TFA
Tennessee Federation for the Aging

"Climbing the Mountain: Working Together to Reach New Heights in Aging"

2018 TFA Annual Conference

November 27–29, 2018

Music Road Resort Hotel & Convention Center

303 Henderson Chapel Road

Pigeon Forge, TN 37863

www.tnfederationfortheaging.org

Thank You To Our Major Partners

TCAD
TENNESSEE COMMISSION ON AGING AND DISABILITY

TENNESSEE
TN4AD
Association of Area Agencies on Aging and Disability

Workshop Sessions At A Glance

For those with a specific focus or interest, we've grouped the workshops into optional tracks that make choosing individual sessions even easier.

Senior Center/Nutrition Track

Session 1
1. Getting Along with Difficult People
Joel Weintraub

Session 2
5. Technology for Active Agency
Jennifer Dancu

Session 3
9. Discrimination and the Golden Rule
Laura Brown

Session 4
13. Tennessee's Got Talent
Deisha Finley

Session 5
17. How to be a Good Board Member
Laura Brown

HCBS Track

Session 1
2. Implementing Volunteer Transportation
Keita Cole

Session 2
6. The New Age of Hospice
Amanda Looper

Session 3
10. Affordable Rural Housing and Services
Timothy Howell

Session 4
14. The Basics of Alzheimer's Disease
Monica Crane

Session 5
18. Emotional Complexities of Giving Care
Edward Harper

Elder Rights Track

Session 1
3. CREVAA
Laura Brown/Panel Discussion

Session 2
7. The Many Faces of Medicare Fraud
Loni Hitchcock

Session 3
11. Elder Mediation
John R. Selser/Panel Discussion

Session 4
15. Successful Advocacy by Citizens
Stewart Clifton and Rep. Dale Carr

Session 5
19. Tennessee Elder Justice Initiative
Denise West and Tracy Armstrong

Potpourri Track

Session 1
4. Engagement for Seniors with Dementia
Melanie D. Cahill

Session 2
8. Music & Memory
Deborah Ferris

Session 3
12. Veterans Benefits
Patrick Rice and Keven Knowles

Session 4
16. Surviving an Active Shooter
Dewey V. Woody, Jr.

Session 5
20. Medication Risk Management
Ronna D. New

ABOUT TENNESSEE FEDERATION FOR THE AGING

The Tennessee Federation for the Aging, Inc. (TFA) was organized in 1968 and incorporated in 1969 to secure funding for senior citizen programs and services, and to serve as an advocacy group for older adults. Over the years, TFA has coordinated with various local, district and statewide organizations to provide service-provider training, educational workshops, and advocacy to align efforts to improve the overall quality of life for older Tennesseans.

TFA is a non-profit 501(c)3 charitable organization.

TFA membership consists of representatives from statewide agencies, government agencies, area agencies on aging and disability, senior centers, home health agencies, nutrition providers, adult day care providers, long-term care facilities, older adults, family caregivers and students.

TFA'S PURPOSE

To enhance the general welfare of older Tennesseans and to promote civic, educational and social measures relating to the special interests of older Tennesseans.

ANNUAL CONFERENCE—WHO SHOULD ATTEND?

Senior center directors and staff, older adults, nutrition site managers, area agency on aging and disability directors, social workers, program managers and staff, home- and community-based program staff, long-term care facilities managers, human resource agency staff, long-term care ombudsmen, public guardians, legal services/elder law attorneys, family caregivers, Alzheimer's disease organizations, behavioral health agencies, state agencies, faith-based organizations and other interested parties.

INTERESTED IN BEING A PARTNER?

Please contact Jennifer Birdwell at *jbirdwell@ucdd.org*, or visit *www.tnfederationfortheaging.org* for more information on partner packages.

