Guidance in developing systems and services to ensure that residents' behavioral health needs are appropriately and effectively addressed through person-centered, non-pharmacologic interventions.

11/17/2025

Residents' Rights: Sexuality Capacity, Consent, and Acceptance (addressing the current climate of negating gender identification/gay/lesbian)

Program Description in development

12/15/2025

Therapeutic Activity: Meeting the Challenges of a New Generation - Part 1

This interactive program is designed to provide caregivers involved in facilitating therapeutic activity and behavioral interventions with ideas and strategies for satisfying the needs of a rapidly changing population. Discussion is focused on developing a team approach to the provision of meaningful activity and the benefits of a well-coordinated, interdisciplinary program of activity designed to engage and divert, particularly in cases where challenging behaviors are being addressed.

1/19/2026

Therapeutic Activity: Meeting the Challenges of a New Generation - Part 2

Part II

This section of the presentation provides professional caregivers a framework for developing an assessment process that results in a deeper understanding of what motivates someone to do what they do. With greater understanding comes a more focused, personalized care plan to accommodate the complicated needs of every individual. Transitioning to new program structures to align with the focus on psychosocial well-being and trauma-informed care will also be discussed.

TBD

Behavioral Health: Compliance with New Federal Standards for Psychotropic Drug

Use (addressing the issue of mental disorders and validation of need for medication/documentation expectations)

Program Description in development

Featured Presenter

Carmen Bowman



The Validation Method®: **Empathetic Trauma-Informed Caring for People with Dementia**

Learn Validation Method® techniques developed by Naomi Feil instead of less effective, even harmful ones. Learn how the Validation Method® is a means for successfully communicating with persons with dementia, something desperately needed by all. Validation replaces the outdated and person-devaluing methods of redirection/diversion, reality orientation, and so-called therapeutic lying. Validation teaches how to exquisitely listen, empathize, move into the disoriented person's world to validate them and their emotions. Using Validation boosts self-esteem, builds trust and rapport often assisting individuals to no longer need to resort to the past by creating a warm and welcoming present. Validation is trauma-informed care, helping all to know what to do and what not to do to help older people with what psychologists call old trauma. Knowing how to validate meets CMS requirements for staff competencies in trauma-informed care and dementia care, and helps to prevent potential abuse by de-escalating and diminishing stress for all. In a Colorado project, documented episodes of stress, REDUCED, many dramatically, for 35 of 38 people.

Naomi Feil observed that disoriented older people typically fall into what she identified as four phases. People in Phase 1/Early Onset tend to be angry and accusatory. We tend to not know how to react, learn how. Learn how to communicate with people in Phase 2/Middle Stage who see and experience emotions from their past. People in Phase 3/Later Stage often express themselves in repetitive sounds and motions. Learn how to honor individuals respectfully by matching/mirroring and showing empathy in order to communicate. Although people in Phase 4/Withdrawal tend to internalize their needs and feelings, the Validation Method® techniques give us tools to continue to communicate.

Learn Validation Method® principles and techniques. Learn from role playing real people, exercises that help us gain understanding, and discussions of scenarios with people you serve. Practice what you're learning in between monthly sessions and come each month to discuss examples, situations, lessons learned and successes.

3/13/2025

The Basic Verbal and Non-Verbal Techniques of the Validation Method®

3/25/2025

The Validation Method® Attitude and Principles

4/22/2025

Validation Method® for People in Phase 1/Early Stage Part 1

5/20/2025

Validation Method® for People in Phase 1/Early Stage Part 2

6/24/2025

Validation Method® for People in Phase 2/ Middle Stage Part 1

7/29/2025

Validation Method® for People in Phase 2/ Middle Stage Part 2

8/26/2025

Validation Method® for People in Phase 3/Later Stage Part 1

9/23/2025

Validation Method® for People in Phase 3/Later Stage Part 2

10/28/2025

Validation Method® for People in Phase 4/ Withdrawal

11/25/2025

Validation Method® Honoring the Person and their Life Role

12/16/2025

Using Validation Method® in Care Planning

1/13/2026

Recap, Round Robin and Review of the Validation Method®

Life Safety Topics

2/25/25

Generator Maintenance and Operational Guidance, Spring Edition

Presenter: Sam Polito, Vermont Power Technologies

Informative class on basics and need to know of unit maintenance and guidelines that ensure proper unit lifespan.

