nhArch
New Hampshire Association of Residential Care Homes

36TH ANNUAL

Fall Convention & Expo

October 13-14, 2026

DoubleTree by Hilton Concord
172 North Main Street, Concord, NH



NHARCH.ORG

36TH ANNUAL FALL CONVENTION & EXPO

OCTOBER 13 & 14, 2026

ATTEND ONE OR BOTH DAYS—REGISTER BY OCTOBER 2!

- Earn six contact hours each day (a total of 12 for the entire convention)
- Take home useful information and ideas to help you remain in compliance as a provider as you care for your residents and as an employer seeking to retain a great team.
- Meet with vendors to learn about the latest products and services and to seek solutions for the challenges unique to your community
- Network with other assisted living professionals and regulators

HELP PROMOTE YOUR COMMUNITY AND PARTICIPATE IN OUR RAFFLES AND 50/50 CASH PRIZE!

Bring along a gift to be raffled off. This may be something personalized with your facility name or any gift at all—practical, useful, beautiful, or humorous. Be creative and use your imagination. Your facility will receive recognition for the donation. Raffle tickets will now be sold at a special raffle table and purchasers will get to chose which items they vie for during the drawings.

When registering, indicate a donation of a raffle item.

DO YOU NEED AN OVERNIGHT GUEST ROOM?

A limited number of guest rooms have been reserved at the DoubleTree by Hilton Concord at the special group rate of $169 single/double plus tax. To secure this rate, use the following booking link:

https://tinyurl.com/NHARCH-2026

The hotel tends to sell out quickly during this time of year, so don't delay making your reservation.

REGISTRATION:

REGISTER ONLINE AT NHARCH.ORG.

Early-Bird Rates Apply if Registered by October 3.

NHARCH Members:	1 day – $175	2 days – $290
Non-members:	1 day – $250	2 days – $425

Cancellation Policy: Cancellations made at least 72 hours in advance of the event will qualify for a full refund minus a $25 administrative fee. "No shows" and those who fail to cancel 72 hours in advance of the event will be billed and held responsible for payment. (Substitutions are welcome but advance notice is appreciated!)

7:30-8:30 AM

CHECK-IN AND EXHIBIT HALL OPEN WITH CONTINENTAL BREAKFAST, PURCHASE RAFFLE TICKETS

8:30-9:00 AM

WELCOME AND VENDOR INTRODUCTIONS

Wendy Switzer, The Inn at Edgewood, and NHARCH Board Member

9:00-10:00 AM

NHARCH - WHERE WE ARE AND WHERE WE'RE GOING; NHARCH BOARD INTRODUCTIONS AND COMMITTEE CHAIR UPDATES; LEGISLATIVE UPDATE

Sara Nadeau, Carriage Hill Assisted Living, NHARCH President; NHARCH Board/Committee Chairs; Jessica Eskeland, Dennehy & Bouley

Learn about the exciting changes NHARCH has in store for our valued members!

10:00-10:15 AM

REFRESHMENT BREAK WITH VENDORS – SIGN UP FOR VENDOR RAFFLES AND PURCHASE NHARCH RAFFLE TICKETS!

10:15 AM-11:15 AM

UPDATE FROM LIFE SAFETY AND CLINICAL SURVEY TEAMS

Hear an update from the Bureau and learn about some of the more common trends they are noting during life safety and clinical surveys. They are here to help and they welcome your questions and they want to learn about your challenges and issues you've experienced during surveys.

> ***Kelly Keefe, RN:*** *Kelly is the Clinical Licensing Supervisor in the Bureau of Licensing and Certification. She joined the department in her role in early 2019. Kelly is a registered nurse with 17 years clinical experience in a hospital-based setting. She worked most recently in primary care with a particular interest in geriatrics. She was born and raised in NH and received her Bachelor's Degree from Plymouth State College and her nursing degree from NHTI.*
>
> ***Kevin Schofield:*** *Kevin is a former US Marine and from February 1990 through June 2021 worked in Several Health Care Facilities in varying roles as NH as Director of Maintenance, Environmental Services, Life Safety and as a Food Service Director. He is a certified Dive Master for Scuba diving and has taken FEMA courses, Boiler Courses, ARCH Flash courses and HAZMAT. He is currently attending the Fire Academy to become a fire inspector. Kevin has been through several major disasters Hurricanes Katrina and Sandy.*
>
> ***Spencer Grant:*** *After high school Spencer attended a trade school in New Jersey for Marine Construction. There he became a certified commercial diver and entered the work force. He worked in marine construction as a diver for a little over 10years mainly in the New England area. He then switched gears into facility maintenance/construction where he performed a variety of services for*

different types of commercial facilities. In 2019, he took on the position of Director of Maintenance for a new 112 bed assisted living facility, a position he held for a little over three years. That, coupled with his experience, led him to the position he currently holds within DHHS as a Building Inspector.

