Monday, April 10 and Tuesday, April 11, 2017

The Meadows Events and Conference Center—Prairie Meadows

EARLY BIRD REGISTRATION DEADLINE: MARCH 27, 2017

AN EDUCATIONAL CONFERENCE ESPECIALLY FOR:
Certified Nursing Assistants, Home Care/Health Aides, Hospice Aides, Medication Aides, Nutrition Aides, Restorative Aides, Consumer Directed Attendant Care Workers, Universal Workers, Direct Support Professionals, Personal Care Assistants, Patient Care Technicians, other Direct Care Professionals and Family Caregivers.

LifeBoat Sponsors:

Funding for this conference made possible in part by Iowa Department of Public Health Contract #5887NW02
The theme of the Iowa CareGivers 2017 Conference is "Direct Care: Riding the Wave." This theme is inspired by the natural beach theme, and it is designed to encourage participants to "hang ten" and stay in the field despite the challenges they face.

The conference aims to provide tools, education, and networking opportunities for direct care workers to continue to "ride the wave." The conference will be held in April, and participants are encouraged to pull out their beach bags, sun hats, sunscreen, and towels and get ready to have some fun in the sun "Riding the Waves" at the 2017 Conference.

**FREE! Prepare to Care Core is being offered as a free pre-conference session, Sunday, April 9, 2017 from 1:00 p.m. to 7:30 p.m. at The Meadows Events and Conference Center, in the Polk County Room.**

- Snacks and light supper provided.
- Space is limited. Only the first 30 registered will be accepted.
- You must register on the form in this brochure.
- You will receive notice if you are one of the first 30.

**Prepare to Care Core is Key!** It is 6 hours and is the only thing required before taking any additional Prepare to Care modules or specialties like Mouth Care Matters, Oral Health Specialty. Visit www.iowapreparetocare.com to learn more about Prepare to Care. Visit www.iowacaregivers.org/education/prepare-to-care-mcm for more information on Mouth Care Matters. Core and Mouth Care Matters programs are scheduled at 5 locations across the state this spring.

**Conference Recognition Reception**

Iowa CareGivers “Direct Care: Riding the Wave” Recognition Reception

This reception is being held to honor and pay tribute to all of you in direct care who weather the ups and downs to provide the services that our loved ones and all Iowans need. A short program will include awards and presentations to those who work in direct care and those who support the direct care workforce.

**Participate in Free Health and Oral Health Screenings — You’re Worth It!**

As those who work in direct care, you often put the care needs of others before your own. But, a healthy YOU is vital to the welfare of those who depend upon you. These health screenings are being offered through a partnership and the generosity of Polk County Health Department and Iowa Dental Hygienists’ Association. Screenings that may be offered are blood pressure, Body Mass Index (BMI), blood cholesterol and blood sugar, as well as an oral health screening.

**Participate in a Free Dementia Live Experience**

“Dementia Live™ is experiential learning that simulates cognitive and sensory impairment, giving participants a real-life simulation of what it must be like to live with dementia. Participants gain greater awareness and understanding of the constant struggles affecting persons with dementia as they go about their daily lives. Greater understanding leads to more sensitive care partnering.” Dementia Live™ will be offered free to attendees on both days of conference. It is a 15 minute experience that can be done 6:30 a.m. to 8:45 a.m. each day, and during breaks and lunch in the Polk County Room.

**Exhibit Space Available**

Exhibit space will be available at the Iowa CareGivers “Direct Care: Riding the Wave” Conference. This is a wonderful opportunity to support quality care and inform attendees about products, services, and resources. Exhibitors will be considered on a first come, first served basis. No employee recruitment activities are allowed.

For more information, contact Pam Biklen at the Iowa CareGivers, 515-729-9729 or pam.biklen@iowacaregivers.org

A special proclamation by the Governor is tentatively planned.
Conference Location

The Meadows Events and Conference Center — Prairie Meadows
1 Prairie Meadows Drive • Altoona, IA  50009 • 515.967.1000

Guestroom Reservations:
To make your reservations, you may either...

• Call the hotel reservation number at 515.957.3000 or 800-325-9015. Let them know that you are with the Iowa CareGivers conference at the time of your reservation to receive the special guestroom rate.

