

| Wednesday October 5 | | | | Schedule at a Glance "Refresh, Renew, Resiliency" | | | |
|-----------------------------------|--|---|--|--|--|--|--|
| 11:30 - 2:00pm | | Board Meeting Umpqua Boardroom | | | | | |
| 3:00 - 6:00pm | | Registration Willamette Foyer | | | | | |
| 6:00 - 7:00pm | | Annual Membership Meeting/Reception for all NW AIRS Members Willamette Foyer | | | | | |
| Thursday, October 6 th | | | | | | | |
| 7:30 - 8:30am | | Registration: Willamette Foyer | | Breakfast: West and Middle Willamette Room | | | |
| 8:30 - 10:00am | | Welcome West and Middle Willamette Room Keynote Speaker Steven Joiner "Embracing Resiliency with Passion & Purpose" | | | | | |
| 10:00 - 10:30am | | Break – Willamette Foyer | | | | | |
| Rooms | | East Willamette Room | | North McKenzie | | South McKenzie | |
| 10:30 - 12:00 | | Mindful Communication Steven Joiner | | Demystifying the Veterans Administration in 90 Minutes! Eric L. Ensley | | 911 Services Demystified Marie Longworth and Cindi Harper | |
| 12:00 - 1:30pm | | Lunch discussion on self-care ideas and opportunities West and Middle Willamette Room | | | | | |
| 1:30 - 3:00pm | | Becoming More Conflict- Competent: Understanding Conflict to Reduce Stress Tim Hicks | | Options Counseling Model Applied to Transportation I&R Johanna Venables | | Disaster Resilience – Emergency Preparedness 101 and beyond Alice Busch | |
| 3:00 - 3:30 | | Break – Willamette Foyer | | | | | |
| 3:30 - 5:00pm | | What's Your Story?! Paul Iarrobino | | Inclusionary Planning: Promising Practices Related to Dialysis Transportation Julie Wilcke, Andria Guidotti | | Dealing with Difficult People During Emergencies Alice Busch | |
| 5:00 - 6:00pm | | Reception with hors d'oeuvres Willamette Foyer | | | | | |
| 6:00pm | | Area Activities and Tours Meet in Willamette Foyer | | | | | |
| Friday October 7 th | | | | | | | |
| 7:15 - 8:25am | | Breakfast - West and Middle Willamette Room | | | | | |
| 8:30 - 10:00am | | The Art of Crucial Conversations: Listening, Conversational Engagement and Embracing Silence with Amy E. Fink | | Evidenced-based Programming: "To Infinity and Beyond" with Christina Marneris and Melody Coleman | | Saying No and Managing Difficult Calls Ciara Doyle and Lacey Hanson | |
| 10:00 - 10:30am | | Break – Willamette Foyer | | | | | |
| 10:30 - 12:00 | | Are you managing the volume of your work or is it managing you? Amy E. Fink | | Pre-escalation: Serving Individuals Who are in Distress, Experiencing a crisis, or Exhibiting Signs of a Mental Illness Brad Taylor | | Creative Outreach Strategies for Diverse Communities Ryan Francero | |