



Place Your Bets on Excellence in Senior Living



**North Carolina Senior Living Association
61st Annual 2022 Fall Convention & Trade Show
September 20-22, 2022
Harrah's Cherokee Casino Resort, Cherokee, NC**



Welcome NCSLA Members and Guests!

Welcome to all NCSLA members, vendors, sponsors, and nonmembers joining us for the *61st Annual Convention and Trade Show*. Staff and planning committee volunteers have put together an excellent convention this year. The CEU offerings cover a wide variety of topics and will offer up-to-date information and development opportunities to provide you and your staff with the tools needed to improve care and compliance in an everchanging and evolving industry.

This year's theme ***"Place Your Bets on Excellence in Senior Living"*** was chosen to highlight that quality and *innovations* that measure and drive quality will continue to be essential both now and in the future. Our industry will need to continue to adapt to providing services in the environment of Medicaid managed care and ongoing consumer demand for high quality services. In addition, we will need to continue to strive in providing care to a diverse and growing population of aging North Carolinians.

In 2010, North Carolinians 65 years or older comprised 13% of our population and 2020, that percentage grew to 17% and is expected to be 21% by 2035. As North Carolina continues to grow because of our excellent climate, access to health care and desirable way of life, adult care home providers and the industry as a whole will have to adapt to meet the demands of seniors needing assistance to live fulfilling lives. As these changes take effect, NCSLA will be providing guidance to make certain our members are up to the challenge for meeting the demands promoting *Excellence in Senior Living!*



Sincerely,
Dean Wilson
President

A handwritten signature in black ink, appearing to read "D. Wilson".



Sincerely,
Jeff Horton
Executive Director

A handwritten signature in black ink, appearing to read "Jeff Horton".

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- ✓ Additional coverage is available for adjacent Independent Living Apartments.



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NALRRG was formed by members of the North Carolina Senior Living Association. The members are themselves owners and operators of Assisted Living Facilities.

Venture Captive Management, LLC, is a professional captive insurance management firm, which administrates and oversees the operations of NALRRG.

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Save These Dates for 2023

**September 12-15, 2023
62nd Annual NCSLA Fall
Convention & Trade Show**

**Embassy Suites by Hilton
Charlotte/Concord
5400 John Q Hammons Drive NW
Concord, NC 28027**



NCSLA Administrator in Training (AIT)

NCSLA is proud to be a provider of the Administrator Certification program, approved by the North Carolina Division of Health Service Regulation. The 120-hour program includes 16 hours of classroom instruction, 4-6 hours of independent study and a minimum of 100 hours working with an approved AIT preceptor at a licensed facility. The NCSLA program is designed to give the serious candidate an overall knowledge of the assisted living industry and a unique, practical understanding of what it takes to be a successful administrator. An added quality of our program is a review of Medicaid operational procedures and systems to assist new Administrators working in communities that provide care to residents approved for Medicaid benefits. All AIT training classes are held at every other month at the NCSLA office.

NC Senior Living Association, 4010 Barrett Drive, Ste. 102, Raleigh, NC 27609

Contact Beth Oakley, Director of Education, beth@ncseniorliving.org or call (919) 787-3560

ONLINE AIT PROGRAM

NCSLA Online AIT Program Through UNC-Greensboro and SERVE, Inc.

With the recent surge in demand for online learning across the state, NCSLA is excited to be at the forefront of an affordable AIT online program available to anyone pursuing a career in the assisted living industry. Students will utilize multiple modalities of on-line forums, reading assignments, quizzes, and videos. The format allows for students to work at their own pace and space to complete the classroom requirements of the AIT certification process.



The 100-hour preceptorship in an approved ACH or FCH facility is the same as the in-person trainings. All other Division of Health Service Regulation AIT certification requirements, including a completed background check, application, college transcript and state exam must be submitted. Scheduled calls between the NCSLA Director of Education, the AIT preceptor, and the AIT student are also required for administrator certification.

We look forward to assisting students as they pursue continued career growth!

2022 SPEAKERS AND PRESENTERS

TUESDAY, SEPTEMBER 20, 2022

8:00 – 10:00 am

**DEVELOPING THE NEXT GENERATION OF SENIOR
LIVING LEADERSHIP 2 CEUs**

**Dana Rabon, Administrator, Waterbrooke of Elizabeth City and
The Brooks Senior Living, LLC**

Dana Rabon is a highly motivated healthcare professional and business owner with 20+ years of experience as pharmacist, and 17 years of experience in the assisted living industry.



She has been committed to ethics and responsibility in the care of others and has been committed to learning, teaching, and counseling others on care of the elderly and disabled.

Dana has served as the Executive Director/Owner of Waterbrooke Assisted Living in Elizabeth City, NC since 2008, Graca Holdings (Hunter Hill Senior Living) in Rocky Mount, NC since 2019 and DRCG Properties Real Estate Investment in Elizabeth City since 2020. She has served as a contract (relief) pharmacist for Walgreens since 2011.

Dana also serves as a Board member for the Elizabeth City Area Chamber of Commerce, North Carolina Senior Living Association, and a member of the Alzheimer's Foundation of America

OPENING SESSION

10:00 am – 1:00 pm 3 CEUs

10:15 am – 11:00 am Convention Welcome

**Principal Chief Richard G. Sneed
EASTERN BAND OF CHEROKEE INDIANS**

Chief Richard G. Sneed life's work has been one of public service advocating for youth, community building, and cultural preservation.



The son of a businessman and former councilmember, he knows that hard work and a community-centered focus enable collective opportunity. In this vein, he has worked throughout his career to ensure that Cherokee people have equitable access to quality education and can put these skills to work in a community they can be proud of.

Having grown up in Wolfstown, on the Qualla Boundary, he values being rooted in a community that honors family, culture, and progressive thinking. After graduating from Cherokee High School in 1986, Richard Sneed served in the United States Marine Corp for four years. Father of five children, Breanna, Richie, Mattilynn, Katrina and Samuel, Sneed earned his degree from Universal Technical College in Phoenix, AZ, and holds a North Carolina Teaching License in Industrial Arts.

While pastoring the Christ Fellowship Church of Cherokee for fourteen years, Sneed also taught vocational education at Cherokee Central Schools for twelve of those years. Whether teaching students to rebuild an engine, or counseling them through fiscally responsible financial planning, his excellence in the classroom earned him recognition as the National Classroom Teacher of the Year by the National Indian Education Association in 2013. He continues to be a highly sought-after motivational speaker, focusing on youth leadership and empowerment.

In 2015, Sneed was called to formalize his commitment to public service and was elected Vice Chief of the Eastern Band of Cherokee Indians (EBCI). On May 25, 2017, he was officially sworn in as Principal Chief of the Eastern Band and subsequently re-elected as Principal Chief on September 5th, 2019.

2022 SPEAKERS AND PRESENTERS

Since taking office, Chief Sneed's administration has been dedicated to exercising the EBCI's sovereignty, including growing relationships and partnerships, in part, through his service to the WCU Cherokee Center Advisory Board, United South and Eastern Tribes (USET), and the Cherokee Preservation Foundation Board of Directors. Chief Sneed has also recently been elected as the Vice-Chairman of the Center for Disease Control's Tribal Advisory Committee.

During his time in office, Chief Sneed has successfully passed legislation that enhanced transparency, accountability, and economic opportunities for the EBCI. He believes in the unrestricted potential of the Eastern Band and its ability to sustainably meet the needs of its people. By investing in a long-range vision that responsibly balances resources with the needs of the Cherokee people, Principal Chief Richard Sneed is committed to ensuring that the Eastern Band of Cherokee Indians continues to thrive for generations to come.

