

# You're Invited!

## 49<sup>th</sup> NDLTCA Annual Convention & Expo

May 5-8, 2026 | Bismarck Event Center & Radisson Hotel

# The Magic of Caring

Celebrating the Everyday Moments  
That Matter Most | NDLTCA

Working in partnership with

ACHCA/ND Roughrider Chapter  
Activity Professionals of ND  
Long Term Care Social Workers of ND  
National Association of Directors of Nursing Administration  
ND Association of Nutrition & Foodservice Professionals  
ND Chaplains Association  
ND Environmental Services Association



**North Dakota  
Long Term Care**  
ASSOCIATION

[www.NDLTCA.org](http://www.NDLTCA.org) | (701) 222-0660  
1900 North 11th Street, Bismarck, ND 58501



We have attached an attendee collection form for you and your staff to fill out for each participant to help streamline the online registration. Registration includes breakfast and lunch (Awards Gala is not included). Each licensed facility must register separately.

**REGISTER ONLINE:** [www.ndltca.org/events/conventionexpo](http://www.ndltca.org/events/conventionexpo)  
 Questions? Please contact Belma Chpeljac at [belma@ndltca.org](mailto:belma@ndltca.org) or 701-354-9775

Register by April 3, 2026 for the early bird discount!		NDLTCA Member		Non-Member		Student/ AIT	Member Guest	Non-Mem-ber Guest
		BEFORE	AFTER	BEFORE	AFTER			
Convention Pass	Full Registration* (1-4 persons)	\$450	\$550	\$900	\$1,000	\$200	—	—
	Full Registration* (5 or more attendees)	\$400	\$500	\$800	\$900			
	Theme Hospitality Social & Dance (Thurs, May 7)	included	included	included	included	included	\$50	\$50
	Tuesday (May 5)	\$200	\$300	\$400	\$500	\$100	—	—
	Wednesday (May 6)	\$200	\$300	\$400	\$500	\$100	—	—
	Thursday (May 7)	\$250	\$350	\$500	\$600	\$150	—	—
	Friday (May 8)	\$75	\$175	\$250	\$350	\$50	—	—
*Awards Gala Ticket (Wed, May 6 – Not included in registration cost.)		\$60	\$100	\$125	\$150	\$60	\$60	\$125
Expo Show Guest (Wed, May 6)		—	—	—	—	—	\$50	\$100

**NOTE:** Upon completion of your registration, you will receive an email with your registration confirmation number. BE SURE TO KEEP THIS EMAIL AND CONFIRMATION NUMBER. You will need this confirmation number to make changes to your registration and to download your Certificate of Attendance after the conference. Any changes to attendees will need to be done by April 20 to ensure name badges are correct. If you have any changes after this date, please notify Belma at [belma@ndltca.org](mailto:belma@ndltca.org). You can make changes to your sessions up until the start of the conference via the mobile app or by logging into your registration on the website.

### Continuing Education Information

Attendees will be scanned in and out of sessions to monitor and track attendance. In order to receive full credit, you must attend the entire session. In the event of late arrival and/or early departure, hours will be amended accordingly. Credit is only available for each session attended. It is the responsibility of the attendee to be sure that they get scanned in and out of each session they attend. It is also their responsibility to report any issue with the badge being scanned to the room monitor or registration desk.

NDLTCA has applied for nursing contact hours through the ND Board of Nursing.  
 NDLTCA has applied for contact hours to the Association of Nutrition and Food Service Professionals.  
 NDLTCA is an approved provider of education by the ND Board of Examiners for Nursing Home Administrators, the Long Term Care Social Workers of ND, and the Activity Professionals of ND.  
 If you have any questions regarding continuing education hours, please contact Belma Chpeljac at 701-354-9775 or email [belma@ndltca.org](mailto:belma@ndltca.org)





# Convention Information

## Refund/Cancellation Policy

If a registrant cannot attend, an alternate registrant may attend in his/her place. Cancellations received at least 20 business days, prior to May 1st will receive a full refund for the registration fee. Cancellations received 13-19 business days prior to May 1st will receive a refund of 75% of the registration fee. Cancellations received 6-12 business days prior to May 1st will receive a refund of 50% of the registration fee.

Cancellations after April 23rd will be charged the full registration fee. No refunds for any credit card fees if paid via credit card. All cancellations must be made in writing and may be emailed to [peggy@ndltca.org](mailto:peggy@ndltca.org) or [belma@ndltca.org](mailto:belma@ndltca.org). Refunds if applicable will be issued via check from NDLTCA after the Convention, regardless of original payment type.

### Survey/Organization Related Disaster

A full refund, minus registration fee and any credit card fees, will be issued due to a state survey or organization-related disaster. Facilities meeting these circumstances must send proof of the survey and/or disaster to [peggy@ndltca.org](mailto:peggy@ndltca.org) or [belma@ndltca.org](mailto:belma@ndltca.org).

### Substitution Policy

#### No Badge Sharing Policy

If you register and then are unable to attend, you may send someone in your place at no additional charge. Substitutions must be submitted in writing prior to the first day of the Convention. After this date, all substitutions will be processed at on-site registration. Please email [belma@ndltca.org](mailto:belma@ndltca.org) the full name, facility, job title, telephone number and email address of the individual who will be replacing you, thereby authorizing the substitution to be made. There will be no sharing of a Full Registration amongst staff.

### Inclement Weather/Illness

There are no refunds available for cancellations due to weather if the seminar itself is not cancelled. In the case of illness, death in the family or other reason, the organization may send another individual to take the place of the current registrant or receive the handout material; see above refund/cancellation policy.

### NDLTCA Code of Conduct Summary

The North Dakota Long Term Care Association (NDLTCA) is committed to ensuring a respectful, safe, and inclusive environment for all participants at NDLTCA events. Attendees, members, and staff are expected to treat others with respect, engage in professional dialogue, and follow venue rules.

Unacceptable behavior includes any form of harassment, discrimination, threats of violence, or disruptive actions. All participants must comply with the instructions of event moderators and NDLTCA staff. If you witness or experience inappropriate conduct, report it to NDLTCA staff immediately. In case of escalating situations, contact security or call 911.

Violations of this Code may result in immediate removal from the event, suspension of future participation, or termination of membership/registration without refund.

## Early Bird Deadline

### April 3, 2026

To register online visit

[www.ndltca.org/events/conventionexpo](http://www.ndltca.org/events/conventionexpo)



# Featured Speakers

## Opening Keynote

Wednesday, 3:15 p.m. – 5:00 p.m.

### 16. The INPERIENCE | Magic Moments & Methods



#### Todd Sinelli

Todd Sinelli grew up in Detroit, Michigan. He was educated on the east coast, wrote books on the west coast and has traded in the financial markets in Chicago, done missionary work in Italy, served as director of international expansion for a Dallas-based restaurant brand, and now works full-time as a

world-class inspirational keynote specialist!

For over 10 years, Todd has performed for crowds of 3 to 13,000+ across the globe from Dallas to Dubai and from London to Las Vegas. You are about to receive mastermind principles paired with timeless truths which will be shown and shared as Todd focuses on giving insight and application for personal and professional growth with infinite upside. Get ready to see how the invisible becomes visible and the incredible becomes credible by what you are about to see and hear. Little leads to BIG, in time. You are about to experience and inperience™ the tremendous power of being IN. Please welcome Todd Sinelli . . .

## Mini Keynote

Wednesday, 10:45 a.m. – 11:45 a.m.

### 10. You Can't Manage Time – But You Can Manage



#### Amy Siple

Amy Siple is a national speaker and author on healthcare issues that impact older adults and the empowerment of healthcare givers. She has served the primary care needs of older adults for over 25 years. Under her leadership, as President of the Kansas Advanced Practice Nurses Association, Kansas

became the 26th state to pass full practice authority for APRNs in 2022. Amy is a TEDx speaker and content expert for Project Echo. She lives in Kansas and has been married to the man of her dreams for over 33 years.

## Closing Keynote

Friday, 10:45 a.m. – 12:30 p.m.

