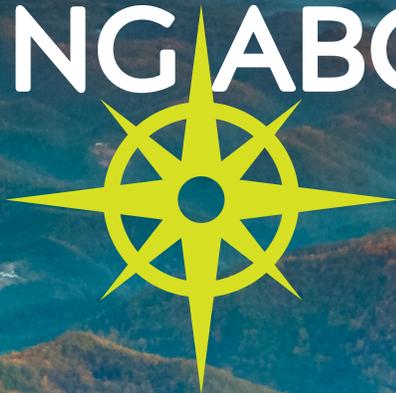




Aging with Passion and Purpose

RISING ABOVE



MAJOR PARTNERS



2021 TFA Annual Conference

October 26–28, 2021

Pigeon Forge, Tennessee



CONFERENCE SCHEDULE AT A GLANCE

TUESDAY, OCTOBER 26

10:00 am–4:30 pm	Registration	
10:00 am–4:00 pm	Exhibit Hall Open	
11:30 am	Lunch Buffet	
12:00 noon	Welcome and Announcements	
12:15 pm–1:30 pm	Opening Session— Speaker: Chip Eichelberger	
1:30 pm–2:00 pm	Break and Door Prizes in Exhibit Hall	
2:00 pm–3:00 pm	Session 1 Workshops:	
	–Moving Forward With COVID-19	–The Calamity of Social Isolation
	–Patient Abandonment	–Multidisciplinary Approach to Dementia Care
3:00 pm–3:30 pm	Break and Door Prizes in Exhibit Hall	
3:30 pm–4:30 pm	Session 2 Workshops:	
	–Senior Center Marketing	–Bridging the Digital Divide
	–Investigating Vulnerable-Adult Crimes	–Quality of Life with a Disability

Enjoy the evening on your own in Pigeon Forge/Gatlinburg.

WEDNESDAY, OCTOBER 27

8:00 am–12:00 noon	Registration	
8:00 am–3:00 pm	Exhibit Hall Open	
8:15 am–9:30 am	General Session— Speaker: Eileen Poiley	
9:30 am–10:00 am	Break and Door Prizes in Exhibit Hall	
10:00 am–11:00 am	Session 3 Workshops:	
	–The Car Key Conversation	–Reimagining LTSSs in Tennessee
	–Bullying and Older Adults	–Grandparents Raising Grandchildren
11:15 am–12:15 pm	Session 4 Workshops:	
	–Respect in the Senior Center	–CapTel and IPCTS Technology
	–Legal Documents for Older Adults	–Retaining the People You Recruit
12:15 pm–1:45 pm	Awards Luncheon	
1:45 pm–2:45 pm	Session 5 Workshops:	
	–Healthy Choices	–Adult Day Services
	–Emergency Responders	–Compassion Fatigue and Resiliency

2:45 pm–3:00 pm Break and Door Prizes in Exhibit Hall

Enjoy the evening on your own in Pigeon Forge/Gatlinburg.

THURSDAY, OCTOBER 28

8:30 am–9:45 am	Closing Session— Speaker: David B. Rausch
10:00 am–11:30 am	Annual Membership and Board Meeting
11:30 am–12:00 noon	Call to 2022 Conference—Major Door Prizes



WORKSHOP DESCRIPTIONS

TUESDAY, OCTOBER 26 2:00–3:00 PM SESSION ONE WORKSHOPS (#1–4)

1. MOVING FORWARD WITH COVID-19

Emma Davis, County Health Director, Tennessee Department of Health/Sevier & Cocke Counties

This session will cover best practices for facilities and organizations related to safety and infection prevention and control for COVID-19. The session will also cover ways to keep seniors healthy as we return to normal activities, vaccination facts, and how we can be prepared in the future.

2. WAKE-UP CALL: UNDERSTANDING THE CALAMITY OF SOCIAL ISOLATION AND LONELINESS

Deisha Finley, AmeriCorps Seniors Manager, Knoxville-Knox County CAC Office on Aging

Dottie Lyvers, Office on Aging Director, Knoxville-Knox County CAC Office on Aging

Human connections make us happier and healthier. That's not new. Yet for over two million older adults, isolation and loneliness are part of the daily struggle. How do we stay socially connected while at a distance? Who is at greater risk for experiencing the trauma of isolation? How do isolation and loneliness impact our health? Come explore research-based approaches to promote social connections, mobilize a wide range of resources, explore innovative interventions to improve connectivity, and engage local partners to address this global concern in your community.

