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IDEA JOURNAL

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REUNITE RENEW

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The LeadingAge Colorado Annual Conference is your opportunity to **reunite** with colleagues, to foster new relationships, to share, and to take advantage of networking events. Connect with other Colorado senior living and care providers and **renew** your dedication and commitment to the people you serve. **Reimagine** the possibilities, so that you are equipped to effectively meet the expectations of your current and future clients.

Annual Conference App

Find the Event App in
the iOS and Google Play App
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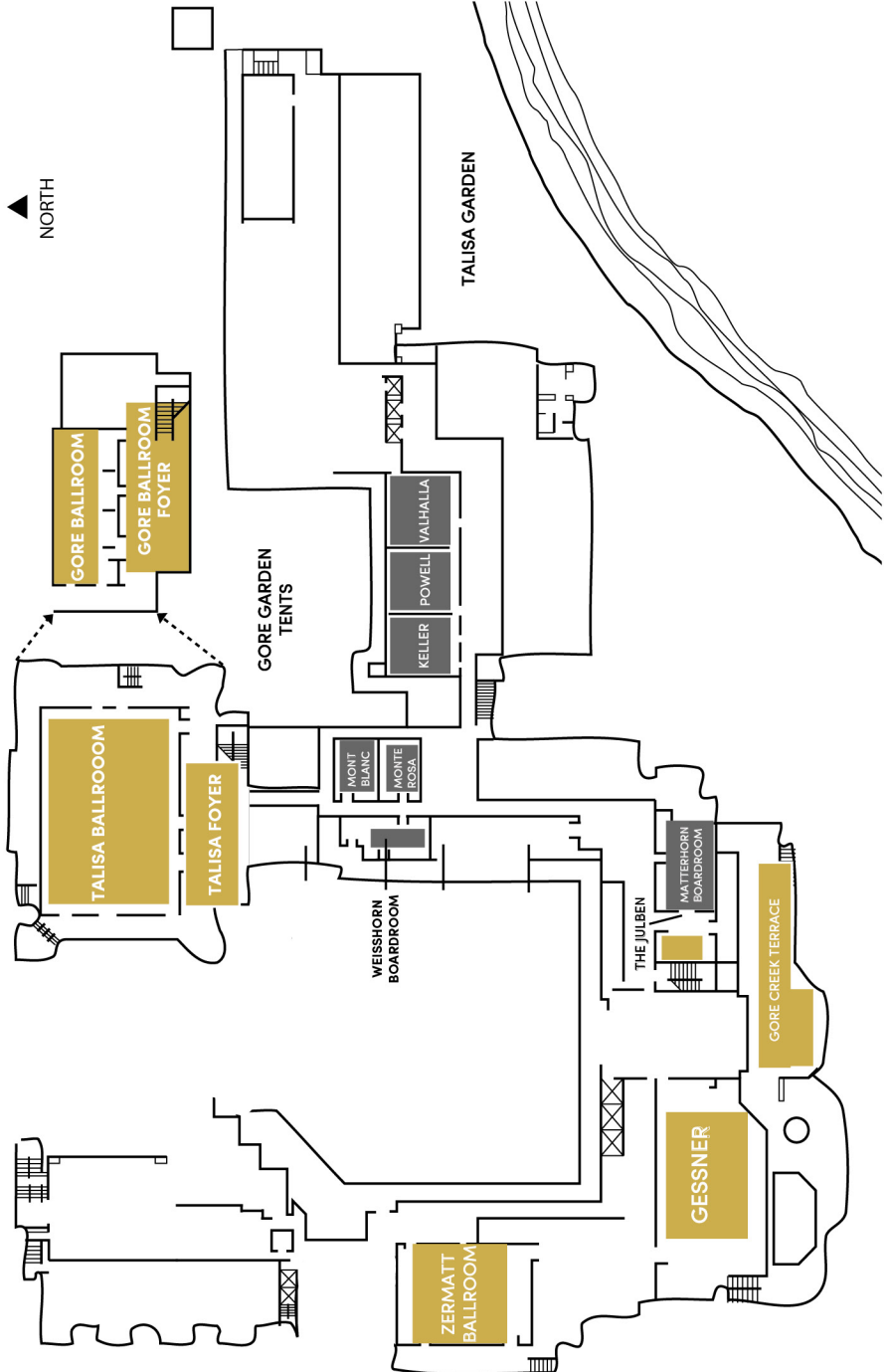
Schedule of Events

