

2020 ANNUAL CONFERENCE AND EXHIBITION

May 11-13, 2020

GRAND HYATT | VAIL, CO



Leading Age Colorado



2020 LeadingAge Colorado Annual Conference and Exhibition

Take the time to focus on innovation at this year's annual conference in Vail. Attendees have told us time and again that this is the most important source of education, information sharing, and discovery in the aging service industry.

We have a stellar lineup of timely and important topics and many opportunities to engage and connect. We hope to see you there!

be BOLD

Find the inspiration and courage to BE BOLD and transform your communities for the better at this year's annual conference.

- Hear from dynamic keynote speakers
- Explore important educational topics
- Connect and engage with fellow providers
- Discover new trends and technology at our exhibitor hall

You'll leave this event feeling elevated and return to your communities better equipped to make decisions with a renewed BOLD vision.

SCHEDULE OF EVENTS



Monday

1:00 p.m.- 2:30 p.m.

Power Sessions and LeadingAge Town Hall

2:45 p.m. - 4:00 p.m.

Opening General Session
"On Fire At Work" with Speaker
and Author, Eric Chester

4:15 p.m. - 5:15 p.m.

"Brief but Spectacular" The brightest senior living and care professionals give passionate takes on topics that inspire them.

5:15 p.m. – 6:15 p.m.

Welcome Reception



Tuesday

8:30 a.m. - 11 a.m.

Education Sessions

11:00 a.m.- 1:30 p.m. Lunch in Exhibit Hall

1:45 p.m. - 5:00 p.m. Education Sessions

5:00 p.m.-6:00 p.m. Networking Reception May 13

Wednesday

8:30 a.m. - 9:30 a.m.

Power Session and Breakfast -Healthy Debate: Handling Conflict in the Workplace

9:45 a.m. - 11:30 a.m.

General Session featuring
Jill Vitale-Aussem and Fail Tales

Monday, May 11

This year's conference begins with two Power Sessions.

POWER SESSIONS ● 1:00 – 2:30 P.M.

LEADINGAGE TOWNHALL: USING SCENARIO PLANNING TO GUIDE PUBLIC POLICY

The Institute for Alternative Futures developed the 2030 Aging Services Scenarios in partnership with LeadingAge to explore the future need for and delivery of aging services in the context of expectable, challenging and visionary futures. These scenarios consider how changes in demographics, economics, technology and cultural values will influence the supply and demand for products and services sought by an aging society, and what implications these changes may have for the visions and plans of today's leaders in aging services. Join LeadingAge Colorado's Emerging Leaders to take a deep dive into one of these scenarios to help provide productive and meaningful outcomes to guide LeadingAge's future public policy priorities.

IF IT'S SO EASY WHY ISN'T EVERYONE DOING IT? SETTING INDIVIDUAL LEADERSHIP GOALS IS KEY TO ANY ORGANIZATION'S SUCCESS



JULIE THORSON, PRESIDENT/CEO, FRIENDSHIP HAVEN, FORT DODGE

Julie Thorson began her career with Friendship Haven as a part-time social worker. After working as activity director, admission coordinator, sales director, sales and marketing director, development director, administrator of Tompkins Health Center, in 2012 she was named President/CEO.

Julie graduated from the University of Kansas with a BA in broadcast news. After working in her field for two years in Mason City, she longed to return to her hometown, so she returned to Fort Dodge and got that first job with Friendship Haven. She knew almost immediately that long-term care was her passion.

Julie was the 2018 recipient of the LeadingAge Dr. Herbert Shore Outstanding Mentor of the Year award. She is a graduate of the Larry Minnix LeadingAge Leadership Academy and is serving as a coach for the Academy beginning this year. She also completed the LeadingAge Leadership Educator program in August of 2019.

- Summarize the importance of setting leadership development goals.
- Explore how to have difficult conversations related to pushing your team members into developing their own leadership goals.
- Discuss the importance of how individual's leadership potential can positively impact an organization's culture.

2020 Annual Sponsors

- Good Samaritan Society
- Bethesda Senior Living Communities
- Eaton Senior Communities
- Morrison Community Living
- Interstate Restoration
- Optum
- Palace Construction
- Ziegler

Annual Conference Sponsors

- CliftonLarsonAllen LLP
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- Infinity Rehab
- New Horizon Foods
- OZ Architecture
- Remedi Senior Care

Monday, May 11

OPENING GENERAL SESSION • 2:45 – 4:00 P.M.