• Reserve your room online at www.prairiemeadows.com (Make sure to use our group code 040817IAC_001)

To receive the special room rates, reserve your room before Wednesday, March 15, 2017 at 5 p.m.
After this date, guests will be accommodated on a space and rate available basis.

Special Guestroom Rates:
Prairie Meadows is offering the Iowa CareGivers conference participants a special guestroom rate of $101 plus tax (12%) or approximately $113 for the standard king or double queen rooms.

To Avoid Delays or Problems Checking In:
Hotel Room Reservations Require a Credit Card. Please note that the Hotel does not accept personal checks or cash as payment.
If a Company Credit Card will be used instead of a Personal Credit Card and the Company Card will not be physically swiped at the hotel upon check in, the hotel will need the Company Credit Card holder to complete and return a Credit Card Authorization Form. Please contact the reservation number at 515.957.3000 for assistance with this process.

Directions:
FROM THE WEST
Take I-80 east to exit 142A. Turn right onto Highway 6. Take your first left (east) onto Adventureland Drive. We’ll be on your right.

FROM THE EAST
Take I-80 west to exit 142. Turn left onto Highway 6. Take your first left (east) onto Adventureland Drive. We’ll be on your right.

FROM THE NORTH
If you’re coming in on I-35 from the north, merge onto I-80 east via exit 87A towards Davenport. Travel a little over four miles to exit 142A. Turn right onto Highway 6. Take your first left (east) onto Adventureland Drive. We’ll be on your right.

FROM THE SOUTH
If you’re coming in from south of Des Moines on I-35, merge onto Highway 5 South on the southern edge of Des Moines. Highway 5 South becomes Highway 65 North. Take Exit 83 and turn right (east) onto 8th Street SW. After traveling 0.5 miles, turn left onto Prairie Meadows Drive.

Disclaimer: The use of the term "Sponsor" for the "Direct Care: Riding the Wave" Conference does not constitute an official endorsement or approval by the Iowa CareGivers of any product or service provided by the participating “sponsors” or “vendors.”

LIFEBOAT SPONSORS
$10,000 and above
Delta Dental of Iowa Foundation
Iowa Insurance Division
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YACHT SPONSORS
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Iowa Farm Bureau Federation

Iowa CareGivers 2017 Conference | 2
Conference Agenda  Monday, April 10, 2017

6:30 – 8:45 am Health Screenings and Dementia Live™ Experience Available

7:00 – 8:45 am Registration/Light Continental Breakfast/Visit Exhibitors

8:45 – 9:00 am Welcome from Connie Brennan, Conference Committee Chair, Retired Direct Care Professional

9:00 – 10:00 am Opening Keynote: “Riding the Waves Together” by Rob Bell, Motivational Speaker

10:00 – 10:15 am Break: Visit Exhibitors/Health Screenings

10:15 – 11:15 am General Session: What You Need to Know about Medicaid Managed Care? Facilitator: Kelli Todd, MPH, Program Manager, Managed Care Ombudsman Program, Office of the State Long-Term Care Ombudsman. Panelists: Deborah Johnson, Iowa Medicaid Enterprise, Bureau Chief, Medicaid Policy; Ashley McGuire, Associate Director, Provider Services, UnitedHealthcare; John McCalley, Program Director, Amerigroup Iowa, Inc.; Representative, AmeriHealth Caritas Iowa

11:15 – 11:30 am Break: Visit Exhibitors/Health Screenings/Dementia Live™

11:30 – 12:30 pm Workshops: Session A (choose one)

A1: Oral Care for the Dependent Adult by Howard J. Cowen, DDS, MS, DABSCD, Director of Geriatrics and Special Needs, College of Dentistry, University of Iowa

A2: Understanding Depression and Anxiety by Teresa Bomhoff, NAMI Greater Des Moines

A3: Diabetes Care and Management by Courtney Slater, RD, LD, CDE, Dietitian, Diabetes Educator, Hy-Vee, Inc.