### 46. No Bad Days



#### Hunter Pinke

Growing up in rural North Dakota, Hunter Pinke spent his childhood summers working at his family's lumberyard and on his grandparent's grain farm. After graduating high school in his class of 18 students, he ventured to the University of North Dakota where he played as a tight end in 34 football games. Following

his junior season, he suffered a spinal cord injury in a downhill skiing accident, leaving him as a chest-down paraplegic. Pinke finished his college football career as a team captain, on the sidelines in his wheelchair and earned a bachelor's degree in mechanical engineering. He went on to play three seasons of collegiate wheelchair basketball at the University of Arizona, where the Wildcats were national runner-up two consecutive seasons with Pinke as team captain. Pinke earned second-team academic All-American honors and his graduate degree in real estate development. Today, Hunter Pinke resides in his native rural North Dakota, working in his passions of residential construction, family farming, and is a keynote speaker across North America, delivering messages of finding the joy in every day and living a life with no bad days.

## Cherished Hopes

### Your Chance to Win – Their Chance to Dream

Don't miss the Cherished Hopes Raffle at our 49th Annual Convention & Expo! With incredible prizes like Caraway cookware, a Ninja Creami, a Pinned Golf Sound Speaker, a \$100 Scheels Gift Card, and a Liene Phone Photo Printer, there's something for everyone.

Best of all, every ticket sold helps fund resident wishes, creating meaningful moments that truly matter. Raffle tickets will be mailed to facilities in advance and will also be available for purchase at the Convention—be sure to bring your address labels so you don't have to write out your information. Let's sell big and make an even bigger impact!



Recommended Audience: NDLTCA applies for continuing education for administrators, activities, dietary, nursing and social services. If we applied for continuing education for these disciplines they will be listed out specifically. Note the recommended audiences listed for each session and choose sessions for your specific discipline as that is how you will receive hours for continuing education. **AL = Assisted Living, BC = Basic Care, CH = Care at Home, NF = Nursing Facility**

# Agenda

## Tuesday, May 5

### Meetings and Registration

**10:00 a.m. – 10:30 a.m.**

**NDLTCA Foundation Meeting** – Radisson – TBT

**10:30 a.m. – 12:30 p.m.**

**NDLTCA Board Meeting** – Radisson – TBT

**1:30 p.m. – 2:15 p.m.**

**Workforce Leadership Meeting** – Radisson – TBT  
(TENTATIVE)

**2:00 p.m. – 5:00 p.m.**

**Expo Registration and Setup** – Bismarck Event Center

**2:00 p.m. – 5:00 p.m.**

**Registration Open** – Bismarck Event Center

**2:45 p.m. – 4:45 p.m.**

**NDLTCA Membership Meeting** – Radisson – Galleria Ballroom

**4:30 p.m. – 6:00 p.m.**

**NDESA Board Meeting** – Radisson – TBT

**4:30 p.m. – 6:00 p.m.**

**ND ANFP Board Meeting** – Radisson – TBT

**4:30 p.m. – 6:00 p.m.**

**LTCSWND Board Meeting** – Radisson – TBT

**5:00 p.m. – 6:00 p.m.**

**APND Board Meeting** – Bismarck Event Center – TBT

**6:30 p.m. – 9:30 p.m.**

**PAC Event Taste of Bismarck – Kickoff** – TBT

### Pre-Conference Workshop

**8:00 a.m. – 5:00 p.m.**

**1. Become the Leader Your Team Wants to Follow DISC Leadership Bootcamp – An Intensive, High-Impact Leadership Experience**

*Presented by: Antoinette Griffin*

*Location: Prairie Rose 104-105*

**Content:** Tired of miscommunication, disengaged staff, difficult conversations, and meetings that go nowhere? This one-day Leadership Bootcamp is a high-energy, practical, and interactive experience designed to help you communicate better, lead with confidence, and get better results from your

team—without burning yourself out. Before the bootcamp, you'll complete a DISC Communication & Behavior Assessment, giving you powerful insight into:

- Your natural leadership and communication style
- Your stress responses and blind spots
- How your style impacts your team's performance

In this hands-on, highly practical bootcamp, you will learn how to better understand how you're perceived by others, and how to identify the key indicators of your team members' communication styles so that you can adapt to their style for better influence and connection in the following areas:

#### **Run Better Meetings and Lead Better Projects**

Stop wasting time in unproductive meetings and stalled projects. Learn how to confidently lead discussions, avoid common leadership pitfalls, and create collaboration across different personality styles—so things actually move forward.

#### **Handle Difficult Conversations and Situations Without Avoiding Them**

Learn how each style reacts to and handles conflict so that you can better address issues early, navigate difficult conversations with clarity and confidence, and create healthy, productive conflict that strengthens relationships instead of damaging them.

#### **Delegate with Confidence—and Finally Get Things Off Your Plate**

Discover exactly what to delegate, when to delegate, how to delegate, and to whom—so you can reduce your workload, increase ownership, and develop a stronger, more empowered team.

**Learning Objectives:** Discover the way your communication and behavioral style is perceived by others, gain an understanding of your strengths, challenges and blind spots in communication and as a leader, identify ways to adapt your communication style to better connect with others, learn how to lean into your leadership role during meetings and projects, learn how to avoid the pitfalls of meetings and projects, discover ways to obtain input, feedback, questions and concerns from more reserved members of your team, become self-aware of your challenges with conflict and having difficult conversations, learn how the difference between healthy conflict and artificial harmony and destructive conflict, and discover how to avoid common pitfalls with difficult conversations.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines



# Wednesday, May 6

7:00 a.m. – 9:00 a.m.

## Breakfast

Location: Exhibit Hall

7:00 a.m. – 9:00 a.m.

## Exhibitor Registration and Setup

Location: Hall C & D

7:00 a.m. – 5:00 p.m.

## Registration Open

Location: Exhibit Hall Lobby

## Half-Day EP Workshop

8:30 a.m. – 11:45 a.m.

### 2. From Ideal to After-Action: Turning Plans into Practice: Exercise Design & Implementation Made Simple

Presented by: Alan Aarhus

Location: TBT

**Content:** This course provides Long Term Care (LTC) staff and leadership with a practical overview of emergency exercise types and a step-by-step approach to exercise development. Participants will receive a brief introduction to tabletop, functional, and full-scale exercises, then learn how to select an appropriate emergency operations plan, develop clear and measurable exercise objectives, and build a realistic scenario tailored to long-term care operations and resident needs. The course focuses on turning planning into action by guiding facilities through implementing their selected plan into an exercise format that strengthens preparedness, supports regulatory requirements, and promotes continuous improvement.

**Learning Objectives:** Identify the differences between tabletop, functional, and full-scale exercises, select an appropriate long term Care emergency plan to exercise, write clear exercise objectives aligned with facility needs, develop a simple, realistic scenario to support an exercise and choose an exercise format and apply it to a tabletop, functional, or full-scale exercise.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

8:30 a.m. – 11:45 a.m.

(3-hour intensive session with 15-minute break)

### 3. Behavioral Health: Addressing Mental Disorders

Presented by: Barbara Speedling

Location: TBT

**Content:** As the numbers of long-term care residents with mental illness increases, the education and training of the staff becomes vital to successfully managing the needs of this population. Unlike dementia, a diagnosis of schizophrenia, bipolar depression, obsessive compulsive disorder, or other chronic mental illness requires a working knowledge of the symptoms and how the disease impacts the individual. This session is designed to provide basic, common-sense information on these mental health challenges. The most effective avenues to assessment and care planning, as well as helping residents to find satisfaction and a quality of life in the management of their disease are central to these conversations.

**Learning Objectives:** Understand the symptoms and behaviors associated with a diagnosis of mental illness, explain the importance of distinguishing symptoms from reactions and personality, and develop person-centered, person-directed care plans that address the acute needs of residents with a mental illness diagnosis.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

## Breakout Sessions (60-minute)

9:00 a.m. – 10:00 a.m.