Paulette Beyer, RN Surveyor: *Paulette has been an RN for 45 years, practicing in New Jersey, New York and now New Hampshire. She has worked almost all of her career in long term care, holding positions from staff nurse to Director of Nursing. Each position she has held has given her great experience that helps her better serve the citizens of NH.*

Tracey Hamlin-Landry, Licensing & Evaluation Coordinator: *Many of you know Tracey Hamlin-Landry from her 17 years in Assisted Living and the initiation of the Healthcare Network in Southern New Hampshire. Tracey grew up in Berlin, NH and was educated at Westbrook College, Portland, Maine, and the College for Lifelong Learning, now Granite State College. She worked for many years for the University of New Hampshire, New England Center as their Business Development Director prior to beginning her career in assisted living. Prior to state service, she worked for both Benchmark Senior Living and Kaplan Development Group as Director of Sales, Regional Director of Sales, and Executive Director.*

Brian Newberry, MA, LCMHC, CAGCS Compliance Officer, DHHS: *Brian has worked in the behavioral health field for 30 years and has been a licensed clinical mental health counselor for 22 years. He is a Certified Advance Grief Counseling Specialist and has experience with families and older adults with focus on anxiety, mood, grief and end-of-life issues. He is a graduate clinical mental health faculty for Bellevue University and an adjunct faculty for New England College. He is also experienced as volunteer with a therapy dog and is an official for college and high school track and field.*

11:15-11:45 AM

CALMA OVERVIEW AND UPDATES

Sara Nadeau, Carriage Hill Assisted Living and NHARCH President & Meghan Cook, Rivermead and NHARCH Vice President

House Bill 1585, the New Hampshire Certified Assisted Living Medication Aide (CALMA) bill was signed into law in August 2024. Where does it stand today?

11:45 AM-12:00 PM

AWARD TO ASSISTED LIVING EMPLOYEE OF THE YEAR

Wendy Switzer, NHARCH Board Member

It is our pleasure to recognize this year's Assisted Living Employee of the Year. This award honors an exceptional individual who consistently goes above and beyond to support residents, families, and colleagues. Through their compassion, dedication, and commitment to providing outstanding care, they truly represent the very best of assisted living. Please join us in congratulating our 2026 Employee of the Year!

12:00-1:00 PM

LUNCH/ANNUAL MEETING

1:00-2:00 PM

CITIZEN RESPONSE TO ACTIVE SHOOTER EVENT (C.R.A.S.E.)

Sergeant Gerard Ditolla, NH State Police

The Civilian Response to Active Shooter Events (CRASE) course, designed and built on the Avoid, Deny, Defend (ADD) strategy developed by ALERRT in 2004, provides strategies, guidance, and a proven plan for surviving an active shooter event. Topics include the history and prevalence of active shooter events, civilian response options, and medical considerations.

Sgt. Gerard Ditolla is a 21-year veteran of the New Hampshire State Police. He currently serves as the Commander of the New Hampshire State Police SWAT Unit and as a supervisor within the State Police Training Section. With extensive experience responding to hundreds of critical incidents across the state, Sgt. Ditolla offers a deep operational understanding of active threat environments. He has provided comprehensive instruction to both law enforcement personnel and civilian audiences on active shooter and active threat response. His expertise supports a practical, informed approach to enhancing civilian preparedness during active shooter events.



2:00-3:00 PM

REFRAMING SEXUALITY IN LONG-TERM CARE: FROM DISCOMFORT TO CONFIDENCE

Natahalie Huitema, PhD

Older adults in long-term care continue to experience desires for intimacy, connection, and sexual expression, and supporting that is simply part of good care. In this presentation, we take an honest look at what sexuality actually looks like in care facilities, where it shows up, what staff feel when they encounter it, and what tends to get in the way of responding well. We will explore the biases and misconceptions that drive a lot of those responses, look at how the legal and medical systems add complexity, and then do something that might surprise you: start with consent. Because when you put consent at the center of the conversation first, a lot of what seemed complicated suddenly becomes a lot clearer. We will work through practical examples together and you will leave with a clearer way of thinking about these situations and hopefully a little more confidence the next time one comes up.

