

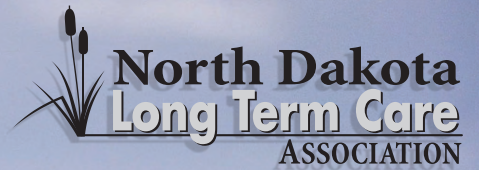
You're invited to attend:

ND Long Term Care Association's

Fall Professional Development & Best Practices CONFERENCE

September 15-18, 2009

Bismarck Ramkota Hotel



Working in Partnership with:
NADONA & ND Dietary Managers Association



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PARTICIPANT'S BROCHURE

A special thank you to our 2009 Sponsor Members for their financial support of the NDLTCA's Fall Professional Development & Best Practices Conference...

PLATINUM SPONSORS:



GOLD SPONSORS:



BRONZE SPONSORS:



Please join us on Wednesday, September 16th for the Sponsor Member Trade Show from 4:30-6:30 p.m.

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Continuing Education Information

All participants will receive a Certificate of Attendance for attending the conference. In order to receive full credit for a session, participants must attend the entire session.

The number of hours participants will receive will be based on sessions attended. Participants will receive one contact hour for a 60 minute session.

NDLTCA is an approved provider of continuing education for licensed nursing home administrators, licensed social workers, and activity professionals.

North Dakota Long Term Care Association is an approved provider of

nursing continuing education by CNE-Net, the education division of the North Dakota Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. NDLTCA has applied for continuing education hours to the following organizations: Certified Dietary Managers Association and Dietetic Association.

Nurses, social workers and dietary staff need to complete additional paperwork at the NDLTCA Registration Desk during the conference.

If you have any questions regarding continuing education hours please contact Bev Herman, Education Director at 701-222-0660 or e-mail Bev at bev@ndltca.org.



Conference Schedule

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**PLAN TO
ATTEND
THIS YEAR.
REGISTER
TODAY!
(SEE PAGE 9)**

Conference Goal

Conference attendees will identify ways to improve the care they provide to the residents/tenants in their facilities, identify ways to cope with stress in the workplace and at home and implement effective infection control practices.

TUESDAY SEPTEMBER 15

10:00 a.m.

☆ **NDLTCA Board Meeting**
(Governor's Room, Ramkota)

2:00 p.m.

NDLTCA & PAC Clay Shoot

5:00 p.m. – 7:00 p.m.

Registration Desk Open

5:00 p.m.

☆ **NADONA Board Meeting**
☆ **NDDMA Board Meeting**

6:00 p.m.

☆ **NADONA Membership Meeting**

WEDNESDAY SEPTEMBER 16

7:30 a.m. – 5:00 p.m.

NDLTCA Registration Desk Open

7:30 a.m. – 8:30 a.m.

Breakfast in the Courtyard

8:30 a.m. – 10:30 a.m.

☆ **NDLTCA Membership Meeting**

8:30 a.m. – 11:45 a.m.

1A Presenting Your Side of the Story

Presented by Mary Jo Ball

Content: This session will review the North Dakota rules for submitting an Informal Dispute Resolution (IDR). Participants will use an actual survey citation to write an IDR. Discussion will take place on the best way to organize an IDR. *Audience Recommended: Administrators, Nurses, Office*

8:30 a.m. – 10:00 a.m.

2A Effective First Impressions

Presented by: Michelle Wall

Content: How would you like to project an image that is both professional and sincere? This session will provide proven techniques to create a positive first impression that you can expand on to build solid relationships. It will teach you the importance and how you can take control of the way others perceive you. Walk into a business or social situation and feel in command after attending this session ... You have earned the right! *Audience Recommended: All Disciplines*

3A Certified Dietary Managers – A Review

Presented by: Jill Keith

Content: This session will review components of the certified dietary manager exam. Areas that will be discussed include: nutrition, management of foodservice and personnel, and areas related to sanitation ... potentially hazardous foods, food sanitation and safe handling. *Audience Recommended: Dietary Managers, Dietary Students*

10:00 a.m. – 10:15 a.m. **Break**

10:15 a.m. – 11:45 a.m.

