



Centralina Area Agency on Aging 2011 Annual Conference

Winds of Change: Aging on the Move



Centralina AAA 2011 Conference

November 3-4, 2011

Registration: 8:00 am

Program: 9:00 am - 4:00 pm both days

Friendship Missionary Baptist Church

**3400 Beatties Ford Road
Charlotte, NC**

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Winds of Change: Aging on the Move

The Centralina Area Agency on Aging (AAA) strives to support and enhance the capacity of service and advocacy systems to promote independence, preserve dignity and advocate for the rights of older and disabled adults and their families. Located in Charlotte, Centralina serves a nine county region which includes Anson, Cabarrus, Gaston, Iredell, Lincoln, Mecklenburg, Rowan, Stanly, and Union counties. Providing planning, assistance, and monitoring to aging service providers, direct services to consumers, or training and education to professionals and the community on aging and healthcare issues, Centralina is committed to enhancing the quality of life for older adults in the region.

This year the **"Winds of Change: Aging on the Move"** will focus on preparing us for this exciting time in aging. The baby boomers have come of age and over 10,000 people a day are turning 65. To prepare for this change and be able to address the needs of an aging population - new concepts for old approaches will be necessary. **We encourage you to expand your horizons, and join us in looking at new ways of doing things!**

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Keynote Speakers

Thursday, November 3



“Change, Challenge and Opportunity”

Dr. Al Condoluci

Change is a paradoxical issue that can keep us confused. Although our instincts are to resist, the one thing we can count on is that change will occur. This opening

session will set the theme for the conference and look at the elements of change, why resistances occur, and how we can get in front of the change process and be leaders for change. *Dr. Al Condoluci has been an advocate and catalyst for building community capacities and understanding culture since 1970. Dr. Condoluci is the CEO of the United Cerebral Palsy in Pittsburgh, Pennsylvania, Professor at the University of Pittsburgh, author of numerous books and nationally known lecturer, consultant, and leader in human services and person-centered care.*

PANEL DISCUSSION: Dr. Condoluci will moderate a panel of experts from the state on changes they see in their areas of expertise as our communities respond to the aging of our population.

PANEL MEMBERS:

Senior Friendly Communities: Chris Estes is Executive Director of the NC Housing Coalition. The Coalition works to stay informed and remain proactive on housing-related issues and promotes housing opportunities for low and moderate income North Carolinians.

Healthcare: Dr. John Barkley, MD, FCCP is Chief Medical Officer of Post Acute Care Services with the Carolinas HealthCare System. He is board certified in Hospice and Palliative Medicine, Internal, Pulmonary and Critical Care Medicine.

Long Term Care: An advocate with over 20 years experience, Debi Lee, MA, is the Elder Rights Coordinator and Lead Ombudsman with Centralina Area Agency.

Friday, November 4

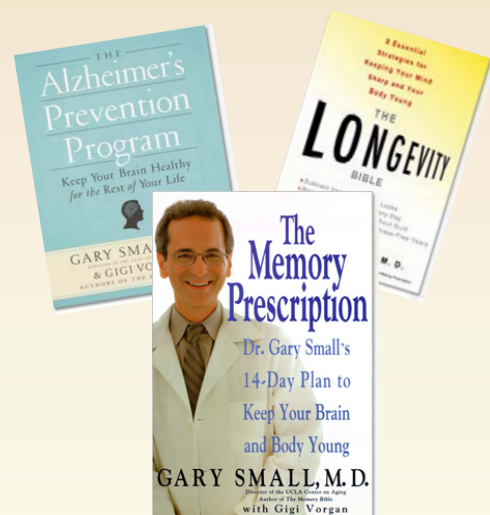
“Aging: The Search for the Fountain of Youth”

Dr. Gary Small



Studies of successful aging indicate genetics account for only part of what determines how long and how well we live. Thus many experts encourage healthy lifestyle habits including physical conditioning, diet changes, stress management and mental stimulation for better cognitive health and longer life expectancy. This presentation will review available methods for living better longer, as well as changes and novel approaches in current development.