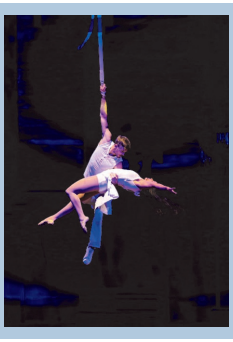
TFA Conference 2018

SCHEDULE OF EVENTS

TUESDAY, NOVEMBER 27

9:00 am–12:00 noon	Virtual Dementia Tour (Reservations Required)
10:00 am–4:30 pm	Registration
10:00 am–4:00 pm	Exhibit Hall Open
11:00 am	Opening Entertainment—O'Connor Senior Center Band
11:30 am	Lunch Buffet
12:00 noon	Welcome and Announcements
12:15 pm–1:30 pm	Opening Session—**Speaker: Joel Weintraub**
1:30 pm–2:00 pm	Break and Door Prizes in Exhibit Hall
2:00 pm–3:00 pm	Workshops/Break-Out Sessions: –Getting Along with Difficult People –Implementing Volunteer Transportation –CREVAA –Engagement for Seniors with Dementia
3:00 pm–3:30 pm	Break and Door Prizes in Exhibit Hall
3:30 pm–4:30 pm	Workshops/Break-Out Sessions: –Technology for Active Agency –The New Age of Hospice –The Many Faces of Medicare Fraud –Music & Memory

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



DON'T MISS DOLLY PARTON'S CELEBRATION! DINNER SHOW

All attendees receive one complimentary ticket to the 11/28 Wednesday evening performance.

(Additional tickets available at the discounted rate of $40. See page 15 for more information.)

WEDNESDAY, NOVEMBER 28

Breakfast on your own.

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: Dewey V. Woody, Jr.**
9:30 am–10:00 am	Break and Door Prizes in Exhibit Hall
10:00 am–11:00 am	Workshops/Break-Out Sessions: –Discrimination and the Golden Rule –Affordable Rural Housing and Services –Elder Mediation –Veteran Benefits
11:15 am–12:15 pm	Workshops/Break-Out Sessions: –Tennessee's Got Talent –The Basics of Alzheimer's Disease –Successful Advocacy by Citizens –Surviving an Active Shooter
12:15 pm–1:45 pm	Lunch (Awards and Sponsor Recognition)
1:45 pm–2:45 pm	Workshops/Break-Out Sessions: –How to be a Good Board Member –The Emotional Complexities of Giving Care –Tennessee Elder Justice Initiative –Medication Risk Management
2:45 pm–3:00 pm	Break and Door Prizes in Exhibit Hall
5:00 pm	**Evening Event: Dolly Parton's Celebration! Dinner Show** (*Please arrive by 5:00 pm. Transportation on your own.*)

THURSDAY, NOVEMBER 29

8:00 am	Breakfast
8:30 am–9:45 am	Closing Session—**Speaker: Dan Whitehurst**
10:00 am–11:30 am	Annual Membership and Board Meeting
11:30 am–12:00 noon	Call to 2019 Conference—Major Door Prizes

Workshop Session Descriptions

Tuesday, November 27

2:00–3:00 pm SESSION ONE WORKSHOPS (#1–4)

1. **GETTING ALONG WITH DIFFICULT PEOPLE**
   Joel Weintraub, Humor for the Health of It

   In order to get along with difficult people we must learn how to center ourselves and stay in a positive emotional frame. Learn how your emotions interfere with critical thinking, and how to harness the power of the pre-frontal cortex for intelligent and creative problem-solving.

2. **IMPLEMENTING VOLUNTEER TRANSPORTATION: A STATE AND LOCAL PERSPECTIVE**
   Keita Cole, Southwest Tennessee Area Agency on Aging and Disability

   Without transportation, living independently, accessing healthcare, grocery and pharmacy shopping, and social interaction are virtually impossible. Even in areas with public transportation, many older adults report a need for personalized transportation that is affordable, accessible, safe, and offers door-through-door service. Hear from an AAAD in the process of implementing and replicating volunteer transportation services that improve mobility for seniors. Topics will include partnership development, local strategies, and utilizing data to drive best practices.

3. **COLLABORATIVE RESPONSE TO ELDER AND VULNERABLE ADULT ABUSE (CREVAA)**
   Laura Brown and Amy Smith, Tennessee Commission on Aging and Disability; Tracy Armstrong, East Tennessee Area Agency on Aging and Disability

This session will introduce the CREVAA program to attendees and provide information about how victims of crime act funding can be used to serve elder and vulnerable adult victims of crime. The session will provide best practices for collaboration among government, local, and non-profit service providers to coordinate and work together to ensure comprehensive services for elder and vulnerable adult victims of crime.