3. PATIENT ABANDONMENT FROM AN APS PERSPECTIVE

Renee Bouchillon, Adult Protective Services Director, Department of Human Services

Patient abandonment occurs for many different reasons, and it takes a team to protect a vulnerable adult when it occurs. Vulnerable adults often end up at the local hospital with no other place to go. Tennessee does have a system in place to provide long-term care and placement options for the most vulnerable adults who tend to be abandoned. Through the collaboration of several agencies, services can be expedited in certain emergency situations. Teamwork is key; it ensures the safety of these vulnerable adults and it helps promote awareness, education, and prevention.

4. THE MULTIDISCIPLINARY APPROACH TO DEMENTIA CARE

Roberto Fernandez-Romero, MD, MPH, PhD, Medical Director, The Pat Summitt Clinic, University of Tennessee Medical Center

Amy French, Senior Manager of Programs and Education, Alzheimer's Association/Tennessee Chapter

For centuries, we've known that the health of the brain and the body are connected. Now, science is able to provide insights into how to make lifestyle choices that may help you keep your brain and body healthy as you age. Join us to learn more about the pathology of the disease and research in the areas of cognitive activity, lifestyle modifications, social engagement, and much more.

TUESDAY, OCTOBER 26 3:30–4:30 PM SESSION TWO WORKSHOPS (#5–8)

5. SENIOR CENTER MARKETING: BEST PRACTICES POST-COVID

Keita Cole, Program Manager, Southwest Area Agency on Aging and Disability

This presentation will share marketing tips and strategies to rebrand your Senior Center post-COVID. Learn how to engage the community in what is going on at the local senior center, how social media can be used as a FREE tool to market the center and how to "tell the story" of the center and all the good it brings to the community.

6. BRIDGING THE DIGITAL DIVIDE FOR OLDER ADULTS: LESSONS LEARNED AND NEXT STEPS FOR CONNECTING

Christin McWhorter, Community Outreach Manager, Southeast Tennessee Area Agency on Aging and Disability

Goeff Millener, Senior Program and Operations Officer, The Enterprise Center

Older adults today are living in a time of unprecedented technological change. They are pioneers, navigating for the first time a



rapid, internet-fueled evolution in healthcare, commerce, communications and other essential services and activities. Resources and support often lag behind innovation and barriers such as cost and internet access have a significant impact on those who are already isolated or disconnected. A unique partnership between the Southeast Tennessee Area Agency on Aging and Disability and Chattanooga-based Tech Goes Home and the Enterprise Center is working to bridge this digital divide for older adults across the region. This session will focus on the current landscape, lessons learned, strategies to replicate, available resources and opportunities for further coordination, with a goal of every participant leaving with actionable next-steps.

7. INVESTIGATION OF CRIMES INVOLVING VULNERABLE ADULTS

James R. Hatler, Lieutenant, Criminal Investigation Division, Martin Police Department

This lecture will cover some of the laws and guidelines that law enforcement utilizes to investigate cases concerning vulnerable victims. It will also cover what constitutes abuse and criminal acts against vulnerable individuals. We will discuss laws which cover the required reporting of abuse involving vulnerable victims and techniques which are used to investigate these cases. This presentation will assist in identifying certain characteristics which may be observed when dealing with a victim of suspected abuse and agencies who assist law enforcement with these issues.

8. QUALITY OF LIFE FOR LOVED ONES LIVING WITH A DISABILITY

Darlene Kemp, Executive Director, Vista Points Special Needs Trusts & Resource Center

Providing the best quality of life requires informed decision-making. A special needs trust can be established for a person of any age who is living with a physical, mental, or intellectual disability. This allows the person to qualify or maintain needed government benefits (Supplemental Security Income [SSI] and Medicaid), while preserving financial assets. By depositing assets into the special needs trust, the person meets the means-test of having less than \$2,000 in assets, thus allowing qualification for government benefits. The money in the special needs trust can be used for things the government benefits do not cover.

WEDNESDAY, OCTOBER 27 10:00–11:00 AM SESSION THREE WORKSHOPS (#9–12)

9. CRAFTING THE CAR KEY CONVERSATION IN EARLY DEMENTIA

Lynn Wood, Caregiver Support Coordinator, Mental Health America of the MidSouth

Talking with your older adult about giving up driving is a hard conversation to have. This presentation will provide tips and techniques on determining when the best time and location may be to start the conversation. Even in the best situations, talking with an older adult about giving up control is hard. We still have to have the conversations. Let's explore the Who, What, When, Why and How to start. These tools can also be applied to all difficult conversations.