"It is my humble honor to serve our people as the Principal Chief of our Tribe. I believe that Tribal leaders should be servants of the people, and I strive to fulfill that belief daily. I am convinced that we succeed as a people when we strive for a community that honors every person within our Tribe. And while it is imperative that we do the right things for our people, it is equally important that we do them in a right way. A way that honors our God, our people, and those who have gone before us."

11:00 am – 11:45 am Association Updates
Jeff Horton, Executive Director
NC Senior Living Association
4010 Barrett Drive, Suite 102
Raleigh, NC 27609
Phone: (919) 787-2526
Email: jeff@ncseniorliving.org



Jeff Horton retired from North Carolina state government in July 2017 after nearly 30 years of state service. He became the Executive Director of the Association in August 2017. He is a graduate of East Carolina University where he earned both Bachelor and Master of Science degrees and has worked over 33 years in the health care arena including work in the private and public sector as a direct care provider in both inpatient and outpatient settings. During his time in state government, he worked as a health care regulator and with the North Carolina Medicaid program. From his many years of experience working in the health and human services field, Jeff has a broad perspective and working knowledge of regulatory, Medicaid policy and reimbursement, aging and other issues affecting the assisted living industry.

12:00 – 12:30 pm Legislative Update
Jim Wrenn, NCSLA Counsel
Smith Anderson
Smith Anderson
Phone: (919) 821-6645
Email: jwrenn@smithlaw.com



Jim Wrenn is a business attorney whose practice is focused on serving as general counsel for numerous health care providers, business entities, governmental entities and non-profit organizations. In his capacity as general counsel, Jim provides his clients with the legal advice necessary to comply with their legal obligations and position themselves to meet their goals and objectives. He frequently finds himself providing counsel on issues related to corporate governance, health care regulations, human resources, environmental compliance, contracting (including meeting state and federal contracting requirements), taxation, economic development, litigation, lobbying and internal investigations. He also regularly represents clients in connection with the acquisition and sale of businesses, particularly in the healthcare field. Jim also serves as a registered lobbyist for several governmental, non-profit, and health care organizations.

2022 SPEAKERS AND PRESENTERS

Jim most enjoys situations where clients' legal needs and policy goals intersect so that he can help them prepare for the future rather than act reactively once a situation is beyond their control.

Prior to joining Smith Anderson, Jim was a member of a boutique firm in Oxford, North Carolina for nearly 20 years.

EDUCATION

Harvard Law School, J.D., 2000

Virginia Military Institute, B.A., International Studies, 1997

12:30 – 1:00 pm

President's Message/Membership Meeting

Dean Wilson

NCSLA President

Chief Financial Officer, Victorian Senior Care



Dean Wilson is from Randleman, NC and serves as the current NCSLA President. Dean, along with his family, have been longtime members of the Association. He is a 3rd generation assisted living facility owner and operator. Dean became president of the Association in 2015 and has worked with the leadership team to advocate for the assisted living community, while helping the Association expand its membership and education opportunities throughout the state.

2:00 – 5:00 pm

NCSLA CONTINUING EDUCATION SERIES – 1 CEU/per session

2:00 – 3:00 pm

State Informal Dispute Resolution – IDR: Understanding the Process

Stacy Massey, NCSLA Board Member

Licensed Nursing Home Administrator and Assisted Living Administrator and

Director of Operations, Sandy Ridge Memory Care,
Smassey Consulting LLC.



Stacy Massey has 25+ years of experience working in leadership roles in the assisted living and long-term care industry. She owns three family care homes in Montgomery County and operates Smassey Consulting, a consulting agency for Adult Care Homes and Family Care Homes. She started in the Adult Care Home industry in 2002 as an Executive Director, opening an 8- bed Adult Care Home, later assisting the company with branding a chain of 16 communities throughout North Carolina in her role of Vice President of Residential Communities. Her growth with this company gave her a well-rounded, big picture view of the industry and prepared her for daily operations, a wealth of regulatory experience and training, and a passion for caring for the elderly.

She is Consulting Director of Operations for Sandy Ridge Assisted Living and Memory Care, as well as a consultant for long-term care attorneys and long-term care agencies. She develops Adult Care Home Policies and Procedures, assists with Change of Ownerships, Statement of Deficiency Reports and serves as an Expert Witness for adult care home legal cases. Stacy has actively served the NC Senior Living Association in a variety of roles. She has served and continues to serve as a board member, the education committee, Administrator in Training instructor, representative on the NC Rules Review Committee, and NC Adult Care Home Accreditation Pilot program. Stacy also serves as a provider panelist on the NC Adult Care Home Informal Dispute process. Stacy has a passion for assisting other providers in maintaining compliance and providing quality of care.

2022 SPEAKERS AND PRESENTERS

3:15 – 5:00 pm

Medication Administration – Understanding the Value of LTC Pharmacy Services

PHARMACY VENDOR FORUM



Cape Fear LTC Pharmacy
Maria Jeffries
Pharm D., BCGP



Edgeway Pharmacy
Robbie White, Nurse
consultant/ IT support



Medicine Mart Long Term Care Pharmacy
Sterling Koonce, RPh



PharmCareUSA
Lisa Russell, Vice
President Customer
Care, Eastern Region



Southern Pharmacy Services
Marybeth Terry,
PharmD, President

Maria Jeffries is the Owner and Pharmacy Manager of Cape Fear Long Term Care Pharmacy LLC in Lillington, North Carolina. Maria's pharmacy was born out of a love for geriatrics. She is a Wake County native where I live with my husband Joseph and our three children. With over 20 years of pharmacy experience, Maria has worked in long term care pharmacy for 15 years. The last eight years Maria has owned and managed Cape Fear Long Term Care Pharmacy LLC where they service facilities throughout central and eastern North Carolina.

Robbie White has over 35 years of experience as a registered nurse in a variety of healthcare settings. Since 2020, he has served as Nurse Consultant/IT Specialist with Edgeway Pharmacy, providing MedTech training, med pass observations, facility training on requested topics (infection control, restraints, psychotropics, med pass review, etc.) Additionally, he provides support for IT problems/networking in facilities and managing/repairing laptops used for E-MAR (Quickmar). From 2012-2014, he served as Director of Nursing Services for Tri-Med Pharmacy in Tennessee where he trained facility-contracted nursing staff in med administration, storage, state requirements in med pass, med pass observations, IV training and customer service.

Sterling Koonce is the CEO and staff pharmacist at Koonce Drug Company, Inc. (d.b.a. Medicine Mart Health Care). His pharmacy career began at Duke University Hospital, where he worked in multiple pharmacies, including Central Pharmacy, various specialty Satellite Pharmacies, and the IV Pharmacy. After 3 years, he found that his true strengths and interests were in retail pharmacy and new business development and worked with Revco Drugs (now CVS) in various stores and settings to get more retail and management experience. In 1991, Sterling and his wife, Caroline, also a pharmacist, opened their first store for Koonce Drug Company, Inc. and subsequently added another location, a home health and respiratory company, a home infusion pharmacy, and a long-term care Pharmacy. His company concentrates on providing innovative services and leveraging technology to be more productive and patient centered. Sterling also serves as a major stockholder and on the Board of Directors for several companies.