May 16 Monday		
12:00 – 1:00 p.m.	Registration	Cascade Foyer
1:00 – 2:15 p.m.	Opening General Session: Clear Eye of the Storm	Cascade Ballroom
2:30 – 3:45 p.m.	Power Session: Community Spirit	Gore AB
2:30 – 3:45 p.m.	Power Session: Creating a Path Towards Workplace Citizenship	Gore CD
4:00 – 5:15 p.m.	Afternoon General Session: 3 Mics	Cascade Ballroom
5:15 – 6:15 p.m.	Welcome Reception	Gore Creek Terrace

May 17 Tuesday		
7:30 – 8:30 a.m	Breakfast	Cascade Foyer
8:30 – 9:30 a.m.	Education Sessions	Gore AB, Gore CD, Zermatt Ballroom
9:30 – 10:00 a.m.	Networking Break	Gore Foyer
10:00 – 11:00 a.m.	Education Sessions	Gore AB, Gore CD, Zermatt Ballroom
11:00 a.m. – 1:30 p.m.	Exhibit Hall (including lunch) <i>Our exhibitors look forward to welcoming you!</i>	Cascade Ballroom
1:45 – 2:45 p.m.	Education Sessions	Gore AB, Gore CD, Zermatt Ballroom
3:00 – 4:00 p.m.	Education Sessions	Gore AB, Gore CD, Zermatt Ballroom
4:15 – 5:00 p.m.	Education Sessions	Gore AB, Gore CD, Zermatt Ballroom
5:15 – 6:15 p.m.	Networking Reception	Zermatt Ballroom

May 18 Wednesday		
8:00 – 9:00 a.m.	Continental Breakfast	Zermatt Foyer
9:00 – 10:00 a.m.	Closing Keynote featuring Chris Heeter: Come Back Wild	Cascade Ballroom
10:15 – 11:15 a.m.	Come Back Wild Workshop	Cascade Ballroom
11:15 a.m. – 12:00 p.m.	Come Back Wild Walk and Outdoor Experience	Cascade Ballroom

Floor Plan



2022 Exhibitors

(as of April 21, 2022)

- *LeadingAge Colorado Member*
- *Annual Conference Sponsors*

Company	Booth Number
ACADIA Pharmaceuticals Co	25
Accushield	31
● Advanced Health Institute	14
● Ben E. Keith Company.....	1
Bestbath.....	12
CarePredict	11
●● Compass Community Living	30
● Davey Coach Sales	33
EZ Way, Inc.	19
Good Day Pharmacy.....	23
● Hord Coplan Macht	28
● Infinity Rehab.	24
LeadingAge.....	15

Company	Booth Number
Medline Industries, LP	16
● Metropolitan State University Denver	10
● New Horizon Foods	13
●● Optum	32
● Pinkard Construction Co.....	27
PointClickCare	20
Prioricare Staffing	29
● ResortInternet.....	2
● Select Rehabilitation.....	22
● Senior Living Insurance Brokers	26
Summit Medical Consultants	21
● Tiger Natural Gas.	9

An up-to-date list of exhibitors can be found in the conference app.

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2022 Annual Sponsors



Conference Item and Event Sponsors

Monday Welcome Food Hall Render	Monday Welcome Drinks Compass Community Living	General Conference Sponsor Good Day Pharmacy ResortInternet
Breakout Session Christian Living Communities	Tuesday Networking Drinks Palace Construction	Lanyards Ziegler

Exhibit Hall Map



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Monday, May 16th

OPENING GENERAL SESSION • 1:00 – 2:15 P.M.