4A Managing Conflict

Presented by: Michelle Wall

Content: How do you handle conflict without alienating the other person? How do you create an environment where people feel comfortable making mistakes and learning from them? After this session, you will have the tools to handle mistakes in a way that helps individuals maintain dignity while working toward problem resolution and improvement. Turn your biggest problem into your greatest ally. This session will provide the blueprint to help you do it. *Audience Recommended: All Disciplines*

5A Grease Control and You and Food Code Update

Presented by: Dean Woehl and Mel Fisher

Content: Dean will discuss the city of Bismarck's Grease Control Program, its background and how it affects food service establishments. Participants will learn what industrial pretreatment is, how industrial pretreatment pertains to you and your facility and the importance of putting grease in the trash not down the drain. Mel Fischer will discuss sanitation issues and the food code. *Audience Recommended: Dietary Managers and Administrators*

10:30 a.m. – 12:00 noon

6A Medicaid Update

Presented by: Medical Services Staff

Content: This session will update participants on MDS changes, three month look back for SNF Screening, MMIS, Medicaid Integrity Program, new funeral set-aside, DME equipment recycle, single point of entry, Richardton and Steele update, increased medically needy income levels and update on Basic Care personal needs allowance. *Audience Recommended: Administrators, Nurses, Office and Basic Care*

11:45 a.m. – 1:00 p.m.

Participant's Lunch

☆ **NDDMA Membership Lunch Meeting**

1:00 p.m. – 2:30 p.m.

OPENING KEYNOTE

7A The Celebrity Experience: How to Make Your Customers Feel Like Stars!

Presented by: Donna Cutting

Content: This session shows you how to turn customers into lifelong raving fans by giving them star treatment. You will walk away inspired by stories of people and organizations that strive to become extraordinary. You will be given ideas and ACTION steps that you can implement immediately that will have your customers saying WOW! This session is filled with humor, interaction and surprises that will engage you from beginning to end. *Audience Recommended: All Disciplines*



2:30 p.m. – 3:00 p.m. Break

3:00 p.m. – 4:30 p.m.

8A Capitalizing on our Differences

Presented by: Michelle Wall

Content: How important is it to deal with differences in order to create success in our environment? If the world around us was all one color or one texture or one shape, wouldn't it be boring? We can benefit from differences by seeing how they compliment each other and how they can create more vibrant environments and successful results. This session will help you to discover that differences are assets to be celebrated. *Audience Recommended: All Disciplines*

9A The Case of the Lost Employees Featuring Donna Cutting

Content: This session will provide clues and action steps for solving the crime of low employee engagement. Attendees walk away with immediately applicable ideas and strategies for welcoming new employees, rewarding and recognizing all employees, and creating a workplace environment conducive to high productivity

and extraordinary service. Best of all, the audience members are the STARS of the show -- and you'll be laughing while you learn! You'll get the low down on: What employees REALLY want – aside from pulling in a paycheck, Why employees STAY on the job – and stay engaged!, Why employee appreciation is NOT just a job for the HR Department, Low Morale – Discovering the clues and rounding up the suspects, How to solve the Crime – 25-75 no cost or low-cost strategies for recognizing the difference employees make to your company and construct a plan to incorporate celebration, reward, recognition and heart into the workplace with the desired outcome of high morale, lower staff turnover and higher productivity. *Audience Recommended: All Disciplines*

4:30 p.m. – 6:30 p.m.

Sponsor Trade Show

You will not want to miss this event. Come and visit with our Sponsor Members as they showcase their products and services. Stay throughout the sponsor trade show and have the opportunity to win cash prizes throughout the event. Food, fun and prizes! Just by walking into the Trade Show you have a chance to win one of three complimentary registrations to the NDLTCA's 2010 Annual Convention and Trade Show. Be sure to come and register for this opportunity!