4. **MEANINGFUL ENGAGEMENT FOR SENIORS LIVING WITH DEMENTIA**
   Melanie D. Cahill, Choices in Senior Care

   Engaging individuals in meaningful activity in specially prepared environments gives these seniors a reason to get up, lifts mood, and can help decrease troubling behaviors. This workshop will give an overview of dementia, present examples, and discuss ways to set up an environment for success, as well as give helpful tips to involve individuals in engaging activities, including the use of Montessori Methods for working with individuals with dementia.

Tuesday, November 27

3:30–4:30 pm SESSION TWO WORKSHOPS (#5–8)

5. **TECHNOLOGY FOR ACTIVE AGENCY**
   Jennifer Dancu, Social Media 4 Seniors

   This session will be presenter-led, using a PowerPoint slide show and video clips to educate the audience about the advantages of learning how to use smartphones and tablets to enable seniors to stay in their homes longer and stay connected to loved ones.

6. **THE NEW AGE OF HOSPICE: ELIGIBILITY AND UTILIZATION BEFORE DEATH AND DYING**
   Amanda Looper, Kindred Hospice

   Participants will learn insights into how hospice may be utilized earlier in the disease process, and what hospice services are generally covered by insurance. Common early indicators for appropriate referral to hospice will be discussed, as well as the

benefits of earlier referral, and common myths about hospice will be debunked.

7. THE MANY FACES OF MEDICARE FRAUD IN TENNESSEE
Loni Hitchcock, Upper Cumberland Area Agency on Aging and Disability

Learn what constitutes Medicare fraud and abuse through examples of real situations, and learn how to detect it. Current Medicare scams will be discussed, along with ways to protect against them, and how to enroll in both the Tennessee and national do-not-call registries. Finally, learn about the Senior Medicare Patrol (SMP) program, and where and how to report fraud.

8. MUSIC AND MEMORY
Deborah Ferris, Music & Memory

Personalized music is the #1 non-pharm approach and is backed by anecdotal and evidence-based research. It can be used strategically as a tool to meet goals and achieve outcomes for individuals with cognitive, intellectual, mental, and physical challenges. Personalized music supports forefront health initiatives such as self-advocacy, independent living, quality measures, increased social engagement, communication, improved outcomes, positive mood, nutrition, increased participation in therapies and activities, and has shown a reduction in: agitation, behaviors, physical and verbal altercations, depression, pain, and more. It makes caregiving easier and more rewarding.

Wednesday, November 28

10:00–11:00 am SESSION THREE WORKSHOPS (#9–12)

9. DISCRIMINATION AND THE GOLDEN RULE
Laura Brown, Tennessee Commission on Aging and Disability

This session will cover the rules and regulations related to discrimination and provide practical ways that senior centers and

other organizations can ensure that they are complying with these rules. Participants will also engage in group work to discuss the objectives of the session.

10. **AFFORDABLE HOUSING AND SERVICES FOR RURAL TENNESSEE COMMUNITIES**
Timothy Howell, Senior Citizens Home Assistance Service

Five Rivers Tazewell was an abandoned Section 811 HUD group home in Claiborne County, TN. SCHAS approached Catholic Charities about purchasing the property and opening it as a home for the elderly. This required HUD approval, and applying for FHLB funds to allow renovations for the leaking roof, air conditioning repairs, and other work. It was a lengthy process but the home was transformed and re-opened in July 2017. Today the home is filled with nine residents. Transportation is provided, and SCHAS is able to provide caregiving services. Learn how these lessons might be used in your own community to help low-income citizens with no other housing options.

11. **ELDER MEDIATION: THE NEWEST TOOL IN THE TOOLBOX**
John R. Selser, J.D., Gregory Davis, and Bari B. Gerbig, The Community Mediation Center

Participants will be introduced to the use of elder mediation as a new and effective way to resolve conflicts and as an aid to adult decision-making. The key presenter will highlight the unique elements of elder mediation and illustrate areas where it can be utilized. The other presenters will enact a brief skit involving a disagreement between an elder and a family member. The key presenter will be the skit mediator who will demonstrate how to achieve an acceptable agreement—a win-win situation for both the elder and family member.

12. VETERAN BENEFITS
Patrick Rice and Keven Knowles, Tennessee Department of Veteran Services

This session will provide participants with a basic knowledge of the services provided through the Tennessee Department of Veteran Services, including a basic understanding of veteran benefits and veteran burial benefits.