CLEAR EYE OF THE STORM: DISASTER READY **CASCADE BALLROOM**

MODERATOR: **JILL VITALE-AUSSEM**, CHRISTIAN LIVING COMMUNITIES

INVITED PANELISTS: **MICHELE SEPPLES**, BALFOUR SENIOR LIVING; **JULIE LEE**, GOOD SAMARITAN SOCIETY ESTES PARK; **JAMES ROBINSON**, THOMPSON VALLEY EMS; **TOMAS MENDEZ**, FRASIER; **MICHAEL BISHOP**, AGILITY RECOVERY; **DEREK KILLEBREW**, STATE OF COLORADO STATE BUSINESS EMERGENCY OPERATIONS CENTER

Colorado has been faced with unprecedented natural disasters recently including wildfires and floods. Senior living and care providers are called to be prepared. Join us for the Disaster Ready General Session to hear from peers and top emergency preparedness leaders. Learn how to manage disasters and strengthen your emergency preparedness efforts! The session will include personal stories from Colorado senior living and care providers who have recently faced natural disasters.

POWER SESSIONS 2:30 - 3:45 P.M.

COMMUNITY SPIRIT - ENHANCING RESIDENT AND FAMILY CULTURE **GORE AB**

MODERATOR: **CRAIG ERICKSON**, WIND CREST

INVITED PANELISTS: **MICHELLE MCPARLAND**, FRASIER; **JOACHIM ANDERSEN**, VI AT HIGHLANDS RANCH

Community spirit is not something that just “happens.” It requires an organization that promotes the concept of community spirit and residents who are willing to contribute and enhance the living experience of their neighbors. But the benefits of having a tight knit community far outweigh the effort that goes into building one, and believe it or not, the task is not as daunting as it may seem. Attend this Power Session to learn how.

CREATING A PATH TOWARDS WORKPLACE CITIZENSHIP TO STRENGTHEN EMPLOYEE RETENTION & ENGAGEMENT **GORE CD**

BRUCE BERLIN, PRIORITEAMS

30 years ago, the “culture change” movement began to overcome the 3 Plagues of people living in nursing homes...Helplessness, Loneliness & Boredom. The framework for this movement, 7 Domains of Well-Being, which guides staff to develop growth & wellness plans for residents, based up on their individual strengths, to optimize their living experiences and well-being, can also be used by all senior living and care leaders to overcome these same 3 Plagues of their staff, which are negatively impacting employee retention & engagement, by improving their working experiences & well-being, meeting their critical needs & enlisting them as empowered & influential citizens of their community. Attend this session to learn how to use this method to strengthen employee retention and engagement.

GENERAL SESSION 4:00 - 5:15 P.M.

3 MICS **CASCADE BALLROOM**

Like Neal Brennan’s 3 Mics Netflix special, members will switch between three different microphones symbolizing three unique perspectives. This daring and innovative session will challenge everything we believe about senior living and care. The brightest senior living and care professionals give passionate takes on topics that inspire them, offering revealing insights into the critical moments that altered the course of their senior living and care careers or shaped who they are becoming as leaders. You won’t want to miss this lively session as all conference attendees come together to learn from each other.

WELCOME RECEPTION 5:15 - 6:15 P.M.

GORE CREEK TERRACE

It has been three years since our last in-person Annual Conference, and we can’t wait to see you! Join us at our Welcome Reception to catch up with friends, sample hors d’oeuvres, partake in the cash bar, network, and have some fun.

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Tuesday, May 17 – Education Sessions

SESSIONS 101-103 • 8:30 – 9:30 A.M.

101 WHY COMMUNICATION IS YOUR SUPERPOWER **GORE AB**

KATHERINE WELLS, SERENITY ENGAGE

We are undergoing a massive generational and digital transformation in senior living and care. The dedicated, loving people providing care for our older adults are working in an antiquated, complex, and siloed system that was not designed for today's world. Alongside the global caregiver shortage and increased demand for care, the stakes are higher than ever, with both quality and affordability of care on the line.

As we work to modernize and focus on the highest quality of life for those we serve, this session shares the powerful results of cross-organizational communication, setting yourself up for success in the first 14-days of care, and identifying and embracing the new face of the 'adult child'.

102 REIGNITING POST-COVID19 EMPLOYEE ENGAGEMENT BY CREATING A HIGH-PERFORMANCE COMMUNITEAM **GORE CD**

BRUCE BERLIN, PRIORITEAMS

The after-effects of the COVID-19 pandemic are taking their toll on employee morale, engagement, & productivity. This, along with the post-COVID-19 economy, tight labor market and multi-generational workforce requires leaders to recalibrate their workplace cultures to attract and retain top talent and to reignite and sustain high levels of employee engagement.