THURSDAY.....SEPTEMBER 17TH

7:30 a.m. – 5:00 p.m.

NDLTCA Registration Desk Open

7:30 a.m. – 8:30 a.m.

Breakfast in the Courtyard

8:30 a.m. – 10:00 a.m.

1B Best Practice Session

*Presented by the 2009 Best Practice Winning Facilities
Audience Recommended: All Disciplines*

Resident/Family Focused Category:

Culture Change – Maximizing Choices

Winning Facility: Hillsboro Medical Center

Presenting: Kathi Burd, Phyllis Leraas and Kathy Skager

Best Practice: Culture change is about choices. It is not about the staff making the choices for the residents, but the residents being able to make their own choices. In this session we will show the transformation from a traditional nursing home setting to the one that maximizes choices.

Staff/Volunteer Focused Category: Watch My Back

Winning Facility: Knife River Care Center, Beulah

Presenting: Rhonda Pfenning, Missy Mohl and Linda Czywczanski

Best Practice: The goal: to create a culture of working safely... The "Watch my back" program was designed as a reward program for all staff. Employees work as a team, "patting" each other on

the back when witnessing safe practices. They also “watch” each other’s back if an unsafe practice or act is observed. If everyone works safely, injury rates are minimized, which in turn reduces lost time away from work.

Community/Special Project Focused

Category: Sparkle Program

Winning Facility: Elm Crest Manor, New Salem

Presenting Best Practice: Diana Bopp, Bob Owens and Teri Nelson

Best Practice: Sparkle Day is not just a day or an event, it is a feeling we want our residents to have on a daily basis. It is an opportunity for our residents to show their individuality, and encourages interaction between staff, residents, family and community.

10:00 a.m. – 10:30 a.m. Break

10:30 a.m. – 12:00 noon

2B The Importance of Evidence Based Data

Presented by: Mary Tellas-Nayak

Content: This session will share the most recent Nursing Facility satisfaction results and show how North Dakota’s results match up with national results. Assisted Living and Basic Care Facilities will learn about the Assisted Living/Basic Care Satisfaction Survey instrument and demonstrate the value of having evidenced based data for facilities and consumers. Participants will understand the value of having one instrument used by our facilities so we can share the results with consumers and legislators. *Audience Recommended: All Disciplines*

3B Safer Prescriptions for Elders in ND (SPEND): Reducing Potentially Inappropriate Medications and Drug-Drug Interactions

Presented by: Sally May

Content: This presentation will provide participants with insight into medication use among the elderly in North Dakota. An overview of the SPEND Drug Safety project that includes practical medication management practices for the long term care community will be discussed. SPENDING time on improving medication management is time well spent. *Audience Recommended: Nursing, Social Services, Therapy and Pharmacy*

4B Humor in the Workplace

Presented by: Jan Collins

Content: How do you cope with your everyday work challenges? Do you bark out orders to your staff? Do you scream at your boss “I can’t take this anymore”? Eat chocolate? Talk to yourself and agree with yourself especially since you know that you are RIGHT and everyone else is wrong? We all have demanding jobs. There is a management tool that you may not have used in a long time. It is called humor! See how you can use humor in the workplace for team building, solving problems, and bringing more enjoyment to your work environment. *Audience Recommended: All Disciplines*

12:00 noon – 1:30 p.m.

Best Practices Awards Luncheon

All attendees are invited to attend the Awards Luncheon and recognize the 2009 Best Practice winning facilities.

1:30 p.m. – 5:00 p.m.

