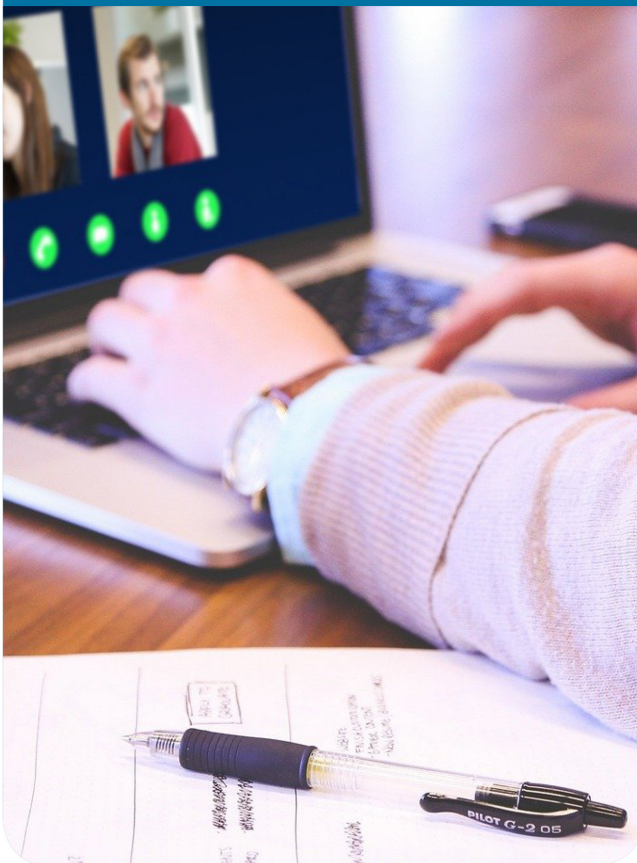




PCA Regional Conference on Aging

Sept. 28 - Oct. 1

2021



PCA

PHILADELPHIA CORPORATION FOR AGING
Enriching lives. preserving dignity.™

**A Completely Virtual
Conference for 2021!**

<https://pca-regional-conference-on-aging-2021.coursestorm.com>

INTRODUCTION

The 2021 Regional Conference on Aging, presented by Philadelphia Corporation for Aging, will be completely virtual again this year. All sessions will be presented through the ZOOM platform, September 28th – October 1st, 2021

Philadelphia Corporation for Aging is again offering a cutting-edge program and continuing education for professionals who work with older adults. Nationally and regionally recognized content experts will present relevant, practical and current information that will be immediately beneficial to anyone working in the aging arena. The conference is a cost-effective and convenient way to increase your knowledge and skills and get the CE credits you need.

Cost of each 2.5 hour session will be \$40.00 – the same as the last several years.

CEU Credits for those who require them will be provided at **NO CHARGE** this year. A session evaluation is required in order to issues any CEUs.

Program Planning Committee

Thomas Shea, M.Ed. - Conference Chair

Philadelphia Corporation for Aging

Cheryl Clark-Woods, MSW

Philadelphia Corporation for Aging

Lois Hayman-El, MSW, LSW

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Wanda Mitchell, MSW

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Tamikia Morris

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Jen Norman, MPH

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Shaunise Spivey, MHR, SHRM-SCP

Philadelphia Corporation for Aging

Katie Young, MSG

Philadelphia Corporation for Aging

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WHO SHOULD ATTEND?

All professionals who work with older adults and their families and those in related professions will benefit from attending the Regional Conference on Aging. They include:

- Administrators and directors
- Adult daycare personnel
- Activity and recreation therapists
- Assessment workers
- Care/case managers
- Legal and financial professionals
- Home healthcare personnel
- Marriage and family therapists
- Nurses
- Psychologists
- Rehabilitation therapists
- Service coordinators]
- Social workers
- Staff developers
- Students

Sessions covering the following subject areas will be featured:

- Behavioral Health and Aging
- Caregiving
- Diversity Issues
- Food Insecurity and Older Adults
- Health and Wellness
- Long-Term Care Issues
- Pandemic Issues and Lessons Learned
- Public Policy and Public Entitlements
- Social Determinants of Health, and More!

Continuing Education Credits

Continuing education credits (CEUs) are available for specific sessions for Social Workers and Nurses. If you are not sure whether your licensing organization will accept conference CEUs, please contact them for clarification.

Social Workers

Pennsylvania:

As a CSWE accredited program, the Bryn Mawr College Graduate School of Social Work and Social Research (GSSWSR) is a pre-approved provider of continuing education for social workers, professional counselors, and marriage and family therapists in Pennsylvania and many other states.

The following sessions may be submitted for **2.5 Social Work CEUs**:

- WE01** – Older Adults and Food Insecurity During the Pandemic: Lessons Learned and Best Practices
- WE02**– Managing Life Transitions: Adapting to Change as People Age
- WE03** – Armed & Frail – Identifying and Reducing Gun Violence in Older Adults with Depression and Dementia”
- WE06** – Fairness, Equity and Social Justice: Emerging Gay and Lesbian Issues in Aging
- WE07** – Recognizing the Warning Signs of Overmedication in Older Adults
- WE08** – Social Determinants of Health – How to Mitigate their Impact on Older Adults
- TH01** – Mind, Body, Spirit: Pathways to Improving the Overall Well-Being of Older Adults
- TH02** – Social Isolation – A Major Issue in Social Determinants of Health
- TH03** – Vaccination Hesitancy in the Community – Another Social Determinant of Health
- TH06** – Finding Joy in the Virtual/Hybrid Workplace
- TH07**– LGBTQ Older Adults: Best Practices Used to Survive and Thrive During the Pandemic ...and Beyond
- TH08** – Learning to Cope with the Stresses, Fears and Grief of Post-Pandemic Work Life
- FR01** – Understanding Health Disparities and Finding Community Solutions
- FR02** – Innovations in Caregiver Support to Assist with Meeting Healthcare Goals
- FR06** – Social Isolation – A Major Issue in Social Determinants of Health
- FR07** – Rolling Out the Rainbow Welcome Mat: Making the Case for LGBT Inclusion in Aging Services
- FR08** – Returning to Field Visits – What You Need to Know to Stay Safe

Nurses

The following sessions may be submitted for **2.5 Nursing CEUs**:

- WE01** – Older Adults and Food Insecurity During the Pandemic: Lessons Learned and Best Practices
- WE02**– Managing Life Transitions: Adapting to Change as People Age
- WE03** – Armed & Frail – Identifying and Reducing Gun Violence in Older Adults with Depression and Dementia”
- WE06** – Fairness, Equity and Social Justice: Emerging Gay and Lesbian Issues in Aging
- WE07** – Recognizing the Warning Signs of Over
- WE08** – Social Determinants of Health – How to Mitigate their Impact on Older Adults
- TH01** – Mind, Body, Spirit: Pathways to Improving the Overall Well-Being of Older Adults
- TH02** – Social Isolation – A Major Issue in Social Determinants of Health
- TH03** – Vaccination Hesitancy in the Community – Another Social Determinant of Health
- TH06** – Finding Joy in the Virtual/Hybrid Workplace
- TH07**– LGBTQ Older Adults: Best Practices Used to Survive and Thrive During the Pandemic ...and Beyond