Dr. Gary Small, MD, is a professor of psychiatry and aging at UCLA as well as the Director of the Division of Geriatric Psychiatry and the UCLA Longevity Center. Dr. Small has developed healthy aging lifestyle and memory training programs that are available throughout the United States. He has been a regular presenter on The Today Show, Good Morning America, PBS, CNN and the author of five books, including “The Memory Bible”. A dynamic presenter, Dr. Small is known for his ability to entertain and teach.



Agenda: Thursday November 3

- 8:00 a.m. Registration and Coffee in the Exhibit Hall
 9:00 a.m. Opening and Keynote Speaker: *“Change, Challenge and Opportunity”* with Dr. Al Condeluci
 10:30 a.m. Break
 10:45 a.m. Plenary Session Continues: Panel Dialogue and Discussion with Dr. Al Condeluci
 12:00 p.m. Lunch and Exhibits
 1:00 p.m. Workshop Session One
 2:15 p.m. Break
 2:45 p.m. Workshop Session Two
 4:00 p.m. Closing

Please see descriptions and presenter information on pages 5-6.
 You will select your sessions by Session Code on the Registration Form.

| SESSION CODE | A1 | B1 | C1 | D1 | E1 | F1 | G1 |
|-----------------------------|---|--|--------------------------------------|---|---|---|--|
| SESSION 1 1:00 pm | Mental Wellness and Aging: The Time Has Come | Pathways to Community | Blow the Whistle on Elder Abuse | Please Teach Me How to Assist Persons with Medicare Drug Plan Comparisons | Is There Nothing that Can Be Done About Falls? Two Approaches in Falls Prevention Efforts | Managing and Documenting Challenging Behavior | Improving End of Life Care for Veterans |
| Presenter | John Tote | Al Condeluci | Laurie Abounader | Jeanie Schepisi | Moriah Rogers and Linda Miller | Melissa Stefanski and Dawn Lillard | Brea Salib, Marilyn Warlick and Lynne Mullis |
| SESSION CODE | A2 | B2 | C2 | D2 | E2 | F2 | G2 |
| SESSION 2 2:45 pm | Activities: Creating Magic Moments for a Culture Changing Community | Family Caregivers: Preparing for the Journey...or Catching up? | I'm Not Retired, I Want to be Hired! | Disability Etiquette and People First Language | Gay and Grey: Soaring on the Winds of Change | Women Approaching Retirement: Planning Financially and Beyond | World Religions 101— Embracing Spiritual Diversity |
| Presenter | Bryan Rife | Marsha McElroy and Laverne Wethers | Lisa Martinez and Katie Kutcher | Donna Lovill, Charisse Porter, and Katie Franklin | Debi Lee | Bill Romeo | Larry Dawalt |

Session One: November 3

SESSION 1 1:00 p.m.—2:15 p.m.

A1 Mental Wellness and Aging: The Time Has Come

John Tote, MA, QMHP

Participants will learn what being mentally “well” truly means and how they will be able to implement best-practice strategies in their own life as well as the lives of those with which they interact. Also, attendees will learn usable methods for living a better quality of life and not just a longer quantity as they face the winds of change that come with aging.

B1 Pathways to Community

Al Condeluci, PhD, CEO, UCP of Pittsburgh

All of us are interested in a better community where all people have an opportunity for accessible and affordable homes, jobs or meaningful daytime opportunities and lifestyles of their choice. Yet, many of the vulnerable people served in the system are in isolated situations with limited options for friendships and important social relationships. This presentation takes a close look at reasons why these struggles have existed and offers a community building perspective designed to shift the culture to be more inclusive and supportive to all people.

C1 Blow the Whistle on Elder Abuse

Laurie Abounader, MA, Regional Ombudsman, Centralina Area Agency on Aging

In this session, participants will be able to define abuse, neglect and exploitation according to the NC Adult Protective Service Law. Participants will also be able to identify signs and signals that vulnerable adults have been abused, neglected or exploited and learn how to make timely and accurate reports of such abuse to the local Adult Protective Service Agency.

D1 Please Teach Me How to Assist Persons with Medicare Drug Plan Comparisons

Jeanie G. Schepisi, SHIP, Piedmont Regional Manager

Attendees will be introduced to who NC Seniors’ Health Insurance Information Program (SHIP) is, what SHIP does and how to contact SHIP. Attendees will also learn about the basics of Medicare Prescription Drug Plans (Part D), including the 2012 updates and learn how to utilize the Medicare website in order to assist persons in searching for, comparing and selecting the appropriate Medicare Prescription Drug Plan.