Lisa Russell has held multiple leadership positions in long-term care pharmacy, leading both internal operational teams and external customer support teams. Currently, Lisa is the Vice President of Customer Care for the Eastern Region with PharmcareUSA, working with 6 pharmacy locations providing pharmacy services to residents in 11 states. She is passionate about the pharmacy being a valued partner and resource to the facilities while providing the highest quality of care for residents. Lisa is an alum of American Military University and a combat veteran of the US Army

Marybeth Watson Terry grew up in Pink Hill, NC and attended UNC – Chapel Hill and the UNC-CH School of Pharmacy. She graduated with her Doctor of Pharmacy degree in 1999. Following pharmacy school, Marybeth working in long-term care pharmacy before launching Southern Pharmacy Services in September 2003. She and her husband, Chad Terry started Southern Pharmacy Services in Pink Hill and have now expanded to serve residents across all of North Carolina, Virginia, and West Virginia. The southwestern VA pharmacy now renamed Southern Pharmacy Services of Virginia provides pharmacy services for facilities across the states of Virginia and West Virginia. Southern Pharmacy serves long-term care facilities, staff and residents with a focus on teamwork, honesty and customer service. Marybeth was recognized for excellence in the community by the Kinston Free Press as one of their "Twenty Under Forty" selections as well as received the 2015 President's award from the North Carolina Senior Living Association.

2022 SPEAKERS AND PRESENTERS

WEDNESDAY, SEPTEMBER 21

9:00 – 12:00 pm

GENERAL SESSION 3 CEUs

9:00 – 9:45 am

Creative Revenue Sources in ACHs

Janet Moose, Administrator, Durham Ridge Assisted Living
jmoose@drassistedliving.com



With over 25 years in the assisted living industry, Janet Moose has held positions of Administrator, Regional Director of Operations, and now Owner/Operator. Janet became the owner of Durham Ridge Assisted Living in June 2019 and then the owner of Rose Vista Assisted Living in March 2020. She oversees the operation of all departments, conducts all interviews/hiring, maintains compliance with all state and county guidelines, and performs all functions of management as needed across both her facilities.

9:45 – 10:45 am

KEYNOTE SPEAKER

Casey Cooper, BSN, MBA, FACHE

Chief Executive Officer
Cherokee Indian Hospital Authority



Growing up in the Cherokee community before gaming and economic development made its way there, Casey Cooper said there may have been limited wealth and community infrastructure, but there were brilliant people around him.

“I had a desire to nurture and heal people and to relieve suffering,” Mr. Cooper shared as his main driver to pursue nursing. “I also thought nursing could be a way to escape poverty and have a good income, especially since I was entering college during a national nursing shortage.” Most of all, he wanted to live up to what Ms. Hess knew he could become. “I was

afraid to fail, but I was more afraid to let down Ms. Hess,” he said.

Today, Mr. Cooper is the Chief Executive Officer of the Cherokee Indian Hospital Authority having focused his entire career on the health-related needs of the approximately 15,500 enrolled Tribal Members of the Eastern Band of Cherokee Indians (EBCI). As an enrolled member of the EBCI, he has been involved in American Indian health care for more than 25 years and has served as a Primary Care Nurse, Community Health Nurse, Nurse Educator and Nursing Manager.

Mr. Cooper is committed to many regional, state and national organizations to include serving on the boards of Western Carolina University, MAHEC and the Cherokee Historical Association as well as serving on the CMS Tribal Technical Advisory Committee, the American Hospital Association’s Rural Health Task Force and Dogwood Health Trust.

Mr. Cooper and his wife, Jill, have three children: Jack, Kate and Mary. They reside in the Birdtown Community in Cherokee.

Mr. Cooper received a Bachelor of Science Degree in Nursing from Gardner-Webb University and an MBA from the University of North Carolina – Chapel Hill. He is a former Fellow of the American College of Healthcare Executives.

2022 SPEAKERS AND PRESENTERS

11:00 am-12:00 pm

The Value of Quality Measures in Assisted Living

Kevin W. O'Neil, MD, FACP, CMD

Chief Medical Officer

ALG Senior

Email: koneil@algsenior.com

Phone: (941) 504-9242

Dr. Kevin O'Neil joined ALG Senior as Chief Medical Officer (CMO) in 2018. His responsibilities as CMO encompass areas of resident health and welfare, staff training, and public education. He is responsible for oversight of all resident care through community partnership and training.



Dr. O'Neil holds certifications in Internal Medicine and Geriatric Medicine from the American Board of Internal Medicine. He is a Fellow of the American College of Physicians and a member of the American Geriatrics Society. He was awarded his Certified Medical Director (CMD) from the American Medical Directors Association, and also serves on the Board of Directors of AMDA's Society for Post-Acute and Long-Term Care Medicine.

Hailed as a leader in the area of geriatric medicine and health, Dr. O'Neil also serves on the Board of Directors of the Senior Friendship Centers of Southwest Florida and First Step in Sarasota, Florida. Since joining ALG, Dr. O'Neil has visited many of its assisted living and memory care communities to offer training to staff and families.

THURSDAY, SEPTEMBER 22

9:00 am – 1:00 pm

DHHS REGULATORY AND POLICY UPDATE 4 CEUS

9:00 – 10:00 am

Update from North Carolina Medicaid, Division of Health Benefits Beverly Bell, MA, LCMHC

Associate Director, Long Term Services and Supports

NC Medicaid Division of Health Benefits

NC Department of Health and Human Services



Beverly Bell currently serves as Associate Director with the Long-Term Services and Supports program with the Division of Health Benefits. Beverly received her Bachelors of Education degree from East Carolina University and her Master's degree in Agency Counseling from North Carolina Central University. She is a Licensed Clinical Mental Health Counselor with over 30 years of experience in State government in the areas of Mental Health, Intellectual Development Disabilities, Long Term Services and Supports as well as Home and Community Based Services.

10:00 am – 1:00 pm

Updates from the Division of Health Service Regulation

Rita C. Horton, Program Manager II

DHSR Complaint Intake and Health Care, Personnel Investigations

Phone: (919) 855-3968

Email: rita.c.horton@dhhs.nc.gov



Rita Horton graduated from NC State University with Bachelor of Science in Social Work. She completed medical reviews/utilization review of residents in nursing homes, psychiatric hospitals and ICF/IID facilities for 3 years. Rita has worked in nursing homes for 8 years as social worker and Nursing Home Administrator. She has consulted with ICF/IID group homes for 8 years.

Rita worked for Division of Health Service Regulation for 29 years as nursing home surveyor, team leader, Branch Manager and Chief. She developed and started Complaint Intake in 2004 and assumed responsibility for Health Care Personnel Investigations in 2015.

2022 SPEAKERS AND PRESENTERS

Complaint Intake

Complaint Intake is available to receive complaints regarding the care and services provided to patients/residents/consumers by health care facilities/agencies/homes licensed by the Division of Health Service Regulation. These facilities include nursing homes, adult care homes, acute care hospitals, home care agencies, home health agencies, hospice agencies, psychiatric hospitals, dialysis centers, suppliers of portable X-ray services, rural health clinics, comprehensive outpatient rehabilitation facilities, ambulatory surgery facilities, abortion clinics, cardiac rehabilitation programs, nursing pool agencies, clinical laboratories, mental health group homes and other 24-hour facilities, outpatient, and day treatment facilities.