Dr. Nathalie Huitema is a registered clinical sexologist, certified AASECT sex educator, and sex therapist specializing in sexuality and aging. She holds a Ph.D. in Human Sexuality, where her research focused on sexual consent in people with dementia, and a master's degree in gerontopsychology. With over 15 years of experience in Dutch long-term care, she has developed training programs, published widely, and presented at national and international conferences. Nathalie also serves as an adjunct lecturer in the Human Sexuality program at the California Institute of Integral Studies. Her work centers on dignity, autonomy, and sexual well-being across the lifespan.



3:00-3:15 PM

BREAK WITH VENDORS

3:15-4:15 PM

AI FOR HEALTHCARE: ADOPTING THROUGH LEGAL, TECHNOLOGICAL AND OPERATIONALLY SOUND STRATEGIES

Cameron G. Shilling, Esq., McLane Middleton

Just like computers, email, and the Internet, residential care providers can, will, and must (to be competitive) embrace AI in your operations. While AI is sometimes analogized to the Wild West, your adoption of it should be neither unplanned nor unstructured, particularly since residential care providers handle sensitive health information. HIPAA, other privacy and cybersecurity laws, as well as existing and emerging domestic and foreign AI laws all coalesce to create an emerging body of principles and rules for the use of AI by residential care providers. Likewise, lawyers, businesses, and industry associations are creating a set of best-practices to implement AI. This presentation will address legally, technologically, and operationally sound strategies for you to investigate, test and prototype, integrate, and capitalize on the power of AI.

Cam Shilling *founded McLane Middleton's Cybersecurity Group in 2009. His expertise includes managing information privacy, security and AI assessments under domestic and international laws and regulations, preparing and implementing written policies, delivering workforce trainings, addressing day-to-day cybersecurity, privacy and AI issues, investigating and remediating incidents and breaches, and defending against governmental audits and consumer and class action lawsuits.*



7:30-8:30 AM

REGISTRATION/CHECK-IN AND EXHIBIT HALL OPEN WITH CONTINENTAL BREAKFAST, PURCHASE RAFFLE TICKETS

8:30-8:45 AM

WELCOME AND PROGRAM INTRODUCTION

Wendy Switzer, The Inn at Edgewood, NHARCH Board Member

8:45-9:45 AM

BEHAVIORAL HEALTH CHALLENGES IN ASSISTED LIVING FACILITIES: A PREVENTATIVE AND PERSONALIZED APPROACH FOR COMPLEX RESIDENTS

Dr. Jwalant Vadalia, MD, Generations Geriatric Mental Health & Dr. Akash Vadalia, DO MPH

Long term care facilities house residents from a wide spectrum of cultural and ethnic backgrounds, life experiences, careers, and medical history, including various severities of a major neurocognitive disorder. Behavioral and psychological symptoms of dementia (BPSD) and other long standing psychiatric diagnoses with active symptomatology can utilize a high number of resources for any facility. In addition to that, other personality-based traits alongside the aforementioned concerns may create untenable situations for staff and other residents. Creating personalized behavioral plans, appropriate staff training, and geriatric psychiatric services in coordination with each other can improve the disposition and prognosis for these residents and their loved ones. Maintaining a preventative approach by evaluating residents on admission for any underlying psychiatric or neurocognitive changes can help to create personalized, swift response to new-onset symptoms or behavioral changes before they become emergencies. This presentation will highlight these concerns as well as the importance of geriatric mental health for individuals throughout their journey at the assisted living facility through a time of change and uncertainty for these residents.



***Dr. Jwalant Vadalia**, the founder and President of Generations Geriatric Mental Health, arrived in Manchester in 1994 with a vision – to improve the quality of life of older adults. He attended medical school at Shree M.P. Shah Medical College at Jamnagar, India. He then completed a residency in psychiatry at Mt. Sinai Medical School in 1992, completed a psychiatric residency with elective in geriatric psychiatry at Long Island Jewish Medical Center in 1993, and then completed a Senior Fellowship in Geriatric Psychiatry there, as well, in 1994. He is board certified in Psychiatry by the American Board of Psychiatry and Neurology. Prior to moving to Manchester, he practiced at the Jersey City Medical Center, Brunswick Medical Center, and Hebrew Home for the Aged at Riverdale.*