3/20/25

Survey Solutions – Life Safety Code!

Presenter: Kenn Daily

Undergoing a CMS survey can be a nerve-wracking experience, especially when so much hinges on a successful inspection. In this session, Kenn will provide invaluable insights into preparing for a Life Safety Code survey and fostering positive interactions with surveyors. Kenn will cover essential best practices aimed at ensuring compliance with the inspection, testing, and maintenance (ITM) requirements outlined in the Life Safety and Healthcare Facility Codes.

Learning Objectives

- Discuss 2012 NFPA 101 Life Safety Code requirements for nursing homes and current priorities focused on my surveyors.
- Discuss the NFPA 99 Health Care Code and its impact on Nursing facilities.
- Review the leading LSC deficiencies
- Recommend policies, standards and documentation for LSC survey success
- Examine proactive and practical solutions to achieve and maintain compliance

6/25/25

Fire and Smoke Door Inspections

Presenter: Kenn Daily

Since January 2018 surveyors have been enforcing the requirement for healthcare facilities to inspect, test and maintain fire and smoke doors. The 2012 Life Safety Code expects all healthcare organizations to be compliant with the requirements including the NFPA 80-2010 edition, which requires all fire-rated door assemblies to be inspected annually. This program will review the requirements for the annual inspection

Learning Objectives

- Discuss 2012 life safety code requirements for nursing homes and current priorities focused on by surveyors
- Review the requirements of NFPA 80 Standard for Fire Doors and Other Opening Protectives
- Examine the elements of a fire door inspection

9/10/25

Infection Control – Water Management Plans – CMS Expectations

Presenter: Kenn Daily

In October 2022 CMS added that healthcare facilities must develop and adhere to a compliant water management programs to address the

risk for Legionella and other pathogens in their water systems at F880 Infection Control! This has previously been outlined for facilities in QSO-17-30.

Healthcare facilities have complex water systems that may promote growth of pathogenic organisms if not properly maintained. For this reason, the CMS feels that it is essential that nursing homes have a water management program that is effective in limiting Legionella and other opportunistic pathogens of premise plumbing from growing and spreading in their facility.

A healthcare water management program identifies both hazardous conditions and control measures. The session will review critical elements of a water management program and how to develop a complaint program.

Learning Objectives:

- Demonstrate why Legionnaire's disease is a serious risk for long-term care facilities.
- Describe and implement risk management and remediation strategies.
- Understand CMS QSO-17-30 and Appendix PP – F880 and how to prepare and mitigate a water management outbreak and what to do in response.

11/13/25

Generator Maintenance and Operational Guidance, Fall Edition

Presenter: Sam Polito, Vermont Power Technologies

Informative class on basics and need to know of unit maintenance and guidelines that ensure proper unit lifespan.

12/10/25

Don't Be Shocked... Electrical Deficiencies are Trending Higher!

Presenter: Kenn Daily

Electricity is an essential part of modern life and critical importance for healthcare centers. We all use electricity for lighting, heating, cooling, and operating our centers. In recent years, electrical associated citations have become a leading life safety code deficiency.

Electrical maintenance is critical to ensure electrical equipment is kept in good working order and ensures the safety of employees and residents and prevents expensive equipment repairs or replacements.

Understanding the required electrical inspection, testing and maintenance for senior living is an essential part of life safety compliance.