5B Incident Command System (ICS) for Long Term Care

Presented by: Sherry Adams

Content: This session will provide you an overview of the National Incident Management System (NIMS). Participants will be able to demonstrate basic knowledge of the Incident Command System, describe the ICS organization appropriate to the complexity of the incident or event and use ICS to manage an incident or event. *Audience Recommended: Administrators, Department Heads*

1:30 p.m. – 3:00 p.m.

6B Infection Control Potpourri

Presented by: Joan Cook

Content: This session will discuss MRSA and other multi-resistant organisms, understanding and treatment of C.Diff, and preparing for H1N1. Discussion will also take place on the new ND guidelines for isolation. *Audience Recommended: All Disciplines*

7B Assisted Living Panel Discussion

Panel led by Cathy Schmidt

Content: This session will discuss Fair Housing issues relating to making sure your move in – move out criteria is in compliance with federal laws. Bryan Fredrickson will discuss the role of the ombudsman and any issues or concerns that have been brought to the ombudsman’s attention. Shelly Peterson will provide an overview of the new Assisted Living regulations that were passed during the 2009 Legislative session and also discuss the importance of resident, family and staff satisfaction surveys. *Audience Recommended: Assisted Living and Basic Care*

8B Food Allergies: From Diagnosis to Your Kitchen

Presented by: Jan Collins

Content: Approximately 12 million Americans suffer from food allergies. Eight foods account for 90% of all food-allergic reactions in the United States. There is no cure for food allergies. We will explore how food allergies are diagnosed and what you need to know to prepare and serve. *Audience Recommended: Dietary, Nursing, Basic Care, Assisted Living, CNA*

3:00 p.m. – 3:15 p.m. Break

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Thursday, September 17th (cont.)

3:15 p.m. – 4:45 p.m.

9B What Bugs You? Infection Control Overview

Presented by: Cindy Hickman and Mary Haugen

Content: A thorough overview of what your infection control program should consist of...from development of policies and procedures, surveillance, documentation, monitoring, education and reporting. This session will review what you need to be prepared for relating to F-Tag 441 and the surveyors protocols.

Audience Recommended: All Disciplines

10B Assisted Living Networking Session

Join your assisted living peers and share your move in and move out criteria, discuss issues that you are concerned with and share any best practices you have implemented. *Audience Recommended: Assisted Living*

11B Food Trends: A Look Back to Take a Look Forward

Presented by: Jan Collins

Content: Good food is always the latest food trend. Come take a look back at the food industry trends over the last 40 years, what the current food trends are, and what will be future market trends. Get ready for a journey down memory lane plus get ready to make new memories. *Audience Recommended: Dietary ... but would interest everyone!*

Evening Open

FRIDAY, SEPTEMBER 18, 2009

7:30 a.m. – 8:30 a.m.

Breakfast

7:30 a.m. – 12:00 noon

Registration Open

8:30 a.m. – 10:00 a.m.

1C LTC Trend Tracker

Presented by: Bill Hartung

Content: LTC Trend Tracker is a web-based tool for tracking and utilizing key metrics to help improve the performance of your nursing facility. Through a simple and easy-to-use report builder, your facility or company will have access to a wealth of reimbursement, cost, quality, and survey information to explore the performance of your facility over time, and to compare the

Friday, September 18th (cont.)

performance of your facility against your peers. LTC Trend Tracker is a free benefit for AHCA and NCAL members. Join Bill Hartung as he demonstrates this great tracking system. *Audience Recommended: Administrators, DONs, Office*

2C Care Planning for Basic Care

Presenter to be determined

Content: This session will review good care planning for Basic Care. What needs to be included in the care plan how often the care plan needs to be updated and what surveyors will look at during a Basic Care Survey. *Audience Recommended: Basic Care*

3C Positive Responses to Early Stage Dementia

Presented by: Krista Headland

Content: This session will address the importance of early identification and diagnosis of alzheimers/dementia, working with the family to address concerns, appropriate activities and programming, and understanding the changes happening in the brain as a result of the disease. *Audience Recommended: Assisted Living, Nursing, Dietary*

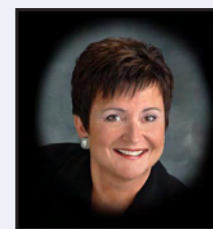
10:00 a.m. – 10:15 a.m. Break

10:15 a.m. – 11:45 a.m.