ON FIRE AT WORK

How Great Leaders Ignite Passion in their People, and Why Those People Succeed and Fan the Flames of Engagement



PRESENTED BY: ERIC CHESTER, CSP, CPAE AWARD-WINNING SPEAKER AND BESTSELLING BUSINESS AUTHOR

SPONSORED BY ZIEGLER

Through a highly entertaining multimedia presentation, managers discover the best practice ideas, tactics, and strategies leading employers use to consistently attract and retain top talent, encourage innovation and collaborative thinking, and inculcate the desire to out-perform yesterday's best. This presentation also acknowledges top performing employees and inspires them to continue to excel in their roles while growing their skills and serving as role models for other employees.

Based upon the groundbreaking research in his recent books, Reviving Work Ethic: A Leaders Guide to Ending Entitlement and Restoring Pride in the Emerging Workforce, and the newly released On Fire at Work: How Great Companies Ignite Passion in Their People without Burning Them Out leaders, managers, and employees walk away with actionable ideas for building a world-class workplace culture and attracting and retaining more top performers who take pride and ownership in their work.

Eric Chester is an acclaimed in-the-trenches workforce researcher and thought leader who's been studying, analyzing, speaking and writing about attracting, managing, motivating and retaining top talent since 2001. He is frequently mentioned or quoted in the national and international media such as Good Morning America, ABC 20/20, Fox News, NPR, and CNBC and in publications like Forbes, USA Today, and

the Huffington Post. He is a bestselling author of 5 published leadership books, several of which have become national bestsellers. Eric Chester has delivered more than 3000 paid keynote speeches on three continents. He is a Certified Speaking Professional and was inducted into into the National Speakers Association's acclaimed Hall of Fame in 2004. Eric lives in Golden, CO with his wife and family.

BRIEF BUT SPECTACULAR • 4:15 – 5:15 P.M.

The brightest senior living and care professionals give passionate takes on topics that inspire them.

WELCOME RECEPTION • 5:15 - 6:15 P.M.

There is no other industry where sharing among peers is more imperative! Don't miss this opportunity to enjoy an evening with old and new friends.

Exhibit Hall Hours
Tuesday, May 12

11:00 a.m. – 1:30 p.m.

Exhibit Hall Open

12:45 – 1:30 p.m.

Exhibitor Pitches and Prize Drawings

engage • excite • elevate

Tuesday, May 12 – Education Sessions

SESSIONS 101-104 • 8:30 - 9:30 A.M.

101 THE POWER OF STORY: PSYCHOSOCIAL NEEDS, TECHNOLOGY, AND THE RESIDENT EXPERIENCE

LISBETH SANDERS, LIFE BIO AND FRED PITZL, GOOD SAMARITAN SOCIETY - FORT COLLINS VILLAGE

Authentic stories are powerful. Details of family relationships, childhood memories, military service, work experiences, love and marriage, historical events, and just everyday life deserve to be captured and known. But people are complicated and capturing their unique stories requires great care. This session will explore how reminiscing and engaging in storytelling supports quality of life and person-centered care. Research on the negative health impact of loneliness will be discussed plus the importance of encouraging feelings of purpose, belonging, and personal identity. Engagement using a resident's own life story helps communities know the resident's strengths, goals, history, preferences, and needs leading to individualized approaches and a focus on overall wellbeing.

102 SELL YOUR WAY TO 100% OCCUPANCY

MICHAEL MARLOW, LCS

Senior living providers continue to struggle with occupancy and revenue and we are seeing historical lows in both areas. Our reponse? Discounts!!! Every time we discount our product and services, we are further commoditizing our industry and that is bad news for all parties involved, including our residents. Is there a better way? Absolutely! There is a very simple, highly ethical, research-based way to achieve 100% occupancy no matter your marketing or competition level. This highly interactive session will discuss the selling behaviors necessary to achieve this goal. We are stuck in the Sea of Sameness that largely defines our industry. Come and discuss this highly effective way to be seen as unique. It is easier than you might think!

103 LEADERS WANTED – USING CAREER PATHS & APPRENTICESHIPS TO GROW OUR TALENT PIPELINE

BRENT WEIL | ARGENTUM

Earlier this year, Argentum received a \$6 million grant from the U.S. Department of Labor to develop and expand apprenticeships across the country. This session will answer key questions about apprenticeship and how Colorado providers can take part to build career paths and support training of their employees. Caregivers, LPNs/RNs, executive directors, and IT workers are all target occupations. Find out what's working, what's in store, and how you can join in this national effort.