Health Care Personnel Investigations

Health Care Personnel Investigations operates under state and federal laws investigating abuse, neglect, misappropriation of property, diversion of drugs and fraud against unlicensed health care workers and lists allegations and substantiated findings on the Nurse Aide and/or Health Care Personnel Registries. Information from the registries is used by health care providers in their hiring process.

N.C. Health Care Personnel Registry

The N.C. Health Care Personnel Registry is a comprehensive listing of unlicensed health care personnel who are under investigation for an allegation (pending allegation investigation) or have a substantiated allegation finding as defined in G.S. 131E-256(a) Information on the HCPR is available to health care employers about potential employees that have administrative actions listed including the nature of a finding or allegation and the status of an investigation.

Megan Lamphere, MSW **Chief, DHHS Adult Care Licensure Section**

Phone: (919) 855-3765

Email: megan.lamphere@dhhs.nc.gov



The Division of Health Service Regulation oversees medical, mental health and adult care facilities, emergency medical services, and local jails. The Division checks to see that people receiving care in these facilities are safe and receiving appropriate care and that medical buildings are built only when there is a need for them.

Jeff Harms **Acting Section Chief, Construction**

Phone: (919) 855-3893

Email: jeff.harms@dhhs.nc.gov



Jeff Harms joined the Division of Health Service Regulation Construction Section in 2003 and has been an Engineering Supervisor since 2009. He is a graduate of the UNC Charlotte College of Architecture and has designed and constructed numerous buildings, including healthcare, in the private sector prior to state service. Jeff is a nationally certified Medical Gas Inspector and holds NC Building, Electrical, Mechanical and Plumbing contractor's licenses. In 2018, Jeff was appointed to the Facility Guidelines Institute's HGRC (Health Guidelines Revision Committee) which is a group that writes the physical plant standards for hospitals and outpatient facilities in the US.



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Accreditation Commission for Health Care

139 Weston Oaks
Cary, NC 27513
Phone: (855) 937-2242
www.achc.org



Representative: Brooke Renn, Senior Business Development Representative; Teresa Hoosier, RN, CDN, Program Manager

ACHC Accreditation Programs were created in consultation with industry experts to ensure relevance, value, and integrity. We deliver the best in customer service through an educational approach to help our customers enhance the quality of services provided and improve operational efficiencies. Our mission is simple: to deliver the best possible accreditation experience.

APTCO Systems, LLC

5552 Carolina Beach Rd, Suite B
Wilmington, NC 28412
Phone: (910) 338-1334
www.aptosystems.com



Representative: Jason Miles, Miles Mohr

Apto Systems, LLC has been providing security, communication and senior care technology solutions since 2004.

- Safety Solutions including Nurse Call Systems, Elopement/Wander Systems, Campus PERS
- Security Solutions including Access Control, CCTV/Security Cameras, Video Intercoms
- Communication Solutions including Mass Messaging, Mass Notifications, Digital Signage
- Smart Home Technology including Automation, Security, Wellness

Avendi Rx

910 Tate Blvd. SE, Suite 111
Hickory, NC 28602
Phone: (828) 855-9767
Fax: (866) 262-0943
www.avendirx.com



Representative:

AvendiRx delivers 24/7 long-term care pharmacy solutions. We are dedicated to meeting the unique needs of your facility and we place a high priority on maintaining a close and ongoing working relationship. We're committed to detailed accuracy, increased efficiency, and an interactive approach to customer service.

BSI Medical Supply

5600 Union Road
Gastonia, NC 28056
Phone: (704) 869-9091
Fax: (877) 869-0336
https://www.bsimedicalsupply.com



Representatives: Teri Nesler, Tom Brundage

BSI Medical Supply is an ACHC accredited organization that is dedicated to providing the best possible service.

Cape Fear Long Term Care Pharmacy

185 Pine State Street
Lillington, NC 27546
Phone: (910) 893-2986
www.capefearltc.com



Representatives: Maria Jeffries, Lara Liles, Amber Adams

Cape Fear Long Term Care Pharmacy is a full-service long term care pharmacy serving North Carolina. We specialize in medication management for elderly, disabled, and patients with chronic conditions and pride themselves in providing the highest level of pharmacy services to their residents and their long-term care facilities.

Cape Medical Supply

2732 Old Wrightsboro Road
Wilmington, NC 28405
Phone: (800) 491-0018
www.capemedicalsupply.org



Representatives: Ron Neder, Chris House, Joseph Reutter

Cape Medical, Inc. is a provider of disposable medical and Incontinence supplies. Established in 1996, Cape Medical has provided DME supply services throughout North Carolina.

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Carolina Complete Health

4309 Emperor Blvd., #430
Durham, NC 27703
Phone: (833) 552-3876
www.carolinacompletehealth.com



Representatives: Pam M. Perry; Veronica Piper

Since July 2021, Carolina Complete Health has provided whole-person care to improve the health and well-being for Medicaid recipients in North Carolina as a Provider-Led Entity under the State's Medicaid Transformation initiative. Carolina Complete Health serves 41 counties and includes the active participation of physicians in the ownership and governance of the health plan with physicians holding a majority of the seats on the Board of Directors, as well as overseeing the health plan's medical policies.

Carrier Enterprise

4300 Golf Acres Drive
Charlotte, NC 28208
Phone: (704) 657-2354
www.se.carrierenterprise.com



Representatives: Ed McIntosh, Jimmy Duncan, Dana Spiek

CE is one of the largest distributors of HVAC equipment, parts, and supplies in North America. As a major distributor with 1.9 million products, CE has what you need – when you need it.

CenterWell Home Health

3525 Whitehall Park Drive
Charlotte, NC 28273
(833) 466-3014
<https://www.centerwellhh.com/>



Representatives: Sarah Deal/ADS, Shelly Brooks/Market Manager

Patients' lives are centered on their homes, and CenterWell Home Health's care is centered on them. CenterWell works in collaboration with patients' healthcare providers to bring exceptional care directly to the comfort and safety of their homes. Skilled nurses and therapists help patients recover from illness or injury and learn to manage their health with confidence so they can remain independent and enjoy a higher quality of life.

ComTech

1204 S. Main Street
Graham, NC 27253
Phone: (336) 338-7328
www.comtechnnc.com



Representatives: Rafe Martin, Business Development Manager

ComTech is a HIPAA-verified Managed Services Provider (MSP) serving clients throughout North Carolina. Our IT Support and Business Phone System solutions are a great fit for clients that have between 25-300 employees who rely on technology every day to get their jobs done. We have extensive experience serving highly-regulated and compliance-sensitive industries and specialize in supporting clients with multiple locations. We are local, responsive, hands-on, and bring a proactive approach to your technology strategy.

Creative Bus Sales, Inc.

2529 Oneida Road
Charlotte, NC, 28269
Phone: (704) 399-2700
www.creativebussales.com



Representatives: Mike Kauffman

Creative Bus Sales represents over 20 top manufacturers in multiple locations across the country. Over 40 years of listening to customer needs and delivering vehicles within budget has led us to become the nation's largest dealership.

Davidson, Holland, Whitesell & Co., PLLC, CPAs

138 West Avenue
Kannapolis, NC 28081
Phone: (786) 514-6099
www.dhw.net



Representatives: Rodney Dellinger, Cami Hepler

David, Holland, Whitesell and Co., PLLC is a full-service public accounting and consulting firm with offices in Hickory and Cary, NC. Our firm has decades of combined experience with the various LTC cost reporting requirements, including ACH Cost reports, the related Agreed-Upon Procedures and PCS Cost Settlement Forms. Our personnel are experienced and knowledgeable about the assisted living industry, and we utilize this knowledge to work with Providers to build a mutually beneficial relationship.