To do this, leaders must create a culture that meets the needs of their dynamic workforce and unites everyone towards a common purpose as a "community," where there is high trust, effective communication, respect, and high levels of cooperation. By creating a culture of community that is aligned with their organization's mission and values, leaders will see exponential and sustainable improvement in employee engagement because employees will feel connected, involved, and supported.

103 BRINGING YOUR FOOD & BEVERAGE PROGRAM FRONT & CENTER: GENERATING REVENUE & BRAND AWARENESS **ZERMATT**

AARON FISH, TRESTLE HOSPITALITY CONCEPTS

The senior living and care industry continues to evolve and face new challenges brought on by the pandemic and the transition from Silents to Baby Boomers. As a result, we are facing a shift in how we serve new residents and meet the expectations of their family members. Communities will need to create additional revenue streams to weather the numerous economic headwinds that are challenging the industry today. A great area of opportunity to battle these ongoing issues is with your food & beverage operations. These operations will have to become more front and center in the overall experience of a resident's daily life. They are also a mostly untapped source of revenue and additional brand growth.

This interactive and engaging session will provide actionable takeaways for attendees of all experience and backgrounds looking to bring their food & beverage operation front and center. The knowledge gained from this presentation will be applicable to every care level of senior living.

SESSIONS 201-203 • 10:00 – 11:00 A.M.

201 DEFINING METRICS THAT MATTER: HOW TO AMPLIFY RESIDENT ENGAGEMENT & OVERALL WELLBEING **GORE AB**

BRITTANY TRAN, LIFELOOP

Learn how to build a metrics-driven organization that has greater clarity about what drives its success. Brittany will share the ways to use those metrics to gain meaningful insights, empower your leaders, drive greater accountability, and make it easier to understand the needs and desires of your residents. By utilizing data to provide personalized programs for your residents they will feel that their interests and needs are being catered to. Understanding resident preferences will also set your staff up for increased success and have an impact on overall resident satisfaction and well-being.

202 DIVERSITY, EQUITY, AND INCLUSION-IT'S NOT TOO LATE **GORE CD**

CECILE MORRIS, CMM CONSULTING

Health care leaders cannot lead today's organization using yesterday's strategies and skill sets. 2020 and 2021 were years of opportunity to reflect on practices associated with diversity, equity, and inclusion. For those in health care who were not able to assess where you were at in 2020/21, where you wanted to be at in 2022, and where you want the future to be, you can start now. In this session, you will analyze the obstacles preventing you and your team from further addressing gaps that may exist associated with DE&I; define DE&I so that your organization has a solid understanding of how to create goals that will align with your mission and vision; and assess your present skill level associated with DE&I. You will also learn how to create a personal plan by applying potential solutions based on identified gaps.

203 PARTNERING FOR SUCCESS: INNOVATIVE ACUTE CARE STRATEGIES TO ENABLE RESIDENTS TO AGE IN PLACE **ZERMATT**

SARA CRATE, DISPATCH HEALTH, AND **CHRISTIAN LANHAM**, ELARA CARING

An ever-growing challenge facing every senior housing operator is the coordination of care as their residents' clinical needs and acuity rise. Assisted living operators will face more pressure from hospitals, skilled nursing centers and home health agencies to keep residents in their senior housing homes and out of the hospital. By knitting together the right combination of community healthcare partners, senior living and care providers can add critical tools to their care delivery toolbox. This session will demonstrate emerging capabilities and reveal strategies for engaging complementary providers to work in concert, impacting the health and happiness of residents significantly while at the same time infusing the tools necessary for senior living and care providers to meet the quality markers that are part of the new CMS value-based reimbursement structure. This session will share the voice of residents who have experienced the shift in having high acuity care come to them.

Exhibit Hall : Trade Show and Lunch

Tuesday, May 17 11:00 a.m. – 1:30 p.m.

Explore the innovative products and services that our exhibitors have to offer and enjoy lunch in the exhibit hall.

SESSIONS 301-303 • 1:45 – 2:45 P.M.