***Dr. Akash Vadalia, DO, MH,** is a board-certified geriatric psychiatrist with Generations Geriatric Mental Health. Since joining the practice in 2022, he has managed Geropsychiatric Services at Elliot Health System, provided geropsychiatric care at a variety of long term care facilities in NH, and continued the multidisciplinary model of comprehensive care started by his father. Dr. Akash Vadalia has started his young career focusing on improving care for older adults living with neurocognitive disorder and comorbid mental health concerns. He has continued the patient-centered approach*

started over 30 years ago to prioritize both patients and their families to help plan for a safe, comprehensive, and individualized care plan for both the short-term and long term. He has also started to take the role of an educator since graduating, and continuing the tradition of mentoring that his father has been providing to other physicians, physician assistants, nurse practitioners as well as staff at long term care communities.

9:45-10:00 AM

REFRESHMENT BREAK WITH VENDORS – SIGN UP FOR VENDOR RAFFLES AND PURCHASE NHARCH RAFFLE TICKETS

10:00-11:00 AM

CREATING INCLUSIVE COMMUNITIES: RESIDENTIAL

Alex Kent, MPA, SAGECare

This updated and dynamic training equips participants with the tools and insights needed to provide inclusive, affirming care for LGBTQ+ older adults in a congregate care setting. Attendees will:

1. Master key terminology such as Lesbian, Gay, Bisexual, Transgender, and more, to foster respectful communication.
2. Explore real-life case studies and video narratives that highlight the lived experiences of LGBTQ+ elders post-COVID —building empathy and understanding for current community experiences.
3. Uncover the reasons some LGBTQ+ older adults may not feel safe coming out and learn how to create environments that encourage authenticity.
4. Understand the various rights and protections extended to LGBTQ+ older adults in congregate care within the context of our current political climate.
5. Apply best practices immediately to enhance service delivery and organizational culture



***Alex Kent** has been working with and advocating for lesbian, gay, bisexual and transgender older adults for the past 15 years. She has held a variety of roles with SAGE, the country's largest and oldest organization dedicated to improving the lives of LGBTQ+ older adults, including direct service and programming in New York City, program replication and community engagement in Baltimore, extensive work around LGBTQ+ caregiving with SAGE's National Resource Center, and as a Certified Trainer since the inception of SAGECare.*

Alex holds an MPA in Nonprofit Management from New York University's Wagner School of Public Service and lives with her wife and son in Columbia, Maryland.

11:00 AM-12:00 PM

YOU ARE IN THE DRIVERS SEAT: TAKE OWNERSHIP OF YOUR LIFE, CHOICES, AND FUTURE

Leslie Sturgeon, Women Inspiring Women

Life can sometimes feel like a never-ending cycle of responsibilities, obligations, and demands

from everyone around us. Before we know it, we're reacting instead of choosing, saying yes when we want to say no, and wondering where our time, energy, and joy have gone.

In this engaging and empowering presentation, Leslie challenges attendees to reclaim the driver's seat of their lives. Through personal stories, practical insights, humor, and honest reflection, participants will discover how small choices can create powerful shifts in their relationships, priorities, mindset, and future.

Participants will:

1. Learn how to make intentional choices instead of living on autopilot
2. Set healthier boundaries without guilt
3. Gain clarity about what deserves their time and energy
4. Develop greater confidence in using their voice
5. Leave feeling empowered to create a life that reflects their values and priorities.

> *Entrepreneur, speaker, community builder and founder of Women Inspiring Women, Leslie Sturgeon has spent nearly four decades helping individuals and organizations navigate change, embrace possibility, and create lives and careers that align with what matters most. Through storytelling, humor, and practical insights, she inspires audiences to lead with purpose, live with intention, and thrive through every season of life.*



12:00-1:00 PM

BUFFET LUNCHEON AND ANNUAL MEETING

1:00-2:00 PM

WHEN A RESIDENT GOES MISSING: FROM ELOPEMENT TO SEARCH & RESCUE

New Hampshire Fish & Game



Join New Hampshire Fish & Game for an informative presentation on elopement and wandering from assisted living facilities. Learn how Fish & Game responds when a vulnerable resident goes missing, the importance of quick action and preparedness, and how facilities can work effectively with search and rescue personnel. Attendees will also have the opportunity to meet one of Fish & Game's tracking dogs and learn firsthand how these highly trained K-9s assist in locating missing individuals.