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Davie Construction Co.

152 East Kinderton Way
Advance, NC 27284
Phone: (336) 462-1949
www.davieconstruction.com

Representative: John Newcomb, Stephen Shelton

Since Davie Construction Co. was founded in 1993, our firm has been dedicated to providing the highest quality construction and general contracting services. We focus on value engineering and sophisticated problem-solving skills to complete projects on schedule and within budget. Our Core values of integrity, vision, technology, and teamwork are an integral part of every project and business relationship.



Economy Exterminators

2160 N Salem Street
Apex, NC 27523
Phone: (919) 362-1000
www.economyexterminators.com

Representative: Hubert King, Kirk Reed, Travis Reeve

Economy Exterminators started in Cary, NC as a family business — today, we continue as a family business with over 70+ employees that are considered family. Many have been with Economy Exterminators for over 20 years and some for over 25 years. For over 40 years, Economy Exterminators has gained experience and has grown to be a leader in the pest industry. Our many loyal customers are a testament to the quality of pest control service we have provided all these years. Whether treating an infestation of termites, bed bugs, ants, mice, or another pest, you can be sure we'll provide the skills and service to get the job done right.



Edgeway Pharmacy

102 Hidden Pastures Drive, Suite 106
Cramerton, NC 28032
Phone: (704) 865-9480
www.edgewayrx.com

Representatives: Jennifer Ethridge, Julian Rauch, Robbie White

Edgeway Pharmacy is a long-term-care pharmacy located in Gastonia and serves Gaston County and the surrounding area.



Elite Benefits Group

1805 Williams Road
Monroe, NC 28110
Phone: (336) 355-1701
www.ebgnc.com

Representatives: Marcus Campbell, James Brown, Tim Hamilton

We set out to serve the underserved in our community and ensure they have health insurance and life insurance. Elite Benefits Group was established with two goals in mind. 1) To provide objective consumer-based insurance plan recommendations. 2) To provide unparalleled customer service. We reach out to small companies to explore the right way to offer insurance to their employees. Sometimes, that entails not offering group coverage because the individual coverage is a much more cost-effective option. We also reach out to individuals to help them understand the market for individual coverage. We feel it is more important to build a relationship by taking the time to assess our clients' needs and offer the right solution.



Eventus WholeHealth

101 Cabarrus Avenue East, Suite 200
Concord, NC 28025
Phone: (888) 849-7979
www.eventuswholehealth.com

Representative: Tom Wirostek

At Eventus WholeHealth, we are focused on the overall well-being of individuals within the post-acute sector through our integrated, multi-specialty care model. Our offering provides collaborative interdisciplinary care with the seamless integration of key specialties, namely psychiatry, psychotherapy, internal medicine/primary care and optometry. A highly optimized, systems-based approach is the foundation for our care model to ensure we can provide a more complete and timely picture of a patient's care and current status.



GeneSight

Myriad Genetics Mason Ohio Office
6960 Cintas Blvd. Mason, OH 45040
Phone: (513) 701-5037
www.GeneSight.com

Representatives: Liz Treft, Shandi Foster, Bartt Looney

The GeneSight Psychotropic test is a pharmacogenomic test that analyzes clinically important genetic variations which may impact how your patient metabolizes and responds to certain medications used to treat mental health conditions. The test is a powerful tool to augment your knowledge, experience, and passion for your patients. Over 1.5 million patients have been tested by tens of thousands of clinicians to provide genetic information that is unique to each patient. Learn more at GeneSight.com.



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Good Housekeeper Maintenance Services

906 Martin Luther King Drive
Thomasville, N.C. 27360
Phone: (336) 475-1528
www.goodhousekeeper.biz



Representatives: Dana Carter, Tommy Mason, Bill Dato

We've been in business for over 40 years specializing in industrial cleaning products such as: disinfectants, laundry detergents/softeners, dish/dishwasher detergents, sanitizers, degreasers, mops, brooms, vacuums, cleaning cloths, maid caddies, mop bucket combos, floor pads and cleaning machines. We also sell paper products like toilet tissue, paper towels, cups, plates, plastic silverware, and floor mats. And in the last few years, we have added to our inventory so we can supply our customers with office products, car cleaning products, pool/spa chemicals, and first aid supplies. We're a small company with a large inventory of products to meet all of your needs.

Gordon Food Service

6200 Gordon Food Service Drive
Concord, NC 28027
Phone: 252-299-1007
www.gfs.com



Representatives: Kevin Bailey, Travis Fry, Pattie Bis

Gordon Food Service is celebrating our 125th anniversary of delivering with excellence, expertise, and quality products to our customers. We've grown to become the largest family-operated broadline food distribution company in North America by upholding the same business approach since 1897 – being passionately committed to the people we serve. We are ranked fifth on Forbes, Best Privately Held Family Companies List. Most importantly we believe in the power of good food – to bring people together and make moments special.

Groove Technology Solutions

700 Spring Forest Road, Suite 105
Raleigh, NC 27616
Phone: (385) 334-4390
www.getgrooven.com



Representatives: Adam Jones, Josh Lambert

From DIRECTV, internet and Wi-Fi to video surveillance, phone systems, energy management, and other in-room technologies, Groove serves a wide range of industries including hotels and resorts, senior living and healthcare facilities, student housing, campgrounds, restaurants and fitness centers, arenas, mining and oil rigs, as well as correctional facilities.

Guardian Pharmacy of the Piedmont

2915 Whitehall Park Drive, Suite 100
Charlotte, NC 28273
Phone: (704) 248-9950
www.guardianpharmacypiedmont.com



Representatives: Kevin Dixon

Guardian Pharmacy of the Piedmont is a full-service pharmacy employing a team of pharmacists, certified pharmacy technicians, billing experts, and nurse account managers that serve the Piedmont region. Guardian Pharmacy proudly serves assisted living and skilled nursing communities throughout much of central and western North Carolina and the upstate of South Carolina. Our courteous, caring, committed team offers a full range of pharmacy services tailored to the needs of long-term care communities.

HPSI Purchasing Services

1 Ada, Suite 150
Irvine, CA 92618
Phone: (949) 250-4774
www.hpsionline.com



Representative: Nick Sliwinski

HPSI Purchasing Services offers comprehensive purchasing programs with access to 1,200+ supplier agreements, a suite of solutions and industry-leading services available including Menu services. Our experts guide members toward purchasing solutions that lead to cost-savings, efficiencies, value and operational effectiveness. We offer best-in-class pricing and contract terms, customization and choice, sustainable sourcing and there's no cost to join.

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HEALTHKEEPERZ, INC.

209 WEST 3rd Street
Pembroke, NC 28372
Phone: (910) 522-0009
www.healthkeeperz.com

Representatives: Jeff Hunt, Timmie Stultz

Healthkeeperz began as a small pharmacy in the town of Pembroke, NC and has now grown to a thriving home health and hospice business. Currently, Healthkeeperz has three medical equipment offices, two home health offices, and is lead cap agency in 14 counties.



J.H. Batten

4880 Harley Drive
Walkertown, NC 27051
Phone: (336) 595-8917
www.jhbatten.com

Representative: Steve Vogler

J H Batten is a design-build general contracting firm offering the following services: consulting and construction services, including conceptual drawings, renderings, and design coordination, for new facilities, as well as renovations and remodeling.