12:30 – 1:30 pm Lunch

1:30 to 2:30 pm Workshops: Session B (choose one)

B1: Seizure Training for Direct Care Workers by Roxanne Cogil, Director of Iowa Epilepsy Services, Epilepsy Foundation

B2: Mental Self-Defense Against Workplace Bullies by Peggy Whorton, Elder Rights Specialist, Aging Resources of Central Iowa

B3: Transgender Care 101 by Daniel Hoffman-Zinmel, Executive Director and Keenan Crow, Deputy Director, One Iowa

2:30 – 2:45 pm Break: Visit Exhibitors

2:45 – 3:45 pm Workshops: Session C (choose one)

C1: Becoming Culturally Competent by Pat Steele and Soneeta Mangra-Dutcher, Central Iowa Works

C2: Prescriptions and Addiction: Preventing an Epidemic by Hayley Nemmers, Employee and Family Resources

C3: Stroke: Behaviors, Emotions, and Thinking by Valerie Stickel-Diehl, RN, MS, MSCN, Ruan Neuroscience Center, Mercy

3:45 pm Doors Open for Recognition Reception

4:00 – 5:00 pm Iowa CareGivers “Direct Care: Riding the Wave” Recognition Reception

Certificates of attendance: Attendance at this conference is good for 10.0 contact hours of continuing education (5.0 for April 10 and 5.0 for April 11) for Certified Nurse Assistants, Certified Medication Aides, Health Care Technicians, Home Health Aides, and other direct care professionals. Certificates of attendance will be issued by the Iowa CareGivers. We are not able to provide CEUs for RNs, LPNs, or other licensed staff. Thank you.

Iowa CareGivers does not discriminate in its educational programs and activities on the basis of race, creed, national origin, ancestry, color, religion, sex, age, disability, veteran status, sexual orientation or any other protected class under relevant state and federal laws.
Managed Care and how it may affect you, in the delivery of services through Medicaid

Inform direct care workers about changes from the Mental Health First Aide course.

Objectives: For participants to become knowledgeable of the risks, signs, and symptoms of depression and anxiety.

We will hang loose and share ways to:
- High 5 Teammates for doing things right
- Involve everyone in choosing the direction we’re riding the wave
- Make our location a great place to hang 10.

General Session: What You Need to Know About Medicaid Managed Care? Facilitator: Kelli Todd, MPH, Program Manager, Managed Care Ombudsman Program, Office of the State Long-Term Care Ombudsman. Panelists: Deborah Johnson, Iowa Medicaid Enterprise, Bureau Chief, Medicaid Policy; Ashley McGuire, Associate Director, Provider Services, United-Healthcare; John McCalley, Program Director, Amerigroup Iowa, Inc.; Representative, AmeriHealth Caritas Iowa

Inform direct care workers about changes in the delivery of services through Medicaid Managed Care and how it may affect you, your employers, and those you serve.

WORKSHOPS: SESSION A

A1: Oral Care for the Dependent Adult by Howard J. Cowen, DDS, MS, DABSCD, Director of Geriatrics and Special Needs, College of Dentistry, University of Iowa

This program will provide an understanding why good oral health is essential in the care of the dependent adult. It will provide an understanding of what good oral health is and how it is best achieved. It will show specific oral care techniques and give some tips on how to deal with the challenging behaviors that are commonly encountered. Participants will understand the importance of good oral health, better understand how to provide oral care, and understand how to better deal with challenging behaviors when providing oral care.

A2: Understanding Depression and Anxiety by Teresa Bomhoff, NAMI Greater Des Moines

The risks, signs, and symptoms of depression and anxiety will be explained. When untreated, a person can become suicidal. Information will be presented from the Mental Health First Aide course. Objectives: For participants to become knowledgeable of the risks, signs, and symptoms of depression and anxiety.

A3: Diabetes Care and Management by Courtney Slater, RD, LD, CDE, Dietitian, Diabetes Educator, Hy-Vee, Inc.

Go beyond the basics and learn what diabetes does inside the body. Expand your diabetes knowledge as a caregiver to provide the best blood sugar management for your patients. Participants will be able to: identify factors contributing to high/low blood sugar and how to be proactive to prevent hyper- or hypoglycemia from happening; identify the effect of medication, activity, illness, nutrition, and comorbid conditions on blood sugar management.