### 4. Deprescribing in Long Term Care: Avoiding Side Effects & F-tags

Presented by: Tamara Ruggles

Location: TBT

**Content:** Adverse drug events are the 3rd leading cause of death in the United States (American Society of Pharmacovigilance). 750 older adults are hospitalized each day due to serious medication side effects (Lown Institute). Deprescribing is the planned and supervised process of reducing the dose or stopping medications that may no longer be beneficial or could be causing harm. This presentation will review practical strategies for deprescribing in long-term care. Attendees will learn about optimizing medication regimens, reducing polypharmacy, improving patient safety, and aligning medication use with current CMS guidance to prevent F-tag citations.

**Learning Objectives:** Identify high-risk and potentially unnecessary medications commonly encountered in long-term care patients, apply deprescribing strategies to enhance patient safety, and align medication management practices with CMS regulations to reduce the risk of F-tag citations.

**Recommended Audience:** BC, NF: Administrators, Nursing

### 5. Medicare 101

Presented by: Shannon Vogel

Location: TBT

**Content:** Basics of Medicare, ways to cap what Medicare doesn't cover, and how your employers group plan works with Medicare.

**Learning Objectives:** Understand Medicare Basics, recognize gaps in original Medicare, and explore ways to limit or cap Medicare costs

**Recommended Audience:** BC, NF: Administrators, Nursing, Office/Finance, Health Information Managers, Social Services

## Join Us for the Fun Run for Nurse Scholarships!

Lace up your sneakers and support the next generation of nurses! Our Fun Run takes place **Thursday, May 7 at Sertoma Park**. Entry is \$40 per person (\*50 day of race), and all proceeds go toward scholarships for future nurses, proudly awarded to NDLTCA members. Don't miss out on this fun and meaningful way to give back!

## Click here to sign up!

<https://ndltca.org/wp-content/uploads/2026/02/Fun-Run-Form-2026.pdf>



## 6. Beneath the Surface: Reimaging Assessments in Senior Living

*Presented by: Hayley Moseley*

*Location: TBT*

**Content:** People are far more complex than a list of hobbies. Beneath the Surface challenges learners to rethink how we learn who a resident truly is. This session explores how culture, identity, communication style, values, and personal meaning shape engagement far more than simple "likes" and "dislikes." We will examine how to redesign assessments to be more inclusive, reduce cultural bias, and reflect diverse worldviews. Special attention will be given to adapting assessments for individuals with communication deficits or dementia, ensuring that every person — regardless of ability — can be understood, honored, and meaningfully engaged. By looking beneath the surface, we move from person-centered to person-honoring care.

**Learning Objectives:** Identify cultural, identity-based, and communication gaps in traditional leisure assessments, recognizing how embedded assumptions can misrepresent residents from diverse backgrounds, distinguish surface-level preferences from deeper cultural or personal values that guide meaningful engagement, develop assessment strategies—using observation, simplified language, visual supports, relational interviewing, and collateral information—for residents with dementia or expressive limitations, evaluate alternative methods (e.g., life-story artifacts, sensory cues, caregiver input) to enhance understanding when verbal communication is limited, and formulate engagement approaches that align with a resident's remaining abilities, communication style, and core identity.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

## 7. A Food is Medicine Approach in Senior Living Dining

*Presented by: Jen Bruning*

*Location: TBT*

**Content:** The Food is Medicine concept dates back to Hippocrates: "Let food be thy medicine and medicine be thy food." However modern trends are bringing this idea back to the forefront of the nutrition discussion. But isn't this what we've been doing in senior living dining all along? Join us for this in-depth session discussing the ways that new findings in nutrition science pair with modern menu concepts to create a Food is Medicine framework suitable for today's resident population.

**Learning Objectives:** Understand the origins of the Food Is Medicine concept and its applicability in Senior Living & Value-based care, be able to distinguish between Diet Extensions and a Food is Medicine approach, list 3 food trends associated with the Baby Boomer generation, and demonstrate two tactics for how to manage a change in menus/systems.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Nursing, Certified Dietary Managers, Dietary, Registered Dietitians, Social Services

## 8. Right Care, Right Place: Knowing When It's Time to Transfer

*Presented by: Wendy Schrag*

*Location: TBT*

**Content:** This presentation will provide tips on how to determine the appropriate level of care for residents in long-term care settings and how to recognize when a transfer is necessary or recommended. It reviews common levels of care, key assessment factors, and warning signs that a resident's needs may exceed a community's care. Emphasis is placed on resident safety, regulatory compliance, and risk management, with practical guidance on decision-making, communication, and documentation.

**Learning Objectives:** Define levels of care across long-term care settings, identify indicators that a resident's needs exceed current level of care, understand when transfers are required vs. recommended, and apply a practical decision-making framework

**Recommended Audience:** AL, BC: Administrators, Managers, Nursing and Staff

## 9. Care at Home: Are you Ready for the Next Emergency in Home Health, Home Care or Hospice? Let's Talk Emergency Operations Plans (Part 1)

*"Pre-requisite for Session 37 Mini Tabletop: Testing Your Emergency Plan"*

*Presented by: Bev Unrath and Rochelle Vander Vliet*

*Location: TBT*

**Content:** Bring your Emergency Operation Plans. Templates of EOPs for Home Health, Hospice and Home Care agencies will be shared. With each level of care, there are specific CMS regulations or state by-laws regarding Emergency Preparedness & Response to keep your patients and staff safe in emergency situations. The highlights of each plan will be shared. Great discussion and learning!

**Learning Objectives:** Participants will learn the specific regulations or by-laws for their agency for Emergency Preparedness, participants will receive sample templates specific to their agency's service level, and participants will learn best practices of every emergency operation plan.

**Recommended Audience:** CH: Administrators, Directors, Managers, Nursing and Staff

## Expo

**9:00 a.m. – 11:45 a.m.**

**Expo Viewing and Breakfast – Administrators, Managers and Top Management Only**

*Location: Hall B, C & D*

Take this time to see the latest in products and services - from transportation to furniture and equipment to the latest technology solutions from over 100 companies. See demonstrations, pick up sample products, meet with experts, and talk with suppliers who are working to provide you with exactly what you need to meet today's challenges. Enjoy a great breakfast and register to win some great prizes!

**10:00 a.m. – 10:15 a.m. BREAK**

## Mini Keynote (90-minute)

10:15 a.m. – 11:45 a.m.

### 10. You Can't Manage Time – But You Can Manage Yourself

*Presented by: Amy Siple*

*Location: TBT*

**Content:** Time is probably one of the most valuable commodities on earth and we all get the same amount. While we cannot control the number of hours in a day, we do have influence over how we spend our time. This presentation is designed to help participants consider a thoughtful review of how they use their allotted time. Through a systems approach, participants will be challenged to take steps towards more intentional time (self) management.

**Learning Objectives:** The importance of time/self-management, a strategy for analyzing their time utilization, and at least two action items to promote time/self-management.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

## Association Meetings

10:15 a.m. – 11:45 a.m.

### ND ANFP Membership Meeting

*Moderated by: Melanie Elverud*

*Location: TBT*

**Content:** Membership meeting and networking.

**Recommended Audience:** AL, BC, CH, NF: Certified Dietary Manager, Dietary Managers, Registered Dietitians

## Expo

11:45 a.m. – 1:30 p.m.

### Expo Viewing and Lunch – All Attendees

*Location: Hall B, C & D*

Take this time to see the latest in products and services - from transportation to furniture and equipment to the latest technology solutions from over 100 companies. See demonstrations, pick up sample products, meet with experts, and talk with suppliers who are working to provide you with exactly what you need to meet today's challenges. Enjoy a great lunch and register to win some great prizes!

## Breakout Sessions (90-minute)

1:30 p.m. – 3:00 p.m.