E1 Is There Nothing that Can Be Done About Falls? Two Approaches in Falls Prevention Efforts

Mariah Rogers, Fragility Fracture Program Coordinator, Carolinas HealthCare System, and Linda Miller, MA, Community Services Coordinator, Centralina Area Agency on Aging and Metrolina Falls Prevention Coalition

Falls are the leading cause of fatal injuries and the second leading cause of nonfatal injuries for people over 65. This workshop will look at the issue of falls in the elderly population and discuss two successful local efforts in falls prevention. The Fragility Fracture Program at Carolinas Medical Center was designed to improve and optimize the care of geriatric patients who have sustained low energy fractures while the Metrolina Falls Prevention Coalition was formed to help educate seniors and supply resources to help in the prevention of falls. Representatives from both programs will highlight their community efforts in working towards decreasing the number of fall-related injuries.

F1 Managing and Documenting Challenging Behaviors

Melissa Stefanski, BS, MA and Dawn Lillard, RN, BSN, PBH Solutions Geriatric/Adult Mental Health Specialty Team

Trying to manage an older adult’s challenging behavior can leave a caregiver feeling exhausted, frightened, and angry. Participants will look closely at some of the physical, emotional, and environmental factors influencing behavior in order to figure out the best way of meeting a client’s needs. Hands-on suggestions for helping will be explored as well as key communication strategies for crisis prevention. A demonstration of how to develop a simple behavior care plan will be covered. Participants are encouraged to come to the workshop with examples of a challenging behavior. A brief explanation of the Virtual Dementia Tour will also be presented.

G1 Improving End of Life Care for Veterans

Brea Salib, PhD, Marilyn Warlick, LCSW, and Lynne Mullis, RN, CHPN, W.G. Hefner VA Medical Center

Veterans have unique life experiences that impact their end of life journeys. This presentation will review the needs of Veterans as they face end-of-life issues. By recognizing those distinctive needs and having awareness of the tools to address those needs, community providers, in partnership with VA staff, will learn how to accompany and guide America’s Veterans and their families on this journey toward a peaceful ending.



Session Two: November 3

SESSION 2 2:45 p.m.—4:00 p.m.

A2 Activities: Creating Magic Moments for a Culture Changing Community

Bryan Rife, Activity Director, Golden Living Center

Learn about “Culture Change” and how culture change encourages Activity Professionals to think outside the box. Several unique programs that created magic moments for residents living in communities will be shared. Participants will take one of their most successful activity programs and explore ways to reflect culture change in their facility..

B2 Family Caregivers: Preparing for the Journey...or Catching Up?

Marsha McElroy, Caregiver Support Specialist, and Lavern Weathers, Community Social Worker, Mecklenburg County Department of Social Services

The “Winds of Change” will include a greater need for family care giving. Professionals will identify two new resources which will assist in their works with caregivers. Participants will be able to state 12 steps that should be taken to prepare for the care giving role and identify one way to involve their love ones in the decision making process. Learn to help care givers prepare for the care giving role...or catch up of the journey has already begun.

C2 I’m Not Retired, I Want to be Hired!

Lisa Martinez, MA, Senior Community Service Employment Program Manager, and Katie Kutcher, MA, Centralina Area Agency on Aging

Now more than ever, more older adults are returning to the workforce or staying in the workforce longer. The economy has changed and high unemployment has created a very competitive job market. This session will discuss job search tips for older adults seeking employment. Job seekers will learn how to brand themselves and become more marketable. Service providers and job seekers alike will identify community resources to assist with the job search process.

D2 Disability Etiquette and People First Language

Donna Lovill, M.Ed., Certified Rehabilitation Counselor, Charisse Porter, M.A., Professional Counseling, Katie Franklin, B.S. Human Services

Workshop participants will learn proper etiquette in working or communicating with persons with various disabilities through role playing and discussions with presenters. Learn about People First Language, its origins and its importance, as well as the basics of the five titles in the Americans with Disabilities Act.