10. REIMAGINING LONG-TERM SERVICES AND SUPPORTS IN TENNESSEE: KEY ISSUES AND OPPORTUNITIES

Grace Sutherland Smith, LMSW, Executive Director, AgeWell Middle Tennessee

Aaron Bradley, Director, East Tennessee Area Agency on Aging and Disability

This session will provide an overview of virtual stakeholder engagement meetings hosted in early 2021 by the Tennessee Coalition for Better Aging to Reimagine Long-Term Services and Supports in Tennessee. National trends, state models and advocacy efforts in Tennessee will be presented, along with guiding principles and policy solutions developed by stakeholders including older adults, adults with disabilities and family caregivers. Attendees will learn about opportunities for collective advocacy and will be invited to share ideas and suggestions.

11. BULLYING AND OLDER ADULTS

Dr. Tom Starling, CEO, Mental Health America of the MidSouth

Bullying is not found just among school-age students. Older adults also misbehave, using snarky remarks, intimidation, and even threats or assaults on their peers at senior centers, assisted living facilities, and nursing homes. This workshop explores the impact of bullying on seniors and provides promising practices to reduce such behaviors.



12. GRANDPARENTS RAISING GRANDCHILDREN: A CLOSER LOOK AT THE CHALLENGES, MYTHS AND HOW WE ARE HELPING

Tracy Buckles, Health Promotions Specialist, First Tennessee Area Agency on Aging and Disability

Vicki Clark, Extension Agent III, FCS, UT Extension

Tracy Van de Vate, Grandparents as Parents Program Manager, Knoxville-Knox County CAC Office on Aging

Over the past 20 years, grandfamilies (intergenerational families where grandparents or other relative caregivers have taken on the parental role) have been on the rise. Although relatives have always stepped in to raise children in times of war, disease, or family emergency, the sheer numbers of these families has reached a startling level—a level that demands specialized research, data analysis, and a fundamental shift in how services are delivered. We will look at the challenges faced by these families, some of the myths about grandparents raising grandchildren, and ways we are supporting and encouraging these grandparents. We will share programs, groups, and areas of focus and provide practical tips for you to take back and implement.

WEDNESDAY, OCTOBER 27

11:15–12:15 PM

SESSION FOUR WORKSHOPS (#13–16)

13. RESPECT IN THE SENIOR CENTER

Chester Darden, Associate Director of Loss Control, Public Entity Partners

Over the last few years, respect and civility overall have declined dramatically in the workplace. Does a diverse workplace make you stronger or does it create problems? How effective is your organization when it comes to inclusiveness? The way we treat others is typically a result of how we view them. It is easy to see the faults in others but not in ourselves. What are the qualities a person needs to have positive relationships? Does your organization address unacceptable behavior? We will discuss these topics, plus a few relevant cases and review the laws that govern the workplace.

14. CAPTEL AND SPEECH TO SPEECH: CONNECTING TO YOUR WORLD & WHAT IT IS AND HOW IT CHANGES LIVES

Donice Kaufman, Outreach Manager, Tennessee Relay Services and Tennessee CapTel

Abigail Pence, Outreach Manager, CaptionCall

Learn about two technologies that can bridge the gap for people with hearing loss or speech disabilities. Technology that allows individuals to hear AND read everything the caller is saying. Speech to Speech (STS) technology allows people with a speech disability to make and receive phone calls. The STS operators are specially trained to understand speech patterns to ensure you are understood. This course will also give an informative view of the FCC-regulated Internet Protocol Captioning Telephone Service, eligibility requirements and the difference clear communication makes on an individual's well-being. People with hearing loss are at a distinct disadvantage when communicating on the telephone compared to people with normal hearing. This course gives an informative view of the FCC-regulated Internet Protocol Captioning Telephone Service, eligibility requirements and the difference clear communication makes on an individual's well-being.

15. POWER OF ATTORNEY, ADVANCE DIRECTIVE, GUARDIANSHIP AND CONSERVATORSHIP LAW IN TENNESSEE

Marie Ferran, Attorney, Aging Services for the Upper Cumberland, Inc.