Wednesday, November 28

11:15–12:15 pm SESSION FOUR WORKSHOPS (#13–16)

13. TENNESSEE'S GOT TALENT: CAPTIVATE AND UTILIZE VOLUNTEER STRENGTHS TO MEET YOUR ORGANIZATIONAL NEEDS
Deisha Finley, Knoxville–Knox County CAC Office on Aging

One of the greatest challenges for local nonprofits continues to be the inability to meet the increased demand for services. This session will demonstrate how to utilize volunteers to generate additional staff power and fulfill unmet needs through volunteer recruitment, orientation, recognition, and retention. Increase your organizational capacity by empowering volunteers to showcase their skills, knowledge and talents.

14. THE BASICS OF ALZHEIMER'S DISEASE
Monica Crane, MD, Genesis Neuroscience Clinic

The Basics of Alzheimer's Disease workshop is designed to provide basic information that everyone needs to know about memory-loss issues and what they mean for all of us. This program will cover the signs and symptoms of Alzheimer's disease, caregiver responsibilities, and considerations for long-term-care planning.

15. STRATEGIES FOR SUCCESSFUL ADVOCACY BY CITIZENS
Stewart Clifton, Clifton Government Relations, and Representative Dale Carr, Tennessee General Assembly

Learn how regular citizens without specialized knowledge or financial influence can and do make a huge difference in legislative and executive branch decisions. This is a critical year for aging advocacy, and participants will discover the key legislative and executive branch leaders for aging issues and funding, and leave knowing that they can play a role in creating good government decisions and policies on aging.

16. **SUDDEN VIOLENCE: SURVIVING AN ACTIVE SHOOTER**
Dewey V. Woody, Jr., Tennessee Department of Safety and Homeland Security

This session is designed to prepare the lay public to deal with a sudden violent situation. The presentation will be an open conversation focusing on the best strategies for surviving an active shooter, including running, hiding, and fighting, and the objectives that should accompany each of these actions.

Wednesday, November 28

1:45–2:45 pm SESSION FIVE WORKSHOPS (#17–20)

17. **HOW TO BE A GOOD BOARD MEMBER**
Laura Brown, Tennessee Commission on Aging and Disability

Are you a board member of a senior center or other nonprofit organization? This session will explain the legal requirements and expected duties of nonprofit board members, and explore practical ways that board members can support and assist nonprofit organizations. Attendees will also learn information about issues such as conflict of interest and the rules and regulations related to raffles and other fundraisers.

18. **THE EMOTIONAL COMPLEXITIES OF GIVING CARE**
Edward Harper, LCSW, Blount Memorial Hospital

A response to stress is a natural neuro-physiological and psychological survival reaction to a threat. Chronic stress responses and distress are unconsciously-learned patterns of behavior, and

caregiving is a perfect environment for this chronic stress and distress to develop. This presentation will assist in caregiver stress reduction through the understanding of neuro-physiological and psychological stress responses and the modification of these responses through the alteration of caregiving patterns.

19. TENNESSEE ELDER JUSTICE INITIATIVE
Denise West and Tracy Armstrong, East Tennessee Area Agency on Aging and Disability

Learn about Tennessee Elder Justice Coalitions, why they are needed more than ever, and how to start one in your area. Attendees will receive an overview of the new state guidelines for Coordinated Community Response, elder abuse and ageism, as well as guidance on developing a successful inter-agency coalition, and will leave with a toolkit for creating their own Elder Justice Coalition.

20. POLYPHARMACY CONCERNS AND MEDICATION RISK MANAGEMENT IN THE GERIATRIC PATIENT
Ronna D. New, DO, FACOFP, Holston Medical Group

This session will define polypharmacy and explain its key issues in geriatric pharmacology, and help attendees understand the physiologic changes of aging, the impact of pharmacodynamics and the risk of medication-related problems. Risk factors for adverse drug events and the principles of prescribing medications to geriatric patients will also be discussed.

2017 TFA Conference

Conference Speakers

Joel Weintraub, Session Speaker (November 27, 12:15 pm)
Joel Weintraub is a "humorous educator" who has managed to merge the formerly disparate worlds of comedy, business, health, healthcare and education. By combining his professional comedy experience with his masters degree in Exercise Physiology and his bachelors in Health Education from Temple University, Joel has entertained and educated audiences around the country.