WORKSHOPS: SESSION B

B1: Seizure Training for Direct Care Workers by Roxanne Cogill, Director of Iowa Epilepsy Services, Epilepsy Foundation

This lecture will cover the four most common types of seizures: simple partial, complex partial, absence and generalized tonic clonic. The attendees will learn what symptoms to look for when recognizing seizures, as well as basic seizure first aid, seizure triggers, seizure emergencies and how to support individuals with seizures. Participants will be able to: recognize the four most common seizure types & seizure first aid/response, learn common seizure triggers/precipitants, and recognize situations of when a seizure is a medical emergency.

B2: Mental Self-Defense Against Workplace Bullies by Peggy Whorton, Elder Rights Specialist, Aging Resources of Central Iowa

Handling conflict in the work setting, levels of mistreatment, and response options. Conflict is normal but normal conflict is not abusive. When we are upset, it is difficult to know when an incident has “crossed a line.” It is not uncommon for employees to be harassed in their workplace. What are options when this occurs? Some say to “stick it out” and some quit their job. This presentation will discuss alternatives to both personal safety discussion. While this session is not about Workplace Harassment defined by employers, it is important to understand workplace policies. Objectives: Outline unwanted and unprofessional behaviors; Outline actions to deter unwanted and unprofessional behaviors; Provide mental self-defense strategies to scenarios.

B3: Transgender Care 101 by Daniel Hoffman-Zinnel, Executive Director and Keenan Crow, Deputy Director, One Iowa

This workshop will provide an overview of inclusivity related to the LGBT community with a specific focus on transgender individuals. This session will inform participants of the concepts underlying LGBT identities such as biological sex, sexual orientation, gender identity, and gender expression. Common forms of discrimination will be illuminated as well as the situation around local, state, and federal non-discrimination laws. Tools and strategies for creating a safe, welcoming space will be discussed. Objectives: Understand the following: the distinction between “gender” and “sex”; the distinction between “gender identity” and “sexual orientation”; the unique challenges faced by LGBT and gender variant citizens; relevant local, state, and federal laws regarding sexual orientation and gender identity; and examine strategies for creating an inclusive space.

WORKSHOPS: SESSION C

C1: Becoming Culturally Competent by Pat Steele and Soneta Mangra-Dutcher, Central Iowa Works

To provide respectful and individualized quality services, direct care workers should have an understanding of the major values and beliefs of the people that they serve. This session will help front line workers to understand, appreciate, and respect differences in beliefs, values, and practices within and between cultures. Attendees will learn: that cultural competency is an ongoing learning process that fosters inclusion, tolerance, and respect for diversity in all forms; and, that diversity includes culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status and language.

C2: Prescriptions and Addiction: Preventing an Epidemic by Hayley Nemmers, Employee and Family Resources

Ensuring that the people we care for take their prescribed medication at the appropriate dosage and frequency is imperative to preventing drug abuse. This session will cover current drug trends, how to recognize different drugs, signs of abuse, and resources and next steps for individuals struggling with abuse. Attendees will: know the current drug trends here in Iowa; be able to recognize drugs and signs of abuse; and have concrete next steps to assist an individual struggling with substance abuse.

C3: Stroke: Behaviors, Emotions, and Thinking by Valerie Stiekel-Diehl, RN, MS, MSCN, Ruan Neuroscience Center, Mercy

I will share types of stroke, risk factors, rehabilitation challenges. Stroke survivors’ brains have been injured, the behaviors and emotions they display can be a reflection of that injury. Understanding and dealing with such changes are just as important as the physical issues that are dealt with in the rehab process. Attendees will be able to: recognize right brain and left brain injury, identify types of aphasia, and identify stroke signs, symptoms, and precautions.
Tuesday, April 11, 2017

