

Rhode Island Conference & Tradeshow

Be a Changemaker in Aging Services.



About the Conference

Change Makers

We are innovators, catalysts, advocates, and visionaries. Across our state we are not just responding to change—we are leading it. Together we challenge assumptions, remove obstacles, and drive meaningful change across aging services.

This year's conference theme—Changemakers—celebrates the bold spirit that drives aging services forward. It's about those who dare to ask what's possible and then roll up their sleeves to make it real. It's about pushing past what has been to create what can be—for our organizations, our teams and the people we serve. We are advancing careers, strengthening communities, and reimagining aging services with courage and purpose.

Where do changemakers gather to recharge, refocus, and rise to what's next?

 **The Crowne Plaza | Warwick, RI**

 Thursday, April 9, 2026

This is your moment to connect with fellow trailblazers, share bold ideas, and gain inspiration to fuel your mission. Join us—and be part of shaping the future of aging.

Registration Information

LeadingAge Connecticut & Rhode Island Members: \$135

Non-Members: \$200

- Registration is a commitment to pay in full
- CEU credits will be available to attendees post conference.

Registration includes:

- A full day of education, networking and recharging
- Continental breakfast and lunch
- An unforgettable aging services and senior living tradeshow experience
- Prizes, games, and awards

Join colleagues from across the field for a day designed to spark ideas, strengthen connections, and leave you motivated for the year ahead.



Conference Schedule

Registration will begin at 8:00 am

Breakfast, Awards, & Keynote

8:30 am to 10:00 am

Start your morning with a continental breakfast while we celebrate the 2026 Award of Excellence winners and hear an inspiring keynote from Jack York.



Education Track A

11:30 am to 12:30 pm

Attend the first set of breakout sessions, select the presentation you'd like to attend, and gain new insights from industry experts.



Education Track B

1:30 pm to 2:30 pm

Attend the second set of breakout sessions, select the presentation you'd like to attend, and gain new insights from industry experts.



Tradeshow

10:00 am to 11:30 am

Visit the tradeshow floor to discover new solutions, meet exhibitors, play games, and grab a t-shirt while connecting with colleagues.

Lunch & Raffles

12:30 pm to 1:15 pm

Enjoy a plated lunch while we announce the vendor raffle winners and connect with colleagues.

Education Track C

2:30 pm to 3:30 pm

Attend the final set of breakout sessions, select the presentation you'd like to attend, and gain new insights from industry experts.

Keynote: Changemakers: Capturing the Wisdom of the Greatest Generation



Presenter: Jack York, Chief Storyteller, TaleGate

In a field defined by constant change, the most powerful insights often come from those who've lived the longest. This session draws from a seven-year, cross-country journey gathering stories from elders and those who serve them in communities across the country. Through these conversations, leaders reconnect with the purpose that first drew them to this work. The voices of elders reveal lives that have shaped families, communities, and history—while the dedication of those who support them reflects the quiet, daily impact happening inside communities everywhere. You'll laugh, reflect, and rediscover the extraordinary lives you impact every day. Beyond the stories, practical takeaways show how intentionally capturing elder voices taps the power of storytelling, elevates quality of life, and deepens staff engagement and retention. Real examples demonstrate how listening with intention can influence culture and connection. This is more than a keynote. It's an invitation to make elder voice, legacy, and shared purpose a living part of your organization—one conversation at a time.

Educational Tracks

Educational Track A: 11:30 am to 12:30 pm

A1: The Do's and Don'ts of Documentation

Presenter: Maureen McCarthy, Celtic Consulting

***Speaker change** 

Accurate nursing documentation is essential for compliance, reimbursement, and demonstrating quality care. With CMS audits expanding, providers must ensure records support assessment coding, care planning, and outcomes. This session reviews best practices, common pitfalls, and how documentation affects reimbursement, quality measures, and PDPM compliance. Through practical examples, attendees will learn to strengthen interdisciplinary documentation, align records with MDS coding, and prepare for audits—leaving them equipped to maintain defensible records and improve outcomes.

Available CEUs: 1.0 RI NHA

A2: The Changing Face of Seniors: Who Will Fill Tomorrow's Communities

Presenter: Jessica Ruhle, Creating Results

By 2030, one in five Americans will be over 65, driving major cultural changes in senior living. Using proprietary research and national data, this session examines four forces shaping the future: increasing diversity, working seniors, a growing LGBTQ+ population, and evolving family dynamics. Attendees will gain actionable insights into how these trends are changing resident expectations, demand, and decision-making. Through data and real-world examples, participants will learn how to adapt design, services, and marketing to create inclusive, flexible, and future-ready communities—while strengthening their brand, financial sustainability, and sense of belonging.

Available CEUs: 1.0 RI NHA

A3: From Tension to Trust: Communication Skills for Healthcare Professionals

Presenter: Lisa Wasson, HopeHealth

This dynamic session for long-term care professionals focuses on strengthening communication skills and navigating complex family dynamics. Participants will learn to recognize common communication challenges between clinicians, patients, and families, as well as understand emotional, cultural, and decision-making factors that influence family interactions. The session will also demonstrate practical, evidence-based techniques to improve communication, manage difficult situations, reduce conflict, and enhance patient outcomes and family satisfaction.