TH08 – Learning to Cope with the Stresses, Fears and Grief of Post-Pandemic Work Life
FR01 – Understanding Health Disparities and Finding Community Solutions
FR02 – Innovations in Caregiver Support to Assist with Meeting Healthcare Goals
FR06 – Social Isolation – A Major Issue in Social Determinants of Health
FR07 – Rolling Out the Rainbow Welcome Mat: Making the Case for LGBT Inclusion in Aging Services
FR08 – Returning to Field Visits – What You Need to Know to Stay Safe

State licensure boards, however, have final authority on the acceptance of individual courses. If you require continuing education credit from a board or association not listed, please contact your state board or association for individual approval. Participants are encouraged to verify acceptability with their board or association prior to paying for continuing education credit.

To receive CEUs:

You must complete an evaluation for each session that is offering CEUs in order to receive them. The last question on the evaluation form, labeled Identification for CEU Certificate, must be completed so that your CEU Certificate can be e-mailed to you after the conference has concluded. Please consult the lists above to be certain that the session you are attending is offering CEUs – either for Social Work or Nursing.

CEU Costs: CEUs are being provided **at no cost** to participants this year.

Registration Payment for 2021 Regional Conference on Aging

You may use a credit card to pay for all sessions directly on the registration site. If your agency historically pays by check, please contact Tom Shea (thomas.shea@pcacares.org) to make arrangements to do so. The cost per session again this year is only \$40.00 per session. Please complete your conference registration(s) on-line to reserve your space in the sessions of your choice.

[Instructions for On-Line Registrations](#)

The Conference Registration Site URL is:

<https://pca-regional-conference-on-aging-2021.coursestorm.com>

Step 1. You may select “browse all classes” or browse by a specific date.

Step 2. When you arrive at a session you wish to register to attend, click on the underlined title of the session. That will take you to a full listing of the session.

Step 3. Scroll down the listing until you see the REGISTER button on the right – click on it.

Step 4. You will be asked to click on the person to attend – options are “you” and “another person”. Choose “you”.

Step 5. You will have the option to “continue browsing” or “check out”. Choose “continue browsing” if you wish to sign up for more sessions, otherwise select “Check Out”

Step 6. First you will enter your e-mail address, then click continue.

Step 7. Next you will put in additional contact information and create a password.

Step 8. Next please identify your agency or organization, and your job title.

Step 9. You will see a screen titled “Review” and you will prepare to pay for your sessions.

If you are paying with a credit card, enter the information under “Online Payment”.
If you are paying by check, click [or pay by check](#).

Step 10. Click on “Complete Order.”

Step 11. You will receive an e-mail confirmation on your sessions, and you should have a “0” balance if you paid by credit card. If you are paying by check, please send a check for the balance to:

Philadelphia Corporation for Aging
642 North Broad Street
Philadelphia, PA. 19130
Attn: Tom Shea – 2021 Regional Conference

Feel free to contact Tom Shea at thomas.shea@pcacares.org if you have any questions.

Each day: Sessions 1-3 are AM Sessions: 9:30 am – Noon
Sessions 6-8 are PM Sessions: 1:00 pm – 3:30 pm

| CODE | SESSION TITLE | PRESENTER(S) |
|-------------|---|---|
| TU06 | The Panel of Pundits Discuss Aging Issues | Jean Accius ii; Nora Dowd-Eisenhower; Brian Duke; Teresa Osborne; Secretary Robert Torres |
| WE01 | Older Adults and Food Insecurity During the Pandemic: Lessons Learned and Best Practices | TBD |
| WE02 | Managing Life Transitions: Adapting to Change as People Age | Patrick Arbore, EdD, MA |
| WE03 | Armed & Frail – Identifying and Reducing Gun Violence in Older Adults | Ilene Warner-Maron, PhD, RN-BC, CWCN, FCPP, CALA, NHA |
| WE06 | Fairness, Equity and Social Justice: Emerging Gay and Lesbian Issues in Aging | Patrick Arbore, EdD, MA |
| WE07 | Recognizing the Dangers of Overmedication in Older Adults | Eileen Sullivan, Pharm.D |
| WE08 | Social Determinants of Health – How to Mitigate their Impact on Older Adults | Ilene Warner-Maron, PhD, RN-BC, CWCN, FCPP, CALA, NHA |
| TH01 | Mind, Body, Spirit: Pathways to Improving the Overall Well-Being of Older Adults | Patrick Arbore, EdD, MA |
| TH02 | Social Isolation – A Key Social Determinant of Health | Nancy Morrow, MSW |
| TH03 | Vaccination Hesitancy in the Community – Another Social Determinant of Health | Lesley Carson, MD; Jerry Johnson, MD; Linda Schreiber Williams, CRNP; Josh Uy, MD |
| TH06 | Finding Joy in the Virtual/Hybrid Workplace | Patrick Arbore, EdD, MA |
| TH07 | LGBTQ Older Adults: Best Practices Used to Survive and Thrive During the Pandemic ...and Beyond | Terri Clark, MPH; Faith Haeussler, EdD, PA Council on Aging |
| TH08 | Learning to Cope with the Stresses, Fears and Grief of Post-Pandemic Work Life | Barry J. Jacobs, Psy.D.; Julia L. Mayer, Psy.D |
| FR01 | Understanding Health Disparities and Finding Community Solutions | Linda K. Shumaker, R.N.-BC, M.A. |
| FR02 | Innovations in Caregiver Support to Assist with Meeting Healthcare Goals | Barry J. Jacobs, Psy.D |
| FR06 | Social Isolation – A Key Social Determinant of Health (Repeat) | Nancy Morrow, MSW |
| FR07 | Rolling Out the Rainbow Welcome Mat: Making the Case for LGBT Inclusion in Aging Services | Terri Clark, MPH; Katie Young, MSG |
| FR08 | Returning to Field Visits – What You Need to Know to Stay Safe | Nicholas A. Smith, Jr. CCP – Willis Towers Watson |

Tuesday, September 28, 2021

1:00 pm – 3:30 pm CONFERENCE KICK OFF

TU06 – The Panel of Pundits Discuss Aging Issues

2021 has been a year like no other that we have seen. Our panel will discuss a variety of issues impacting the lives of older and other-abled adults, including:

- In the wake of COVID-19, what health disparities have emerged and what strategies have been or should be utilized to combat those disparities?
- What are the “lessons learned” or emerging ideas that show promise for positively impacting our lives going forward?
- Identify policy changes that have been made or proposed and the potential impact on the lives of our constituents?