6:30 – 8:30 am  Health Screenings and Dementia Live™ Experience Available
7:00 – 8:30 am  Registration/Light Continental Breakfast/Visit Exhibitors
8:30 – 8:45 am  Welcome from Connie Brennan, Conference Committee Chair, Retired Direct Care Professional
8:45 – 9:45 am  General Session: “Compassion Fatigue”
                 by Dr. James Coyle, Human Relations Director, Cedar Group
9:45 – 10:00 am  Break: Visit Exhibitors/Health Screenings/Dementia Live™
10:00 – 10:30 am General Session: Prepare to Care and Mouth Care Matters Panel
                 Facilitator: Julie McMahon, Consultant, Iowa CareGivers. Prepare to Care: Arlinda McKeen, SPPG. Mouth Care Matters: Donna Cheers, Hospice Aide, HCI/VNS. Personal Experiences: Sally Chapman, Hospice Aide, HCI/VNS & Becky Pryor, Administrator, Jasper County Health Department
10:30 – 11:00 am General Session: Regulations, What’s New? A Review of New CMS Regulations
                 Kathy Kieler, RN and Mindy White, RN, Bureau Chiefs, Health Facilities Division, Iowa Department of Inspections and Appeals
11:00 – 11:15 am Break: Visit Exhibitors/Health Screenings/Dementia Live™
11:15 am – 12:15 pm Workshops: Session D (choose one)
                 D1: Riding the Wave with Adapted or AT Devices for Care & Support Services by Jane Gay, Iowa Program for Assistive Technology
                 D2: Changing Perspectives: Dementia and the Senses by Elaine M. Eshbaugh, PhD, University of Northern Iowa
                 D3: Elevate Well-Being Through Physical Activity by Sue Bravard, PT, MS, Mercy College of Health Sciences
12:15 – 1:00 pm  Lunch
1:00 to 2:00 pm  Workshops: Session E (choose one)
                 E1: Unpacking the Myths Around Brain Injury and Behavior by Geoffrey Lauer, Executive Director, Brain Injury Alliance of Iowa
                 E2: From Taking Notice to Taking Action: Tips for Effective Advocacy by Rik Shannon, Public Policy Manager, Iowa Developmental Disabilities Council
                 E3: Senior Food Insecurity and Direct Care Work by Linda Gobberdiel, MA, RDN, LDN, Nutrition Consultant, Iowa Department on Aging
2:00 – 2:15 pm  Break: Visit Exhibitors
2:15 – 3:15 pm  Closing Keynote: Surf’s Up!
                 by Lisa Mills, Motivational Speaker
Conference Session Descriptions: Tuesday, April 11, 2017

General Session: “Compassion Fatigue” by Dr. James Coyle, Human Relations Director, Cedar Group
Compassion Fatigue is the cumulative physical, emotional, spiritual, and psychological effect of exposure to traumatic stories and/or events while working in the caregiving industry. Combined with the strain and stress of everyday life, it can be overwhelming. This awareness training will be fun, engaging, and educational. Participants will: Define what Compassion Fatigue is, identify the signs of Compassion Fatigue, and learn how we treat Compassion Fatigue.

General Session: Prepare to Care and Mouth Care Matters Panel
Facilitator: Julie McMahon, Consultant, Iowa CareGivers. Prepare to Care: Arlinda McKeen, SPPG. Mouth Care Matters: Donna Cheers, Hospice Aide, HCI/VNS. Personal Experiences: Sally Chapman, Hospice Aide, HCI/VNS & Becky Pryor, Administrator, Jasper County Health Department
An overview and update on the status of Prepare to Care, the state-recognized, competency-based training for those in direct care/service careers will be provided. An overview and update on Mouth Care Matters, the first specialty under the Prepare to Care program, will also be provided. Personal experiences will be shared by a public health employer and hospice aide.

General Session: Regulations, What’s New? A Review of New CMS Regulations
Kathy Kieler, RN and Mindy White, RN, Bureau Chiefs, Health Facilities Division, Iowa Department of Inspections and Appeals
Participants will learn about the new CMS regulations geared towards direct care staff. Participants will: have an understanding of Federal regulatory tags as they pertain to direct care staff; understand the importance of reporting potential abuse allegations timely; have an understanding of the importance of ensuring care plans are followed.

WORKSHOPS: SESSION E

E1: Unpacking the Myths around Brain Injury and Behavior by Geoffrey Lauer, Executive Director, Brain Injury Alliance of Iowa
Brain Injury Alliance of Iowa provides a service called Neuro-Resource Facilitation, to assist Iowans affected by Brain Injury get access to supports, services, and resources. We also offer case consultations to providers who need help planning supports for clients they serve. This program will: report on the prevalence of Brain Injury; distinguish changes and challenges that occur after Brain Injury; and identify ways to improve outcomes of clients affected by Brain Injury, with difficult behaviors.