E2 Gay and Grey: Soaring on the Winds of Change

Debi Lee, Elder Rights Coordinator and Lead Ombudsman, Centralina Area Agency on Aging

One out of every 10 American’s self identify as either lesbian, gay, bisexual or transgender (LGBT). As services face dramatic financial changes in the coming years, it will be imperative that providers focus on what is important TO individuals to achieve the highest possible quality of life as much as it is to emphasize what is important FOR the individual medically. Moving from this medical to a more holistic model is more challenging for people who are LGBT and aging as they often face isolation, discrimination and abuse. This makes the LGBT senior less likely to access formal supports, less likely to have a “traditional” family to offer supports, and less likely to have legal standing with their partner to support themselves through traditional government benefit programs. This session will explore the BIG THREE barriers associated with LGBT aging - Housing, Legal, and Financial Resources.

F2 Women Approaching Retirement: Planning Financially and Beyond

Bill Romeo, Retirement and Estate Planning Specialist

Are you single, widow, divorcee, or any woman wanting to BE IN CONTROL of your financial situation? Discover and understand what type of investor you are (conservative or aggressive?), streamline and maximize financial and estate plans, retirement accumulation and distribution tips and techniques, and understand the probate process, how to avoid it and the importance of the 5 essential estate planning documents. Of course men can benefit from this session too!!

G2 World Religions 101—Embracing Spiritual Diversity

Larry Dawalt, Director of Spiritual and Grief Care Services, Hospice and Palliative Care Charlotte Region

One of the challenges of living in a multi-cultural society is learning about those whose backgrounds, beliefs and experiences are different from our tradition. While this can best be done through developing and expanding individual relationships, there are still some basic tenets that are important to understand; especially from the religious and spiritual perspective. This presentation will include an overview of eight specific world religions, including traditional beliefs about aging and end of life issues while advocating for tolerance, love and acceptance.

Agenda: Friday November 4

- 8:00 a.m. Registration and Coffee in the Exhibit Hall
 9:00 a.m. Opening and Keynote Speaker : *"Aging: The Serach for the Fountain of Youth"* with Dr. Gary Small
 10:30 a.m. Break
 10:45 a.m. Plenary Session Continues
 12:00 p.m. Lunch and Exhibits
 1:00 p.m. Workshop Session Three
 2:15 p.m. Break
 2:45 p.m. Workshop Session Four
 4:00 p.m. Closing

Please see descriptions and presenter information on pages 8-9.
 You will select choices by code on the Registration Form.

| SESSION CODE | A3 | B3 | C3 | D3 | E3 | F3 | G3 |
|----------------------|---|---|--|---|---|--|--|
| SESSION 3 1:00 pm | Beyond the Activity Department | Arthritis Answers: Community Resources | Moving Through the Stages of Alzheimer's | Mental Illness: The Illness and Associated Behaviors | Changing the Culture of North Carolina's Long-Term Settings | Homelessness and Its Impact | Life Threw Me a Curve Ball - Now What?: Legal Perspectives on Life Changes |
| Presenter | Becky Dinello | Nick Turkas | Margaret Moody | Cheryl Billings | Freda Wright, Alice Carroll, and Patsy Rudolph | Brad Goforth | Shazia A. Anwar |
| SESSION CODE | A4 | B4 | C4 | D4 | E4 | F4 | G4 |
| SESSION 4 2:45 pm | Giving Your Creative Spirit Wings: Creative Person-Centered Planning with Artistic Presentation | X, Y, What? A Multigenerational Workforce | Navigating the Winds of Change: Communicating During Times of Life's Transitions | Movement That Matters: Utilizing Movement to Calm Difficult Behaviors | Change Your Lifestyle to Win: Mental, Spiritual, Physical | The Art & Science of Conducting a Family Meeting | Being a Leader Who Listens |
| Presenter | Dr. Sandy Spillman | Lisa Martinez and Katie Kutcher | Dr. Jillian Tullis | Lainie Shimcock Cribb | Denise D. Hairston | Dr. Bob Smith | Hugh Grey |

Session Three: November 4

SESSION 3 1:00 p.m.— 2:15 p.m.