As a result of participating in this workshop, participants will:

- Recognize the health disparities that the pandemic has served to underscore
- Identify lessons learned and possible best practices that can help us through the current crisis and better prepare us for the next one
- Appreciate the implications of the current political landscape on the aging and other-abled networks and the issues we are facing.

Dr. Jean Accius is the Senior Vice President of Global Thought Leadership at AARP. In this role he provides strategic direction, leadership & technical expertise championing new ideas, framing thought-provoking perspectives, and driving bold solutions to change systems & improve the lives of all as they age both domestically & internationally.

Dr. Accius has authored numerous reports & been quoted in several media outlets, including the New York Times, TIME Magazine, Reuters, Politico, and USA Today. He has been recognized by the National Academy of Social Insurance, Gerontological Society of America, National Academy of Television Arts & Sciences, Black Enterprise magazine, & the Prince George’s County Social Innovation Fund.

Dr. Accius is committed to service & serves on a variety of boards including Justice in Aging, the American Society on Aging, & Leadership Maryland. Dr. Accius holds a Ph.D. in public administration from American University & is a graduate of the Harvard T.H. Chan School of Public Health program on health reform and Stanford University's Graduate School of Business Corporate Innovation Program.

Nora Dowd-Eisenhower is Executive Director for the Mayor's Commission on Aging (MCOA), which leads the development of policy and strategies to support health, safety and security for Philadelphians ages 55 and older. MCOA also operates the Senior Community Service Employment Program and APPRISE, a Medicare insurance counseling program.

Nora has served as the Director of Pro Bono Action at SeniorLAW Center. She was the Assistant Director for the Office of Older Americans at the Consumer Financial Protection Bureau from 2013-2016. Before that, Nora was the Vice President for Economic Security at the National Council on Aging (NCOA).

She served as the Secretary of the Pennsylvania Department of Aging from 2003-2009. She also served as the AARP Pennsylvania State Director. She began her career as a Deputy Attorney General with the Pennsylvania Attorney General in the Consumer Protection Division.

Brian Duke, MBE, MHA is System Director, Senior Services at Main Line Health, a hospital-based health system in suburban Philadelphia, PA. In his current position Brian joins with colleagues to create and implement population health strategies to improve the care of older adults.

Prior to this he served as Secretary of the Pennsylvania Department of Aging. Brian began his career in hospital administration, then transitioned to the field of aging inspired by his caregiver experiences with his late mother who lived with Alzheimer's Disease. His journey in aging includes work with passionate leaders and colleagues in academic medicine, public media, philanthropy, advocacy, caregiver support, innovation and public service.

Teresa Osborne is currently the Manager of Advocacy and Outreach for AARP Pennsylvania. Prior to joining AARP, Ms. Osborne served as Chairperson of the Pennsylvania Civil Service Commission.

She served as Pennsylvania's 10th Secretary of Aging from 2015-2018. As head of the Department of Aging, Osborne managed Pennsylvania's senior pharmaceutical assistance program, along with an extensive network of home and community-based services that are provided under the Older American's Act.

Scranton native Teresa Osborne has spent more than two decades advocating for older Pennsylvanians and other vulnerable populations at the state and local government levels. She began her career as a care manager for Meals on Wheels of Northeastern Pennsylvania before serving as Executive Director of the Luzerne/Wyoming Counties AAA, Executive Director of the Lackawanna County Department of Human Services, and Executive Director of the Lackawanna County AAA.

Secretary Robert Torres was appointed, by Governor Tom Wolf, to serve as Secretary of Aging on January 5, 2019, after serving as Acting Secretary of the Commonwealth since October 11, 2017. He was confirmed by the Pennsylvania Senate on June 4, 2019.

As Secretary, Mr. Torres is responsible for the administration of aging programs and services in the Commonwealth and is committed to ensuring that the department is being responsive to older adults, a population that is growing significantly and

becoming more diverse. He believes that strategic partnerships and collaborations will be essential to help meet the demand for services for older adults over 60 years of age; a demographic that currently makes up 25% of the Commonwealth's population and is projected to increase to 30% over the next 10 years.

Mr. Torres is also concerned with the level of fraud, abuse, exploitation and neglect impacting older adults and has made that a priority to address. He is emphasizing the effective use of data and data driven management to help guide priorities and the effective use of resources.

Mr. Torres is focused and working to improve aging services to ensure Pennsylvania is a welcoming, safe and quality environment where older Pennsylvanians can age, in a setting they choose, with the dignity and respect that they deserve.

Mr. Torres is an attorney who holds a Bachelor of Business Administration degree from Pace University and a law degree from Widener University School of Law.

Wednesday, September 29, 2021

9:30 am – Noon

WE01 – Older Adults and Food Insecurity During the Pandemic: Lessons Learned and Best Practices

From the onset of the COVID-19 pandemic, many older adults relied on community-based resources more than ever, due to a lack of connection with formal care at home programs or because they lived in a care facility. Challenges such as loss of transportation, loss of income, or decreased access to informal supports, and increased caregiving responsibilities created a strain for many older adults, including access to basic necessities such as food. Those experiencing food insecurity before the COVID-19 pandemic experienced more challenges accessing resources due to the following reasons: fear of catching the COVID-19 virus, limited access to online resources, and social issues that arose in the city of Philadelphia. These challenges increased the need for service connection to address food insecurity.

Many community-based organizations collaborated to identify vulnerable populations, coordinate food delivery once stay-at-home orders were issued, help older adults navigate eligibility requirements and exceptions for services, and maximize their ability to mitigate exposure to the virus while accessing services. Many lessons were learned, partnerships were formed, and resources were adapted to serve older adults most at risk for food insecurity.

Learning Objectives:

Participants who attend this workshop will:

- Learn information about food insecurity and challenges older adults face accessing sufficient, healthy foods in Philadelphia.
- Explore the challenges older adults faced during the pandemic and the responses from community-based organizations who serve seniors not connected to care-at-home programs or living in facilities.
- Obtain resources available to older adults in Philadelphia who continue to need food resources.

Presenters Pending

WE02 – Managing Life Transitions: Adapting to Change as People Age

Tom Stoppard, the American Dramatist, has stated: “every exit is an entry somewhere else.” Changes occur every day. There are big changes and little changes. There are weddings, births, retirements, relocations, graduations, illnesses, deaths, bereavement, and any number of other situations that we encounter as we age. A major change event, for example, is moving from one’s home or apartment to a nursing home or an assisted living. Although couples or individuals may have thought about this possibility for many years, when the time comes to actually move, feelings may surface that no one had anticipated. As one person said to me several years ago after moving into a nursing home “I knew for a long time that I would someday have to move here, but I don’t understand why I feel so bad.” We, unfortunately, confuse the concepts of change with transitions.