Dewey V. Woody, Jr., , Session Speaker (November 28, 8:15 am)
Dewey V. Woody, Jr. is an agent with Tennessee Department of Safety and Homeland Security. He joined the department in 2016 and is assigned to the operations bureau. He serves as the agency's fire service liaison and is helping to develop a Terrorism Liaison Officer program for the State of Tennessee.

Dan Whitehurst, Session Speaker (November 29, 8:30 am)
Dan Whitehurst is a veteran stand-up comic and writer based out of Nashville, Tennessee. Dan did his first Open Mic in 1998 and developed a routine of bizarre one-liners which he used to win the WKDF Talent search at Zanies in Nashville by 1999.

VIRTUAL DEMENTIA TOUR© (11/27, 9:00 am–12:00 noon)
Developed by P.K. Beville, PhD, and Second Wind Dreams. Conducted by Alzheimers Tennessee. Reservations are required through the online conference registration page.

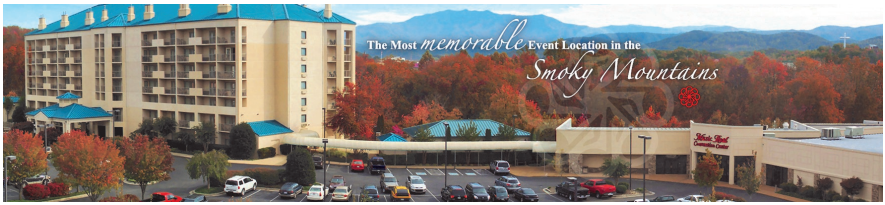
How can we be empathetic to something we have not experienced ourselves? The perspective of the population living with dementia is one we cannot know. Yet decisions are made for these people without understanding what they are coping with.

The Virtual Dementia Tour was designed to simulate the effects of dementia, as well as other physical impairments we face during the process of aging.

Each participant will receive an individualized experience. Due to this customization, appointment times must be made. Visit www.tnfederationfortheaging.org to reserve a spot (first come, first served).

Music Road Resort Hotel & Convention Center

Adjacent to the resort is a Ruby Tuesday restaurant, and only steps away are attractions like the brand-new Hollywood Wax Museum and Country Tonight. Look north and you'll find the magnificent Titanic Museum attraction, Hatfield & McCoy Dinner Show, the upside-down house of WonderWorks, the new Hard Rock Cafe and the award-winning Smoky Mountain Opry. Dollywood, Dolly Parton's Stampede, the Great Smoky Mountains National Park and the newest attraction, the 200-foot-tall Wheel at The Island Retail and Entertainment Center, are just a few minutes away by trolley, which stops at our resort. The ideal Pigeon Forge hotel location to do it all!



HOTEL RATES

CONFERENCE ROOM RATE: $92.00* per night

For reservations, please call 1-855-790-4646 and reference Group Code 08998, or visit www.musicroadresort.com. Click on "Make A Reservation". Enter your check-in/-out dates in "Check Rates" section. On the next page, click the ADD CODE tab. Enter Group Code 08998, and then click ADD. The group block will load. Follow the prompts to "Book Now".

***Group rate is only available until October 26, or until reserved rooms are gone.**

2018 TFA Conference Registration Information

To register, go to www.tnfederationfortheaging.org and click on the conference registration link.

REGISTRATION RATES

TFA MEMBER	$180.00
NON-MEMBER	$230.00
SINGLE-DAY RATE (No Dinner Show Ticket)	$ 90.00
SENIORS (60+), COLLEGE STUDENTS (currently enrolled)	$130.00
GUEST MEAL PLAN	$130.00
Additional Celebration! Dinner Show Tickets*	$ 40.00

* *Each conference registration includes ONE complimentary Celebration! Dinner Show ticket when you register online.*

WORKSHOP SELECTION

All attendees must select a total of five (5) workshops from the list on the conference registration web page (one each for all five sessions). If no workshops are selected at the time of registration, you will be assigned to them by the conference organizers.

CEUs

CEUs will be available. The number of credit hours will be available at the registration desk.

CANCELLATION POLICY

All cancellations must be received no later than October 25 to be eligible for refund. Contact Teresa Sutphin at 423-722-5120; or at *tsutphin@ftaaad.org* for more information.

FINAL REGISTRATION DEADLINE:

November 9, 2018

Tennessee Federation for the Aging
Attn: 2018 TFA Conference
220 Centennial Boulevard
Lawrenceburg, TN 38464

REGISTRATION DEADLINE:

November 9, 2018