4C Managing The Chaos ... Are You Thriving or Just Surviving

Presented by: Mary Jo Paloranta

Content: This session is about thriving during times of constant chaos, as well as, success, happiness, and power to create what you want for your professional and personal life. Mary Jo's humorous wisdom, experience and endless enthusiasm, have an exciting way of inspiring people to thrive in the midst of change, learn key strategies for thriving in the new world of work, identify the sources and solutions for managing the constant chaos, achieve greater productivity, work smarter, and maximize personal and professional potential. As a result of this closing session, you will be refreshed and retooled for optimal performance! *Audience Recommended: All Disciplines*



11:45 a.m.

Special Benefit Drawing Cherished Hopes

All proceeds from this special benefit goes toward making hopes come true for residents and tenants right here in North Dakota.



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About Our Speakers

Sherry Adams is a Registered Sanitarian/Registered Environmental Health Specialist working at Southwestern District Health Unit in Dickinson. Sherry has recently taken the position as Administrator/CEO for the health unit. She earned her Bachelor's degree in Biology in 1979 and worked as a lab and branch supervisor in the dairy industry for 23 years. She has worked in Emergency Preparedness and Response for five years, is certified in Homeland Security at Level IV, and is also the SW Region Pandemic Flu Coordinator. Sherry works to train first responders in Personal Protective Equipment and N-95 respiratory programs. She is a Hazmat Technician, Certified Water Lab Technician, Certified Instructor for CPR, First Aid, Blood borne pathogens, and a Certified WMD instructor. She is also certified by FEMA and the State of ND as an Incident Command instructor. Sherry was an adjunct professor at Dickinson State University. Her work in Emergency Preparedness, as well as being the SW Regional Pandemic Flu coordinator will continue into the future. *Presenting Session: 5B*

Mary Jo Ball is currently working for the Good Samaritan Society as the Director of Resident Services supervising the social work, dietary, and recreation/wellness consultants. She was born and raised in Toledo, Ohio and attended college at Bowling Green State University in Bowling Green, Ohio. After graduating in 1985 with a Bachelor in Social Work she moved to Venice, Florida and began work as a nursing home social worker. Mary Jo graduated in 1992 from Barry University in Miami with a Master in Social Work. She has worked in many venues, including nursing home, hospital, home health and case management. In 1998 Mary Jo began working for the Good Samaritan Society in Sioux Falls, SD as a Social Work consultant. *Presenting Session: 1A*

Diana Bopp is the Activity Director at Elm Crest Manor in New Salem, ND. *Presenting Session: 1B*

Kathi Burd has worked for Hillsboro Medical Center since 1997. Her career with the Center has consisted of working as a dietary aide, monitor, CNA and household coordinator. She has worked as household coordinator for the past 1 ½ years for Prairie Horizon which is on the 2nd floor of the centers long term care center. *Presenting Session: 1B*

Jan Collins brings more experience than she cares to think about! Having over 30 years management experience in various institutional food service operations and sales experience with broadline food service distributors and food manufacturers, her approach to everyday "opportunities" (never problems) combines common sense and humor to deal with these challenges. *Presenting Sessions: 4B, 8B and 11B*

Joan Cook, RN, CIC, CPHQ, Infection Control Manager at MeritCare Health System in Fargo, ND. Joan is certified through the National Certification Board in Infection Control. She has specialized training in Infection Control from the Centers for Disease Control and Prevention. She is a Clinical Assistant Professor of Medicine through the Department of Internal Medicine at UND. *Presenting Session: 6B*