### 11. Behavioral Health: Sexuality Capacity, Consent, and Acceptance

*Presented by: Barbara Speedling*

*Location: TBT*

**Content:** The issue of sexuality is often taboo in the institutional environment. Either the staff lack any understanding and consideration for the very human emotions and needs we all share, or they are uncomfortable with sexuality and would rather avoid having to address it at all. In extreme cases, staff may see themselves as the moral police, imposing their personal feelings and beliefs about sexuality on the dependent population. This session provides a shared human and clinical perspective on how to approach matters of sexuality for all residents, but with focused considerations for those with

dementia or other special needs. The matters of consent, capacity and resident education will be addressed. Suggested approaches will be offered for care planning for issues involving suspected sexual abuse, cases of unwanted sexual contact or contact in circumstances where one or both parties lack capacity to consent.

**Learning Objectives:** Demonstrate an understanding of the regulatory requirements relative to Residents' Rights for privacy, dignity, and choice in matters of sexual expression, create policy and procedures that support compliance and quality care, address capacity and the special considerations for residents with dementia, mental illness or other cognitive or intellectual deficit, and develop staff education and training programs that ensure sensitivity and appropriate accommodation of the human need for sexual expression.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

### 12. Puree Solutions That Deliver Value and Flavor

*Presented by: Nancy Barwick*

*Location: TBT*

**Content:** This presentation will provide a brief overview of dysphagia, including common conditions that can cause swallowing challenges and some of the complications that may result. We will share simple, practical strategies to enhance the appearance of pureed foods, helping improve acceptance and enjoyment. The session will also highlight puree solutions designed to deliver great flavor while saving time, labor, and cost. You will also learn about helpful resources available to support the development and ongoing success of a puree program that adds value for both residents and operators.

**Learning Objectives:** Name two medical conditions that can cause dysphagia, describe two complications associated with dysphagia, describe two strategies to enhance the appearance of pureed foods, name two puree solutions that will help save time, labor, and cost, and identify two resources available to support the development of a puree program.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Nursing, Certified Dietary Managers, Dietary, Registered Dietitian

### 13. Tell Me About It: The Power of One Simple Phrase

*Presented by: Hayley Moseley*

*Location: TBT*

**Content:** Rooted in person-centered practices, "Tell me about it" focuses on leadership and communication and how a single strategic phrase can transform interactions in dementia care, team dynamics, family communication, and personal relationships. It validates feelings, reassures, redirects without confrontation, and opens the door to trust and deeper understanding. Participants learn how this phrase removes judgment, uncovers root causes, and establishes a culture of curiosity and connection. They will also learn to incorporate this phrase into daily communication as a method for coaching staff, resolving conflicts, improving accountability, supporting families, and strengthening relationships. Through storytelling, practical examples, and real-world application, the session demonstrates how one small shift in language can dramatically increase clarity, empathy, and connection in any environment.

**Learning Objectives:** Demonstrate the use of "Tell me about it" in resident interactions, staff coaching, and family communication, use the phrase to uncover root causes



in team conversations and strengthen accountability and problem-solving, apply the phrase as a de-escalation and conflict-resolution tool to promote open dialogue, identify communication breakdowns and choose moments when the phrase can rebuild trust and connection, integrate the phrase into daily communication through a personal action plan for leadership, family, or resident engagement, and evaluate its impact by reflecting on a real conversation and noting improvements in clarity or rapport.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

#### 14. NHICS 101: Building a Functional Command Structure in Long Term Care

*Presented by: Glenn Thomas*

*Location: TBT*

**Content:** Incident Command is a required component of emergency preparedness in nursing homes, yet many organizations struggle to translate the Nursing Home Incident Command System (NHICS) from a written plan into an operational tool during real-world events. This foundational session is designed to help long-term care leaders and frontline staff understand how to effectively establish, staff, and operate an incident command structure during emergencies and disruptive events. The session will break down core NHICS principles, including command roles, chain of authority, communication pathways, and documentation, with a focus on practical application in nursing home environments. Attendees will explore how NHICS supports compliance with the CMS Emergency Preparedness Rule while improving coordination during events such as severe weather, utility outages, infectious disease incidents, evacuations, and staffing crises—scenarios commonly faced by North Dakota facilities. Through real-world examples and lessons learned from inspections, drills, and actual incidents, participants will gain clarity on common breakdowns in incident command and how to avoid them. The session will emphasize role clarity, leadership decision-making, and staff confidence, ensuring incident command is scalable, sustainable, and usable when it matters most.

**Learning Objectives:** Identify the core components of the Nursing Home Incident Command System (NHICS), including key leadership roles, chain of authority, and communication pathways required to effectively manage emergencies in nursing home settings, apply NHICS principles to common nursing home emergency scenarios—such as severe weather events, utility failures, infectious disease incidents, evacuations, and staffing shortages—to establish a functional and scalable command structure, and recognize and address common incident command breakdowns identified during drills, inspections, and real-world events, and implement practical strategies to improve role clarity, documentation, and staff confidence during emergency response.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

#### 15. MDS Hot Topic Roundtable

*Presented by: Robin Hillier*

*Location: TBT*

**Content:** This is the ultimate session for MDS Coordinators! We will discuss current hot topics such as recent proposed changes to quality measures and the RAI manual, and Medicaid case mix methodology. Bring your questions as this interactive session will provide an opportunity for a question-and-answer session and sharing best practices. Melissa Kainz with NDHHS will give a brief update on the appeal process for rate classifications. **Learning Objectives:** Explain the current definition of falls and falls with a major injury, describe the new long stay antipsychotic measure, and evaluate their facility's transition to PDPM for Medicaid case mix.

**Recommended Audience:** NF: Administrators, Nursing

**3:00 p.m. – 3:15 p.m. BREAK**

#### Opening Keynote

**3:15 p.m. – 5:00 p.m.**

#### 16. The INPERIENCE™ | Magic Moments & Methods

*Presented by: Todd Sinelli*

*Location: Hall A*

**Content:** An INPERIENCE™ happens on the inside. The AHA! moment. A feeling in the head or heart. The one that has you move from thinking you know to knowing you know. You are present, alert, aware, attentive, and alive. Incredible INI moments begin to flow. The INPERIENCE™ goes beyond typical event experiences by emphasizing the unseen. Our thoughts, emotions, and energy are immensely powerful. Expect a unique blend of thought-provoking content and interactive exercises designed to ignite individual and group engagement. Get ready to have an INPERIENCE™ that will last a moment but will be remembered for a lifetime!

**Learning Objectives:** Explain the core principles of The INI Way—Integrity, Innovation, and Involvement—and describe how “power in little” actions influence trust, connection, and performance, demonstrate at least two small, intentional behaviors aligned with INI principles in their daily professional interactions, and evaluate the impact of these small behaviors on team cohesion, customer experience, and personal leadership effectiveness.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

**6:00 p.m. – 8:30 p.m.**

#### Awards Social and Gala Dinner

*Location: Sixteen03*

Join us for this year's Awards Gala. Enjoy a great meal and help recognize, celebrate, and congratulate the award-winning recipients!

# Thursday, May 7

7:30 a.m. – 5:00 p.m.

## Registration Open

Location: Exhibit Hall Lobby

7:30 a.m. – 9:00 a.m.

## Breakfast

Location: Hall B

## Full Day Training – Dietary

8:30 a.m. – 5:00 p.m.

### 17. Kind Dining - Creating a Culture of Hospitality

\* Includes 1 hour of ethics and 1 hour of food safety

\*\* Pre-registration is required

Presented by: Cindy Heilman and Jon Williams

Location: TBT

**Content:** Based on the book “Hospitality for Boomers” by Cindy Heilman MSFN, NDTR, FAND, Kind Dining is an in-depth and interactive training program that fosters a culture of hospitality in long-term care, assisted living, hospitals, and any setting where seniors and food intersect. Kind Dining enhances the dining experience by cultivating genuine hospitality and respect for residents, thereby making them feel valued and cared for. The training program emphasizes four key areas: promoting person-centered care, enhancing resident satisfaction, empowering staff to be confident, and strengthening teamwork and service quality. Not one person or department can take care of a resident on their own, we need each other.

