



**JUNE 8-10, 2017
BUFFALO, NY**

Winning Is Contagious...Pass It On! Jeannie Skiffington, Keynote Speaker

**Jeannie has written her book
“Winning is Contagious: Pass It
On” which contains 101 Practical
Lessons To Help You Win At the
Game Of Life.**

She helps people build their own
unique success story by developing
a proactive high achiever mentality

High impact programs delivered in a
humorous, enthusiastic, and
inspiring way to create awareness,
motivation, action, and immediate
measurable results for participants.

Diverse Experience

Over 30 years of award-winning
sales, marketing, and management
experience provide a high level of
understanding, insight, new ideas,
and dynamic delivery that offers
something for everyone in the
audience.

Highly effective in bringing out the
best in people by providing
innovative ideas with step-by-step
tips and techniques for immediate
and simple application.

Jeannie Skiffington began her
speaking career in 1990 after an
award-winning career in sales,
marketing, and executive
management in the direct selling
industry.

Jeannie captures and delivers the
winner thinking she developed dur-
ing her personal and professional
success. Her home-grown wis-
dom and winning philosophy bring
out the winner in everyone.



Home of NCCAP Symposium

2017

Embassy Suites

**200 Delaware Avenue
Buffalo, New York 14202**

USA

Tel: +1-716-842-1000

Fax: +1-716-842-1001

Thursday June 8, 2017

Intensive

1:00—5:15PM

**It's a Balancing Act: Bringing Fun into Falls
Prevention**

Celeste Greene MA, Gerontology

Certified Group Fitness Instructor (American Council on Exercise); Certified Senior Fitness Specialist (American Council on Exercise); Certified Laughter Yoga Teacher (Laughter Yoga International)

The high cost of falls among older adults is no laughing matter. But falls prevention doesn't have to be boring. This intensive is designed for activity professionals and educators who want to make an important contribution to falls prevention programming through safe, fun, and interactive activities that focus on balance. If you want to expand your view of what is possible for frail elders in exercise classes and learn techniques that will help you facilitate breakthrough balance programming, then this intensive is for you.

Registration 5:30 –6:30

Opening Reception

Thursday June 8, 2017

Meet the NCCAP Board, Visit Vendors

7:30—9:30

Everyone is invited!

Local Activity Professionals, Administrators and Staff

Development all invited!

Friday June 9, 2017

Registration— 7:00AM — 8:00AM

8:00AM – 9:00AM

NCCAP Business Meeting

Open to all Participants and NCCAP Credentialed Activity Professionals

9:15AM – 10:45AM

Keynote

Winning Is Contagious...Pass It On!

Jeannie Skiffington

Friday June 9, 2017

11:00AM—12:30PM

Concurrent Sessions

Montessori Techniques for Memory Care Part 1

Kristin Whitlock from Nardin Academy

Sarah Collins from Nardin Academy

Eileen Buermann from Buffalo Montessori Teacher
Education Program

Meeting the Many Challenges of the MEPAP

Debbie Hommel, ACC

Murphy's Law or Epic Masterpiece: The Art of Event Management

Dr. Melissa Swartwood, ACC

12:30PM—1:30PM

Vendor Spotlight Luncheon

Enjoy your lunch while learning about the newest products that will assist you in meeting the needs and interests of your residents.

1:45PM – 3:15PM

Does your Leadership Sizzle or Fizzle?

Tia Hovatter, ACC

Friday June 9, 2017

3:30PM—5:00PM

Concurrent Sessions

Montessori Techniques for Memory Care Part 2

Kristin Whitlock from Nardin Academy

Sarah Collins from Nardin Academy

Eileen Buermann from Buffalo Montessori Teacher Education Program

Build a Strong Staff by Building a Stronger You

Donna Hauser, ADC

Teaching Tools, Technology and Strategies

Natalie Davis, ACC and Julie Reginek, ACC

Integrating Phase II New Requirements of Participation into Practice

Dawn Worsley ADC/EDU/MC

Dinner on Your Own

Optional Tour to Niagara Falls

Educators Roundtable 7:30—8:30

Saturday June 10, 2017

Registration—7:30AM—8:00AM

8:00AM—9:30AM

Concurrent Sessions

Heal Through Words – A Therapeutic Writing Program

Denise Lima-Laskiewicz, ADC/EDU

How to Motivate your Staff to work as a Team

Sherry Barzak, ACC

Ice Breakers and Energizers for the Professional

Jane Anderson, ACC

Meaningful Life and Engagement / Enriching Connections through Non-
Pharmacological Approaches

Theresa Thorland, ACC

10:00 AM—11:00 AM

NCCAP Best Practices/Awards

Presentation of the 2017 Best Practices Awards!