Donna Cutting, President and CEO (Chief Experience Officer) of Donna Cutting Presents!, is a nationally recognized expert in employee engagement and extraordinary customer service. A stage actress turned author and professional speaker, Donna helps leaders create places where employees get Standing Ovarions and customers get Star Treatment. As a professional speaker, Donna is anything but ordinary! Donna combines her dramatic, fun and humorous style of presenting with easy and action-oriented/practical ideas and strategies that people can implement immediately. Donna doesn't provide a speech, she provides an experience. *Presenting Sessions: 7A and 9A*

Linda Czywcznski has worked in long term care for 22 years of which 12 years have been at the Knife River Care Center. She has a BS degree from the University of Mary in Business Management and she is currently working towards obtaining her nursing home administrator's license. She was actively involved in the development of the new facility in Beulah. *Presenting Session: 1B.*

Mel Fisher has been with the city of Bismarck for the past 30 years as the Administrator of the Environmental Health Division. This division is responsible for program regulation in the following areas: food service facilities; public and semi-public swimming; frozen dessert testing; tanning; tattoo/body art; pesticides; weed control, vector control, air quality, lodging establishments and nuisance complaints. In addition, the division works closely with the fire department regarding hazardous materials, incident mitigation, etc. *Presenting Session: 5A*

Bill Hartung has over 20 years of experience in long-term care, including ownership of a reimbursement consulting firm and nursing facilities, and serving in a registered lobbyist capacity. The research department of American Health Care Association works on issues facing nursing facilities including payment, quality, survey, and workforce. He has worked closely in the development of LTC Trend Tracker, the quality and financial performance tool owned by AHCA. *Presenting Session: 1C*



Krista Headland is the Western ND Regional Center Director for the Alzheimer's Association Minnesota-North Dakota Chapter. She holds a Master's degree in Public and Health Administration from the University of North Dakota. Before coming to the Alzheimer's Association, Krista worked in long-term care facilities in a variety of positions including administration, marketing, and human resources. She is certified by the Alzheimer's Association to offer Foundations of Dementia Care to health care professionals. *Presenting Session: 3C*

Cindy Hickman, BSN-MSN, has been the Director of Nursing at the Heart of America Medical Center-LTC in Rugby, ND for over 7 years. Prior to long term care, she has had experience as an educator and manager. She has been a nurse for 24 years. *Presenting Session: 9B*

Jill Keith is a registered dietitian and instructor in the nutrition and foodservice vocation at United Tribes Technical College in Bismarck, ND. The Nutrition and Foodservice vocation is an approved program through the Dietary Manager's Association. Jill received her B.S. in Dietetics from NDSU in 2000 and is currently pursuing her master's degree in education. Her previous work history includes clinical, WIC, Head Start and public health. She is active in the ND Dietetic Association, serving as the state treasurer. *Presenting Session: 3A*

Phyllis Leraas has worked with Hillsboro Medical Center since 1992. She works as the Resident Care Coordinator/MDS Coordinator on Prairie Horizon, which is the 2nd floor of the centers long term care center. She is also a Person First and Culture Change educator for the facility. Last year she attended training in Milwaukee with Action Pact, the company that has helped the center with our education and forward movement with culture change. *Presenting Session: 1B*

Sally May is a Quality Improvement Specialist with the ND Health Care Review in Minot, ND. A graduate from Trinity School of Nursing, Minot, she has extensive experience caring for the elderly in various health care settings including critical care, long-term care, and home care/hospice. Her long term care experience includes consultation, administration and nurse management. She is a Team STEPPS master trainer. Sally received her Bachelor of Science in Nursing from South Dakota State University. *Presenting Session: 3B*

Missy Mohl has worked at Knife River Care Center as a cook for 13 years and as the Purchasing/Risk Manager for 8 years. She is a Certified Dietary Manager and a Certified Food Protection Professional. *Presenting Session: 1B*