**Learning Objectives:** Reinforce to all staff the importance of their residents' dining experience as a valuable part of their daily quality of life and sense of belonging in your community, introduce quality service elements and service standards necessary to deliver a safe, quality meal in a comfortable, enjoyable, social dining environment for all, build competencies (knowledge, skills, and attitudes) necessary for servers to create an optimum dining experience, foster a sense of teamwork and cooperation that includes working across disciplines and within departments, to empower serving staff to own the dining experience and perform the skills necessary to reduce serving errors and make good point-of-service decisions at all levels of care, and develop the necessary company infrastructure to implement and then sustain person-centered hospitality.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Nursing, Certified Dietary Managers, Dietary, Registered Dietitians.

## Breakout Sessions (90-minute)

9:00 a.m. – 10:30 a.m.

### 18. Cleaning and Disinfection: The Environment and Equipment

Presented by: A.C. Burke

Location: TBT

**Content:** Many outbreaks in the healthcare environment have linkages back to environmental contamination. Ensuring proper cleaning and disinfection of equipment and the resident care environment is essential to preventing the spread of infections in the nursing home. This session will address the core components of an environmental cleaning and disinfection program, how to apply the Spaulding Classification System to

determine appropriate disinfection procedures for resident care equipment, and what to look for during environment of care rounds to help ensure a safe and sanitary environment.

**Learning Objectives:** Identify the five core components of an environmental cleaning and disinfection program, describe the Spaulding Classification System and how to apply it to determine proper disinfection procedures for resident care items, and discuss the role of the environment in transmission of infectious pathogens and what to look for when performing environment of care rounds to mitigate potential opportunities for pathogen transmission.

**Recommended Audience:** AL, BC, AL: Administrators, Certified Dietary Managers, Dietary, Environmental, Nursing, Registered Dietitians

### 19. Social Services Essentials: Daily, Weekly, Monthly, Quarterly Responsibilities

Presented by: Janine Lehman

Location: TBT

**Content:** Social Services Directors play a vital, multi-faceted role in nursing home care. This session provides the SSD with strategic guidance for the daily, weekly, monthly and quarterly responsibilities to meet the needs and enhance the life of today's long term care residents. A breakdown of the essential duties will be reviewed along with a tool outlining these duties by frequency. Tips will be shared for comprehensive communication and documentation as well as how to maintain successful survey readiness.

**Learning Objectives:** Identify the essential daily, weekly, monthly and quarterly responsibilities for their role, understand the significant impact they have on meeting resident needs and enhancing their quality of life, and recognize the critical components of the social services duties

**Recommended Audience:** BC, NF: Social Services

### 20. Care at Home Networking Session (CLOSED session-Members Only)

Presented by: Nikki Wegner, Erica Cermak and Bev Unrath

Location: TBT

**Content:** Connect with fellow care-at-home providers to exchange insights and learn how peers are approaching today's challenges.

**Recommended Audience:** CH: Administrators, Directors, Managers, Nursing and Staff

### 21. Top 10 Most Cited Activity Deficiencies in 2025

Presented by: Cat Selman

Location: TBT

**Content:** As of 2025, the most-cited deficiencies in nursing homes regarding activity surveys typically reflect challenges in meeting residents' physical, mental, and social needs through well-organized, person-centered activities. These deficiencies can stem from various systemic, operational, and regulatory shortcomings. Regulatory bodies continue to focus on ensuring that facilities develop activities that meet the diverse needs of residents, are tailored to individual preferences, and promote physical, emotional, and social well-being. Deficiencies related to activity provision often reflect broader systemic issues around staffing, training, and person-centered care. Come and learn as Cat discusses deficiency trends and best practices for survey compliance.

**Learning Objectives:** Identify the top 10 most-cited CMS activity-related deficiencies in 2025, including regulatory intent and key surveyor focus areas, analyze common systemic,



staffing, and documentation failures that contribute to activity-related deficiencies during CMS surveys, and apply person-centered activity programming and documentation strategies to reduce risk for activity-related citations and support survey compliance.

**Recommended Audience:** BC, NF: Administrators, Activities, Nursing, Social Services

## 22. The Ins and Outs of Contracts

*Presented by: Megan Flom*

*Location: TBT*

**Content:** This presentation will provide a foundational overview of creating, understanding, and managing legally binding contracts, covering core elements like offer, acceptance, consideration, and legal intent, and discussing key clauses (scope, price, term) and potential issues (breach, termination), tailored for employees to navigate real-world scenarios like employment agreements, service contracts, and rental agreements.

**Learning Objectives:** Understand why contracts matter, identify the essential elements of a contract, and understand common clauses & their meaning/implications.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Nursing, Office/Finance, Health Information Managers, Human Resources

## 23. Protecting Your Nursing License

*Presented by: Amy Siple*

*Location: TBT*

**Content:** Your license is your livelihood—protect it with knowledge and proactive strategies in this essential session for nurses. Learn the most common reasons nurses face board discipline, including documentation errors, scope-of-practice violations, and boundary issues, and discover how to avoid them through best practices and ethical decision-making. The session will cover real-world case studies, risk-reduction techniques, and steps to take if a complaint is filed. You'll also gain insight into the disciplinary process, legal resources, and how to maintain professionalism under pressure. Equip yourself with the tools to safeguard your career and practice with confidence and integrity. This presentation does not constitute legal advice.

**Learning Objectives:** The mission of the board of nursing, at least three steps of the discipline process, at least three actions the board of nursing can take against a license, and at least two strategies to avoid board discipline.

**Recommended Audience:** AL, BC, CH, NF: Nursing

## 24. Medicare Issues for the MDS Coordinator

*Presented by: Robin Hillier*

*Location: TBT*

**Content:** This session will cover issues Medicare Part A reimbursement issues of particular relevance to the MDS coordinator. Topics will include managing interrupted stays, complex assessment scheduling challenges, and common audit findings.

**Learning Objectives:** List the criteria for an interrupted stay and how to code on the MDS, describe the PPS assessment schedule, and list common Medicare audit findings and establish processes to avoid them.

**Recommended Audience:** NF: Administrators, Nursing

10:30 a.m. – 10:45 a.m. **BREAK**

## Breakout Sessions (60-minute)

10:45 a.m. – 11:45 a.m.

### 25. Roles and Responsibilities of the Infection Preventionist

*Presented by: A.C. Burke*

*Location: TBT*

**Content:** Putting someone in a job position that does not align with their skills and abilities is setting the stage for sub-standard performance. Understanding the roles and responsibilities of the infection preventionist is necessary to support the implementation of an effective infection prevention and control program. This session will describe the tasks and responsibilities of the infection preventionist on a daily, weekly, monthly, as needed, and an annual basis. Session participants will also gain a better understanding of the organizational partnerships, learning needs, and needed skills of the infection preventionist.

**Learning Objectives:** Describe the roles and responsibilities of long-term care infection preventionists, identify the duties and tasks that an infection preventionist needs to complete on a daily, weekly, monthly, quarterly, as needed, and annual basis, and identify learning needs to the infection preventionist.

**Recommended Audience:** NF: Administrators, Certified Dietary Managers, Dietary, Environmental, Nursing, Registered Dietitians

### 26. Beyond the Walls: Bringing the Community In

*Presented by: Cat Selman*

*Location: TBT*

**Content:** Residents in long-term care and assisted living settings often experience isolation, which can negatively affect their physical, emotional, and cognitive well-being. By creating meaningful connections between residents and the broader community, we can foster a sense of purpose, belonging, and engagement. This is an interactive session designed to equip staff with the tools and strategies needed to design and implement safe, engaging, and sustainable community outreach programs that bring together residents, families, local organizations, and civic groups. We will explore the power of intergenerational experiences, volunteerism, and community partnerships in enriching the lives of residents. Participants will learn how to break down the walls of the facility, build lasting connections with the local community, and introduce programs that engage residents in ways that are both meaningful and enjoyable. These efforts will not only improve social, emotional, and cognitive well-being but also strengthen the facility's reputation and presence within the broader community.

