



**14th Annual AHMA – PSW Nevada Conference
September 25, 2024**

	Envoy	Ambassador	Consul
8:00 am – 8:30 am	Registration / Continental Breakfast		
8:30 am - 8:55 am	General Session – Welcome / Board Members / Salon G		
Session I 9:00 am - 10:15 am	Tax Credits Angela Cisneros	Safety in The Workplace Scott Ployer	Customer Service Rules Berta Montoya
10:15 am – 10:30 am	Break		
Session II 10:30 am – 11:45 am	Tax Credits Angela Cisneros	Time Management for Maintenance Scott Ployer	Calming the Storm: Strategies for Diffusing Challenging Situations in Housing Berta Montoya
11:45 am - 12:45 pm	Lunch		
Session III 12:45 pm – 2:00 pm	HOTMA Robin Fox	Emergency Action Planning & Crisis Management Scott Ployer	Understand Alzheimer's and Dementia Alzheimer's Association
2:00 pm – 2:15 pm	Break		
Session IV 2:15 pm – 3:30 pm	HOTMA Robin Fox	Slips, Trips and Falls and How to Prevent Them Scott Ployer	Communicating Effectively Alzheimer's Association
3:30 pm – 4:30 pm	Wrap-up Session Closing Remarks		