



# Our Residents, Our Staff: Bridging the Age, Cultural and Service Gap

## Welcome to the CALA/ISLE 29<sup>th</sup> Annual Conference & Trade Show!

### Conference Schedule

#### Registration

8:00 a.m. - 9:00 a.m.

Breakfast and Coffee

**Kay's Pier North & South**

CALA Chef Challenge

**Kay's Pier North & South**

#### Welcoming Remarks & Keynote Session

9:00 a.m. - 10:15 a.m.

**Wagon Room**

#### Finding Levity, Connection, and Services in the Midst of a Cyclone

**Seth Herzog** - Resident Comedian & Sketch Performer, The  
Tonight Show Starring Jimmy Fallon

**Montgomery Frazier** - The Image Guru

**Wagon Room**

#### Exhibit Hall Open

10:15 a.m. - 11:15 a.m.

**Kay's Pier South**

#### Morning Breakout Sessions

11:15 a.m. - 12:30 p.m.

#### Memory Care: Focusing on Assessment and Management of Cognitive Disorders

**Alicia C. Seaver** - VP of Memory Care Operations, EPOCH  
Senior Living and Bridges by EPOCH

**Glass Room**

#### Tech Savvy for Life Enrichment: Assisting with the Technology Needs of Residents

**Maria Cianciolo** - Clare Bridge Program Manager,  
Brookdale Chatfield

**Wagon Room**

#### Long Term Care: Planning for the Future

**Attorney Brendan Daly** - Partner, Czepiga Daly Pope  
& Perri

**Kay's Pier North**

#### Buffet Lunch With Attendees & Exhibitors

12:30 p.m. - 1:15 p.m.

**Kay's Pier North**

#### Announcement Of Cala Chef Challenge Winners

#### Exhibit Hall Open

1:15 p.m. - 2:00 p.m.

**Kay's Pier South**

#### Afternoon Breakout Sessions

2:00 p.m. - 3:15 p.m.

#### Staff Retention: Challenges and Hiring the Dream Team

**Wendy Kaufman** - Executive Director, Waterstone on  
High Ridge

**Holly Davis** - SALSA, Waterstone on High Ridge

**Erica Labb** - Director of Team Member Engagement and  
Culture, EPOCH Senior Living

**Maura Pratt** - Business Office Manager/HR Director,  
Bridges by Epoch at Trumbull

**Wagon Room**

#### Beyond Kvetching: The Value of Support Group Workshops in Assisted Living

**Michele Piskin** - VP Education, Training and Concierge  
Services, CaringKind

**Susanne Bengsston** - Director of Support Services,  
Caring Kind

**Glass Room**

#### Closing Reception With Champagne & Charcuterie

3:15 p.m. - 4:00 p.m.