104 CREATING A CULTURE OF WELCOME

KAREN WOODARD CHAVEZ, PREMIUM PERFORMANCE TRAINING

The purpose of this session is for you to assess how welcoming you, and more importantly, all of your co-workers, truly are with residents, guests and staff. We'll do this by discussing eight key elements that create a culture of welcome in any business. The session is presented in acronyms for ease in remembering the elements and more importantly, implementing the elements. This session will be interactive and provide you with forms and verbiage.

SESSIONS 201-204 • 10:00 - 11:00 A.M.

201 EMERGING TECHNOLOGY TRENDS: NOW AND NOT YET

SCOTT CODE, LEADINGAGE CENTER FOR AGING SERVICES TECHNOLOGY (CAST)

Every day there are new devices, services and software geared toward the burgeoning population of older adults, but which emerging technology trends actually work to help residents and aging services organizations fulfil their goals? Join this session to discover how robotics, virtual reality, artificial intelligence and more are benefiting and challenging the aging services field.

202 BREAKING THROUGH THE BARRIERS TO ENTRY

LEN SEGEL, KEPHART; **ANGELA GREEN URBACZEWSKI**, CAPPELLA LIVING SOLUTIONS; **DAVID SLACK**, AGING RESEARCH INSTITUTE

While the percentage of Americans over the age of 65 is rapidly increasing, the percentage of people planning to move into senior living communities is decreasing. What's changed? Perception? Cost? Lifestyle? Join a panel of industry leaders as they discuss how to change the negative perception of senior living communities, including key barriers to entry. Attendees will hear resident and expert testimonials and will walk away with a "how-to" guide to successfully break through these barriers and make a difference.

203 HIRING AND RETAINING GOOD PEOPLE: A RECRUITMENT CRISIS

NANCY KING, SENIOR OPTIONS & JOHN FRANKLIN, PEARL STREET ADVISORS

This session will create a framework in which organizations can not only identify and keep talented employees, but utilize the best recruitment practices to ensure the right candidate walks through the door. This session will break down three key components of hiring; integrity, initiative, and intelligence, as well as the three components of retention, aspiration, achievement, and autonomy. It will also address employee engagement, which is vital in employee retention. Utilizing case studies, and industry experience, this session will leave attendees with the insight to better create an environment in which employee engagement and satisfaction are priority.

204 UPSKILLING: IDENTITY GAPS RELATING TO CRITICAL THINKING DECISION MAKING AND DATA ANALYSIS IN YOUR ORGANIZATION

CECILE MORRIS, MM CONSULTING

This session will help supervisors, managers and leaders consider the impact of not developing the skills necessary to effectively lead an organization. How sharp are your critical thinking skills, analytical skills and decision-making skills? We will bring academic theory and business application to the discussion. There are opportunities present if we look deeply at facts, beliefs and perspectives. Healthcare is changing and so too is how we need to view leadership and self-development.

Tuesday, May 12 – Education Sessions

SESSIONS 301-304 • 1:45 - 2:45 P.M.

301 IS YOUR STRATEGIC PLAN FLUID ENOUGH TO DEAL WITH THE CURRENT MARKET TRENDS?

Patrick McCormick, Plante Moran and Cindi Raymond, Plante Moran

As providers serve their current and future residents, it is imperative that a well thought out financial strategic plan be considered from various angles of the organization. There are many aspects to a successful strategic plan, including: workforce characteristics that allow the organization to maintain financial performance while maintaining quality; the evolving demand from residents who want to age in place; and, the necessity to understand where your organization currently is and where it wants to go. We want to help you think beyond your occupancy and staffing challenges to help you reimagine and elevate your operations to a new level. We will also discuss industry trends to determine if your organization matches the demands of current and future residents. This session will address each of these issues through a variety of available tools.

302 THE NEW FACE OF THE ELDEST DAUGHTER

KATHERINE WELLS, SERENITY APP

This session is a case study in implementing a family communication and collaboration app at two assisted living communities. We took two communities that are already high-performing facilities and trained staff on a HIPAA compliant communication tool to collaborate with family members. This session will outline the process, discuss the challenges, and share the results-to-date. More and more, the adult child is part of Gen X or later. Because the adult child is frequently the driver behind community selection and wants electronic communication that is easy and convenient for them, how we engage them must change. But at what cost? We explore the good, the bad and the unexpected.