William Bridges, a pioneer in the field of transitions writes “change is not the same as transitions. Change refers to a situation.” The person is moving, for example, from the home where he or she had lived for 20 years or more, to a nursing home. This change is going to be a new experience, an external event. Transition, on the other hand, is an internal event. According to Bridges, transition is the psychological process that provides a path for us to deal with the change. Change hinges on the new thing; transition acknowledges what has been left behind.

In this workshop, we will recognize that, as we age, our bodies will also begin to change. How our clients/consumers approach these changes can determine how big the impact is on their lives. By understanding the common age-related changes older people are facing, we can help them better position themselves to adapt and adjust to these social, physical, and spiritual challenges and ensure a higher quality of life.

Learning Objectives

Participants in this workshop will:

- Identify common changes that occur as people age
- Recognize the difference between “change” and “transitions”
- Acknowledge the uniqueness of every older individual based on their culture, race, gender, and sexual orientation
- Learn communication skills that will empower staff to work through the emotions that surface as older people experience difficult life transitions

Patrick Arbore, EdD, MA, Founder & Director, Center for Elderly Suicide Prevention, Institute on Aging, Patrick began his career in the field of aging in 1973. He is the Founder and Director of The Center for Elderly Suicide Prevention and Grief Related Services, a program of the Institute on Aging in San Francisco. He received his doctorate in Counseling Psychology in 1995. Patrick conducts workshops and presents lectures locally and nationally on age-related subjects including elderly suicide prevention, ageism, senior bullying, hoarding, substance abuse, burn-out, compassion fatigue, communication, depression, traumatic loss, loneliness and social isolation and many others.

He is the author of numerous articles and book chapters on a variety of aging-related topics. He is a Senior Lecturer at Norte Dame de Namur University in Belmont, CA; an occasional lecturer in the School of Social Welfare at the University of California, Berkeley; an Adjunct Faculty member with the University of California, Davis - Continuing Education Department, and an Adjunct Faculty member at the Wright Institute.

Patrick was the recipient of the 2013 Mental Health and Aging Award presented by the American Society on Aging. In January 2015, Patrick was selected as a Silver Medalist for Public Servicesponsored by the Jefferson Award Regional Committee. Patrick was the recipient of the 2016 Norma Statten Community Service Innovation Award for his commitment to human rights and community living.

WE03 – Armed and Frail – Identifying and Reducing Gun Violence in Older Adults

This program will explore the issues of gun safety for older adults with and without dementing diseases. Unsafe driving, falls and medications are commonly addressed by care managers, nurses and managers. However, issues related to gun safety are rarely discussed, even in the face of cognitive impairment.

Learning Objectives

Participants in this workshop will:

- Identify three (3) issues facing older adults that increase the risk of harm to caregivers and family members of older adults who possess guns.
- Identify three (3) risk factors for male spouses who have placed their spouses in long-term care facilities.
- Identify the role of social workers and physicians in counseling older adults and their families with regard to guns.
- Identify three (3) risk factors of older adults with regard to suicide by firearms.

Ilene Warner-Marion, PhD, RN-BC, CWCN, FCPP, CALA, NHA has been practicing nursing for over 30 years, specializing in the care of geriatric patients. Her clinical practice is directed to the care and treatment of patients with pressure ulcers in a variety of clinical settings. In 2007, Dr. Warner-Marion completed her PhD in Health Policy that included a dissertation on HIV in the elderly, a study of how physicians, nurse practitioners and older adults share information about HIV risk. She provides educational programs for nurses and nursing home administrators.

Wednesday, September 29, 2021

1:00 pm – 3:30 pm

WE06 – Fairness, Equity and Social Justice: Emerging Gay and Lesbian Issues in Aging

Based on data compiled by the 2011 Aging and Health Report, which was funded by the National Institutes of Health (NIH) and the National Institute on Aging (NIA), the authors found that 2% of adults age 50 and older self-identify as lesbian, gay or bisexual. Given the number of adults age 50 and older living in the U.S., these findings suggest that more than 2 million older adults self-identify as lesbian, gay or bisexual. Given the tremendous proportional growth of the age 50 and older population expected in the next few decades, the numbers will more than double by 2030.

The LGBT older adult participants in this national study have experienced higher rates of victimization resulting from their actual or perceived sexual orientation or gender identity. The most common type of victimization is verbal insults (68%), followed by threats of physical violence (43%), and being hassled by the police (27%).

According to the Stress Process model, disadvantages status, traumatic early events, and unexpected life transitions in one's social role, behaviors, and social relationships cause both long-term stressors and proliferated stressors, which, in turn, impacts health and well being. If we are to develop balanced and tailored interventions that support the strengths as well as challenges facing the LGBT older adults, it is critical to fully investigate factors leading to good health in this population.

Learning Objectives

Participants in this workshop will:

- Recognize the growing population of older LGBT individuals
- Learn the unique needs of this population
- Understand the consequences of early trauma and stress on the LGBT population
- Identify the scope of the problem of stigma, discrimination, and abuse experienced by LGBT older adults
- Reflect on the intersection of age, LGBT identity, and culture/ethnicity as discriminatory factors
- Recognize ways to support successful aging and quality of life in the elderly LGBT population

Patrick Arbore, EdD, MA, Founder & Director, Center for Elderly Suicide Prevention, Institute on Aging, Patrick began his career in the field of aging in 1973. He is the Founder and Director of The Center for Elderly Suicide Prevention and Grief Related Services, a program of the Institute on Aging in San Francisco. He received his doctorate in Counseling Psychology in 1995. Patrick conducts workshops and presents lectures locally and nationally on age-related subjects including elderly suicide prevention, ageism, senior bullying, hoarding, substance abuse, burn-out, compassion fatigue, communication, depression, traumatic loss, loneliness and social isolation and many others.

He is the author of numerous articles and book chapters on a variety of aging-related topics. He is a Senior Lecturer at Norte Dame de Namur University in Belmont, CA,; an occasional lecturer in the School of Social Welfare at the University of California, Berkeley; an Adjunct Faculty member with the University of California, Davis - Continuing Education Department, and an Adjunct Faculty member at the Wright Institute.

Patrick was the recipient of the 2013 Mental Health and Aging Award presented by the American Society on Aging. In January 2015, Patrick was selected as a Silver Medalist for Public Services sponsored by the Jefferson Award Regional Committee. Patrick was the recipient of the 2016 Norma Statten Community Service Innovation Award for his commitment to human rights and community living.

