



30 Years of Caring: Glancing Back, Looking Forward

Welcome to the CALA/ISLE 30th Annual Conference & Trade Show!

Conference Schedule

Registration

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

Breakfast and Coffee

Kay's Pier North & South

Welcoming Remarks & Keynote Session

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

Kay's Pier North

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.

Buffet Lunch With Attendees & Exhibitors

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

Kay's Pier North

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.

Welcoming Remarks & Keynote Session

"30 Years of Caring: Glancing Back, Looking Forward"

Tom Grape, Founder/CEO - Benchmark Senior Living

Jon Paul Venoit - President and CEO, Masonicare

Lisa Clark - President, McLean

Steve Woodward - VP Operations, Brookdale Senior Living

Morning Breakout Sessions

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

1. "Managing Difficult Family Members and Customers"

Terry Jackson

- Executive Director, Brookdale Chatfield

Bonnie Pollard-Johnson

- Director, Quality Assurance, Benchmark Senior Living

2. "Power Up Your Workforce: Energize and Elevate Your Mindset to Attract New Team Members and Retain Current Employees"

Annie Hoefflerle

- Executive Director, Masonicare at Hester Village

3. "Managing Preferences and Dietary Needs: It's Not All Meat and Potatoes"

Brianne Brathwaite

- CEO, Eat For Success, LLC

Jeremy Tavares

- Chief Experience Officer, Nexdine Hospitality

Afternoon Breakout Sessions

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

1. "Where We've Been and Where We Are Going: A Regulatory and Clinical Perspective"

Heather O. Berchem Esq., Partner, Murtha Cullina

Annette Cochefski

- RN, Executive Director, Village at South Farms

Sonja Newland

- RN, Wellness Director, Bridges by Epoch of Trumbull

2. "Transforming Telecom Expense to Resident Investment: How Secure, Streamlined Connectivity Empowers Staff, Protects Data, Cuts Costs, Protects the Community and Fuels Resident-Focused Programs"

James Smith

- President, Universal Connectivity

Justin Franklin

- Network Operations Specialist, Universal Connectivity

Heather Munigle

- Head of Marketing, Universal Connectivity

Closing Reception & Raffle with Champagne Toast & Dessert

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

30 CALA
LEADING SENIOR LIVING FORWARD
YEARS OF EXCELLENCE

An Affiliate of CALA
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