303 MORE THAN JUST THE DATA: ESSENTIAL 2020 CAREGIVER TRENDS

BOBBY MORELLI, HEALTHHIRE/MYCNAJOBS

With historical low unemployment, a workforce that now gets 3+ calls a week for work, and the need to quickly recruit and retain caregivers to meet business demands, this session will help arm attendees with new thinking to build strategies that are grounded in key tactics that will inspire their workforce. Behind the Data dives deep inside the minds of caregivers. HealthHire/myCNAjob's own CEO led a series of focus groups to get under the hood of care workers to better understand their experiences, preferences, and stories behind the recruitment and retention trends impacting the senior care market. We'll explore topics from interview show-up rates to why a caregiver chooses to work someplace to uncomfortable topics like pay, abuse, and racism with one goal in mind; a deeper understanding of the workforce driving your revenue. All attendees will receive a copy of The Caregiver Trend Report and will walk away with actionable strategies to fuel recruitment and retention.

304 LIT UP OR LIGHTS OUT? ELEVATING ENERGY FIELDS IN HIGH IMPACT WORK

BETH ROOME, SWITCHBACK INSTITUTE

This interactive session dives deep into control and mindfulness, key factors in resilience. Empowering and proactive habits reduce the risk of energy-draining, reactive behaviors which disrupt everyday interactions. Above the

line thinking is critical to managing issues for which we are responsible and provides equilibrium when faced with situations beyond our control. This session addresses individual, team, systemic and organizational energy impacts to engagement and excitement, and ways to design high energy environments which elevate performance and outcomes.

SESSIONS 401-404 • 3:00 - 4:00 P.M.

401 CBD, MARIJUANA AND RESIDENT SEX... OH MY!

SHARON CAULFIELD, CAULFIELD LAW LLC AND TODD SELBY, HALL, RENDER, KILLIAN, HEATH & LYMAN, P.C.

Sweeping changes in CBD laws have left providers without a clear path to set resident policies, and legal marijuana usage has changed the landscape for employers. This session will give you a road map to evaluate your facility's options. We will also examine the issue of sex in senior living facilities. Learn how to develop policies for dealing with resident sexual behavior and making sure sex between residents is consensual. This session will also address how to respond to improper sexual behavior while respecting residents' rights. Learn how to navigate sexual behavior issues when a guardian or resident advocate is involved.

402 THE LOW DOWN ON HIGHLY EFFECTIVE MARKETING

MELINDA GISBERT, BIG BUZZ

The noise in the senior living industry is deafening. How does one community stand out from another? How do you know if you are reaching the right audience, and how do they perceive value? During this presentation, you will walk away with the tools needed for answering the who, what, when, where, and why of your marketing strategy, and developing a clear path for meeting your wildly important goals.

403 COMPLIANCE ORIENTED LEADERSHIP

LESLIE LANE, SENIOR HOUSING OPTIONS

Investigating serious allegations in the workplace is a dynamic process. There is no single approach that will fit every situation. When the need for an internal investigation arises, how will you decide who to include, who to interview, when to involve outside agencies, and how to document your findings? This presentation will cover the pitfalls to avoid at all costs and work through a complicated resident care scenario where participants will practice making key decisions that will shape the outcome of the investigation.

404 FROM THE BOARDROOM TO DINING SERVICES, RECOGNIZING AEGIST STEREOTYPES IN THE WORKPLACE

DR. AMY DORE, DHA, METROPOLITAN STATE UNIVERSITY OF DENVER AND **KRISTIN GEERKIN**, STUDENT, METROPOLITAN STATE UNIVERSITY OF DENVER

Aegism is a universal issue impacting all generations. Learn how a graduate student and instructor combined their academic research efforts to understand authentic viewpoints on ageism and opportunities to shift implicit biases towards ageism. By collaborating through a graduate master's capstone, Changing the Narrative developed an initiative called on the same pAGE, emphasizing intergenerational conversations about aegism. It quickly gained attention beyond Colorado and individuals from Trinidad Tobago, Italy, France, England to Homer, Alaska and many other states reached out to learn more.