Jennings Bryan Chappell Insurance Services

926 S Main Street, Burlington, NC 27215
Mail: PO Box 1118, Burlington, NC 27216
Phone: (336) 227-7458
www.jbcins.com

Representatives: Josh Chappell, Clint Chappell, Steve Hicks

Jennings Bryan-Chappell Insurance Services is a full-service independent insurance firm established in 1925. We believe our clients come first and their financial security and quality of life deserve the utmost dedication, expert advice, and personal attention from a trusted partner. As that partner, we'll help you make smart decisions, protecting you from the unexpected and planning for the predictable. We specialize in providing insurance and risk management programs for the assisted living facility industry.



LifeSource, Inc.

3205 Randall Pkwy, Suite 105
Wilmington, NC 28403
Phone: (910) 742-9243
www.lifesourceinc.org

Representative: Ellen Beamer, Michelle McDonald

LifeSource provides onsite primary care, psychiatric medication management and psychotherapy services to the residents of nursing homes, assisted living communities, independent living communities, retirement communities, group homes and within a home model.



LTSS Consulting, Inc.

4801 Glenwood Avenue, Suite 200
Raleigh, NC 27612
Phone: (919) 264-2398
medicaidwiz@gmail.com

Representative: Richard Rutherford

Owner and Founder Richard Rutherford is a long-time resident of Wake County NC, and has experience as a Medicaid provider, and since 2008, as a senior manager in a variety of roles with North Carolina based software, billing, and services vendor SembraCare, Inc. He left SembraCare in 2019 to found LTSS Consulting, Inc., to assist North Carolina Medicaid contractors and providers. He knows providers and their challenges well and has over the years helped many Home Care Agencies and Licensed Residential Facilities solve enrollment, regulatory and billing issues.



LUMENT

5755 North Point Parkway, Suite 220
Alpharetta, GA, 30022
Phone: (470) 345-4696
www.lument.com/

Representative: Kevin Oakley

Lument is a nationally recognized leader in multifamily and seniors housing finance. Lument offers a comprehensive set of custom capital solutions for investors in seniors housing and healthcare, multifamily, and affordable housing. ORIX Real Estate Capital Holdings, LLC, d/b/a Lument, is a subsidiary of ORIX Corporation USA.



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Mako Medical

8461 Garvey Drive
Raleigh, NC 27616
Phone: (919) 390-3063
www.makomedical.com

Representative: Kimberly George, Barry Brown, Peggy Schalk

From our team members to the physicians and patients we serve, positively impacting the lives of the people in our communities is paramount at MAKO. Our MAKO Senior Living division is comprised of a group of administrators and phlebotomists who strive to give you the best possible experience – whether you are a provider, a facility team member, or a resident/patient who needs our services. We work closely with our MAKO team to ensure that your labs are completed and resulted in a timely manner – with emphasis on quality customer service to you and your patients/residents. We complete thousands of lab draws and Covid-19 swabs each month for our clients. Our Senior Living Team serves nursing homes, assisted living/memory care/independent living facilities as well as home patients. We take pride in our flexibility to meet our clients' needs. When you choose the MAKO Senior Living Team, you can take comfort in knowing that we will work with you every step of the way to make your experience an excellent one.



Medicine Mart Long Term Care

214 S Main Street, Suite A
Tabor City, NC 28463
Phone: (910) 653-6802
www.medicinemartnc.com

Representative: Sterling Koonce

We are a locally owned community pharmacy dedicated to providing personalized service at an affordable price. Medicine Mart Long Term Care is proud to be your source for all of your pharmaceutical needs. We offer a wide variety of services including conventional prescription filling, long term care, compounding, medical equipment, health screenings, immunizations, free delivery and much more. At Medicine Mart Long Term Care, you can count on personal attention provided by our caring, professional staff. Visit us today and let us take care of you.



National Assisted Living Risk Retention Group, Inc./Venture Captive

740 Davinci Court, Suite 130
Norcross, GA 30092
Phone: (770) 246-8535
www.nalrrg.com

Representative: Linda Nethery, CEO;

Glenna Pamphile, Director of Underwriting; Gia Need, Senior Underwriter

Founded by a collection of ALF owners, the National Assisted Living RRG provides quality insurance solutions to the industry by the industry's best. Through NALRRG you will find great coverage perfectly tailored for the unique needs of your organization. Founded over a decade ago, NALRRG has been a safe and reliable source for risk transfer solutions for thousands of ALFs across the nation. Our Board of Directors prides itself on improving the industry by providing great insurance at a reasonable price.

NALRRG is managed by Venture Captive Management, LLC. VCM has managed and operated a litany of insurance companies and risk retention groups for nearly 20 years. Founded by industry veteran, Sterling Shuttleworth, VCM has the talent and resources to ensure that your risk needs are covered. Through an analytic approach, VCM turned the insurance industry on its head through the innovative application of group captives and RRGs. VCM provides business owners ultimate control at a profit.



NAVINSURE

3440 Toringdon Way
Suite 205
Charlotte, NC 28277
Phone: (704) 266-1192
www.navinsure.com

Representative: Christopher Efthymiou

Navinsure is a middle market employee benefits advisory and brokerage. Specialty areas include self-funding, reference-based pricing platforms and transitioning employers from fully-insured health plans



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NC Elder Care

1380 Eastchester Dr Suite 103
High Point, NC 27265
Phone: (336) 521-9480
www.nceldercare.org



Representatives: Adrienne Averette, Tiffany Burns

NC Elder Care is an established geriatric company based out of High Point, North Carolina. We are currently embedded in central North Carolina while continuing to grow throughout the eastern and western parts of the state. One of our many focuses is on local providers giving exceptional care in long-term care facilities. We pride ourselves in working cohesively with these facilities to meet their unique goals and needs. We specialize in Skilled Nursing, Assisted Living, Group Homes, Family Care Homes, Behavioral Health facilities and Independent Living communities. We are dedicated to help every patient and facility achieve their goals and revolutionize the continuum of care for the elderly population of North Carolina. We offer primary care services to our residents as well as a number of ancillary services. We would love the opportunity to partner with you and your facility to deliver the care your residents deserve.

Neil Medical Group

2141 Jetport Rd
Kinston, NC 28054
Phone: (800) 735-9111
www.neilmedical.com



NEIL MEDICAL GROUP
PHARMACY SERVICES DIVISION
MEDICAL SURGICAL DIVISION

Representatives: Michael Vennari, Becky Cross

Through the Pharmacy Services Division and the Medical/Surgical Division, Neil Medical Group offers a complete package of services to meet the varied, dynamic, and growing needs of today's health care providers, including a full line of medical supplies, equipment, furniture, and fixtures. Our experienced consultants regularly provide educational and informational in-service to the facility, staff, patients, and family members. We also work closely with the nursing staff to develop policies and procedures on all aspects of acquisition, disposition, handling, storage, and the administration of medications in the facility. Our computerized inventory and order entry ensures the quickest turnaround time on every order.

NH Med Services

17563 Hwy 109 NC S.
Denton, NC 27239
Phone: (877) 343-5305
www.nhmedservices.com



Representatives: Cheree Loflin, Robert Wilhoit

Since 2001, the professional and highly experienced team at NH Med Services has been providing patients residing in both the home and assisted living facilities settings, with the right home medical equipment and supplies. We're proud to be a North Carolina-based and family-owned company located in a small-town setting!