E2: From Taking Notice to Taking Action: Tips for Effective Advocacy by Rik Shannon, Public Policy Manager, Iowa Developmental Disabilities Council
Author Honore de Balzac once said,”It is easy to sit up and take notice, what is difficult is getting up and taking action.” This session will explore the barriers to effective advocacy and prepare participants to take action as agents for the change that they hope to realize. Participants will be able to list resources that they can access and use to: Identify their issue, develop an effective message that includes their personal story, identify appropriate decision-makers, i.e. state or federal legislators, county or city officials, deliver their message, build support for their cause, and follow up and follow through to build relationships with decision-makers.

E3: Senior Food Insecurity and Direct Care Work by Linda Gobberdri, MA, RDN, LDN, Nutrition Consultant, Iowa Department on Aging
It is hard to eat right when you cannot get food you need. Food insecurity impacts health and independence. As a direct care worker, you see seniors struggling to access healthy food. This workshop provides information on nutrition and senior health, tips to address food challenges, and available resources. Attendees can: list at least 3 consequences of poor nutrition on senior health; state at least two ways to help seniors eat better; find at least two sources of nutrition support resources in the communities they serve.

CLOSING KEYNOTE
Surf’s Up Being fearless enough to hang ten without losing the humor to hang loose.
by Lisa Mills, Motivational Speaker
Today’s caregivers are continuously striving to lead and serve in a way that brings excellence to the forefront of their mission. Many of them face daily obstacles that have very little to do with health in a traditional sense. Embracing constant changes, developing strong teams, becoming more methodical and detail oriented, while also remaining genuinely compassionate toward those they lead and serve can be overwhelming. Let’s grab a board and discover how to leave this work-life stress back at shore and surf our way to work-life success. Through the power of connection and the principles of comedy, I’ll share four powerful engagement strategies that are sure to prevent a wipe-out. Let’s laugh our way to discovering these secrets that will encourage and empower you to ride the wave like a pro!
Conference Registration 2017

Name: ________________________________

Complete Home Mailing Address: ________________________________

City, State, Zip: ________________________

County: ___________________________ # of years in direct care: ___________

Home phone: _______________ Work phone: _______________

Cell phone: _______________ Email: _________________________

Employer: ________________________________

Employer Address: ________________________________

Employer City, State, Zip: ________________________________

Is this your first time at conference?  ☑ Yes ☐ No

Do you plan to participate in the health screenings?  ☑ Yes ☐ No

Do you have any dietary or other special needs?  ☑ Yes ☐ No

Please list here: ________________________________

Please contact us at information@iowacaregivers.org or 515-223-2805 by March 27 for any accommodations and/or alternative formats you may need.

On your MAIN direct care job are you... (Check ALL that apply)

☐ Certified Nursing Assistant (CNA)

☐ CNA plus other certification, such as medication aide, rehabilitation aide, etc.

☐ Home Care or Home Health Aide (HCA/HHA)

☐ Direct Support Professional (DSP)

☐ Patient Care Technician (PCT)

☐ Consumer Directed Attendant Care (CDAC) worker or Personal Care Assistant

☐ Universal Worker

☐ Hospice Aide

☐ Companion, non-medical assistant

☐ Other ________________________________

Do you plan to participate in Dementia Live™?  ☑ Yes ☐ No

Please register me for the Preconference Prepare to Care Core training on Sunday, April 9 (Space is limited. Only the first 30 registered will be accepted).  ☑ Yes ☐ No

Early Bird Registration Fees:

$75 Both Days $___________

$50 One Day $___________

Days you will be attending (check all that apply)

☐ Mon., April 10  ☑ Tues., April 11

If your registration is received after March 27, 2017, you will be charged an additional $30.

Total Amount $___________

Make checks payable to: Iowa CareGivers and mail to the following address:
Iowa CareGivers
1231 8th Street, Suite 236
West Des Moines, IA  50265

Early Bird Registration Deadline: March 27, 2017

Credit cards are accepted for online registrations only.

• Payment must be sent with registration. Please do not send cash.

• Cancellation policy: Sorry, NO refunds. A substitution of the registration will be accepted with no charge.

• A confirmation of registration and payment will be emailed, faxed, or mailed to you.