WE07 – Recognizing the Dangers of Overmedication in Older Adults

Medications are prescribed at an increasing rate as disease states become more and more complex. So called "chemical restraints" and also medications to treat pain continue to be prescribed and dispensed at a high rate. Continued focus is being placed on identifying safe practices behind prescribing and dispensing medications. Specialty medications continue to rise as illnesses become more and more complex with the majority of today's research focused on cancer (oncology), diabetes (antidiabetics), pain (analgesics), high blood pressure (antihypertensives), and infectious diseases (antibacterials) and mental health (IMS Institute 2015).

In 2000, researcher's stated approximately 98,000 deaths occurred each year, in hospitals, from medical errors with a high rate of these deaths occurring as a result of medication errors. In 1993, medication errors attributed to 7,391 deaths compared to 2,876 in 1983 (Institute of Medicine (US) Committee on Quality of Health Care in America 2000).

The FDA currently reports one death every day from medication errors and approximately 1.3 million annual patient injuries in the U.S due to "prescribing, repackaging, dispensing, administering, or monitoring" with causes resulting from communication gaps, confusion in names, directions and abbreviations of prescription medications and the lack of understanding of medication use by patients (U.S. Food and Drug Administration 2015). Enhanced systems must continually be put into place to help reduce the risk of errors faced with prescription medications (Adams, Martin, and Stolpe 2011).

Learning Objectives

Through participation in this lecture, participants will:

- State their own views on the role of increased medication use in long term care settings
- Define various types of medications and packaging which may lead to additional health risks for patients with acute and chronic illnesses
- Identify existing resources, both public and private in the long-term care setting to decrease medication errors
- Evaluate their own roles as health care professionals in relation to medication usage when caring for patients who have chronic illnesses or disabilities.

Eileen Sullivan, Pharm.D., is an Assistant Professor in the Health Services Department at St. Joseph's University - Philadelphia, PA, teaching at the undergraduate and graduate level in areas such a chronic illness, health and society, medical terminology, and senior capstone courses. She is a registered pharmacist in the states of NJ and PA and has worked continuously in Retail Pharmacy, Hospital Pharmacy, the Pharmaceutical Industry and Long-Term Care. Her Pharm.D. clinical rotations included Drug Information (Janssen Pharmaceutia), Acute Care (St. Mary's Medical Center), and Ambulatory Care (St. Mary's Medical Center).

WE08 – Social Determinants of Health – How to Mitigate Their Impact on Older Adults

The social determinants of health (SDOH) include 5 domains which influence a wide range of health factors. Understanding how each of these SDOHs impacts an older adult informs the delivery of care to these individuals.

Learning Objectives

- Participants in this workshop will be able to:
- Verbalize how the five (5) domains of the SDOH impact on the quality of life of older adults.
- Identify five (5) factors that impact the Built Environment for older adults.
- Recognize how access to primary care providers affects the SDOH for older adults.
- Identify how the roles of public health and the provision of services for older adults can work collaboratively to improve the SDOH for older adults.

Ilene Warner-Marion, PhD, RN-BC, CWCN, FCPP, CALA, NHA has been practicing nursing for over 30 years, specializing in the care of geriatric patients. Her clinical practice is directed to the care and treatment of patients with pressure ulcers in a variety of clinical settings. In 2007, Dr. Warner-Marion completed her PhD in Health Policy that included a dissertation on HIV in the elderly, a study of how physicians, nurse practitioners and older adults share information about HIV risk. She provides educational programs for nurses and nursing home administrators.

Thursday, September 30, 2021

9:30 am – Noon

TH01 – Mind, Body, Spirit: Pathways to Improving the Overall Well-Being of Older Adults

Recently a gentleman in his 80's said to me "I am becoming aware of how interrelated everything is. When I think of my aliveness, I am thinking of all other things that are alive – plants, animals, the planets and stars. This awareness calms me in some way." This octogenarian is speaking about his search for understanding and meaning that often accelerates as people age. In this workshop, we will be focusing on this search, which will connect the mind, body and spirit. Spirituality will be defined as a motivating force that searches for meaning and purpose in life through connectedness. Finding meaning through physical suffering, depression or grief can be challenging for older adults and for those who care for them. Yet, these experiences can be catalysts for significant changes in our perspectives on life. An emphasis will be placed on the importance of listening to our bodies and the still, silent voice deep inside of us. Connecting with older clients/consumers in a meaningful way will be highlighted so that everyone feels a part of something greater than themselves.

Older people are seeking help to find a purpose for their lives after the family has been raised or work has been accomplished or peer relationships have disappeared. Through the process of ageism, society has distorted the experience of aging, leaving older people feeling anxious, lonely or frightened about their future. This negative internalized view of aging can be seen in the number of older people who are depressed, have substance abuse problems and think about death and/or suicide. In our present ageist society, many older people and young people alike have described their lives as having a disease of the imagination. The task of a spirituality of aging is to convert the imaginations of both old and young to a new vision of being human. To accomplish this task, we must increase the opportunity for wonderment. Wonderment is a sense of the immediacy of life and a new ability to live in the present moment.

Learning Objectives

As a result of this training, participants will:

- Discover the interconnectedness among mind, body and spirit.
- Learn communication skills to effectively discuss ways for older adults to create meaning in their lives.
- Understand how pain and suffering can isolate an older person from the ordinary pleasures of life.
- Increase opportunities for clients/consumers to find meaning through connections with others.

Patrick Arbore, EdD, MA, Founder & Director, Center for Elderly Suicide Prevention, Institute on Aging, Patrick began his career in the field of aging in 1973. He is the Founder and Director of The Center for Elderly Suicide Prevention and Grief Related Services, a program of the Institute on Aging in San Francisco. He received his doctorate in Counseling Psychology in 1995. Patrick conducts workshops and presents lectures locally and nationally on age-related subjects including elderly suicide prevention, ageism, senior bullying, hoarding, substance abuse, burn-out, compassion fatigue, communication, depression, traumatic loss, loneliness and social isolation and many others.

He is the author of numerous articles and book chapters on a variety of aging-related topics. He is a Senior Lecturer at Norte Dame de Namur University in Belmont, CA,; an occasional lecturer in the School of Social Welfare at the University of California, Berkeley; an Adjunct Faculty member with the University of California, Davis - Continuing Education Department, and an Adjunct Faculty member at the Wright Institute.

Patrick was the recipient of the 2013 Mental Health and Aging Award presented by the American Society on Aging. In January 2015, Patrick was selected as a Silver Medalist for Public Servicesponsored by the Jefferson Award Regional Committee. Patrick was the recipient of the 2016 Norma Statten Community Service Innovation Award for his commitment to human rights and community living.

TH02– Social Isolation – A Key Social Determinant of Health

Lack of social connection has major impact on health and is identified today as a key social determinant of health. In recent decades, people in the United States and around the world have experienced soaring rates of social isolation, with profound impacts on health and well-being. These impacts are felt most acutely by people who are marginalized because of their age, race, income, location, sexual orientation, and gender identity. In Philadelphia, half of our low-income seniors live alone and an astonishing number of those 60+ report depressive symptoms!