2:00-3:00 PM

PALLIATIVE CARE, HOSPICE, AND HOW YOUR RESIDENTS CAN BENEFIT

Dr. Sarah MacDuffie & Jeffrey Mitchell, Wentworth Douglas Hospital

Palliative care is often misunderstood as equal to hospice. We will differentiate the two services, discuss their roles in patient care, and explain the value of a champion in the building and an alliance with your community resources.



Sarah MacDuffie, DO, *has been a physician with Wentworth Douglass Hospital Supportive and Palliative Care since 2017, primarily in the inpatient setting. She has also established a collaboration with the Heart Failure Clinic for outpatient visits, and is the Chair of the hospital Bioethics Advisory Committee. A graduate of the University of New England College of Osteopathic Medicine, Sarah completed her family medicine residency at the University of Massachusetts and has been working on the seacoast for over 30 years. During that time her roles have included family physician, hospice medical director, director of Palliative Care at Portsmouth Regional Hospital, and the medical director at The Edgewood Centre.*



Jeff Mitchell *graduated as a Registered Nurse in 2015, after a widely varied 35 year career in Manufacturing and Project Management. He began his nursing journey by serving for 3 years as an LNA, working with Memory Care residents at Bellamy and Watson Fields Assisted Living Communities in Dover, NH. Upon licensure as an RN, he continued serving these same communities for an additional 2 years. Jeff looks back on his time in these Assisted Living settings as the most fun he has ever had in a "work" environment. Jeff subsequently served Cornerstone VNA and Hospice for 8 years as a Hospice RN Case Manager, Community Hospice Liaison and Interim Hospice Director. He currently works in his dream job as a Goals of Care RN with Case Management at Wentworth Douglass Hospital in Dover. This vocation involves working with families for Hospice and Palliative informational meetings, helping them to discern goals of care and assisting with discharge planning. In his spare time, Jeff performs as a professional pianist/entertainer at The Front Porch Piano Bar and Restaurant in Ogunquit, ME, and as an accompanist for local churches and musical events.*

3:00-3:15 PM

REFRESHMENT BREAK AND VISTING WITH VENDORS

3:15-4:15 PM

PREVENTING DIVERSION AT RESIDENTIAL CARE FACILITIES, A DEA PERSPECTIVE

Frank Borelli, DEA, US Dept. of Justice & Anthony Linardos, President & CEO, Mill City Pharmacy

Danger Ahead!

- Paperwork and People
- Basics of DEA Requirements and How this Relates to Residential Care Facilities
- Common Mistakes and Best Practices
- When DEA Knocks
- Resources To Help You Succeed
- Diversion from the Pharmacist's Perspectiven



Frank Borelli *joined the Drug Enforcement Administration (DEA) in early 2019 after a ten-year career as a police officer and deputy sheriff in Virginia. Frank was assigned to the Manchester District Office of the New England Field Division where he has served as a Diversion Investigator for the past seven years.*

During his tenure at the DEA, Frank has been a co-agent or lead in numerous investigations; the most notable involving a $2 million settlement with a NH hospital in 2023 to resolve recordkeeping violations and drug diversion. In 2024, Frank led an investigation at another hospital in NH which led to the arrest and conviction of a nurse anesthetist for the diversion and tampering of patient syringes. This investigation netted a $300,000 civil settlement for recordkeeping violations.

In May of 2026 Frank was promoted to Diversion Group Supervisor of the Manchester District Office.



***Anthony C. Linardos, R.Ph., MBA,** is the Owner of Mill City LTC Pharmacy, an independent, pharmacist-owned long-term care pharmacy serving Assisted Living Communities throughout New Hampshire.*

Anthony brings nearly 30 years of experience as a licensed pharmacist, with extensive expertise in long-term care pharmacy operations and administration. Prior to establishing Mill City LTC Pharmacy, he served in leadership roles as General Manager of both Omnicare and Northeast Pharmacy Services, where he developed significant experience in pharmacy management, long-term care operations, and the delivery of pharmacy services to senior living communities.

In addition to his professional responsibilities, Anthony serves as a member of the New Hampshire Board of Nursing Home Administrators, where he contributes his experience and perspective to the advancement and oversight of long-term care communities in New Hampshire.

Throughout his career, Anthony has remained committed to supporting senior living communities and their resident through strong leadership, clinical expertise, and a focus on quality long-term care services.

4:15 PM

WRAP UP AND ADJOURNMENT