301 CARE FOR CAREGIVERS: AN INTEGRATED MODEL OF WHOLE-PERSON SAFETY FOR HEALTH CARE WORKERS (GORE AB)

KEVIN LOMBARDO, DORN COMPANIES; **ANTHONY LINAN**, CHRISTIAN LIVING COMMUNITIES/CAPPELLA LIVING SOLUTIONS

Even before the pandemic began, health care workers faced some of the highest risks of work-related injury. Strenuous tasks, such as lifting and moving patients, present unique hazards, on top of high rates of injury from common hazards like trips and falls. Health care workers also face heightened rates of violence from patients and others, approximately three times the risk faced by workers in other industries. The pandemic only increased those hazards. With that heightened risk comes unprecedented stress levels, fatigue, chronic pain, disengagement, and an increased likelihood of employee turnover. Now more than ever, health care workers need holistic safety and wellness solutions that can provide support for both physical and mental health risk factors of their work. Learn about the latest developments in injury prevention and wellness support for nurses, nursing assistants, and health care workers in senior living and care communities. Using recent case studies, the presenters will illustrate how a blend of ergonomics, technology, and specialized education and training can boost employees' engagement with work while reducing injury rates and improving mental health.

302 GOOD GOVERNANCE (GORE CD)

MEREDITH BENEDICT, DIXON HUGHES GOODMAN LLP; **KEITH SEELOFF**, DHG HEALTHCARE

In this period of high risk and uncertainty, boards must have the membership composition necessary to fulfill its fiduciary duty and make solid decisions on behalf of senior living and care providers. In the wake of COVID-19, senior living and care providers have multiple opportunities to expand or affiliate thus perpetuating strategic planning for the future. Boards that are not proactive or "asleep at the wheel" must make changes in membership behavior to improve governance effectiveness. Learn how to create a board with diversity; recruit and maintain members that are proactive and actively participate; and develop an exit strategy for underperforming board members.

303 USING STRATEGIC FORESIGHT TO BUILD RESILIENCE AND INFORM YOUR STRATEGY IN DISRUPTIVE TIMES (ZERMATT)

OLIVIA MASTRY, J.D., M.P.H., COLLECTIVE ACTION LAB

This interactive session will share the importance and discipline of strategic foresight to assist organizations in developing strategies for future resilience. After being oriented to an easily accessible strategic foresight process, we will review critical emerging issues that may pose opportunities and threats in the field of aging. The session is designed to equip participants to embed and sustain a strategic foresight discipline in organizational life and support future-informed visioning and strategy development. Amidst uncertainty, strategic foresight identifies a range of emerging issues that could become important over time. By using emerging issues to anticipate potential changes and their implications, organizations can better envision a preferred future or vision that you can advance through strategic action. Emerging issues are the secret sauce for successful foresight and if we ignore them, we will be more reactive versus strategic and innovative. Focusing on a spectrum of emerging issues helps us push through this limitation and moves us into more innovative versus reactive strategies.

SESSIONS 401-403 • 3:00 – 4:00 P.M.

401 LET'S FACE IT TOGETHER: ARTHRITIS EXERCISE INTEGRATION **GORE AB**

CHRISTINE CONTI, CONTI FITNESS AND WELLNESS LLC

The first part of this session will introduce the tools needed to design and implement exercise programs for arthritic populations safely and effectively. Explore turnkey methods of movement and communication tools to improve the overall health and wellness for the arthritis community. The second half of this session will introduce the program, Let's FACE It Together Facial Exercise and Rehabilitation. Explore the latest techniques to help those impacted by Bell's Palsy, Parkinson's disease, stroke, Alzheimer's, MS, and various muscular degenerative diseases. Leave this session with tons of innovative ideas to best serve your clients of any age or fitness level.