See the 2017 winners and hear about their award winning programs.

Saturday June 10, 2017

11:00 AM—12:30PM

Light'em Up and Watch'em Go!
Christopher Ridenhour, BA, GFN

12:30PM- 1:45PM

Lunch Included

2:00 PM—3:30 PM

Concurrent Sessions

Managing/Dealing with Behavioral Problems

John Collins, ACC/EDU

How to Have Difficult Conversations in Order to Manage Performance

Donna Campbell, BBA

Activities Directors who Struggle with Delegating Effectively and Crave Strategies
to Create a Rocking Department

Sherrita Sparrow, ADC

Nancy Richards, ADC

The Art of Listening

Linda Gossar-Loesch, ADC

Saturday June 10, 2017

3:45 PM—5:15 PM

Concurrent Sessions

The Pagan Elder: Meeting the Needs of Pagans in Long Term
Timothy Anderson, ACC

Coaching in the Classroom and Beyond
Sherrita Sparrow, ADC
Nancy Richards, ADC

Activity Departments: “The Amazing Race”
Tia Hovatter, ACC

Activities a Revenue Generating Department Compliment of the Case Mix Index
Dawn Worsley, ADC

5:00 – 5:30

Wrap Up and Next Year’s Symposium
Door Prizes

Friday June 9, 2017

Session Details

Montessori Techniques for Memory Care Part 1 Memory Care programming using Montessori techniques benefits residents in mid-stage Alzheimer's. Using these techniques will enhance your programming as well as provide therapeutic interventions for your residents in Memory Care.

Meeting the Many Challenges of the MEPAP The MEPAP Instructor sometimes faces specific challenges during the implementation of the course. Students with special needs or those who demonstrate challenging behaviors within the course require understanding and individualized teaching strategies. Additionally, the teaching environment has a significant impact upon a successful learning experience. This session will explore these challenges and involve the participants in sharing solutions and systems to manage.

Murphy's Law or Epic Masterpiece: The Art of Event Management Do your events run like a finely tuned machine or do they resemble a train on the verge of derailment? Some activity professionals may feel out of their comfort zone when planning large scale events, others may struggle trying to pull it all together. This session will equip you with the tools necessary to plan and manage events of any size while creating incredible experiences for your residents, staff, volunteers, and community.

Does your Leadership Sizzle or Fizzle? Participants will learn how to be long term leaders instead of short term ineffective leaders. Participants will be able to create, build and maintain their own leadership "empire". Participants will be provided with proven leadership skills and techniques to become a long term leader.

Montessori Techniques for Memory Care Part 2 Memory Care programming using Montessori techniques benefits residents in mid-stage Alzheimer's. Using these techniques will enhance your programming as well as provide therapeutic interventions for your residents in Memory Care.

Build a Strong Staff by Building a Stronger You In this class you will learn about you, and six strategies I use to build a strong staff. The ability to perform at your full potential stems from a strong sense of self. When you take care of yourself, and have the confidence to be you; regardless of your work environment, and all your different titles, you are in a better position to lead your staff to reach their full potential.

Teaching Tools, Technology and Strategies Integrating technology into instruction is vital and using it can promote learning, increase student motivation, self-confidence and ongoing assessment of learning. Technology in the classroom should support instruction, not drive it. Whether you are teaching online or face to face, technology to be used, each instructor should ask, "What is the goal of using technology or how will this help the student to achieve learning?"

Integrating Phase II New Requirements of Participation into Practice

For the first time in 30 years CMS has revamped the Federal regulations. This session will focus on what changes were put into effect through Phase I and what changes will be required to be in place during Phase II implementation date of November 27, 2017. This session will address the new survey process that will also be implemented on the same date as well as action steps to help you prepare yourself and your students for the major changes.