With the numerous changes to the survey process itself and the specific focus on electrical system compliance this webinar is essential. Objectives:

- Identify significant 2012 Life Safety and Health Code and Health Care Facilities Code requirements.
- Review the increased expectation for the Inspection, Testing and Maintenance (ITM) of the required systems such as receptables, generators and electrical equipment.
- Discuss 2012 life safety code requirements for nursing homes and current priorities focused on by surveyors

Financial & Operational Success Programs

4/8/25

Staying Ahead of Cyber Risks: Essential Compliance Practices for Senior Living

Presenter: John Ruffner, Skilled Cyber

Description: In today's rapidly evolving regulatory and cybersecurity landscape, an ineffective compliance program poses greater risks than ever before. With the Department of Justice, the FBI, and DHHS ramping up fraud enforcement, and cybercriminals becoming increasingly sophisticated, it's no longer enough to consider compliance as someone else's responsibility. Senior leaders—such as Administrators, Financial Officers, and CEOs—have much at stake. This webinar will guide you through the risks you and your community face, provide actionable steps you can take immediately, and help you cultivate a proactive compliance mindset that safeguards your organization.

Learning Objectives:

- Understand the importance of Risk Assessments and Third Party Testing—and why they are critical to your compliance strategy
- Learn about Cybersecurity Tabletop Exercises and how they help you prepare for a potential breach at your community or your vendor
- Discover the value of a routine meeting cadence in maintaining a strong, ongoing compliance culture

9/9/25

Developing Operational Strategy: Leveraging the Outcomes That Threaten Your Reimbursement

Presenter: Sarah Ragone

The PDPM reimbursement system is secondary to the impact the continuing CMS and state specific pay-for-performance measures can have on your reimbursement. This session will unravel the circus of acronyms threatening your reimbursement (i.e., QRP, VBP, NHQI, etc.), review potential new measures coming in the future and demonstrate the linkage these programs can play in strategic planning. Participants will learn key approaches to improve performance utilizing a systematic performance improvement model to enhance their strategic planning process and improve their organization's position in the marketplace.

- Discuss key elements of strategic planning.
- Review the components of the Quality Reporting Program (QRP), Value Based Purchasing Program (VBP), & other Quality Initiatives impacting Medicaid programs.

- Identify processes for successful management & monitoring of these measures.
- Discuss an organized and systematic approach to data utilization, data collection, QAPI and sustainable performance.
- Identify how to use these outcomes to maximize internal strategic planning.

11/4/25

Successful Outcomes: Discharge Function Score

Presenter: Sarah Ragone

Today more than ever, quality outcomes drive the success of our skilled nursing facility. The new Discharge Function Score measure can be challenging to wrap our arms around. This new outcome driven measure that is now impacting your Five Star rating and will soon contribute to your Value Based Purchasing success. This program will provide a deep dive into the measure methodology and discuss strategies for improvement.

- Discuss the data that CMS collects to drive the Discharge Function Score measure.
- Review how this data is used in generating publicly reported quality metrics.
- Describe a process for reviewing this data routinely, including how to access CMS reports.
- Examine strategies for successful management of this measure that incorporate the interdisciplinary team.

10/7/25

Best Practices for Utilizing AI in Senior Living

Presenter: John Ruffner, Skilled Cyber

Description: This webinar will explore the current state of artificial intelligence and attendees will gain an understanding of the risks and dangers associated with AI, as well as its potential beneficial applications in nursing facilities. Topics will include improved medication management, enhanced resident monitoring, increased operational efficiency, better resident outcomes, and potential cost savings. Focusing on valuable and up to date information, this webinar will equip attendees with the knowledge they need to protect and benefit their facilities.

Objectives:

1. Understanding AI models
2. 5 inherent risks with AI
3. 5 steps to responsible AI adoption
4. Learn about the future of AI

Presenter Bios



Lou Ann Brubaker

is the Founder and President of Brubaker Consulting, a company providing management and marketing educational programming. Since 1988, she has taught thousands of senior care professionals, including Executive Directors,

Administrators and Directors of Nursing, RNs, LPNs and CNAs, physicians, marketers, HR staff, dietitians, therapists, customer service staff, as well as individuals at the C-suite (executive) level of their organizations.