These high rates of depression and living alone made social isolation a public health crisis before Covid-19. Today, isolation among seniors has reached epic proportions. The virus has exacerbated health disparities and shuttered many of the gathering places that had served as antidotes to isolation. Lack of social connection has extreme consequences.

Researchers believe social determinants such as loneliness drive more than **80%** of health outcomes! Social isolation impacts health as much as smoking, hypertension, and obesity. In fact, research finds the **health risk of isolation is equivalent to smoking 15 cigarettes a day. Strong social connections and networks can boost a person's lifespan by 50 percent!**

This session will look at the impact of social isolation on the well-being of older adults and families. We will explore how trusting and meaningful relationships enhance our mental, physical, and emotional health, and look at the importance of creating socially connected communities.

Learning Objectives

Participants in this workshop will:

- Understand the impact of social isolation on the older person's well-being and health
- Understand social isolation as a social determinant of health (SDoH)
- Explore the importance of social inclusion and socially connected communities
- Identify new strategies to reduce social isolation and better understand how ageism and other systems of oppression drive social isolation

Nancy Morrow, MSW, draws on more than 30 years of experience in a variety of roles in community-based long term care and geriatric behavioral health. She provides training and consultation services in aging, and teaches in the MSW program at the University of Pennsylvania School of Social Policy and Practice. She is also Assistant Director of Field Education for Bryn Mawr College Graduate School of Social Work and Social Research.

TH03 – Vaccination Hesitancy in the Community – Another Social Determinant of Health

In the context of Social Determinants of Health during the COVID-19 pandemic, it is important for service providers and direct service workers to understand how to come to terms with vaccination resistance. In this workshop, our panel will review acceptance issues in the past and examine how vaccination resistance is being addressed now.

Learning Objectives

Participants in this workshop will:

- Explore underlying motivations for vaccination hesitancy
- Learn about successful and unsuccessful interventions for promotion of vaccine
- Discuss unique experiences of older adults and people of color revealed during the pandemic

Lesley Carson, MD, is a clinical and associate professor of clinical medicine at the University of Pennsylvania in the geriatric division. She has experience working in multiple sites of care; from the hospital to long term care facilities and individual homes. She is involved in teaching and most recently the vote by mail outreach of the geriatric division at Penn.

U. Tara Hayden, MHSA, is the new Vice President of Community Health Equity for Jefferson Health Systems. A health care professional with extensive experience, she has worked in a variety of health care settings: hospitals, a consulting firm, several managed behavioral health companies and with a research university and medical school. In her various roles, she has engaged a multitude of stakeholders from grassroots community-based organizations, churches, not-for-profits, public health entities and large academic institutions.

Lois Hayman-El, MSW, LSW, is a Training Specialist at Philadelphia Corporation for Aging. Her career there spans 32+ years, where she has trained hundreds of new PCA staff and numerous community groups on aging-related topics. She has conducted training locally, regionally, nationally and internationally. She will serve as moderator for the panel.

Jerry C. Johnson, MD, is Professor Emeritas at the Perelman School of Medicine at UPENN. He has expertise in community-based care, disadvantaged populations, end-of-life care and implementation science. He is Past President of the American Geriatric Association, and was instrumental in the formation of the Ethnogeriatrics Committee. He chairs the steering committee of the Center for Health Equity Research and Promotion.

Linda Schreiber Williams, MSW, CRNP, is a Family Nurse Practitioner whose career in nursing has spanned across the lifetime of patients, from neonates to geriatric patients in critical care, trauma, education and leadership. Linda began working for The University of Pennsylvania Health System as a nurse practitioner in 2014, for the Division of Geriatric Medicine. She

currently is the Lead Office Nurse Practitioner and provides care for office patients as well as primary care for home bound patients.

Josh Uy, MD, is a family physician and geriatrician at UPENN, where he has practiced for 12 years. In addition to seeing patients in the office, nursing home and hospital, he serves as the geriatric medicine fellowship program director, and as the medical director of Renaissance Healthcare and Rehabilitation. For the last year he has served on the state regional task force for managing COVID in long term care facilities. Dr. Uy grew up in Michigan and attended medical school at the University of Michigan.

Thursday, September 30, 2021

1:00 pm – 3:30 pm

TH06 – Finding Joy in the Virtual/Hybrid Workplace

In this workshop, we will examine what it means to be joyful at work. Researchers have long known that people who are happier are more creative, have more energy, experience greater vitality and are healthier than people who rarely experience joy or happiness.

A consequence of the COVID-19 pandemic has been sudden changes especially in the way we conduct our business in the field of aging. Until the pandemic emerged, remote work was mostly done by only a few highly skilled workers in organizations. While many staff have returned to the office and resumed in office or in home visits, some staff continue to work remotely or have adopted a hybrid model approach. These changes in the way we work and with added workloads have presented challenging new situations for staff.

Finding joy in these changing and uncertain times is more important than ever if we are going to have a well-adjusted work force. Because of the stressful nature of our work, we need to learn strategies to increase feelings of joy and happiness.

Learning Objectives

As a result of this workshop, participants will be able to:

- Recognize the impact of these uncertain times on our mental health
- Discover the role of synergy and its relationship to joy
- Develop strategies to increase feelings of joy and happiness in the workplace
- Practice self-care

Patrick Arbore, EdD, MA, Founder & Director, Center for Elderly Suicide Prevention, Institute on Aging, Patrick began his career in the field of aging in 1973. He is the Founder and Director of The Center for Elderly Suicide Prevention and Grief Related Services, a program of the Institute on Aging in San Francisco. He received his doctorate in Counseling Psychology in 1995.

Patrick conducts workshops and presents lectures locally and nationally on age-related subjects including elderly suicide prevention, ageism, senior bullying, hoarding, substance abuse, burn-out, compassion fatigue, communication, depression, traumatic loss, loneliness and social isolation and many others.

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TH07 – LGBTQ Older Adults: Best Practices Used to Survive and Thrive During the Pandemic ... and Beyond

While older lesbian, gay, bisexual, and transgender (LGBT) adults confront many of the same issues when it comes to aging, the reality for LGBT people can be drastically different from their non-LGBT peers. Additionally, the current COVID-19 health crisis impacts their health, safety, and wellbeing in unique ways. LGBT older adults have experienced lifetimes of discrimination and mistreatment, contributing to an array of social, financial, emotional, and physical health needs.

LGBT seniors aging without familial support networks are more likely to have to rely on the aging network for care, yet too often these systems of care are unprepared to serve the unique and complex needs of LGBT older adults. This workshop will provide an overview of the intersection of social isolation and LGBTQ aging enhance understanding of the additional impact of COVID-19. Participants will learn how to address the disparities through best practices that are grounded in cultural awareness, humility, and responsiveness.

