HONORING THE PAST | TREASURING THE PRESENT | SHAPING THE FUTURE

JULY 24-27 IN DENVER, COLORADO

Frequently Asked Questions

Registration

Q: Where will I find a receipt of my payment?
A: The Ticket that is emailed to you after completing registration has your payment information and serves as your receipt.

The ticket also has links that you can click on to see the sessions you selected as well as to modify your session selection.
> *It is recommended that you save this email in a place where you can access it between the time you register and the conference.*

Q: **What if I can't find my ticket?**
A: If you need a ticket resent to you, contact Joan.devine@pioneernetwork.net.

Q: Can I pay my registration by check?
A: Yes. Contact Penny Cook at Penny.Cook@pioneernetwork.net and she will assist you.

Signing up for sessions

Q: Why are some sessions "included", and others have a circle/plus sign after them?
A: Sessions with the circle/plus sign after them are either concurrent sessions, where you have to choose only one for the time slot (e.g., 8:00 am – 9:00 am time slot has 7 options – you can only choose one), or they include something that requires PN to know the number of attendees (e.g. lunch).

Q: Do I have to sign up for sessions when I register?
A: No, you can make your session selection at a later time by using the View Sessions / Modify Registration option on the ticket you received when you registered or once it is available, you will be able to sign up for and modify session selection using the Conference App.

Q: **What if I change my mind about what session I want to attend? Can I change sessions, and is there a deadline?**

A: You can change your selection at any time up until the day of the session. You can use the View Sessions / Modify Registration option on the ticket you received when you registered or

once it is available, you will be able to sign up for and modify session selection using the Conference App.

Q: I am looking for sessions on a specific topic. Is there an easy way to search for them?
A: Yes, you can sort the sessions by topic/track or speaker. Just click on the down arrow in the Filter box located to the right of "Session Registration," and check the box/boxes to refine your search.

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Session Registration   Filter   ⌄

Team Registration
Q: **Is there a discount for sending multiple people from an organization?**
A: Yes, there is a team rate available for groups of 4 or more individuals from the same location. You can sign up for that on the registration page. An additional discount is available for 10 or more people. Please contact Pioneer Network at info@pioneernetwork.net for more information.

Q: **What do I need to sign up a team, and how does the process work?**
A: One person can go in and sign up the team. You will need the name and email addresses of each person you are registering.

Q: **When I am registering a team, what do I do when I get to the session selection? Do I have to know each person's choices?**
A: No. When you get to the session selection, everyone will be assigned the "included" sessions, but skip the optional sessions (the ones with the circle/plus sign after them).

Once your registration is complete, each person you registered will receive an individual email "ticket" which will include a link to the sessions, and an option to "View Sessions." Once you click on that box, you will see any sessions you are signed up for and a blue box that says "Modify Registration". By clicking on that box, you will have access to all sessions and can make your own selections.

Continuing Education
Q: **Are continuing education credits available? Is there an extra charge?**
A: Yes, Pioneer Network is applying for 18.25 CEs for the following disciplines. They will be available at no additional cost:
- Nursing Home Administrators
- Nurses / Advanced Practice Nurses
- Activity Professionals

- Social Workers
- Certified Dementia Practitioners

Conference App

Q: **Is there going to be a Conference App?**
A: Yes. Pioneer Network is going paperless this year so be sure to download it onto your smart phone! The App will have all of the conference information available on the website. You can view and manage your sessions, receive notices sent out by conference organizers, access session information and handouts, check out who is at the conference, network with other conference attendees and more. You will also be able to use the App to participate in games before and during the conference.

Q: **When will the conference App be available?**
A: The App will be available no later than July 1.

Pre-Conference Sessions

Q: **How do I register for the workshops?**
A: On the registration form, select the registration option for the workshop by indicating "1" in the dropdown. You will also need to register for the conference under whichever category you are purchasing (i.e. individual, group, retiree, student, etc.)

After completing the payment information, you will be directed to a page to choose your sessions. At the top, you will see "Ticket 1," "Ticket 2," "Both Tickets." One of the tickets will give you the option of selecting the workshop, and the other will give you the options for selecting the optional sessions (i.e., concurrent sessions, meals).

Q: **Can I register for one of the pre-conference workshops even if I am not attending the conference, or can I add it if I have already registered for the full conference?**
A: Yes, simply choose the registration option for the pre-conference workshop you want to attend and complete the registration process. You will receive a separate ticket confirming this registration.

Q: **Who is sponsoring the Certified Dementia Practitioner Certification workshop and certification?**
A: The Certified Dementia Practitioner (CDP) Certification Workshop uses the curriculum developed and approved by the National Council of Certified Dementia Practitioners (NCCDP) and taught by a certified trainer, Carrie Chiusano. It is offered at a special discounted rate of $150.00, and includes 7 CEs for Nurses/Nurse Practitioners, NHA, Activity Professionals, Social Workers and CDPs.
If you are not familiar with NCCDP, we encourage you to check out their website.

Q: **When I complete the CDP workshop, will I be certified?**
A: Almost, but not quite! There will be a final step you'll have to take – completing the on-line application and paying the fee of $35.00 (normally $145.00). Carrie will be available at the end

of the workshop as well as throughout the conference to help attendees complete the certification application so you will return home as a Certified Dementia Specialist.

Q: **Are there CEs for the Growing as a Person-Directed Leader workshop?**
A: Yes, attendees can earn 4 additional CEs (Nurses/Advanced Practice Nurses, NHA, CDP, Activity Professionals, and Social Workers).

COVID Precautions

Q: **Do I need to have proof of vaccination to attend the conference, and if so, how do I provide this?**
A: Yes, all attendees will need to provide proof of vaccination. A link to a portal to upload your vaccination card is provided in the email with your ticket that was sent following registration, and it will also be available on the conference webpage.

Q: **Are there any exceptions for those who aren't vaccinated?**
A: No, Pioneer Network is not able to grant exceptions at this time.

Q: **Is the information I upload for proof of vaccination safe?**
A: Yes, Pioneer Network has partnered with [Accushield](#) to provide a portal for uploading and tracking vaccination information that is HIPAA compliant.

Q: **Will I have to wear a mask and maintain physical distancing during the conference?**
A: Pioneer Network will comply with all CDC, state and local requirements related to COVID-19 precautions *current at the time of the conference*.

Room set-up for all sessions will be banquet tables, which supports a variety of options for physical distancing.

Q: **Once I upload my COVID Vaccination card, how will I know if it was accepted?**
A: You will receive two emails from noreply@jotform.com. One immediately after you upload your card, notifying you that the upload was successful, and the other up to a week later letting you know that your vaccination card was accepted or denied. If denied, you will be informed of the reason why.

If you don't see the email, please check your SPAM folder.