Participants learn the basics of durable powers of attorney, appointment of health care agents, advance care plans/living wills, and surrogacy. Participants will also gain a basic understanding of guardianship and conservatorship law in Tennessee.

16. PSSST—I'VE GOT A SECRET: RETAINING THE PEOPLE YOU RECRUIT

Joani Shaver, Office on Aging Director, Blount County Community Action Agency

Organizations can significantly expand their services by utilizing trained and supervised volunteers in specified positions. Learning how to retain the people you recruit is the key to a successful program. This requires planning, processes, management, communication, and rewards. Staff must appreciate the contributions that volunteers provide, be willing to assist them, and treat them as part of the team.



WEDNESDAY, OCTOBER 27

1:45–2:45 PM

SESSION FIVE WORKSHOPS (#17–20)

17. HEALTHY CHOICES

Kathy Kail, Senior Fitness Specialist & Health Coach, Crockett County Senior Center

The importance of healthy choices in your daily diet cannot be overstated. Many seniors (and others of all ages) may not be aware that the food choices they are making are not healthy and can easily be changed to better alternatives. Learn about the benefits and options of a “plant-based, whole food diet” and how making simple changes with food and exercise can prevent, improve, and even reverse chronic diseases. Attendees will be able to return to their local senior centers and educate their clients to improve the clients’ health and quality of life.

18. ADULT DAY SERVICES: PURPOSEFUL CARE AT A COMPASSIONATE COST

Mahon J. Fritts, CEO, ALPS Adult Day Services

Andrew Keen, Director, Centennial Adultcare Center

Mary Anne Oglesby-Sutherly, Founder & Executive Director, Veranda Ministries

This session will provide an overview of adult day services and the availability of care options that are designed to assist individuals that are living independently or with loved ones at home, or in the community. The goal of this possible alternative long-term care is to promote wellness and maintain the quality of life of participants and caregivers alike.

19. EMERGENCY RESPONDERS MAKE THE DIFFERENCE

Rebecca Cowan, Lieutenant, Sevierville Police Department

This session will discuss the signs of neglect, abuse and self-neglect; how to document any concerns; resources in the area; and how to report to Adult Protective Services and Law Enforcement.

20. COMPASSION FATIGUE AND RESILIENCY

Lynn Doyle, Director of Business Development, Unity Psychiatric Care

Dr. Tom Starling, CEO, Mental Health America of the MidSouth

This session focuses on determining levels of stress relative to compassion fatigue and vicarious trauma. Methods of care and self-care will be explored, along with tips on building resiliency and mental fortitude.





CONFERENCE SPEAKERS



**Chip Eichelberger, Motivational Speaker,
October 26, 12:15 pm**

After stints at Jantzen Sportswear and Tony Robbins, Chip Eichelberger perfected his sales techniques and hired, trained and led teams across the US and UK. He translates this skill to high-energy presentations which can help any organization improve its performance.



**Eileen Poiley, Director of Education, Byrd Alzheimer's Institute
October 27, 8:15 am**

On the faculty of University of South Florida since 1987, Poiley specializes in the areas of Alzheimer's disease and aging, and lectures extensively on a variety of topics of interest to caregivers at seminars, support groups, health care facilities and conferences.



**David B. Rausch, Director, Tennessee Bureau of Investigation
October 28, 8:15 am**

A graduate of many prestigious leadership training programs, Director Rausch has more than 30 years of law enforcement experience, and has served as an instructor with personnel from around the country as well as a local, state and federal legislative advisor.



The Tennessee Commission on Aging and Disability is the designated state agency on aging and is mandated to provide leadership relative to aging issues on behalf of older persons in the state.

tn.gov/aging
1-866-836-6678

Follow us on social media



@TNAging



Can a special needs trust help you?



Vista Points enhances the general welfare of older Tennesseans through the use & management of Special Needs Trusts

Vista Points, Inc.
Special Needs Trusts & Resource Center
888.422.4076
www.vistapoints.org

Special Needs Trusts provide for your loved one's supplemental needs when you cannot.

A Special Needs Trust can play a significant role in preserving the financial security and lifestyle of an individual, of any age, living with special needs.

A Special Needs Trust allows a person to qualify for government benefits, such as Supplemental Security Income (SSI) and Medicaid while using the supplemental resources deposited into the Trust.