A3 Beyond the Activity Department

Becky Dinello, Activity Director, Plantation Estates

Non-activity staff members are usually fearful when invited to interact and “do activities” with participants. This session will give everyone easy, usable ideas to take back to their programs that will enrich the “down-time” when activity staff are not there, when residents are waiting for meals, or when staff has a little extra time on their hands. This session will provide areas for interaction and relationship-building that anyone can do! A fun and very interactive session that will energize any staff member, from nurses to bookkeepers!

B3 Arthritis Answers: Community Resources

Nick Turkas, Senior Vice-President of Health and Wellness, Arthritis Foundation, Mid Atlantic Region

Motion is lotion! Two-thirds of people with arthritis are under the age of 65. Baby-boomers are seeking information and resources to maintain vitality and independence. In this session, participants will learn about the disease, its treatments, and learn ways to engage in community programs including the Arthritis Foundation Aquatics, Exercise, Tai Chi, and Walk with Ease programs.

C3 Moving Through the Stages of Alzheimer’s

Margaret Moody, Associate Director of Programs, Alzheimer’s Association

This presentation will offer an overview of the early, moderate and late stages of Alzheimer’s with a focus on the communication, care, and safety needs at each stage. Information on resources appropriate for each stage will be discussed. Video clips will be utilized of people with Alzheimer’s in the different stages of the disease process.

D3 Mental Illness: The Illness and Behaviors Associated with Them

Cheryl Billings, LCSW Pathways

As our communities see decreases in institutional based care options for those with mental illness, increasing our knowledge will help change the way we provide care and treatment. This session will provide a review of the four major mental illnesses and will help us to understand and define the behaviors associated with them. Learning about the connections between mental illness and conflicting behaviors can lead to ways to handle those behaviors more effectively.

E3 Changing the Culture of North Carolina’s Long-Term Settings

Freda Wright, LNHA, South Village, Alice Carroll, Special Projects Coordinator, Friends Homes, and Patsy Rudolph, NC Coalition for Long Term Care Enhancements

The NC Coalition for Long Term Care Enhancements has worked for over 14 years to help North Carolina’s licensed nursing facilities to change from the medical model of care to a more social and person-centered model. With this infusion of home-like attributes and qualities, today’s long-term care facilities should seek to transform themselves into something more akin to what the resident lived in prior to admission. This presentation will give facilities information on how to move towards person-centered care and what resources are available from the coalition to help them do so.

F3 Homelessness and its Impact

Brad Goforth, MMA, MHRD, Samaritan House

Homelessness is effecting all levels of our community. People who are homeless have different needs and attitudes. Issues such as basic shelter, nutrition, and healthcare can effect our entire community in many different ways while issues for elderly people who are homeless can be especially challenging. Addressing some of those needs and attitudes up front can save millions of dollars in costs later on. By better understanding the homeless population, we can tailor methods to better serve without major impacts on the community.

G3 Life Threw Me a Curve Ball - Now What?: Legal Perspectives on Life Changes

Shazia A. Anwar, JD Staff Attorney, Legal Aid of North Carolina, Inc.

This informative workshop will help participants gain knowledge about adapting to major life changes such as; loss of income, divorce, death of a spouse, remarriage, and addressing the effect on one’s estate. “Am I eligible for public benefits now that I am divorced?”, “What do I need to consider if I plan to remarry after the death of my spouse?”. Find out in this knowledge-building workshop!



Session Four: November 4

SESSION 4 2:45 p.m.—4:00 p.m.

A4 Giving Your Creative Spirit Wings—Creative Person Centered Planning with Artistic Presentation

Dr. Saundra H. Spillman, PhD, Vice President, Chief Operating Officer, Salem Senior Housing, Inc.

What in your life is calling you? When all the noise is silenced, the meetings adjourned, the lists laid aside...what still pulls at your soul? Come sit a spell and watch an elephant paint a \$30,000 piece of artwork. Pass around some wonderful journals full of stories of how we have lived and the gentle whispers that are urging you to listen? What do these inner voices have to say? Attendees will begin their own life journal with very few tools and explore how to honor our memories through making art and how we can pay tribute to the person we were while becoming more of the person we want to be. Take home your own journaling kit for all who attend.