From helping you choose the correct respiratory and home medical equipment for your needs to providing enteral therapy education and pharmacy services, NH Med Services is here to help! Give us a call or visit our location today to get started.

OPTUM

3803 North Elm Street
Greensboro, NC 27455
Phone: (336) 540-2540
www.Optum.com/alc



Representatives: Susan Riley, Casi Osborn, Jordan Youngs, Francesca Grizzle

The Optum care model and UnitedHealthcare Assisted Living Plan© bring specialized health care benefits, clinical support and expertise to residents in assisted living communities.

Palmetto Bus Sales

PO Box 2898
West Columbia, SC 29171
Phone: (803) 754-3827
Fax: (803) 754-5326
www.PalmettoBusSales.com



Representatives: Charlie Dalton

Palmetto Bus Sales, Inc., is one of the oldest and most respected distributors of new and used buses in the Southeastern United States. Palmetto Bus Sales carries the complete line of Starcraft, or MobilityTRANS products, as well as an extensive inventory of quality, used buses. In addition to school buses, we provide a broad range of solutions to accommodate a variety of applications including professional transportation companies, churches, daycare centers, senior citizen centers, tour companies, hotels, airports, government agencies, and other businesses and industries. Our skilled technicians are trained to service and maintain school buses, church buses, childcare buses, and many more, and we keep a large inventory of chassis, body, and electrical repair parts and related accessories. The management and staff of transportation professionals at Palmetto Bus Sales are committed to continuing the principles of our founders by providing unmatched personalized service, quality products, and innovative passenger transportation solutions every day we open our doors.

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PayChex

911 Panorama Trl S
Rochester, NY 14625-0397
Phone: (585) 360-7620
www.Paychex.com

Representative: Kate Risa

Paychex supports your business throughout the entire employee life cycle with Paychex HR PEO, from attracting and retaining talent, to offering world-class benefits, streamlining payroll processing, and maintaining legislative compliance.



Performance Foodservice

543 12th St Dr, NW
Hickory, NC 28601
Phone: (704) 607-1099

Website Hickory: <https://www.performancefoodservice.com/Our-Locations/Hickory>

Website Florence: <https://www.performancefoodservice.com/Our-Locations/Florence>

Representatives: Ada Dunn, MS, RD, LDN and Kathy Sodoma, RD, LDN

Performance Food Group (PFG) is the second largest full-line distributor in the country for everything a senior living place would need (food, supplements, beverage, small wares, plus chemical for the whole locations including foodservice, housekeeping and laundry). We have two full-time RDs to cover NC as well as sales representatives that comes into your location to help service you, our customer better. Sales representatives can come in every week and help with menu ideas, new items, help with any needs you have, etc.



PharmCareUSA

700 Pony Road, Ste A
Zebulon, NC 27597
Phone: (919) 823-4850
www.pharmcareusa.com

Representatives: Lisa Russell, Melissa Vatalaro

PharmcareUSA is a family owned and operated company who has been servicing communities for over 20 years with an emphasis on service. We understand that it is vital that your community is confident in the services and support you receive from your pharmacy. We provide the overall coverage of pharmacy services, pharmacy consulting, and technology solutions to our customers, residents, and families. PharmcareUSA is committed to maintaining the personal and consistent service of an independent pharmacy, while implementing medication management systems and resources found in larger clinical pharmacy practices.



Prime Labs LLC

11762 S State Street, Suite 355
Draper, UT 84020
Phone: (385) 645-7400 Lab/office
www.primelabsut.com

Representatives: Rich Jarman, Vice President of Sales/Marketing Phone: 801-564-4472 cell

Prime Labs is located in Draper, UT servicing organizations locally, regionally and on a national level. We currently specialize in infectious disease using our custom PCR panels that help bridge the gap between facilities/mobile providers/ HH&H. Our process empowers and streamlines facilities and providers for faster, more accurate results keeping patients healthier and happier inside their communities.

The following programs are going live in 2022:

- Pharmacogenetics Sept 2022
- Medication Adherence Q4 of 2022

Prime Labs listens to our clients and is largely the reason behind the above programs rolling out in 2022.



QMX Mobile Health

330 Healy Drive, Suite 100
Winston-Salem, NC 27103
Phone: (800) 243-9976
www.qmxmobilehealth.com

Representatives: Megan Knowles, Mitch Semones

QMX provides on-site imaging and diagnostic services, 24 hours a day (digital x-ray and ultrasound, EKG, bone density studies, holter monitor studies, pacemaker checks, endoscopy studies, PICC line insertion, sleep studies, ABIs).



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RenCare Consulting Inc.

PO Box 471
Newland, NC 28657
Phone: (855) 677-1188
Fax: (855) 677-1189
www.rencareconsulting.com



Representatives: Lauren Reavis-Ware, Karen Boyles, Megan Charde

RenCare Consulting's Mission is to help Senior living Communities throughout the state of North Carolina achieve four stars in their assessments. RenCare helps train and audit so facilities can stay deficiency-free and focus on extraordinary care.

Restorative Medical

2554 Lewisville-Clemmons Rd. Ste.301
Clemmons, N.C. 27012
Phone: (336) 893-6577
Fax: (888) 626-0644



Representatives: Kathy Briggs, Tara Greene, Andy Snow

Restorative Medical is an accredited medical supply company dedicated to serving North Carolina long term care facilities. We pride ourselves on superior customer service and quality products for the recipients we serve. We specialize in a full spectrum of supplies for assisted living which includes but not limited to incontinence supplies, wheelchairs and wheelchair accessories, diabetic shoes, continuous glucose monitoring, braces and much more.

RestorePro Reconstruction

14200 S. Lakes Drive
Charlotte, NC 28273
Phone: (866) 852-6556
www.trustrestorepro.com



Representatives: Brian Charlebois, Katelyn Spicer, Liane Wall

RestorePro Reconstruction is a premier fire, storm, mold, trauma water damage restoration company with offices in NC, SC, and TN. Known as one of the highest-rated commercial and residential restoration companies in the Southeast, we pride ourselves on being a people-first company that provides support, compassion, and determination to serve our clients in their darkest hours.

As one of the highest-rated commercial restoration companies in the nation, we understand the devastating effects a fire, water damage, toxic mold, or storm damage can have on the livelihood of you and your employees. Our dedicated and locally dispatched teams will work tirelessly to ensure your business receives the restoration services it requires so work can resume as quickly as possible.

SembraCare

4000 Blue Ridge Road
Raleigh NC 27612
Phone: (866) 861-4120
www.sembraicare.com



Representatives: Brooke Baragona, Richard Rutherford, Cara Rebackoff, Kathryn Bunn, David White, Rob Rauth, Luanne Weeks

The root word SEMBRA in our company name means "to plant a seed" and evokes images of our foundational goal: our system will provide your home healthcare business with the management tools it needs to grow and prosper.

Senior Housing Services, Inc.

338 S. Sharon Amity Road
Charlotte, NC 28211
Phone: (704) 641-1469
www.seniorhousingservices.com



Representatives: Dan Owens

Dan Owens is the founding principal of Senior Housing Services, LLC. His 30-years of experience in the senior housing and care industry gives SHS a unique insight into valuation, brokerage contacts and potential buy-sell opportunities/options. SHS was founded on helping every client achieve success no matter the size or scope of the deal.

When you engage Senior Housing Services LLC, you should feel comfortable knowing that the firm utilizes an old-fashioned game plan:

1. Listen, Research and Learn all the Facts;
2. Investigate all Options and Consider Solutions;
3. Work Hard and Always Work with Utmost Integrity;
4. Always Remember that the Best Deals Come From a "Win-Win" Solution.