402 CREATING INCLUSIVE SENIOR LIVING COMMUNITIES FOR LGBT+ OLDER ADULTS **GORE CD**

CAREY CANDRIAN, UNIVERSITY OF COLORADO SCHOOL OF MEDICINE; **STORMIE FOUST MALEY**, DAYSPRING VILLA ASSISTED LIVING; **SHIRLEY BROWN**, RETIRED TEACHER, AND RESIDENT AT CHRISTIAN LIVING COMMUNITIES; **AMY DORE, DHA**, METROPOLITAN STATE UNIVERSITY OF DENVER

In their ideal form, senior living communities provide features and services to support privacy, autonomy, dignity, and individuality. There is growing concern the same segments of the population facing barriers to quality and equitable housing and healthcare, like lesbian, gay, bisexual, and transgender (LGBT) adults, also lack equitable access to and have poor experiences in senior living. Christian Living Communities (CLC) and the University of Colorado School of Medicine (UCSOM) partnered to develop a community/resident-based cultural change training program to create more inclusive senior living communities. The project grew out of the CLC LGBT+ Friends Group whose solution was to educate staff that LGBT+ residents exist and provide concrete strategies for staff to make all residents feel seen and heard. The project included two phases: a staff training video and a partnership with SAGE to deliver evidence-based training to staff members. Session attendees will view the video-based training curriculum with actual stories from community members. The panel will share concrete lessons and strategies on how to interact with LGBT+ communities and will share their journey to create a cultural change program designed by and for LGBT+ residents within senior living and care communities.

403 TRANSFORM YOUR COMMUNITY WITH AGE/DEMENTIA FRIENDLY READING **ZERMATT**

SUSAN OSTROWSKI, READING2CONNECT; **EPHRAAM PRICE**, VIVAGE

Honor an older adult's personhood and dignity by supporting their strengths, abilities, and personal qualities, while creatively and respectfully compensating for their challenges. Gain an understanding of how dementia affects, and does not affect, one's ability to read. Learn how to create age/dementia reading material and how to use adapted reading to recognize and celebrate older adults' history, personality, and unique gifts. This dynamic session will shake up conventional ideas about the reading capacities of people living with dementia and will reveal the benefits of age/dementia friendly reading for senior living and care communities.

SESSIONS 501-503 • 4:15 – 5:00 P.M.

501 MORE THAN JUST PASSING TIME: REGAINING PURPOSE THROUGH MEANINGFUL ACTIVITIES **(GORE AB)**

TIA SAUCEDA, SENIORS' RESOURCE CENTER - ADULT DAY PROGRAM; **BRENDA GURUNG**, BE GROWTH DEMENTIA EDUCATION

Learn practical ways to engage people living with Dementia in meaningful activities that tie back to a purpose. Older adults and those living with Dementia crave the opportunity to engage in activities in which they can take pride. This technique works for people of all levels and in all settings. Participants will leave with more than just a list of activities to pass the time. When given purpose, activities can bring back feelings and emotions lost, specifically confidence, pride, value, and self-worth.

502 RECRUITING AND RETAINING STAFF WITH INNOVATIVE OPERATIONS AND DESIGN **(GORE CD)**

SPONSORED BY: CHRISTIAN LIVING COMMUNITIES

LEN SEGEL, KEPHART; **MICHELLE MCPARLAND**, FRASIER; **ANTHONY LINAN**, CHRISTIAN LIVING COMMUNITIES

In this session, a panel of experts will explore a variety of diverse methods to overcome workforce woes and arrive at operational success. Focus areas will include a. Attracting Staff - Share new ideas and helpful lessons learned about prospecting at local colleges, encouraging employee referrals, writing appealing job descriptions, creating dynamic websites, shaping positive first impressions of your building, and how to successfully conduct job interviews. b. Staff engagement - Explore how to create dynamic settings for employees that encourage them to stay and thrive including dedicated spaces that function as team-building rooms and leveraging nurturing connections between residents and staff. c. Recognizing Staff - Discuss operational approaches to encourage and incorporate staff feedback, as well as thoughtful ways to recognize staff for their hard work and paying it forward. d. Supporting Staff - Explore providing helpful in-house training for a career in senior living and care and clever ideas to orient new employees including peer training. e. Staff Health - Share fresh ideas and new ways to create a work environment that supports the physical, mental, and emotional well-being of your staff.