Saturday June 10, 2017

Heal Through Words – A Therapeutic writing program designed for self-healing through the use of words. We communicate our deepest thoughts to help us heal. There are different forms of therapeutic writing available such as poetry, journaling, creative writing and letter writing. The therapeutic benefits that it provides is emotional, physical and mental. Phenomenal research has been done to support the benefits of therapeutic writing.

How to Motivate your Staff to Work as a Team During this session the attendee will be learning strategies of how to motivate their employees to work together as a team. This session will be geared to the attendees who are new to the field as it will teach things such as communication, listening and delegating.

Ice Breakers and Energizers for the Professional This session will provide information that will assist the activity professional in using Energizers and Ice Breakers in the MEPAP course, in services and in team exercises. Participants will be involved in many Ice Breakers and Energizers. This will be a hands on fun interactive session.

Meaningful Life and Engagement / Enriching Connections through Non-Pharmacological Approaches

Come to this session and learn how to utilize life enrichment programs to make sense of a sometimes senseless world. Memory and cognition impairment can affect every aspect to living a quality life including communication barriers and meaningful life engagements. In this session, participants will explore a wide variety of effective programs and techniques to enrich the lives of those with memory deficits; giving them opportunities to feel purposeful, successful, and live life to the fullest.

Light'em Up and Watch'em Go! If we were honest, we'd recognize that our websites paint near-perfect pictures for potential residents and their families. As you walk through the halls, however, does EVERYONE really appear as engaged as they do on your home page? Imagine the levels of success your stakeholders would experience if each staff member "embraced change", "owned problems", and took "personal accountability" for their part in creating a service-driven community. Transforming our organizational cultures requires each of us to become role models for the behaviors and attitudes we expect from others. Light'em Up and Watch'em Go!, promises to take you into the hearts and minds of your colleagues to reveal what inspires and motivates them to truly LIVE your organization's Mission, Vision and Values.

Managing/Dealing with Difficult Behaviors

Do you have residents/clients with difficult behaviors? If so, this educational session will assist you in meeting their recreational needs. Common behaviors, various approaches to help with these behaviors will be discussed in this session as well as some non-pharmacologic treatments for these behaviors. Plan to attend this power-packed educational session.

How to Have Difficult Conversations In Order to Manage Performance Should you coach, counsel or terminate? Difficult to determine when you don't have the right tools. Session provides resources to determine best alternatives to use, depending on the situation, employing a disciplinary system that provides graduated range of responses to employee performance or conduct challenges can help.

Saturday June 10, 2017

Activities Directors who Struggle with Delegating Effectively and Crave Strategies to Create a Rocking Department Delegation Challenged?

Are you struggling to identify what tasks to delegate? This session explores the barriers and benefits of delegation. You'll identify what to "DO, DELEGATE and DUMP" to increase your department's overall productivity. So, get ready and get real about your delegation style. Everyone wins when delegation is executed effectively!!!

The Art of Listening In today's world everyone wants to talk about what is going on in their life. Twitter and Facebook makes us all feel like we are sharing with everyone, what has happened to listening? Learn about the Art of Listening and how it can help you in your life and enhance your residents lives.

The Pagan Elder: Meeting the Needs of Pagans in Long Term Care Paganism is a broad term which describes a multitude of different faith systems and religions outside of the Monotheistic spectrum. As those who identify as Pagan are aging, several needs are going arise in order to provide appropriate and compassionate care which will help them to maintain their practices in a meaningful way. During this program, we will identify several Pagan religious practices and discuss the different needs that Pagans have expressed either in long term care or are concerned will not be met when they enter long term care.

Coaching in the Classroom and Beyond The MEPAP is a collaborative partnership striving to secure the precepts of communication, leadership and advocacy. Students arrive with diverse work and educational experiences and demands flexibility of instructors to create the "just right" challenge for students to grab on and master content. Session explores topics, through role playing and real time/real life conversation discussion cards. Participants will identify low performance factors in the classroom, discover tips for students mastering the art of saying "no" in the workplace, develop strong time management practices, how to handle challenging conversations and cultivate success in the classroom and beyond as new Activity Leader Mangers.

Activity Departments: "The Amazing Race" Participants will learn proven techniques to improve their department effectiveness and efficiency. Participants will take home ready practices to prepare for survey readiness. Participants will learn the most cited activity deficiencies and how to prepare and prevent citations.