*Darlene Kemp
MPH, MBA-HCM
Executive Director*

VistaPoints
The Special Needs Trusts & Resource Center

We offer compassionate care for senior adults at risk due to recent onset of mental health symptoms.

- Dementia or confusion
- Hallucinations, delusions or paranoia
- Major depression
- Severe sleep disturbance
- Violent or destructive behavior
- Suicide thoughts or attempts
- Wandering
- Refusing to eat
- Isolation
- Anxiety or stress
- Mood instability or mania



UNITY
PSYCHIATRIC CARE
A Specialty Hospital for Seniors

Serving Tennessee and North Alabama
Clarksville, TN • Columbia, TN
Martin, TN • Memphis, TN
Huntsville, AL



Health

ADT Medical Alert has a PERS for any lifestyle.
* Medical Alert Basic, a traditional landline unit.
* Medical Alert Plus, a Cellular Wireless System that expands the coverage area around the home without a landline phone. "On-the-Go" GPS unit lets your clients have a portable mobile solution outside the home. Fall Detection available.

VISIT THE ADT BOOTH AT THE TFA CONFERENCE AND SPEAK WITH OUR EXPERTS:

Jeannette Ridenour, ADT Health Northeast Regional Manager
Frank Sullivan, ADT Health Territory Account Executive

FIGHT **HEALTHCARE** **FRAUD**

Medicare fraud steals billions of dollars from taxpayers every year. Learn how to protect yourself and your loved ones.

PROTECT

Protect yourself from Medicare errors, fraud and abuse

DETECT

Learn to detect potential errors, fraud and abuse

REPORT

If you suspect that you have been a target of errors, fraud or abuse, report it by calling:

1-866-836-7677

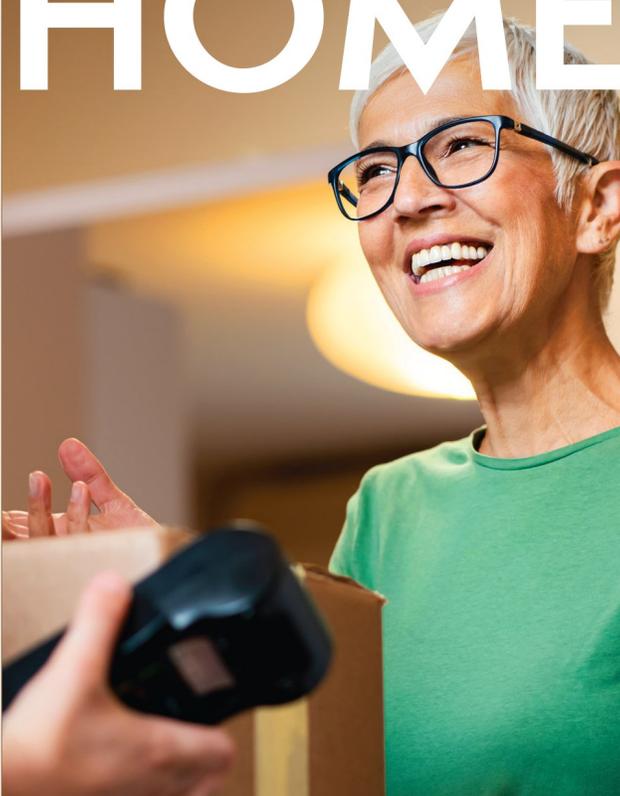


1-866-836-7677



SMP is a nationwide program funded in part by the U.S. Administration for Community Living. In Tennessee, SMP is administered by Upper Cumberland Development District and partners with the Statewide Area Agency on Aging and Disability Network.

HOME



Is Where The Health Is



At Mom's Meals, we believe that better health begins with the very meals we eat.

Our tailored meal programs help ensure individuals have access to the nutrition they need, when they need it the most.

- ✓ High quality, refrigerated meals
- ✓ Choice of every meal, every delivery
- ✓ Menus tailored to common health conditions
- ✓ Vast delivery footprint to any U.S. address

Learn more at momsmeals.com



**Alzheimer's®
Tennessee**

www.alzTennessee.org

The state's primary advocate addressing Alzheimer's related issues.

- Care-Planning Consultations
- First Responder Training
- Resource Referrals
- Caregiver Education
- Support Groups
- Advocacy
- Research



 **HELPLINE**
Your GATEway to Services
1(800) ALZ-GATE
2 5 9 - 4 2 8 3

Make Alzheimer's a Memory

CONNECTIONS

Hearing loss shouldn't keep you from connecting on the phone.


www.tenncaptel.com

With a CapTel phone, it is easy to catch virtually every word. You see captions of your call, so you can always follow what is being said.