503 SLOWLY DIVING IN HEADFIRST: RENOVATING AN OCCUPIED COMMUNITY **(ZERMATT)**

JAMI S MOHLENKAMP, OZ ARCHITECTURE; **JOHN MCCARTHY**, GOLDEN WEST; **MAGGIE BOLDEN**, PALACE CONSTRUCTION; **PETE GLEASON**, PALACE CONSTRUCTION

Most older adult communities are focused on operations and not real estate development. It can be daunting to look at an aging campus and consider a renovation to update not only the aesthetic components like finishes, but also systems such as the HVAC infrastructure and an entirely new low voltage system. The design and construction methodologies used on the original buildings may not meet codes today. The Golden West community was originally constructed in the 1960's, with additional buildings added to the campus in the 70's and 80's. Although modest updates had been done throughout the years, it was time for a significant overhaul. Golden West recognized that a comprehensive approach was necessary and began the process of evaluating its campus infrastructure along with staff and resident desires for upgrades. Join the panel as they talk about strategies, both successful and not, lessons learned, and results including resident feedback on the new renovation. The panel will also be engaging the audience to offer their insights and experience into projects that have been on their campuses.

Wednesday, May 18

WILD WEDNESDAY WITH WILD INSTITUTE, CHRIS HEETER

Being Wild at work means having the courage to bring the gift of all of who you are to all of what you do. That means showing up whole, creative, free, engaged, connected, and bold. This year's Wild Wednesday will enliven you and your organization through perspective, hilarious stories, interaction, and easily memorable and applicable principles that help leaders, teams, and individuals be more creative, courageous, and collaborative.

Come Back Wild General Session • 9:00 – 10:00 a.m.

CASCADE BALLROOM

SPONSORED BY: KEPHART

What if everyone in your organization pulled to their potential? Can you imagine where you could go?

Picture a musher driving a dogsled. She stands behind her team. They pull the sled while she guides them: harnessing their energy, putting dogs on the line where they have the best chance of success, giving them what they need as they grow and mature. Meanwhile, trail conditions change frequently and dogs on the team don't always get along. Sound strangely familiar? Chris sees the way dog teams work as a perfect analogy to the way human teams work—or rather, the way they could work if leaders knew how to harness the energy of their employees, if employees used their unique gifts, and leaders understood how to encourage, align, and guide these employees—and then let them run. Chris hooks audiences with hilarious stories of the dogs and their personalities, drawn from decades as a dog musher and wilderness guide. Then she turns these stories into usable tools for teams and team leaders to help organizations let go of “how we’ve always done it” and make way for something new. **Something Wild.**



Come Back Wild Workshop • 10:15 – 11:15 a.m. CASCADE BALLROOM

Coming back Wild is never boring. In this workshop, we will roll up our sleeves and dive into the specifics of what your team most needs, using sled dog or whitewater analogies to explore everyday challenges of working together. A blend of small group exercises, self-reflection, memorable stories, and Wild dares (created by the group) keeps people engaged and makes the experience vibrant and useful.

Come Back Wild Walk and Outdoor Experience • 11:15 a.m. – 12:00 p.m.

CASCADE BALLROOM

Close out the conference with a walk and outdoor experience with Chris. The experience will pull it all together—the beauty and peace of a Wild place, the camaraderie with other Wild souls; and the opportunity to connect to your own Wild spirit.

Now is that moment. Given all the upheaval in the world, it is time to carve out some time for Wild places with Wild companions. The natural world calls us to be focused on the present, soaking up the beauty, physicality, and stillness that is unique to wilderness travel.

Come on your own or bring a companion. We look forward to traveling with you.

ABOUT CHRIS

Always engaging. Never boring. Refreshingly different.

Featured on the Discovery Channel's 'National Geographic Today' and recognized with national awards as a speaker, Chris has followed her own Wild path since she was young. A wilderness guide for 30+ years, Chris leads groups deep into the wilderness by canoe or dogsled. The abundant parallels between these adventures and the workplace make up the core of her presentations. Chris grabs audiences with humorous stories about her dogs and their personalities, then weaves those stories into practical takeaways. Chris is on a mission to wake up the Wild side of organizations; to break through the trappings of 'how we've always done it;' and to create Wild and vibrant workplaces that blend heart with solid, successful business strategy.



Chris is a fantastic storyteller.

Her delivery is comfortable, relaxed and resonates across a diverse audience. Dogs of course are a great draw. Chris had a line waiting to get in! Her stories and analogies from her outdoor adventures evoke emotions that everyone in the audience can connect to in their personal and professional lives. Her humanistic approach brings empathy back into the equation to address workforce challenges."

- Jessica Arky, TC-SHRM



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