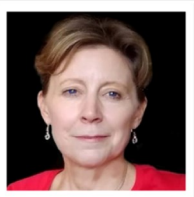
Clients include the nation's leading direct senior care providers, ranging from multi-facility chains and CCRCs of 1500+ residents to individual SNF and ALF facilities of less than twenty. Her focus areas include leadership & management development and occupancy/mix improvement.

For more than 26 years she has provided sales education programs to ancillary organizations wishing to expand their market share within the senior care environments.

Lou Ann Brubaker's diverse professional experience ranges from administration of a senior citizen utility assistance program, the transitioning of an in-house advertising agency to a revenue-generating division and the management of more than 35 satellite operations and 500 sales representatives within a senior care products organization. Just prior to founding her own company, she directed the North American marketing for an organization that in three years grew to become the world's largest provider of online clinical, scientific and technical information during which time she served on the leadership team that strategically re-crafted the international pricing of online information.

In addition to ongoing education offered by Lou Ann Brubaker, some of her current endeavors of interest include culture change within a 100-year-old international healthcare organization located in 35 countries, the crafting of a state-of-the-art volunteer initiative and technology model within a non-profit, multi-site CCRC organization, and the re-branding of the customer service program within one of America's largest continuum of care providers.

A graduate of Kent State University (B.S., Public Policy/Political Science), Ms. Brubaker is Past-Chair and Past-Director of the Board of Trustees for The Beacon Institute (the educational affiliate of Mid-Atlantic Lifespan, the largest senior care association in Maryland). She also served as a nationally elected Director of the Business & Professional Women's Foundation.



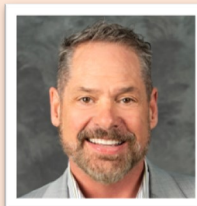
Carmen Bowman is a consultant, trainer, author, and owner of Edu-Catering: Catering Education for Compliance and Culture Change, turning her former role of regulator into educator. Carmen was a Colorado state surveyor for nine years, a policy analyst with CMS Central Office

where she taught the national Basic Surveyor Course and was the first certified activity professional to be a surveyor.

As a contractor to CMS, Carmen co-developed the original Artifacts of Culture Change (ACC, 2006) and has since co-developed the ACC 2.0 and ACC – Assisted Living (2021).

She facilitated both CMS/Pioneer Network Creating Home national symposiums. She facilitated the Pioneer Network Task Forces that developed the new Dining Practice Standards and subsequent Toolkit. Carmen has a master's degree in Healthcare Systems, a bachelor's in Social Work and German, is a Certified Eden Associate and Eden Mentor, Certified Validation Worker, Group Practitioner and Presenter. She co-founded the Culture Change Coalitions in Colorado and Wyoming. With Action Pact, she's hosted Conversations in Culture Change with Carmen, since 2009, and has authored eight culture change workbooks including one from which content will be used in this project, Alarms: The New Deficient Practice? Eliminating Alarms and Preventing Falls by Engaging with Life.

Carmen has been influencing the reduction of falls with simple, no-cost, proactive practices for a decade now coaching teams monthly, which makes the most profound impact in reducing falls, and teaching via all-day workshops, webinars, and conferences.



Kenneth Daily, LNHA is the President of Elder Care Systems Group, a long-term health care consulting firm specializing in quality operations consulting, life safety code compliance, and emergency preparedness planning and implementation.

In 2004, Mr. Daily learned first-hand the critical importance of the LSC and Emergency Preparedness when a facility he operated suffered a significant fire event. No resident or staff member was injured but the facility sustained millions in damages taking more than a year to complete the reconstruction. Empowered by this experience, Kenn set to learn and share with health care professionals the importance with compliance with the NFPA's Life Safety Code to ensure the safest building for those we serve.