Learning Objectives

Participants in this workshop will be able to:

- Name two benefits of understanding the unique needs of LGBT older adults
- Understand why LGBT older adults are more at risk for social isolation
- Identify the differences between social isolation and loneliness and learn ways to reduce social isolation
- Explore the resilience of LGBT communities in times of crisis

- Discuss at least 3 best practices as they relate to responding to the intersection of COVID-19 and implementing LGBT inclusive policies and programs.

Terri Clark, MPH, is an accomplished public health advocate, trainer, program planner, and facilitator with nearly 30 years of experience. She currently works for the Philadelphia Dept of Public Health as a Training and Outreach Coordinator in the COVID-19 Containment Division. Her areas of focus include human sexuality, with a specialty in LGBTQ issues, HIV prevention, sexual health, and older adult sexual expression. Terri manages a portfolio of projects that aim to improve understanding of these topics among diverse community members to bring the knowledge gap and ensure inclusivity. Her portfolio includes projects that advance the field of sexuality and aging, including the sexual health of older adults and working with aging services providers to insure inclusive, responsive services for LGBTQ older adult communities.

Terri is also a consultant trainer, which includes her work as a certified trainer with SAGE, the world's largest and oldest organization dedicated to improving the lives of LGBT older people. She is an advisory board member of Philadelphia Corporation for Aging's Health and Wellness Committee. Her community service includes serving on the PA COVID Health Disparities LGBT subcommittee along with being a member of the Aging Workgroup of the Governor's LGBT Commission.

Terri is co-author/editor of "25 Great Lesson Plans about Sexual Orientation" and the expanded version, "Orientation: Teaching about Identity, Attraction and Behavior".

Terri is a graduate of Hunter College with a master's in public health, community health education. She received her B.A. in sociology and communication from the University of Buffalo.

Faith Haeussler, EdD, currently the Director for Intergovernmental Affairs at the Pennsylvania Department of Health. She recently served as the Executive Director for the Pennsylvania Council on Aging. Previously, she served as the statewide Program Manager for Person-Centered Counseling at the PA Link to Aging and Disabilities Resource Center and as the Regional Coordinator for the Link through the Philadelphia Corporation for Aging.

She is a former volunteer Executive Director of Kay's Circle – a volunteer village, and co-founded Hack4Access – bringing issues facing older adults and people with disabilities to the technology community. Since 2005, she has been working with organizations whose mission is to increase and maintain independence with and for people with disabilities and older adults.

TH08 – Learning to Cope With the Stresses, Fears and Grief of Post-Pandemic Work Life

The pandemic has disrupted many aspects of our work lives, from where we work to how we structure our days to our interactions with clients, colleagues, and our own family members. Yet as eager as we are to put the pandemic and the work changes it has caused behind us, there is general apprehension about post-pandemic work life. Will we ever feel fully comfortable doing home visits again? Will we forever feel stressed and anxious about our safety and that of our clients?

In this interactive workshop, two clinical psychologists, Barry J. Jacobs, Psy.D. and Julia L. Mayer, Psy.D., will discuss the range of expectable emotional reactions to the pandemic and its aftermath and suggest ways of coping with the stress, fear, and grief to better accept change and reestablish stability.

Learning objectives:

Participants in this session will be able to:

- Describe the emotional and logistical challenges of working during the pandemic and afterwards
- Outline three coping techniques for individuals to use to better manage their work-related fears and grief while embracing change
- Describe five agency-level strategies for leaders and managers to create organizational vehicles for helping staff members process their emotional reactions, adapt to change, and co-create a new normal.

Barry J Jacobs, Psy.D., is a clinical psychologist, family therapist, and a Principal in the Philadelphia office of Health Management Associates, a national healthcare consulting firm. He is the author or co-author of two self-help books for family caregivers and is the co-author of the recently released AARP Love and Meaning After 50 - the 10 Challenges to Great Relationships and How to Overcome Them. He also writes a monthly self-help column for family caregivers for AARP.org.

Julia L. Mayer, Psy.D., is a clinical psychologist with a private practice in Media, PA. She specializes in women's issues, including relationship problems and improving work- life balance. She is the co-author (with Barry Jacobs) of AARP Love and Meaning After 50 - the 10 Challenges to Great Relationships and How to Overcome Them, as well as a self-help book for family caregivers. She is also the author of a novel, A Fleeting State of Mind.

Friday, October 1, 2021

9:30 am – Noon

FR01 – Understanding Health Disparities and Finding Community Solutions

Addressing inequalities and health disparities has acquired greater meaning as the pandemic has exposed our society's health care vulnerabilities and areas of neglect. Health disparities have been well-documented for many years, yet it was during the beginning of the pandemic that they became a regular news headline. The Center for Disease Control (CDC) identifies health disparities as "preventative difference[s] in the burden of disease, injury, violence or opportunities to achieve optimal health that are experienced by socially disadvantaged populations."

Though the Affordable Care Act was purposefully designed to address some of the most pressing health disparities in our country, it has suffered ongoing assaults. Addressing health disparities is not only the key to correcting financial burdens within our health care system, but also serves as a means for individuals to ensure their "overall health."

Learning Objectives

Participants who attend this session will be able to:

- Define the social determinants of health.
- List examples of health disparities in different populations.
- Cite evidence-based practices that have attempted to address health disparities.
- Explain how a "community network" could address health disparities.

Linda Shumaker, RN-BC, MA, is a gerontological certified registered nurse who is a private consultant as well as currently in clinical practice in Harrisburg, PA. She has previously served as Outreach Coordinator of the Pennsylvania Behavioral Health and Aging Coalition. In 2005, as founding Executive Director of the Coalition, she advocated for funding and received over \$325,000.00 to outreach and educate older adults with behavioral health issues.

She has worked at the Central Pennsylvania Psychiatric Institute, Penn State College of Medicine in Hershey, PA. She has extensive clinical experience working in community mental health, geriatric assessment teams and in long term care.

FR02 – Innovations in Caregiver Support to Assist with Meeting Healthcare Goals

Organizations such as the National Association of Area Agencies on Aging have long recognized that, by supporting family caregivers to helping older adults age in place, aging network agencies provide valuable services that financially benefit health systems, health insurance companies, and state Medicaid budgets. But AAAs and other aging network providers have struggled to create the means to share in the cost savings of helping older adults avoid hospitalizations and nursing home placements.

In this interactive workshop by a clinical psychologist and national healthcare consultant, Barry J. Jacobs, Psy.D., we'll discuss ways of quantifying and measuring the value which family caregiver support programs produce, creating demonstration projects, and developing partnerships with health systems and insurers to scale up promising initiatives. Examples from around the country will be used to illustrate methodologies and outcomes.