<u>SESSIONS 501–504 ● 4:15 – 5:00 P.M.</u>

501 CREATING VALUE WITH FEWER RESOURCES: LEAN LED DESIGN AND SENIOR LIVING ENVIRONMENTS

Dan Schindhelm, Eppstein Uhen Architects

The last couple decades have seen a boom of development in the senior living market creating an ever competitive market with challenges from resident care and operations to staff retention and occupancy. With all of the new development and competition in the marketplace it can be difficult to know how best to utilize your available resources to create the most value. This presentation will provide an overview of the Lean led design process and the benefits of using Lean for senior living environments. Senior Living providers can learn from this approach and as a result attract new residents, engage current residents and maintain market share in an increasingly crowded marketplace. In addition, providers can learn the benefits of Lean planning on their operations to increase efficiencies and improve work environments to retain critical employees at a time when staffing turnover has increased. These approaches will be highlighted in new and existing facilities ranging at varying impact levels, from efficiencies in operations and resident flow to community planning and the value stream. Additionally, this presentation will provide actionable and valuable takeaways for attendees to bring back and share with their communities.

502 KEEPING PACE WITH YOUR MARKET

Meredith Benedict, Dixon Hughes Goodman LLP

This session will outline strategies for providers to stay relevant while new senior living alternatives enter the market. The presentation includes determining market feasibility of a campus expansion or satellite campus as well as discussing options for pricing strategies for new contract types.

503 BUILDING A DIVERSE WORKFORCE: BEYOND THE BUZZWORDS

Brent Weil, Argentum

The multigenerational workforce is upon us! Yes, we all know how important the Millennial workforce is, but what about Gen Z, the next wave? And while we're at it, what about our workers who are age 50+? This workshop will dispense with the jargon and focus on real-world execution of diversity and inclusion to recruit and retain the workforce we need.

CREATING A CULTURE BASED ON PEOPLE, PURPOSE AND PERFORMANCE

Karen Woodard Chavez, Premium Performance Training

Do you truly feel that the culture of your organization is based on people, purpose and performance? Or do you feel that your organization is based on performance? There is a difference. My experience in my living laboratory of clients is that when you base your culture on people and purpose you get much better performance. In every organization, there are rock-stars and there are rocks. The question is how do you get the rocks to be on the path to being rock-stars? This training will provide you with some tools to get the rocks rolling.

Wednesday, May 13

WAKE UP CALL POWER SESSION ● 8:00 – 9:30 A.M.

Healthy Debate: Handling Conflict in the Workplace

JOHN FRANKLIN, PEARL CREEK ADVISORS

When disagreements occur at work, which one are you:

The one that runs away from or does not address conflict? Or the one that confronts the situation head-on?

If we do confront disagreements or conflicts, we may not always do so in the best possible way. This session will focus on why conflict is not only inevitable in organizations, but necessary to reach optimal outcomes. The key is creating an environment of healthy disagreement and debate. This session will use the Battle of Gettysburg as a case study to illustrate examples of unhealthy and healthy conflict, and will include small group work to facilitate feedback from one another.

CLOSING GENERAL SESSION • 9:45 – 11:30 A.M.

Embracing Incompetence SPONSORED BY MBK SENIOR LIVING

JILL VITALE-AUSSEM, THE EDEN ALTERNATIVE

Incompetence is something we normally avoid at all costs. But incompetence is necessary for leaders and their organizations in order to innovate and drive meaningful change. In this engaging presentation, Jill will teach you how to celebrate being uncomfortable and to incorporate intentional incompetence into your leadership practice and your organization and reframe incompetence as a sign of momentum, growth and innovation.

Fail Tales

Share your own failures and offer suggestions on how you would have approached the situations that others document. Fail Tails will encourage participants to be open to sharing and learning from failures.

RESERVATIONS FOR THE GRAND HYATT VAIL

Call - 9

Call - 970-479-1530

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Online – https://www.hyatt.com/en-US/group-booking/EGEGH/G-LACL



Group Code – Mention you are with the LeadingAge Colorado group

The hotel reservation cut-off is **April 22, 2020**. To receive the LeadingAge Colorado group rate, please inform the reservationist that you will be attending the LeadingAge Colorado Conference. Reservations made beyond the cut-off date are subject to availability and may not be open at the special group rate.

Grand Hyatt Vail is offering a room rate of \$159 + tax per night for single or double occupancy rooms, plus tax. The daily resort fee of \$38.00 will be waived daily per guest room. Valet parking is discounted to \$10; complimentary self-parking.

Special Needs

If you have a special dietary request or require additional assistance to participate in our conference, please phone or email your requirements to our office at 303-837-8834 or sarah@leadingagecolorado.org.