**Learning Objectives:** Identify the social, emotional, and cognitive benefits of community engagement programs for residents in long-term care and assisted living settings, analyze potential community partnerships (e.g., intergenerational programs, volunteer groups, civic organizations) to determine alignment with resident interests, safety requirements, and facility capabilities, and develop a practical, sustainable community engagement initiative that incorporates resident preferences, risk management considerations, and ongoing evaluation strategies.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

## Partnering Association Membership and Lunch Meetings (2-hours)

10:45 a.m. – 12:45 p.m.

### NADONA Lunch and Membership Meeting

*Moderated by: Alena Goergen, Chair*

*Location: TBT*

**Content:** We welcome all current members and non-members, to see what we are all about. We will be discussing challenges facing nurses, sharing ideas, policies, or other information to help everyone meet their daily work needs and goals.

This meeting is an open forum discussion type meeting, it is a GREAT time to meet others and network with other professionals.

**Recommended Audience:** AL, BC, CH, NF: Nursing

### ACHCA/Roughrider Chapter Lunch and Membership Meeting

*Moderated by: Reier Thompson, Chair*

*Location: TBT*

**Content:** Annual Chapter Membership meeting: election of officers, approval of previous meeting minutes, review of Administrator Residency program, other business, and member roundtable.

**Recommended Audience:** AL, BC, CH, NF: Administrators

10:45 a.m. – 2:30 p.m.

### Environmental Networking and Membership Meeting

*Moderated by: Mike Medrud. Guests: Jerry Trupka and Larry Poague*

*Location: TBT*

**Content:** Join Mike to network with your peers and receive updated information and education encompassing Environmental Services. This is a great time to problem solve, bring best practices, and ask any questions you may have. There will also be information shared on Life Safety Code and Emergency Preparedness. Learn about the great benefits of being a member of NDESA and how it can help your facility. Special guests will be Larry Poague and Jerry Trupka.

**Recommended Audience:** AL, BC, CH, NF: Environmental Services

## Lunch

11:45 a.m. – 12:45 p.m.

### Participant Lunch

*Location: Hall B*

### APND Lunch and Membership Meeting

*Moderated by: Krista Baytosh*

*Location: TBT*

**Content:** This is open to all Life Enrichment/Activity staff. We will have a membership meeting with election of open board positions; it is a great time to find out what APND is all about. Lunch will be available at the meeting. This is a time to share ideas and learn from each other. Whether you are new to activities or have been around for years we welcome you to join and share with us.

**Recommended Audience:** AL, BC, CH, NF: Activities

### LTCSWND Lunch and Membership Meeting

*Moderated by: Kelly Gustavson*

*Location: TBT*

**Content:** We welcome all current members and non-members, to see what we are all about. We will be discussing challenges facing Social Workers and Social Services Designees, sharing ideas, policies, or other information to help everyone meet their daily work needs and goals. This meeting is an open forum discussion type meeting, it is a GREAT time to meet others and network with other professionals.

**Recommended Audience:** AL, BC, CH, NF: Social Services

1:00 p.m. – 4:00 p.m. (3-hour intensive session)

### 27. Beyond the Data: Uncovering the True Story for Person Center Care and Activities

*Presented by: Cat Selman*

*Location: TBT*

**Content:** In today's healthcare environment, understanding the full story of each resident is more important than ever. From the moment a new resident is admitted, the facts - birth dates, health conditions, occupations - begin pouring in, and our records become filled with data. However, these facts only tell part of the story. Often, we don't truly discover the person behind the data until after they pass, when we read their obituary and think, "I wish I had known that." The truth is, we should have known. To provide true person-centered care, we must learn and understand each resident's life story—especially for those with dementia who can no longer recall their memories. By uncovering these stories, we can begin to meet their needs, preferences, and interests in a much more individualized and compassionate way. This session, led by Cat, will explore how knowing a resident's personal history enhances our ability to provide effective care and support. We will also discuss the role of activity programming in meeting individual needs. While staff often assume they know what's best for each resident, it's crucial to remember that everyone is different. Even when cognition is challenged, residents offer valuable clues about their preferences through reactions and responses. Are we listening? Cat will discuss how to pay closer attention to these clues and offer activities that reflect each resident's unique values and goals, in line with CMS requirements for individualized care. It's NOT your activity program...it's THEIRS!!! This is a truly interactive session, so come prepared to "work up a sweat," interact with other participants...and HAVE FUN!

**Learning Objectives:** Differentiate between demographic/clinical data and meaningful life-story information and explain how each impacts person-centered care and activity programming, demonstrate techniques for uncovering resident preferences, values, and life experiences—including for residents with dementia—using observation, family input, and resident responses, and apply individualized life-story information to design or modify activity interventions that align with CMS requirements for person-centered care and resident choice.

**Recommended Audience:** AL, BC, CH, NF: Activities, Administrators, Certified Dietary Managers, Dietary, Nursing, Registered Dietitians, Social Services





## Breakout Sessions (90-minute)

1:00 p.m. – 2:30 p.m.

### 28. The Dauntless Nurse: Becoming a Skilled Communicator

*Presented by: Kathleen Bartholomew*

*Location: TBT*

**Content:** Excellence and patient safety are only possible in a culture built on trust. When the daily experiences of nurses are that peers and leaders “have your back”, nurses will speak up and share their concerns. In a trust based collaborative culture, communication flows openly, fostering kindness, respect, and teamwork. In this session we apply the principles of high reliable organizations to our daily interactions and learn how to create a professional workplace culture that keeps both patients and nurses safe.

**Learning Objectives:** Assess your confidence level in mastering challenging conversations, identify a conversation that you have been avoiding, apply the DESC model role-playing an example from your clinical practice, and discuss why courage is required in group settings.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Nursing

### 29. Grievance Process Requirements

*Presented by: Janine Lehman*

*Location: TBT*

**Content:** The federal regulations in §483.10(j) F585 Grievances has one of the longest requirement descriptions with four distinct sections and seven subparts in section four. Does your facility have everything in place to be in compliance with all of these requirements? This session will guide the Social Services professional through the intricacies of this regulation and provide tips and strategies for developing and implementing all of the required components of an effective Grievance process.

**Learning Objectives:** Become familiar with the regulatory requirements for F585 Grievances, recognize the specific program essentials required for the facility Grievance program and identify critical elements to implement in an effective facility Grievance process.

**Recommended Audience:** BC, NF: Administrators, Nursing, Social Services

### 30. Payment Systems Update: What Providers Need to Know

*Presented by: Brad DeJong*

*Location: TBT*

**Content:** This session provides a practical overview of North Dakota's long term care payment systems, with a focus on basic care, nursing facilities, and adult residential care. The discussion will cover how rates are set today, what recent data is showing, how property reimbursement and inflation adjustments fit in, and how upper payment limit (UPL) considerations affect system design. The session will also highlight policy discussions aimed at improving stability, predictability, and reinvestment opportunities for providers.

**Learning Objectives:** Identify how property reimbursement, inflationary adjustments, and operating incentives impact provider sustainability, explain how cost and rate data are used to assess system performance and upper payment limit considerations, and recognize emerging policy discussions and potential legislative directions affecting future payment system design.

**Recommended Audience:** BC, NF: Administrators, Office/Finance

### 31. Medication Management in the Home Care Setting: Focus of Polypharmacy and Medication Safety

*Presented by: Joe Litsey*

*Location: TBT*

**Content:** This session will focus on proper medication management in the home care setting as well as identify common examples and red flags of medication mismanagement. We will provide examples of best practices and well as what to avoid. Lastly; we will cover high risk medications often used in the home care setting.

**Learning Objectives:** Describe the relationship of medication adherence to medication management and patient outcomes, identify common “red flags” of home care medication mismanagement, identify high risk medications often used in the home care setting.

**Recommended Audience:** CH: Administrators, Directors, Managers, Nursing and Staff

### 32. Engage, Empower, Excel: Building & Sustaining High-Performing Teams

*Presented by: Pam Truscott, NCAL*

*Location: TBT*

**Content:** This interactive session equips long-term care leaders with practical strategies to strengthen workforce performance and retention. Learn how to design a 30/60/90-day onboarding plan that accelerates competence and confidence, build training that hardwires TeamSTEPPS communication tools like SBAR, huddles, and debriefs, and facilitate team-building practices that foster trust and psychological safety. Explore ways to shape a positive work culture aligned with QAPI and resident safety, and discover creative, low-cost approaches to boost employee engagement and recognition. Walk away with actionable tools and templates to implement immediately in your organization.