B4 X, Y, Z, What? A Multigenerational Workforce

Lisa Martinez, MA, Senior Community Service Employment Program Manager, and Katie Kutcher, MA, Centralina Area Agency on Aging

For the first time in modern history, workplace demographics now span four generations, meaning that 20 year old hires can find themselves working side by side with colleagues who are 50 years their senior or even more! This session will review the defining events and philosophy of each generation, what it means to the workforce and how to foster a positive multigenerational work environment. Participants will learn to identify the different generations, key differences in experience and value of the 4 generations, and discuss best practices for working with each generation.

C4 Navigating the Winds of Change: Communicating During Times of Life's Transitions

Jillian A. Tullis, PhD, Assistant Professor, UNC-Charlotte, Department of Communication Studies

Explore strategies for communicating before, during, and after major life transitions that occur as people age—such as the decision to give up driving privileges or move to an assisted living facility. Communicating about change should be a negotiated process that takes place over time and should involve the needs of the person the transition will most likely affect. Learn about active listening skills and from other's experiences about coping with and navigating change.

D4 Movement that Matters: Utilizing Movement to Calm Difficult Behaviors

Lainie Shimpock Cribb, Intentional Movement Coach, Uwharrie Learning Center, LLC

Basic understanding of the physiology of the brain and body will be addressed in this session. Explanation of and interactive examples of user friendly movements for dealing with behaviors, decision making, assisting in stroke recovery and more! These movements can be done in any setting (home or facility) and encompass all ability and age levels.

E4 Change Your Lifestyle to Win: Mental, Spiritual, Physical

Denise Hairston, Black Women's Health Network

This session will enhance knowledge of practical applications that can be used to increase spiritual, physical, and mental focus. Learn healthy eating and cooking tips to reach healthy lifestyle goals while achieving success with a positive mental attitude!

F4 The Art & Science of Conducting a Family Meeting

Dr. Robert Smith, MD, MBA, Medical Director, Hospice and Palliative Care Charlotte Region

Delivering bad news can be tough and hearing it can be even tougher. Families can take bad news just as hard as patients. Family meetings can be an excellent tool for patients and families to discuss diagnosis, prognosis, and treatment options but can be challenging to facilitate when emotions run high. By doing some work beforehand to prepare, using effective communication techniques, and being flexible facilitators can usually achieve a successful outcome.

G4 Being a Leader Who Listens

Hugh Grey, President, HBG Coaching and Consulting

This session will introduce the idea of being a leader who serves others by listening. Listening allows the leader to help other solve their problems and saves time. A great leader empowers others to be good decision makers. This presentation will discuss the mind-set of a leader and then work on the practical skill of listening to understand. Many people are hearing but not understanding what others are saying. This session will teach how to look at a person's behavior and then how to respond when they are bothered or need advice.

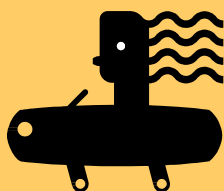


Conference Location and Housing



Conference Location:

Friendship Missionary Baptist Church
3400 Beatties Ford Road
Charlotte, NC



Directions

From I-85: Take Exit 37 Beatties Ford Road toward Johnson C. Smith University. Turn left onto Beatties Ford Road and go about half a mile. The church facilities are on the right.

From I-77: Take Exit 13B to I-85 South and then follow the directions above.

Registration

HOW TO REGISTER

To register online, go to www.centralinaaging.org or complete the registration form on page 11 and forward it to the Centralina Area Agency on Aging by using the address on the form. Confirmations will be emailed within 10 days of receipt. Credit card payments are accepted for ONLINE registration **ONLY!**

REGISTRATION FEES

Registration discount is available to those who attend both days of conference. The fee for attending one of the conference days is \$40. Registration fee for attending entire conference is \$75. Registration must be received by October 29th.

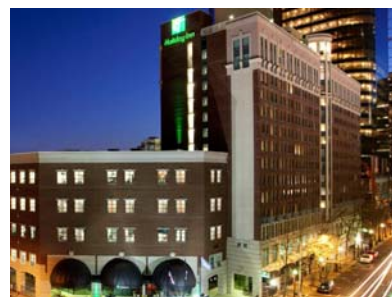
CANCELLATIONS

NO REFUNDS OR CANCELLATIONS. Personnel substitutions accepted. "No shows" are responsible for payment. Participants will not be registered without payment.