Activities a Revenue Generating Department Compliment of the Case Mix Index What is it? Where did it come from? How does it affect me in Activities? These are questions that you have been asking yourself. In this session we will trace the quality of care/quality of life movement from 2006 to present. This session will help you identify the critical role that the Activities department has and the way that "Activities" can contribute both financially as well as in a positive manner to increase the facility's 5 Star rating.

Registration Form must send both pages

Pre-Registration Deadline

April 1, 2017

Registration Deadline

May 15, 2017

Registration	Fee Per Person	
<input type="checkbox"/> Full Registration postmarked by April 1, 2017	\$265.00	# _____
<input type="checkbox"/> Full Registration postmarked after April 1, 2017	\$295.00	# _____
<input type="checkbox"/> Daily Registration postmarked by April 1, 2017 _Fri __Sat	\$165.00	# _____
<input type="checkbox"/> Daily Registration postmarked after April 1, 2017	\$195.00	# _____
<input type="checkbox"/> After May 15, 2017 (Walk-ins) plus Processing Fee+ \$95.00		# _____
<u>Attending Intensive Only on Thursday June 8, 2017</u>	\$85.00	# _____
___ It's a Balancing Act: Bringing Fun into Falls Prevention		
<input type="checkbox"/> MEPAP Refresher (June 11, 2017)	\$250.00	# _____
	Total Due	_____

Registration Form must send both pages

Name _____

Name _____

Name _____

Name _____

Address _____

_____ zip _____

E-Mail _____

Phone _____

Method of Payment: Check/MasterCard/Visa/ Money Order

Name on Card _____

Credit Card # _____

Billing Zip Code _____

Expiration Date _____

Signature _____

Make checks out to: NCCAP

Mail to:

Attention: NCCAP Symposium

P.O. Box 62589

Virginia Beach, VA 23466

FAX: (757) 552-0491

Home of NCCAP Symposium

2017

Embassy Suites

200 Delaware Avenue
Buffalo, New York 14202
USA

Tel: +1-716-842-1000

Fax: +1-716-842-1001

\$139.00 per room, per night. This rate includes a daily made to order breakfast and an evening manager's reception.

Shuttle is \$10.00 per trip (From Airport)

Parking is \$18.00 per day

Hotel Reservations can be found on the following link:

http://embassysuites.hilton.com/en/es/groups/personalized/B/BUFESES-NCC-20170607/index.jhtml?WT.mc_id=POG

Tour Information will be available soon.

Don't forget to get your passport!



***The MEPAP Train the Trainer – will be held on Sunday June 11 2017 and Monday June 12, 2017**

Those wishing to participate in this training must register for the two-day program. The sessions start at 8:00am and finish at 4:30pm each day. Lunch will be included and 17 clock hours are available for those participating. This is for those individuals that MEET the requirements to attend – see NCCAP.org under the MEPAP Instructor link for the details. Please note this training will only be held with the minimum of 5 participants being registered by the designated (MEPAP Training) deadline of May 11, 2017. **Participants must pay by Check, MO, or bank check.**

MEPAP Refresher Training – will be held Sunday, June 11, 2017 8:00 am – 1:30 pm

This session will introduce the edited instructor manual, review the updated administrative manual with regard to instructor responsibilities as a pre-approved instructor, discuss streamlining the certification process, cover how to utilize Pinterest with your students for business purposes, review the national exam and give helpful tools to prepare the students to take the exam. Additional fees apply, and as above the training will only be held with the minimum of 5 registrants by the May 11, 2017 deadline.

Refund Policy: Refunds less a \$40.00 processing fee can be refunded with written request PRIOR to May 1, 2017. AFTER May 1, 2017, substitutions are permitted, however no refund will be given (no exceptions).

The NCCAP Symposium “Buzz”

*This Symposium has been designed for those activity professionals who want to learn state of the art techniques for providing activities services.

*Participants can earn up to 19 clock hours of continuing education, by participating in all of the sessions.

***Meals:** There will be NO menu substitutions for lunch served during both days of the Symposium. Participants are welcome to bring their own lunch if special diet needs are required

*The NCCAP Business Meeting is open to all participants as well as NCCAP Certified Individuals who are interested in the organization

*The Full NCCAP Symposium Registration includes all educational sessions including the Intensives, vendor showcase, opening reception, lunch both days and certificate of attendance

*Dress for the Symposium is Business Casual and in layers due to Air Conditioning