**Learning Objectives:** Develop a comprehensive onboarding and training framework, foster high-performing, psychologically safe teams and a positive culture, and boost engagement and recognition with practical, low-cost solutions.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

### 33. Operational & Clinical Strategies to Improve Accuracy of MDS Coding - Tools and Topics

*Presented by: Leah Klusch*

*Location: TBT*

**Content:** Clinical & Operational Leadership needs to coordinate their resources and policies to respond to the many audits, reviews and oversights from CMS and the OIG. This session will present approaches to improve documentation of care, and assessments to respond to the many regulatory and data process changes in 2026. Specific tools and approaches will be demonstrated and discussed as well as policies to clarify issues currently being reported by the auditors. A practical approach must be directed to eliminate data discrepancies and demonstrate accuracy.

**Learning Objectives:** Identify common management issues for Senior Operational and Clinical Leadership that improve accuracy and timing of documentation, describe interdisciplinary formats that increase accuracy and reproducibility of data, and discuss audit processes that create increased risk for negative financial and regulatory outcomes with simple approaches to eliminate losses.

**Recommended Audience:** NF: Administrators, Nursing

2:30 p.m. — 2:45 p.m. BREAK

## Breakout Sessions (90-minute)

2:45 p.m. — 4:15 p.m.

### 34. Understand That Nurse-to-Nurse Hostility: Why Civility Matters

*Presented by: Kathleen Bartholomew*

*Location: TBT*

**Content:** The expression “Nurses eat their young” is so far removed from our idea of the caring and nurturing nurse that we shudder to think it could possibly be true. But the truth is, nurses are hurting each other. Stories from the ‘front line’ cannot be ignored. These stories are the voices of nurses telling the world about their experiences. The first step to healing our relationships is the most difficult: to recognize and openly discuss the problem. Only by understanding the origin and reasons for our behaviors can we even begin to create a healing environment that is so desperately needed in nursing—for ourselves, as well as our patients.

**Learning Objectives:** Understand nurse-to-nurse hostility as an unconscious human behavioral response, explain why nurses experience un-caring behaviors from their peers, list one action that you can take to build a culture of healthy relationships and/or decrease horizontal hostility in the workplace, and describe the impact of horizontal hostility on our patients, peers and profession.

**Recommended Audience:** AI, BC, CH, NF: Administrators, Nursing

### 35. Building Resilient Care: Business Continuity Planning for North Dakota Long-Term Care Facilities

*Presented by: Larry Poague*

*Location: TBT*

**Content:** This 90-minute interactive training equips long-term care administrators, nursing directors, and emergency preparedness coordinators with the knowledge and practical tools needed to develop, implement, and maintain effective business continuity programs that protect residents, staff, and operations during disruptive events. Aligned with the BCI Good Practice Guidelines (GPG Edition 7.0), CMS Emergency Preparedness Final Rule requirements (42 CFR §483.73), and North Dakota Department of Health and Human Services standards, this session combines regulatory compliance with industry’s best practices. Participants will work through real-world scenarios relevant to North Dakota’s unique challenges, including severe winter weather, flooding, and pandemic response—while learning to leverage state resources such as the ND HHS Emergency Preparedness and Response DOC and the HC Standard resident tracking system. Whether developing a new program or enhancing existing capabilities, attendees will leave with actionable strategies and templates to strengthen organizational resilience and ensure continuity of care.

**Learning Objectives:** Identify the federal (CMS 42 CFR §483.73) and North Dakota state requirements for emergency preparedness in long-term care facilities, including the four core elements: Emergency Plan, Policies and Procedures, Communication Plan, and Training/Testing, apply the Business Impact Analysis (BIA) framework to identify critical operations, establish Maximum Tolerable Periods of Disruption (MTPD), and set Recovery Time Objectives (RTO) specific to resident care continuity, develop comprehensive business continuity strategies that address people, facilities, technology,

information, and supply chain dependencies using an all-hazards approach, design and document incident response procedures including evacuation planning, shelter-in-place protocols, and coordination with the ND HHS Emergency Preparedness and Response Department Operations Center, and implement an effective validation program through tabletop exercises, functional drills, and full-scale exercises to meet the CMS requirement for twice-yearly testing, including at least one community-based exercise.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Environmental, Nursing, Office/Finance

### 36. Assisted Living & Basic Care Networking Session (CLOSED Session – Members Only)

*Presented by: Joyce Linnerud Fowler, Kiara Tuchscherer, Nikki Wegner and Erica Cermak*

*Location: TBT*

**Content:** Participate in a peer exchange to explore how facilities across the state are addressing common opportunities and challenges.

**Recommended Audience:** AL, BC: Administrators, Managers, Nursing and Staff

### 37. Care at Home: Summer Storms, Let’s Test Your Emergency Operations Plan (Part 2)

*\*\*Post-requisite from Session 9 Emergency Operations Plan*

*Presented by: Bev Unrath and Rochelle Vander Vliet*

*Location: TBT*

**Content:** We will talk through a Summer Storm scenario that will include thunderstorm warning with possibly dangerous situations that may cause a shelter in place or evacuation. How does your emergency plan address summer storm emergencies?

**Learning Objectives:** Participant will learn about state resources available to respond to an emergency, participants will learn from other Care at Home agencies of their best practices when responding to an emergency, and participants will learn where they Emergency Operation Plan meets/or does not meet regulations and/or by-laws in Emergency Preparedness.

**Recommended Audience:** CH: Administrators, Directors, Managers, Nursing and Staff

### 38. 2026 Survey, Enforcement and Appeal Update

*Presented by: Joe Bianculli*

*Location: TBT*

**Content:** Every long term care administrator, owner, board member and manager has at least a basic understanding of the survey, enforcement and appeal processes. But unless someone actually has been through the entire sometimes years-long process, putting the regulatory pieces together sometimes can seem like the proverbial blind men describing an elephant; that is, the whole may be much different than the parts. This extended interactive session first reviews the current state of the survey, enforcement and appeal processes. Then a framework is outlined for creating and presenting persuasive IDRs, and for considering the pros and cons of appeals. We will discuss the current state of the federal Departmental Appeals Board and court case law. We will discuss what is “winning” -- or why to appeal at if the chance of “winning” is remote. And we will outline the nuts and bolts of appeals. The discussion is intended to be interactive, and to focus on real issues and problems, and real (out-of-state) cases.

**Learning Objectives:** Understand the current state of the survey, enforcement and appeal processes, understand how to structure an effective IDR, and understand the basics of the appeal process.

**Recommended Audience:** NF: Administrators, Nursing



## Ethics Session – 2 hours

2:45 p.m. – 4:45 p.m.

### 39. The Ethical Imperative: Trauma-Informed Care as the Foundation of Excellence in Long-Term Care

*Presented by: Ryan C. Van Wyk*

*Location: TBT*

**Content:** In the modern long-term care environment, ethical care delivery—and sustainable workforce retention—are inseparable from our ability to create a true sense of safety and dignity for both residents and the teams who care for them. This session posits that Trauma-Informed Care (TIC) is not simply a best practice, but the essential standard for ethical care delivery in long-term care settings. By moving beyond basic compliance toward a culture of genuine healing, organizations can honor the unique life stories of residents while identifying and minimizing the triggers that lead to re-traumatization. Attendees will explore how a deeper understanding of the human nervous system transforms both individual caregiving practices and organizational culture. We will examine a shift away from the traditional clinical focus on identifying “what is wrong” toward the more compassionate inquiry of “What happened to this person?” and further into the actionable question, “What does this person need in order to re-establish safety?” Through practical examples and organizational strategies, participants will learn how integrating trauma-informed principles supports resident well-being, strengthens staff resilience, and creates an environment where both residents and care teams can thrive.