THANKS TO OUR 2022 EXHIBITORS AND SPONSORS FOR YOUR CONTINUED SUPPORT!

Senior Living Guide (The)

Fairfax Publishing LLC
PO Box 1622
Sterling, VA 20167
Phone: (919) 821-1220
Fax: (919) 821-6800



Representatives: Karen Cassidy, General Manager and Christina Rohr, Sr. Director of Media Sales

Senior Living Guide is a statewide publication with monthly distribution in retail locations throughout North Carolina, which include Harris Teeters and Food Lions. We also publish guides in VA, SC and Florida. Our statewide publication and our website, SeniorLivingGuide.com, provide our readers with a directory of real estate options, home health and other services designed to meet the needs of our growing senior population. Additionally, Senior Living Guide.com has launched a senior focused podcast station with experts who offer advice and expertise on a variety of topics providing important information for both caregivers and seniors alike. These are readily available on Spotify, Google podcast, Apple or anywhere you may listen to podcasts.

Servpro Team Stevens

PO Box 97007 Raleigh, North Carolina 27624
Phone: (919) 790-1222
www.servpronorthraleigh.com



Representatives: Tim Stevens, Joon "Juno" Noh

SERVPRO of North Raleigh / Wake Forest is locally owned and operated by Tim and Stefania Stevens. Our teams are ready for disasters whenever and wherever they might strike. We have the personnel and resources to handle disasters from the campuses of local colleges and universities through the bustling residential areas and commercial districts of Greater Raleigh and the Research Triangle. Our warehouse is stocked with industry-leading recovery equipment, and our technicians continually train to sharpen their skills.

ShiftKey

5521 N. O'Connor Blvd., Suite 1400
Irving, TX 75039
Phone: (707) 972-7180
www.ShiftKey.com



Representatives: Caleb Donegan

Founded in 2016, Dallas, TX based ShiftKey is a platform that is disrupting the way healthcare facilities typically find licensed and certified professionals to fill available shifts. Leveraging marketplace dynamics and deep industry knowledge, the company is playing a vital role in mitigating America's healthcare staffing shortages, enabling direct connections between facilities and healthcare professionals. By offering the opportunity to work as much or as little as they choose and putting the power back into the hands of healthcare workers, ShiftKey is bringing more licensed professionals back into the workforce, a solution that is solving a major crisis in healthcare. Since its inception, healthcare facilities have posted more than 35 million hours of shifts on ShiftKey, interacting with hundreds of thousands of professionals looking for flexible work. For more information, visit www.ShiftKey.com

Signal Technologies

111 Centrum Drive
Irmo, SC 29063
Phone: (800) 538-7349
www.signal-technologies.com



Representatives: Joel Merritt, Shawn Crews

Signal Technologies was founded in 1992 and has grown into one of the Southeast's leading providers of high tech, state-of-art security solutions for a wide range of facilities, including long-term care facilities, hospitals, and schools. At Signal Technologies, we are not just a security systems vendor, we treat our customers as partners, working together with them to design and implement effective solutions that provide maximum return on investment. Our customers include hospitals, schools, long-term care facilities, nursing facilities, and more. We provide access control and wander control systems that protect both people and assets, keeping out partners' facilities safe. Our knowledgeable team can help ensure that your facility's security system is in compliance with federal, state and local regulations, and our systems come complete with up-to-date reporting capabilities that empower both management and staff.

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Smith Anderson Law Firm

Wells Fargo Capitol Center
150 Fayetteville Street, Suite 2300
Raleigh, NC 27601
Phone: (919) 821-1220
Fax: (919)-821-6800
www.smithlaw.com



Representatives: Jim Wrenn

Our Government Relations team offers the seasoned counsel of some of North Carolina's "Most Influential Lobbyists," complemented by the support of experienced consulting professionals. In August 2020, Smith Anderson was named a top five lobbying firm by the North State Journal. With decades of strategic advocacy success on a broad array of political, legislative, regulatory, administrative, and legal issues – including extensive political campaign experience – our bipartisan team of lawyers maintains strong relationships throughout North Carolina's state government and in many of our cities and counties. Additionally, we offer robust statewide media relations consulting, skilled association management and keen public grassroots outreach capabilities.

Southern Pharmacy Services

4459 Tarheel Drive
Pink Hill, NC 28572
Phone: (252) 568-9945
(866) 768-8479
www.southernrx.com



Representatives: Sarah Lynch, Marybeth Terry

Southern Pharmacy Services is a full-service long-term care pharmacy with two locations in North Carolina allowing us to service facilities throughout the entire state. We pride ourselves in our old-fashioned values and innovative ideas. Our commitment to our core values of customer service, teamwork and honesty ensures our quality service.

The Cranford Agency

1157 S. Cox Street
Asheboro, NC 27203
Phone: (336) 629-9100
www.cranfordagency.com



Representatives: Ann Cranford, Amy Perkins, Tommy Cranford

The Cranford Agency is a longtime faithful friend and member of NCSLA. We have been instrumental in assisting NCSLA in researching solutions for the insurance crisis.

The Cranford Agency is a specialist in insuring LTC facilities with tailor-made programs including property, professional liability, automobile, workers compensation, umbrella, group health and life. The Cranford Agency offers the most comprehensive programs available and service with a personal touch.

Warden Enterprise

1013 Warden Drive
P.O. Box 746
Yadkinville, NC, 27055
Phone: (336) 849-8034
www.wardenenterprise.com



Representatives: Darrin Carpenter, James Warden

Warden Enterprise is a full-service electrical contractor and systems integrator. We specialize in design build and retrofit applications for the senior living marketplace. Our many years of experience with fire alarm, nurse call, wireless nurse call, mag-locks, access control and CCTV systems allow us to tailor a solution designed to meet the needs of your community and staff.

THANKS TO OUR 2022 EXHIBITORS AND SPONSORS FOR YOUR CONTINUED SUPPORT!

WellCare Health Plans

P.O. Box 31370

Tampa, FL 33631

Phone: (866) 799-5318 (TTY: 711)

www.wellcare.com/North-Carolina



Representatives: Sarah Hooks, Provider Relations

Olyndria Branche, Supervisor, Provider Relations

WellCare Health Plans, Inc. is an American health insurance company that provides managed care services primarily through Medicaid, Medicare Advantage and Medicare Prescription Drug plans for members across the United States. WellCare began operations in 1985.

WinCare Inc.

1558 S. Winstead Avenue

Rocky Mount, North Carolina 27803

Phone: (800) 850-0483

www.wincareinc.com



Representatives: Summer Parker, Amy Ruddick

WinCare, Inc. is a Durable Medical Equipment company servicing the state of North Carolina. We want to partner with you to provide your Medicaid and/or private pay residents with high quality incontinence supplies delivered direct to your facility. WinCare, Inc. is always looking to serve Assisted Living Facilities in North Carolina.



Thank you for attending our 61st Annual NCSLA Convention & Trade Show!

We look forward to seeing you next year!



LONNIE POOLE
GOLF COURSE



April 18-19, 2023 in Raleigh

**NCSLA Spring Conference
& Golf Tournament**

September 12-15, 2023

**62nd Annual NCSLA Fall
Convention & Trade Show**

**Embassy Suites by Hilton
Charlotte/Concord**

**5400 John Q Hammons Dr NW
Concord, NC**