Teri Nelson is an Activity Assistant at Elm Crest Manor in New Salem, ND. *Presenting Session: 1B*

Bob Owens is the Administrator at Elm Crest Manor in New Salem, ND. *Presenting Session: 1B*

Mary Jo Paloranta has earned a reputation as a speaker who delivers a powerful message that enhances success by acknowledging and encouraging individual potential. She has more than 25 years of experience in business and employee development. Her expertise and commitment to enhancing potential has inspired thousands nationwide and has earned her a loyal clientele such as 3M, IBM, AAA, Harley Davidson, Wells Fargo, Blue Cross/Blue Shield, but most significant....her return visit to the NDLTCA! *Presenting Session: 4C*

Rhonda Pfenning is the Director of Nursing at Knife River Care Center in Beulah. She has a BSN from Dickinson State University, with a minor in Business Administration. She has worked at the facility as a C.N.A., LPN, RN, and Unit Manager. Currently she is on the Nurse Practice Committee with the ND Board of Nursing, and also serves on the State Tuberculosis Advisory Board. *Presenting Session: 1B*

Cathy Schmidt is the Manager of Valley View Heights in Bismarck. She is chair of the North Dakota Long Term Care Association Assisted Living Committee and serves on the NDLTCA Board. *Moderating session 7B*

Kathy Skager came to work for Hillsboro Medical Center in 2005. She has worked as a charge nurse at the centers hospital, and a MDS Coordinator in long term care. Most recently she has become the Directory of Nursing of the centers long term care center. *Presenting Session: 1B*

Mary Tellis-Nayak is currently the vice president of quality initiatives for My InnerView, a company dedicated to providing management intelligence for long-term care. After teaching school for nine years she pursued a career in nursing. She has worked in most areas of care for the elderly: as a bedside caregiver in a hospital-based skilled nursing facility, a manager of a home health agency, a director of nursing in a freestanding nursing home, and the chief clinician in a large multi-facility organization. She was the president/CEO of the American College of Health Care Administrators. Ms. Tellis-Nayak earned a Master of Science in Nursing in gerontological nursing from Rush University in Chicago and a Master of Public Health from the University of Illinois at Chicago. She received an honorary doctorate in Human Letters from A. T. Stills University as a result of her work in long-term care. *Presenting Session: 2B*

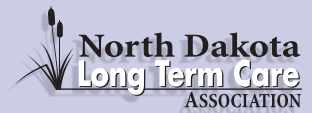
Michelle Wall is a Certified Dale Carnegie Instructor. Michelle has a Bachelor of Science in Communications and Agriculture and a Minor in Marketing from NDSU. She is the area manager for the Eide Bailly office in Bismarck. *Presenting Sessions: 2A, 4A and 8A*

Dean Woehl has worked for the City of Bismarck, Industrial Pretreatment Program for three years, and previously for the ND Department of Health for 18 years. He is retired from the ND National Guard after 22 years of service. *Presenting Session: 5A*



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Registration Form

Fall Professional Development & Best Practices CONFERENCE
September 15-18, 2009
Bismarck Ramkota Hotel

Please complete both sides of this form and return to:

NDLTCA, 1900 North 11th Street

Bismarck, ND 58501 • Phone: (701) 222-0660

Web site: www.ndltca.org, e-mail: bev@ndltca.org or pam@ndltca.org

If faxing your registration, fax both sides of this form to (701) 223-0977.

Register by September 7, 2009 for early bird discount!

Registrants: Please complete both sides of this form. Remember to indicate the sessions you plan to attend each day on back of this form.