Available CEUs: 1.0 NASW Pending Approval

Educational Tracks

Educational Track B: 1:30 pm to 2:30 pm

B1: Nursing Home Regulatory Updates and Survey Trends for 2026 - Part 1

Presenter: Pam Bibeault, Triad Healthcare

Are we ready for survey? It's a question all nursing homes have to ask, even facilities that are continually assessing their own systems for quality improvement. From resident care, medication management, and infection prevention to food service and emergency preparedness, every survey area brings its own set of criteria, and keeping up with changes from year to year can be challenging. This 2-hour session is designed to review survey "hot topics" and trends. You will learn about frequently cited tags and gain tips and strategies to help you achieve an optimal survey outcome. Scope and Severity will be reviewed as well as the Informal Dispute Resolution (IDR) and Independent Informal Dispute Resolution (IIDR) processes.

[1.0 Nursing CE Credit Pending Approval](#)

B2: Leading Through Crisis: Media & Communication Strategies for Aging Services Part 1

Presenter: Sarah Dell, Advocacy Solutions

A resident incident, a family complaint that goes viral, or a regulatory issue can quickly become a public relations crisis. Communication in the first hours can shape public trust for years. This session provides a practical introduction to crisis communication planning, reputation management, and media relations for aging services. Through real-world scenarios and discussion, participants will learn how thoughtful communication can protect trust with residents, families, staff, and the community.

[Available CEUs: 1.0 RI NHA](#)

B3: Managing Problem Behaviors in Dementia Care

Presenter: Pamela Atwood, LPC, MA, CDP/CADDCT, Atwood Dementia Group

Understanding behavioral expressions as a form of communication is essential for maintaining well-being in dementia care. This session will help participants understand the scientific background of behavioral manifestations and common causes of emotional distress. The presenter will also share her JAGUAR! approach, an effective approach to redirecting people living with dementia and minimizing behaviors.

[Available CEUs: 1.0 RI SW](#)

Educational Tracks

Education Track C: 2:30 pm to 3:30 pm

C1: Nursing Home Regulatory Updates and Survey Trends for 2026 - Part 2

Presenter: Pam Bibeault, Tirad Consulting

Are we ready for survey? It's a question all nursing homes have to ask, even facilities that are continually assessing their own systems for quality improvement. From resident care, medication management, and infection prevention to food service and emergency preparedness, every survey area brings its own set of criteria, and keeping up with changes from year to year can be challenging. This 2-hour session is designed to review survey "hot topics" and trends. You will learn about frequently cited tags and gain tips and strategies to help you achieve an optimal survey outcome. Scope and Severity will be reviewed as well as the Informal Dispute Resolution (IDR) and Independent Informal Dispute Resolution (IIDR) processes.

[1.0 Nursing CE Credit Pending Approval](#)

C2: Leading Through Crisis: Media & Communication Solutions for Aging Services Part 2

Presenter: Sarah Dell, Advocacy Solutions

A resident incident, a family complaint that goes viral, or a regulatory issue can quickly become a public relations crisis. Communication in the first hours can shape public trust for years. This session provides a practical introduction to crisis communication planning, reputation management, and media relations for aging services. Through real-world scenarios and discussion, participants will learn how thoughtful communication can protect trust with residents, families, staff, and the community.

[Available CEUs: 1.0 RI NHA](#)

C3: How to Put Your Data to Work: Data Analytics for Aging Services Providers

Presenter: Matthew Anderson and Sarah Taylor, CliftonLarsenAllen (CLA)

Aging services providers are collecting more data than ever, but are you using it to its full potential? As analytics tools become more advanced, organizations can turn raw data into actionable insights that improve care quality, increase efficiency, and support smarter decision making. This session explores key data types including clinical, financial, claims, and administrative data and how they can be leveraged to personalize care, streamline operations, and allocate resources more effectively, featuring a case study of a LeadingAge Connecticut & Rhode Island member that successfully advanced its digital strategy through data analytics.

[Available CEUs: 1.0 RI NHA](#)

Registration Form

Rhode Island Conference & Tradeshow

April 9

The Crowne Plaza | Warwick, RI

Contact Person at Organization

Organization: _____ Phone Number: _____

Contact at Organization: _____ Email: _____

Organization Address: _____

2026 Rhode Island Conference & Tradeshow Pricing

LeadingAge Connecticut & Rhode Island Provider Members: \$135

Non-members: \$200

Registration Deadline is April 2, 2026.

Please note that registration is a commitment to pay in full. However, if your organization is undergoing a health inspection survey on the day of the conference, LeadingAge Connecticut & Rhode Island will provide a refund. **We will not be able to provide refunds for any other reasons after April 2nd.**

Registration Options:

1. Register online at www.leadingagectri.org: click on Meetings and Events, RI Conference & Tradeshow tab, and complete the required information.
2. Mail in the completed form to LeadingAge Connecticut & Rhode Island, 110 Barnes Rd, Wallingford, CT 06492.
3. Email completed forms to Nurka Carrero at ncarrero@leadingagectri.org.

Please indicate your choice of sessions by checking the appropriate boxes. Reservations for sessions are first come first serve basis.

Name	Title	A1	A2	A3	B1	B2	B3	C1	C2	C3

Please share how many of your attendees require gluten free food options: _____

Photo Consent Disclosure

I understand that my photo may be taken at this conference, and that said material may be used in future conference materials. By submitting this registration form, I grant full permission for organizers to use photos and quotations from me in legitimate accounts and promotions of this event.

If you have any questions, please contact Nurka Carrero at ncarrero@leadingagectri.org or call us at (203) 678-4477.

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Connecticut & Rhode Island

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