**Learning Objectives:** Analyze the neurobiology of stress and trauma by describing how the autonomic nervous system—including key concepts from Polyvagal Theory—influences resident and staff responses in long-term care environments, apply the Six Principles of Trauma-Informed Care to shift daily practice from managing “behaviors” toward identifying and meeting residents’ biological and psychological needs for safety and dignity, and evaluate a model for organizational health that begins with individual regulation and expands to a culture of mutual care, staff resilience, and psychological safety across the long-term care team.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

5:30 p.m.

### Fun Run

*Sertoma Park*

Join us for the 12th Annual Fun Run to help fund Nurse Scholarships in North Dakota. Happy Nurses Week!

7:00 p.m. – 8:30 p.m.

### Theme Hospitality Event

*Radisson – Second Floor Conference Space*

Join us for one of the most popular events at the convention. Great fun and great networking! Let’s plan to have a GREAT TIME! Remember to wear your Fun Night wristband to this event.

8:30 p.m. – 11:30 p.m.

### Dance the Night Away

*Radisson – Galleria Ballroom*

Join us for an evening of music and dancing with “Johnny Holm Band”.

## Friday, May 8

8:30 a.m. – 12:30 p.m.

### Registration Open

*Location: Exhibit Hall Lobby*

8:30 a.m. – 9:30 a.m.

### Breakfast

*Location: Hall B*

## Breakout Sessions (60-minute)

9:30 a.m. – 10:30 a.m.

### 40. Hearing Loss and Healthcare

*Presented by: Kathy Frelich*

*Location: TBT*

**Content:** The goal of this session is to provide a basic understanding of good communication skills, knowledge of responsibility under the ADA, and how to obtain and work with interpreters. Attendees will leave knowing what tools and services will help you meet the needs of your deaf and hard of hearing clients, including how apps (Android and iOS) and devices can change how you communicate in your facility. Use technology to improve resident communication and satisfaction.

**Learning Objectives:** Attendees will leave with a good understanding of the ADA as it pertains to Effective Communication, attendees will know how to access interpreter services, and attendees will leave with a better understanding of available technology to improve communication.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Nursing, Social Services

### 41. Recharge & Thrive: Stress Solutions for Caregivers

*Presented by: Cat Selman*

*Location: TBT*

**Content:** Caregiving is one of the most rewarding professions, but it also presents unique physical, emotional, and mental challenges. This session is an essential educational offering designed to help caregivers recognize the signs of stress, develop practical strategies to manage it, and build resilience to thrive both professionally and personally. Working in caregiving environments - whether in nursing homes, basic care facilities, assisted living facilities, or home care settings - can be incredibly demanding. Staff members often juggle multiple tasks, deal with complex emotions, and support individuals who require constant attention and care. Without proper self-care strategies and stress-management techniques, these pressures can lead to burnout, decreased job satisfaction, and even negatively affect the quality of care provided to individuals. This session will offer caregivers actionable tools to reduce stress, prioritize well-being, and foster a sense of balance and vitality, enabling them to continue providing high-quality care without compromising their own health.

**Learning Objectives:** Identify common physical, emotional, and behavioral indicators of caregiver stress and burnout in long-term care and assisted living settings, apply at least two evidence-based stress-management techniques to reduce daily workplace stress and improve personal well-being, and develop an individualized resilience plan that incorporates self-care strategies to support sustained performance and quality of care.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

## 42. One Solution, Many Menus: Unlocking General Mills' Versatility for Healthcare

*Presented by: Sarah Herland*

*Location: TBT*

**Content:** Discover how General Mills' portfolio empowers healthcare foodservice teams to deliver satisfying, nutritious, and flexible menus—without added complexity. In this session, you'll see practical ways our products can adapt to diverse dietary needs, streamline your operations, and support excellent patient and resident experiences across every daypart. Whether you're looking to refresh your offerings or solve specific menu challenges, you'll leave with actionable ideas to make the most of one trusted solution—across many menus.

**Learning Objectives:** Recognize the ways General Mills products can be adapted to meet the unique dietary and operational needs of healthcare foodservice settings, identify practical strategies to incorporate versatile General Mills solutions into menus across different dayparts and patient populations, and apply actionable ideas and examples to streamline menu planning and enhance patient and resident satisfaction.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Nursing, Certified Dietary Managers, Dietary, Registered Dietitians

## 43. Infection Prevention – Through the Eyes of the Surveyor

*Presented by: Health Facilities Unit staff*

*Location: TBT*

**Content:** Health Facilities Unit staff will provide information related to Infection Prevention - Through the Eyes of the Surveyor. The session will include review of the infection control regulation, pathway, and common issues identified during a survey.

**Learning Objectives:** Learn the regulations surrounding infection prevention, review the infection control pathway, and discuss common infection control deficiencies.

**Recommended Audience:** BC, NF: Administrators, Environmental, Nursing

## 44. Medicare Part A Compliance Issues - Don't forget the Details!!!

*Presented by: Leah Klusch*

*Location: TBT*

**Content:** The basic compliance rules for Part A Medicare covered skilled nursing and skilled therapy are frequently not understood by members of the clinical and operational leadership as well as the IDT. This session is a specific focused review of the compliance issues currently creating payment and regulatory risk for skilled facilities. Audit processes have uncovered a significant number of issues that have resulted in denial of payment and increased regulatory activity. Solutions are clear and simple – a review of coverage very simply stated from the Medicare Benefit Policy Manual Chapter 8. This session will review the commonly underutilized sections of this manual for staff education and training. This session will focus on the simple, clear definitions in the manual that all facilities should reference when they admit a Part A Medicare beneficiary. Leah will also give an update on Medicare Advantage.

**Learning Objectives:** Review the single source of Medicare Part A coverage criteria and documentation guidelines. (Medicare Benefit

Policy Manual Chapter 8), discuss tools for managers and IDT members with definitions and criteria, identify the specific terminology and guidance used in coverage guidelines to reduce payment risks and negative audit results.

**Recommended Audience:** NF: Administrators, Nursing, Office/Finance

## 45. Resident Change in Condition and Rehospitalization: Key Drivers and Solutions

*Presented by: Cyndi Siders*

*Location: TBT*

**Content:** Rehospitalizations and changes in a resident's condition can significantly impact quality of life, disrupting daily routines, worsening health outcomes, and increasing stress for residents, families, and staff. Beyond the human impact, these events also pose regulatory, financial, and licensure challenges for healthcare organizations. This presentation will examine the key drivers of resident rehospitalization and changes in condition, highlighting strategies to minimize avoidable transfers. Topics will include common risk factors, early identification of condition changes, best practices in care coordination, and evidence-based interventions shown to reduce rehospitalization rates. Actionable insights to strengthen communication across the healthcare continuum, enhance quality of care, and ultimately improve resident outcomes will be discussed.

**Learning Objectives:** Examine common risks for resident rehospitalization and change in condition, review best practices for early detection, care coordination, and interventions that reduce rehospitalization rates, and describe actionable approaches to strengthen collaboration among staff, residents, families, and external providers to improve outcomes.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Nursing, Social Services

**10:30 a.m.—10:45 a.m. BREAK**

**10:45 a.m. – 11:00 a.m.**

**Award Videos/Cherished Hopes Drawing**

## Closing Keynote

**11:00 a.m. – 12:30 p.m.**

### 46. No Bad Days

*Presented by: Hunter Pinke*

*Location: Hall A*

**Content:** Life hits you and how you respond determines your path forward. Draw from North Dakotan Hunter Pinke's experience of going from Division I football player to a chest-down paraplegic at age 22. Pinke gives tangible examples on how to choose joy and live life with no bad days.

**Learning Objectives:** Identify the people in your life that make it special, 3 truths of life that turn bad days to tough days, and see the goodness and joy that is consistent in every day.

**Recommended Audience:** AL, BC, CH, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Dietary, Nursing, Office/Finance, Health Information Managers, Human Resources, Registered Dietitians, Social Services, All Disciplines

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