Learning Objectives

Participants in this session will be able to:

- Quantify the financial value of supporting family caregivers to help older adults age in place
- Describe successful partnerships between aging network agencies and health systems to reduce avoidable healthcare utilization and costs
- Outline the steps for identifying metrics and creating pilot projects to demonstrate the value of family caregiver support programs' beneficial impact on the health of older adults

Barry J Jacobs, Psy.D., is a clinical psychologist, family therapist, and a Principal in the Philadelphia office of Health Management Associates, a national healthcare consulting firm. He is the author or co-author of two self-help books for family caregivers and is the co-author of the recently released AARP Love and Meaning After 50 - the 10 Challenges to Great Relationships and How to Overcome Them. He also writes a monthly self-help column for family caregivers for AARP.org.

Friday, October 1, 2021

1:00 pm – 3:30 pm

FR06– Social Isolation – A Key Social Determinant of Health

Lack of social connection has major impact on health and is identified today as a key social determinant of health. In recent decades, people in the United States and around the world have experienced soaring rates of social isolation, with profound impacts on health and well-being. These impacts are felt most acutely by people who are marginalized because of their age, race, income, location, sexual orientation, and gender identity. In Philadelphia, half of our low-income seniors live alone and an astonishing number of those 60+ report depressive symptoms!

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Researchers believe social determinants such as loneliness drive more than **80%** of health outcomes! Social isolation impacts health as much as smoking, hypertension, and obesity. In fact, research finds the **health risk of isolation is equivalent to smoking 15 cigarettes a day. Strong social connections and networks can boost a person’s lifespan by 50 percent!**

This session will look at the impact of social isolation on the well-being of older adults and families. We will explore how trusting and meaningful relationships enhance our mental, physical, and emotional health, and look at the importance of creating socially connected communities.

Learning Objectives

Participants in this workshop will:

- Understand the impact of social isolation on the older person’s well-being and health
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- Explore the importance of social inclusion and socially connected communities
- Identify new strategies to reduce social isolation and better understand how ageism and other systems of oppression drive social isolation

Nancy Morrow, MSW, draws on more than 30 years of experience in a variety of roles in community-based long term care and geriatric behavioral health. She provides training and consultation services in aging, and teaches in the MSW program at the University of Pennsylvania School of Social Policy and Practice. She is also Assistant Director of Field Education for Bryn Mawr College Graduate School of Social Work and Social Research.

FR07 – Rolling Out the Rainbow Welcome Mat: Making the Case for LGBTQ Inclusion in Aging Services

As the older adult population is growing, so too is the number of LGBTQ adults over the age of 60. The aging network in Pennsylvania is working to identify ways to better serve LGBTQ older adults and increase access to services. To do so, we must understand the unique issues and challenges facing LGBTQ older adults and build a welcoming, competent and inclusive workforce. In this session we will be discussing the current state of LGBTQ outreach from the aging network and some strategies we can incorporate into practices to best support Pennsylvania's LGBTQ older adults.

Learning Objectives

Participants in this workshop will be able to:

- Recognize the current needs of LGBTQ older adults in Pennsylvania.
- Discuss how incorporating findings from local and state research and best practices can influence local and statewide efforts for LGBTQ inclusion.
- Identify two strategies that providers can implement to support LGBTQ older adults.

Terri Clark, MPH, is an accomplished public health advocate, trainer, program planner, and facilitator with nearly 30 years of experience. She currently works for the Philadelphia Dept of Public Health as a Training and Outreach Coordinator in the COVID-19 Containment Division. Her areas of focus include human sexuality, with a specialty in LGBTQ issues, HIV prevention, sexual health, and older adult sexual expression. Terri manages a portfolio of projects that aim to improve understanding of these topics among diverse community members to bring the knowledge gap and ensure inclusivity. Her portfolio includes projects that advance the field of sexuality and aging, including the sexual health of older adults and working with aging services providers to insure inclusive, responsive services for LGBTQ older adult communities.

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Katie Young, MSG, is currently the Planning Manager at PCA. She received her MS in Gerontology from Virginia Commonwealth University. Katie has been working in the aging field

since college when she discovered her passion for the population while working in an assisted living facility as a nursing assistant. After earning her MSG, she has worked in a variety of settings, including higher education, assisted living, and community programming. She teaches undergraduate courses in gerontology, has provided training to those working with elders, and helped two Alzheimer's Association Chapters create committees for young professionals interested in learning more and supporting those with dementia. In addition, she has worked supporting families who are caregiving at home while helping college students gain positive experiences with elders. Katie is the chair of GenPhilly whose mission is to connect and educate members through creative programming and professional development, increase awareness of aging issues, and promote positive aging in Philadelphia.

FR08 – Returning to Field Visits – What You Need to Know to Stay Safe

As staff in various departments return to in-person visits, there is apprehension on a variety of levels. Vaccination rates have slowed, the Delta Variant is gaining strength, particularly among the unvaccinated, and Philadelphia is experiencing an epidemic of gun violence on top of the pandemic issues.

To stay safe amid these challenges, field workers need practice safety protocols to protect themselves, their families and the participants they serve from harm. This workshop will address practical ways to remain safe in the communities we serve.

Nicholas A. Smith, Jr., CPP, is Willis Towers Watson Security Practice Leader. He is a global security professional, board certified in Security Management. He has extensive corporate security and federal law enforcement and intelligence work experience, having held responsible positions to include Director-level security roles at both American International Group and Merck. His professional areas of interest and expertise include personnel and facility protective security and workplace violence prevention and response

Registration Fees

The cost for all 2021 conference sessions will again be **\$40.00**.

Registration Deadlines

You must register ONLINE any time from September 7th through the day of your session(s). Credit card payments may be made right on the registration site. If your agency historically pays by check, there is a place to do that on the registration site as well. Please contact Tom Shea to make arrangements.

thomas.shea@pcacares.org

A zoom meeting invitation for your session will be sent to your e-mail prior to your session date. To register on-line, please go to:

<https://www.pca-regional-conference-on-aging-2021.coursestorm.com>

September 23rd and 24th the registration site will send out e-mails to all registrants with the ZOOM Meeting ID and Passcode; a link to the session evaluation(s) on Survey Monkey; and any handouts that the presenter(s) have made available.

Cancellation Policy

Your registration fees, less a \$15.00 administrative fee, will be refunded for cancellation requests received in writing by **September 20, 2021**. Please send cancellation emails and questions to **Thomas.shea@pcacares.org**. All requests must be in writing, without exception.

*If a session you have chosen is cancelled, you will be given your choice of another session or the equivalent refund. All refunds will be processed within 30 days of the conclusion of the 2021 Regional Conference on Aging.