Facility Name: _____

Contact Person: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Registered BEFORE September 7, 2009

If Registered AFTER September 7, 2009

NDLTCA Members Registration

NDLTCA Members Registration

Full Registration # _____ x \$200.00
(Includes all meals, sessions and Sponsor Trade Show)

Full Registration # _____ x \$240.00
(Includes all meals, sessions and Sponsor Trade Show)

Member Daily Registration:

Member Daily Registration:

Wednesday, September 16th # _____ x \$100.00
 Thursday, September 17th # _____ x \$100.00
 Friday, September 18th # _____ x \$ 65.00

Wednesday, September 16th # _____ x \$140.00
 Thursday, September 17th # _____ x \$140.00
 Friday, September 18th # _____ x \$105.00

NDLTCA Non-Member Registration

NDLTCA Non-Member Registration

Full Registration # _____ x \$400.00
(Includes meals, sessions and Sponsor Trade Show)

Full Registration # _____ x \$440.00
(Includes meals, sessions and Sponsor Trade Show)

Non-Member Daily Registration:

Non-Member Daily Registration:

Wednesday, September 16th # _____ x \$200.00
 Thursday, September 17th # _____ x \$200.00
 Friday, September 18th # _____ x \$130.00

Wednesday, September 16th # _____ x \$240.00
 Thursday, September 17th # _____ x \$240.00
 Friday, September 18th # _____ x \$170.00

AIT / Student Fee: Full Registration # _____ x \$100.00

AIT / Student Fee: Full Registration # _____ x \$120.00

Amount Due for Guest Meals \$ _____
(See reverse side)

Amount Due for Guest Meals \$ _____
(See reverse side)

Total Due \$ _____

Total Due \$ _____

NDLTCA Use Only: Date Registration Rec'd: _____ Amount Paid: _____



Fall Professional Development & Best Practices CONFERENCE

**September 15-18, 2009
Bismarck Ramkota Hotel**



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Helpful Information:

Registrations includes sessions, meals and sponsor trade show. For planning purposes, accurate figures of attendance at the following functions will be very helpful. *Please indicate total numbers of all participants attending each meal function:*

Wednesday, Sept. 16th

- # ___ Breakfast Selections
- # ___ Participant's Lunch
- # ___ NDDMA Mtg/Lunch
- # ___ Sponsor Trade Show

Thursday, Sept. 17th

- # ___ Breakfast Selections
- # ___ Best Practices Lunch

Friday, Sept. 18th

- # ___ Participant's Breakfast

Guest Registration

If you are bringing a guest to any of the meal functions, please check the following:

<u>Wednesday, Sept. 16th</u>	<u>Amount</u>	<u>Guest Name</u>
# ___ Breakfast (\$12)	_____	_____
# ___ Participant's Lunch (\$15)	_____	_____
# ___ Sponsor Trade Show (\$15)	_____	_____
Thursday, Sept. 17th		
# ___ Breakfast (\$12)	_____	_____
# ___ Best Practices Lunch (\$20)	_____	_____
Friday, Sept. 18th		
# ___ Participant's Breakfast (\$15)	_____	_____
TOTAL: \$		_____

Staff codes to be used below:

- | | | | | |
|-------------------------|-------------------|-----------------------|--------------|------------------|
| A - Administrator | D - Dietary | G - Environmental | J - Chaplain | M - Manager |
| B - Director of Nursing | E - Social Worker | H - Health Info Mgmt | K - Therapy | N - Other: _____ |
| C - Nurse | F - Activities | I - Office /Financial | L - CNA | _____ |

Full Name: _____

Sessions to be attended: (please circle)

Staff Code:

- Wed:** 1A 2A 3A 4A 5A 6A 7A 8A 9A
- Thurs:** 1B 2B 3B 4B 5B 6B 7B 8B 9B
10B 11B
- Fri:** 1C 2C 3C 4C

Full Name: _____

Sessions to be attended: (please circle)

Staff Code:

- Wed:** 1A 2A 3A 4A 5A 6A 7A 8A 9A
- Thurs:** 1B 2B 3B 4B 5B 6B 7B 8B 9B
10B 11B
- Fri:** 1C 2C 3C 4C

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Register by September 7, 2009 for early bird discount!