CapTel 2400i* CapTel 840

No more frustration with phone calls!

Donice.Kaufman@t-mobile.com (E-mail)
(615) 498-4192 (Cell/Facetime/Duo)
tenncaptel.com (Website)



* Available for Internet-based CapTel only. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on to the CapTel user for using the service. CapTel is a registered trademark of Ultratec, Inc.



Association of Area Agencies on Aging and Disability

TN4AD is a membership organization which includes the nine AAADs across Tennessee:

- First Tennessee AAAD
• East Tennessee AAAD
• Southeast Tennessee AAAD
• Upper Cumberland AAAD
• Greater Nashville AAAD
• South Central AAAD
• Southwest Tennessee AAAD
• Northwest Tennessee AAAD
• Aging Commission of the Mid-South AAAD

The mission of TN4AD is to assume a leadership role in efforts to improve the quality of life for older individuals, their caregivers, and other adults with disabilities through strengthening the collaboration of the aging network with private and public agencies and organizations and effectively advocating, coordinating, planning, training, and increasing resources.

Emergency Response Systems
Medication Monitoring
Peace of mind Independence

Preserving Independence with PERS

VRI Connect Medical Alert Systems
VRI MobileCare Mobile Medical Alert System
VRI MedConnect Medication Monitoring

For more information contact: David Lukens Senior Territory Manager



For over 30 years, VRI has provided remote monitoring solutions to save lives and preserve independence for people in need and the caregivers who support them.



SENIORS Helping SENIORS® ...a way to give and to receive



Seniors Helping Seniors® in-home care services brighten the lives of seniors who can benefit from a helping hand and a friendly smile.

To find a location near you, visit:

www.SeniorsHelpingSeniors.com



BRONZE SPONSORS



Alzheimer's Association



CaptionCall



East Tennessee AAAD



East Tennessee HRA



East Tennessee AAAD SHIP



Guardian Medical Monitoring



itHealth Solutions



Southwest Tennessee AAAD



Tennessee Attorney General
Division of Consumer Affairs



2021 AWARD WINNERS

MRS. CLINT (LENA MAE) PICKENS VOLUNTEER AWARD—MR. DAN HYLKEMA



AGING INNOVATION AWARD—MYRIDE WEST TENNESSEE



LEGISLATIVE AWARDS—SENATOR MASSEY, REPRESENTATIVE FAISON,
SENATOR JOHNSON, REPRESENTATIVE LAMBERTH





ATTRACTIONS AND RESTAURANTS IN PIGEON FORGE

Attractions

Dollywood

2700 Dollywood Parks Blvd,
(865) 428-9488

The Titanic Museum

2134 Parkway, (800) 381-7670

MagiQuest

2491 Parkway, (865) 686-5586

The Island Wheel

131 The Island Dr, (865) 286-0119

Wonders of Flight, Hot Air Balloon

100 Music Rd, (865) 868-1800

WonderWorks

100 Music Rd, (865) 868-1800

The Forge Cinemas

2530 Parkway, (865) 774-6715

Country Tonite Theatre

129 Showplace Blvd, (865) 453-2003

The Comedy Barn Theater

2775 Parkway, (865) 428-5222

Dolly Parton Stampede Dinner Attraction

3849 Parkway, (865) 453-4400

Hatfield & McCoy Dinner Show

119 Music Road, (800) 985-5494

Lumberjack Feud

2713 Parkway, (865) 428-8688

Restaurants within a Mile of Music Road Resort

Cracker Barrel Old Country Store

4-minute walk (0.2 miles) or
or 1-minute drive

2285 Parkway, (865) 908-4459

Johnny Carino's

8-minute walk (0.4 miles) or
2-minute drive

2425 Parkway, (865) 868-0790

Bullfish Grill

9-minute walk (0.4 miles) or
2-minute drive

2441 Parkway, (865) 868-1000

Smoky Mountain Brewery

14-minute walk (0.7 miles) or
2-minute drive

2530 Parkway, (865) 868-1400

Calhoun's Restaurant

15-minute walk (0.7 miles) or
2-minute drive

2532 Parkway, (865) 868-1500

Shopping

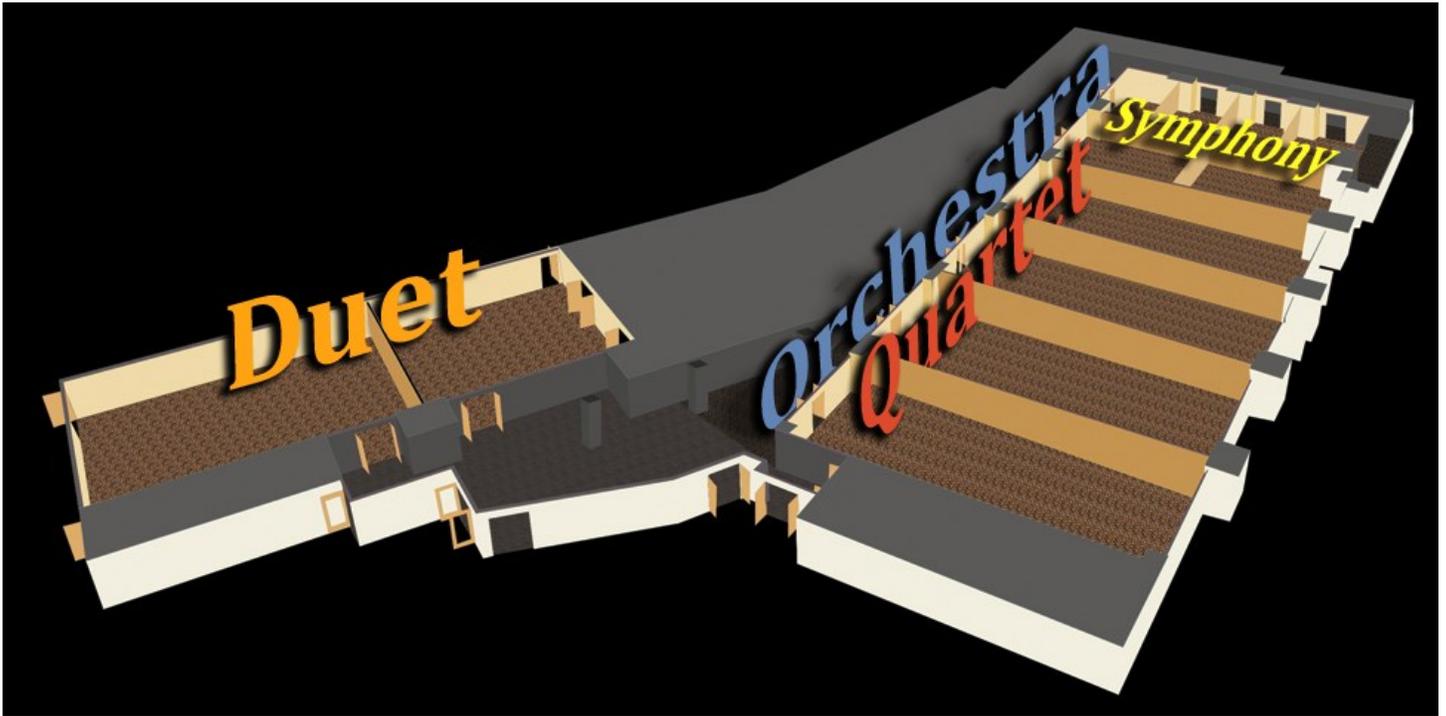
Tanger Outlets

1645 Parkway, 1-800-408-8377
4-minute drive





MUSIC ROAD RESORT HOTEL & CONVENTION CENTER



CONTINUING-EDUCATION INFORMATION (CEUs)

- ◆ Continuing Legal Education (CLE): 5 Hours
- ◆ Peace Officer's Standards and Training (POST): 14 Hours
- ◆ Social Workers (SW): 8.25 Hours
- ◆ Assisted Care Living Facilities (ACLF) and Homes for Aged Administrators: 5 Hours

Proof of attendance will need to be sent to the TN Department of Health. There will be a sign-in sheet for ACLF CEUs at the registration table.

*Please make sure to check in with the CEU coordinator at the registration table.
Certificates of Attendance will be available.*

Thank you for your
participation and support of
our conference!

SAVE THE DATE!

TFA 2022 CONFERENCE

OCTOBER 25–27, 2022

PIGEON FORGE, TENNESSEE

