

2023 Fall Road Shows

Managing Stress, Risk and Conflict While Supporting Residents

Operators may face ongoing change and challenges, including among staff, residents and their families.

Trying to maintain a balance while managing stress and conflict can sometimes feel impossible!

Join us and sector experts for a day of insightful programming focused on providing homes with the tools to manage workplace conflict, navigate difficult resident situations, bolster your resilience, and more.

8:00 - 8:45 **Registration, Breakfast & Networking**

Register, enjoy breakfast, and connect with peers & colleagues and commercial partners at their tabletop displays.

8:45 - 9:00 **Welcome & Association Update**

Learn about the Association's recent efforts and activities and find out what's to come for the rest of the year as well as 2024.

9:00 - 9:45 **Understanding and Dealing with Workplace Conflict**

Kelly Brown, Associate & Client Relations Manager, Agree Inc.

Conflict is a natural occurrence in workplaces given multiple generations of workers, a variety of backgrounds, different work styles and values. This session will equip participants with practical knowledge and tools for managing conflict situations proactively and effectively. The session will also look at models to help manage emotions in order to have a successful difficult conversation. Also explore differing conflict communication styles and look at how to effectively work with these to move towards interest-based resolutions.

9:45 - 10:45 **Proactive Mitigation: Navigating RHRA Interactions and Inspections**

Robyn Grant, Partner, Borden Ladner Gervais LLP
Tamara Boro, Associate, Borden Ladner Gervais LLP

The Retirement Homes Regulatory Authority (RHRA) conducts inspections pursuant to the Retirement Homes Act (RHA), however, the practical realities of the operations on the ground are often misunderstood and/or RHRA inspectors inconsistently apply or interpret the law. Hear tips and pro-active steps on how to engage the RHRA early in the inspection process, help bring understanding with assertive residents, help manage inspections, and help mitigate potential issues arising from the process.

10:45 - 11:00 **Networking Break & Tabletop Displays**

Enjoy a break and connect with peers & colleagues and commercial partners at their tabletop displays.

11:00 - 11:45 **Panel: Strategies for Supporting Residents Living with Dementia and Across Care Levels**

Moderator: Stephanie Sanborn, Director of Innovation and Education, Seasons Retirement Communities; Panelists vary by location: Heather Luth, Director of Dementia Services and



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Knowledge Integration, Schlegel Villages; Debra Conway-Chung, Program Director, Clinical Services, Baycrest Terraces; Maggie Beckett, Director of Memory Care and Clinical Services, Alavida Lifestyles; Noella Black, Senior General Manager, The Village of Taunton Mills; Cassandra Van der Linde, Regional Clinical Support and Memory Care Specialist, Aspira Retirement Living, and Tiffany Moraes, LivingWell Manager, Delmanor Aurora.

As dementia and higher care needs increase within the sector, how can homes support all residents in a meaningful way and equip their teams with the skills to support residents to age in place and manage dementia-related behaviours? Hear from a panel of operators as they share their approach to staff training, address regulatory requirements related to behaviour management and what they are doing to meet them, their experiences with supporting residents' transition to receiving more care, as well as key learnings across independent living, assisted living and memory care.

11:45 - 12:45 **Networking Lunch & Tabletop Displays**

Enjoy lunch and connect with peers & colleagues and commercial partners at their tabletop displays.

12:45 - 1:15 **Cybersecurity Strategies: Reducing Risk in Retirement Homes**

Hesam Mahdavi, CEO and Co-Founder, Zodiac Light Waves Inc.

In an increasingly digital world, retirement homes face unique challenges when it comes to safeguarding the sensitive information of their residents, ensuring data privacy, and mitigating cybersecurity risks. This informative and interactive session will explore the ever-evolving landscape of cybersecurity in the context of retirement communities, offering case studies and real-world examples of successful risk mitigation. Take away practical strategies and best practices to protect both residents and staff from the growing threats of cyberattacks and data breaches.

1:15 - 2:00 **Personal Resilience and Balance: Thriving and Finding Balance in Times of Change (Part One)**

Meg Soper, Motivational Humorist

The challenges posed by the pandemic have touched every industry in a significant way, but it has been particularly disruptive for retirement communities and the professionals who serve and support them. At the same time, the pandemic has placed undue strain on our personal lives. And despite it all, we rose to the challenge and made it through - so congratulations and well done! But, now is the time to recalibrate and get ready for the challenges that lie ahead.

How we are impacted and how we respond in the face of stress and uncertainty is unique to each of us. But one thing is certain: Now - more than ever - we need a reason to laugh! This presentation will be designed to celebrate the hard work and accomplishments of ORCA members during a period of change and disruption. It will also help set the stage for the future with strategies to bolster our resilience and sense of balance, so we are able to perform at the highest levels even when pushed to our limits – all delivered with Meg's trademark humor.

Using experiences from her career as an operating room nurse, and as a thought leader on mindfulness and resilience, Meg will share perspectives on how to find balance even in the face of constant change. This highly interactive presentation will entertain, inspire, and leave team members with practical ideas and perspectives on how we can adapt and thrive no matter the challenges we face!



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2:00 - 2:15 **Networking Break & Tabletop Displays**

Enjoy a break and connect with peers & colleagues and commercial partners at their tabletop displays.

2:15 - 3:00 **Personal Resilience and Balance: Thriving and Finding Balance in Times of Change (Part Two)**

Meg Soper, Motivational Humorist

3:00 - 3:15 **Closing Remarks & Door Prize Draw**



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