HOUSING

Rooms are available at:
Holiday Inn Center City
230 North College Street
Charlotte, NC
P: 704-335-5400 or
1-800-HOLIDAY


The special conference rate is \$79.00 per night plus tax. Parking is \$15.00 per day.



When making reservations, be sure to ask for the Centralina Area Agency on Aging (CAAA) special conference rate. Reservations must be made by October 3rd to get the special rate.



Registration Form

Complete the form and select the sessions for the day(s) you plan to attend. (Use one form per person and copy as many as you need.)  **REGISTRATION DEADLINE OCTOBER 29th!**

Name _____

Agency/Facility _____

Address _____

Phone _____ E-Mail _____

| CHOOSE YOUR DAY(S) | | CHOOSE YOUR SESSIONS | | | | | | |
|--|--|---|----|----|----|----|----|----|
| _____ I will attend BOTH NOVEMBER 3 and 4 Select a workshop for Sessions 1-4 | _____ I will attend ONLY Thursday NOVEMBER 3 Check (v) here to select Session 1 | A1 | B1 | C1 | D1 | E1 | F1 | G1 |
| | Select a workshop for Sessions 1-2 Check (v) here to select Session 2 | A2 | B2 | C2 | D2 | E2 | F2 | G2 |
| | _____ I will attend ONLY Friday NOVEMBER 4 Check (v) here to select Session 3 | A3 | B3 | C3 | D3 | E3 | F3 | G3 |
| | Select a workshop for Sessions 3-4 Check (v) here to select Session 4 | A4 | B4 | C4 | D4 | E4 | F4 | G4 |
| FEE | FEE | <u>BEST VALUE!</u> Two day registration SAVES \$5! | | | | | | |
| _____ \$75.00 | _____ \$40.00 | | | | | | | |

Make checks payable to:

Centralina Council of Governments

REMEMBER:

- **NO REFUNDS OR CANCELLATIONS!**
- No on-site registrations.
- Personnel substitutions accepted.
- "No shows" are still responsible for payment.
- Participants will **not** be registered without payment.
- **Confirmations will be sent by mail or e-mail.**
- **Credit card** payments accepted for ONLINE registration
- Event is for PAID participants only and not open to the public.

RETURN FORM WITH PAYMENT BY

October 29th TO:

2011 Aging Conference/Centralina AAA

Attn: Pat Whitten

525 North Tryon Street, 12th Floor

Charlotte, NC 28202

REGISTER ONLINE AT

www.centralinaaging.org

FOR INFORMATION CALL 1-800-508-5777

EXHIBIT! SPONSOR! ADVERTISE!

The Centralina Area Agency on Aging Conference is the best venue to showcase your aging expertise and services to leading agencies and service providers in the region. Our conference attendees typically attend our event to find solutions to day-to-day challenges and network with others in the fields of aging and healthcare services. These key professionals are constantly seeking additional resources, new ideas, and services to enhance and strengthen their efforts to assist the aging population.

Exhibiting or sponsoring at the Aging Conference provides you with the best face-to-face opportunity to meet these professionals and to increase the visibility and profile of your organization within the field of Aging.

To find out more, contact Annette Demeny at 704/348-2736 or ademeny@centralina.org Visit our website at www.centralinaaging.org

Conference Features

- ★ November 3-4, 2011 registration includes free parking, commemorative conference tote bag, lunch/all refreshments, handouts, free access to the exhibit hall, and MORE!
- ★ CEUs currently applied for Adult Care Home staff, Nursing Home Administrators, Social Workers and Continuing Nursing Education units for nurses.
- ★ Over 50 vendors of aging, healthcare and long-term care services from the region. Exhibit hall opens both days starting at 8:00 a.m.
- ★ Books, DVDs, training materials, and other resources available for purchase. *Like our keynote speakers? You'll be able to purchase their latest books to learn more!*
- ★ Opportunities to network with peers and experts in the field of aging, long term care, healthcare and disabilities.
- ★ Choose from 28 workshops from national, state and local experts in aging and healthcare.
- ★ ***Please note: Event for paid participants only and not open to the public.***