Mr. Daily is a recognized expert in the life safety and emergency preparedness and has a wealth of experiences in long term health care. Kenneth is a member of the Ohio Health Care Association Board of Trustees and chairman of the OHCA's Life Safety and Disaster Management Committee. He is a member of AHCA's the Life Safety and Emergency Preparedness Committee and a member of the NFPA's Healthcare Section Executive Committee. Kenneth is a frequent speaker and has lectured nationwide on ways to improve the service and integrity of long-term health care. He is an author and contributing editor of numerous articles and professional guides.



Sarah Ragone, MS, PT, RAC-CT, QCP is the Vice President of Reimbursement and Education for Coretactics, Inc. Her 18 years' experience as a physical therapist has made her an expert in long term care reimbursement, rehabilitation program

development, ICD 10 diagnostic criteria, appeals & insurance denials and regulatory compliance. Sarah is AANAC RAC-CT certified and uses this knowledge, in conjunction with her experience as a physical therapist, to provide guidance in MDS 3.0 completion and maximization of case mix, Medicare, Medicaid and managed care reimbursement.

Sarah's long-term care experience includes rehabilitation department management, corporate level oversight of multi-facility rehabilitation departments, program development, quality assurance, reimbursement and MDS completion. Sarah has also served as an Appeals Coordinator, working with facilities to address Medicare, Medicaid and insurance denials and has assisted facilities to develop programs for billing compliance. Her experience teaching at the college level allows her to utilize her passion for teaching and bring a supportive approach to effectively working with interdisciplinary teams to improve quality and reimbursement outcomes.



Established in 2007 by **John Ruffner, Skilled Cyber** plays a crucial role in providing cyber security and compliance services to Skilled Nursing and Assisted Living facilities. With over four decades of experience in senior management in the Electronics and IT industries, and over 15

years in the LTC community, he brings extensive expertise to the table. John's influence extends beyond the corporate realm, evident in his engagements as a keynote speaker at prestigious venues like the Cyber Security FORUM at the United Nations, Million Dollar Accelerators event at NASDAQ NYC, and the Expert Story Summit at the Harvard Club of Boston and New York. He has appeared on TV in Washington DC and other major markets. When addressing cyber security issues, his insights hold significant relevance in contemporary discussions on digital threats.



An inspirational and motivational speaker, **Barbara Speedling** is an author, educator and management consultant at the forefront of person-centered care.

An innovator with more than 30 years of practical experience within the adult care community, she is the expert providers turn to when they want

to ensure that the services they provide meet not only the physical needs of their residents, but their emotional and psychosocial needs as well.

Working from a core belief in the dignity and individuality of all people, Barbara has helped countless adult care communities implement her unique training and education programs that:

- Improve the quality of care for those living with Alzheimer's disease
- Bring better quality of life to such residents, as well as to those who live with disease-related dementia, a mental illness, or a brain injury
- Encourage staffers to use newly developed cultural empathy to form better relationships with those in their care
- Offer new strategies for promoting harmony among increasingly diverse, younger and assertive populations
- Open new pathways to maintaining regulatory compliance
- Support leadership and organizational development

In addition to her degree in healthcare administration, Barbara is an accomplished musician and artist. She uses those talents to develop new and creative ways of reaching out to those who are cognitively diminished. She was also certified in 2015 by Dr. Susan Wehry as a Master Trainer for the OASIS education program for improved care of residents with dementia.

The author of two books devoted to common sense advice for meeting the holistic needs of an increasingly diverse and challenging community, both *Why is Grandma Screaming* and *Toward Better Behavior: Yours Mine & Everyone Else's* are now widely distributed to staff members at community, residential and long-term care facilities across the country and in Canada.

Blessed with boundless energy and tireless enthusiasm, Barbara also volunteers in her free time to offer caregiver education and support to families who need it most. Through her affiliations with local artists and musicians in her native New York City, she also arranges therapeutic music, dance and wellness programming that improves the quality of life for local seniors.