*Photography: Photographs will be taken at LeadingAge Colorado's 2020
Annual Conference. By registering for this event, you agree to allow LeadingAge
Colorado to use your photo in any LeadingAge Colorado-related publication,
promotion, or website.

DIRECTIONS TO THE GRAND HYATT VAIL

From the East: Denver

- Take I-70 West through Denver
- Stay on I-70 West for approximately 100 miles
- Continue on I-70 West to Exit 176, Vail.
- At the end of the exit ramp, enter roundabout and go under the Interstate.
- At the 2nd roundabout go right onto South Frontage Road towards Lionshead.
- The resort is 1.5 miles down the road on the left.

SUPPORT YOUR ASSOCIATION – Book Your Stay with LeadingAge Colorado!

Due to hotel policies, associations are now held financially responsible for hotel rooms reserved but not actually occupied. To save LeadingAge Colorado from penalty fees, it is imperative that our attendees reserve hotel rooms realistically and cancel with as much notice as possible.

LeadingAge® Colorado

be BOLD

2020 Annual Conference and Exhibition

May 11-13, 2020

GRAND HYATT VAIL, COLORADO

Register Now!

www.leadingagecolorado.org

Leading Age Colorado is the official Colorado affiliate of:









2020 Annual Conference and Exhibition

May 11, 12, 13 2020 Grand Hyatt Vail, Colorado

Early and Standard rates are shown below. **Registration submitted by April 10, 2020 will receive the Early Registration Rate.**

	Early Rate	Standard Rate
Provider Member Individual Full Conference Rate		
Per person for Monday, Tuesday, and Wednesday	\$525 pp	\$575 pp
Group Pricing Structure.		
Savings are based on the Provider Member Individual Full C	onterence Rate	
Save \$75 per person when you send 5 or more.	\$449 pp	\$499 pp
Only attending one day? Provider Member Individual D	aily Rates are available.	
Monday, May 11	\$349 pp	\$365 pp
Tuesday, May 12	\$365 pp	\$399 pp
Wednesday, May 13	\$349 pp	\$365 pp
Non-Member Rates (Non-vendor)		
Individual Full Conference Rate	\$629 pp	\$679 pp
Individual Daily Rate Non-Member (Non-Vendor)		
Monday, May 11	\$449 pp	\$469 pp
Tuesday, May 12	\$469 pp	\$499 pp
Wednesday, May 13	\$449 pp	\$469 pp
Exhibiting Business Member (Vendor)		
Monday, May 11	\$179 pp	\$199 pp
Wednesday, May 13	\$179 pp	\$199 pp
Non-Exhibiting Business Member (Vendor)		
Individual Full Conference Rate	\$525 pp	\$575 pp
Individual Daily Rate Business Member (Vendor)		
Monday, May 11	\$349 pp	\$365 pp
Tuesday, May 12	\$365 pp	\$399 pp
Wednesday, May 13	\$349 pp	\$365 pp
Exhibiting Non-Member (Vendor)		
Monday, May 11	\$499 pp	\$525 pp
Wednesday, May 13	\$499 pp	\$525 pp
Non-Exhibiting Non-Member (Vendor)		
Individual Full Conference Rate	\$1299 pp	\$1419 pp
Individual Daily Rate Non-Member (Vendor)		
Monday, May 11	\$799 pp	\$825 pp
Tuesday, May 12	\$825 pp	\$849 pp
Wednesday, May 13	\$799 pp	\$825 pp
Additional Rates		
Resident/Retired Administrator/Spouse	\$375 pp	\$415 pp
Full Time Student (ID Required)	\$75 pp	\$100 pp

Splitting/Sharing Badge Policy: Splitting or sharing a registration is not permitted.

Cancellation/Refund Policy: Full refunds less a \$50 processing fee for the annual conference will be granted if the member requests the refund prior to May 4, 2020. Substitutions are always accepted. No cancellations will be accepted after this date. If unavoidable circumstances require cancellation, the cost of the program may be credited toward an education program of equal or lesser value within the current year. Forms received without payment will be held to the same cancellation policy as above.

LEADINGAGE COLORADO ANNUAL CONFERENCE QUESTIONS?

Contact LeadingAge Colorado Meeting Services at 303-837-8836 or sarah@leadingagecolorado.org

Online Registration Available!

Register online at https://www.leadingagecolorado.org/2020-annual-conference

- OR -

Register through our app

Register multiple staff with the primary contact's username and password



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