



FCOA Conference Frequently Asked Questions (FAQ)

Q. Where is the FCOA Conference held?

A. The FCOA Conference 2017 will be held August 28 – 30, 2017 at the Caribe Royale Hotel, 8101 World Center Dr, Orlando, FL. The Registration Desk will be located in the Conference Center near Caribbean Ballroom V. Enter the Conference Center via the covered walkway at the porte cochere (covered entrance). The desk will be to your right. All attendees and exhibitors will check in here.

Q. What does the FCOA Conference Full Conference Registration Fee Include?

A. Your registration fee includes the following: three days of workshops, Monday Opening Session, Monday Exhibit Hall Opening Reception, Tuesday Continental Breakfast, Exhibit Hall, Tuesday Plenary Session, Quality Senior Living Awards Luncheon, Closing Reception in the Exhibit Hall, Hospitality Suite and Wednesday Closing Luncheon. (Pre-Conference Intensives are a separate fee. See Registration information for Intensive topics, times and fees.)

Q. What are Pre-Conference Intensives?

A. Pre-Conference Intensives are multi-hour trainings that are developed by FCOA partners and take place on Monday morning prior to the Opening Session. All Intensives are over by 12PM. The Intensives are not part of the Conference Registration fee. Separate fees apply and are determined by partner organizations. FCOA is the administrator and will collect fees and registrations for all Pre-Conference Intensives on behalf of partners. If fewer than 15 people register for an intensive the planning partner may elect to cancel the session. Please register early!

Q. How do I earn continuing education units?

A. You may sign up in advance when you register for the Conference or you can sign up on site. To cover the costs charged by certifying agencies there is a \$40 fee. If you register for continuing education you will receive a certificate after your education information has been recorded with the certifying agencies. To receive your credits, we MUST have your license number, class verification form (pick up and return at the conference registration desk) and appropriate fees prior to September 9, 2017. Not all workshops will be approved for credit, review the class verification sheet to see what sessions qualify for credit. Continuing Education Credit are available for the following Florida Boards pending approval.

- Nursing
- Dentistry
- Pharmacy
- Psychology
- Respiratory Care
- Occupational Therapy
- Nursing Home Administration
- Clinical Social Work, Marriage and Family Therapy and Mental Health Counseling
- Dietetics and Nutrition
- Guardianship

Q. What will I find in the Exhibit Hall (Trade Show)?

A. This is a premier industry event that will showcase informational booths, products and services aimed at agencies and companies that work with older adults. Please visit all the display booths to find out how these Exhibitors can bring value to your agency/company, your employees and to the people you serve.

Q. I am an Exhibitor. Can I select my booth?

A. Exhibitors who register and pay prior to December 31, 2016 have the unique opportunity to select their booth for the 2017 Conference. After that date the staff at FCOA will select the booth numbers for all exhibitors. Exhibitors will be notified of their booth placement by July 28, 2017. Exhibitors who are also sponsors, as well as repeat exhibitors will be selected to receive special placement in the exhibit hall. We make every effort to select booth spaces where a company is not placed near a competitor AND we arrange the hall in a way that traffic is equal for all exhibitors - no dark lonely corners!

Q. What are the Exhibit Hall (Trade Show) hours?

A. The Hall is open on Monday from 5:00 PM - 7:00 PM; Tuesday from 7:30 AM - 8:30 AM; 10:00 AM - 10:30 AM and 3:15 PM - 4:15 PM. We have limited the hours in the Hall so attendees do not find visiting the Hall in conflict with any other events happening at the Conference. Exhibitors are strongly encouraged to attend workshops and the Luncheon on Tuesday as this is a great opportunity to network. When the Hall is not open, the doors will be locked to secure belongings. Exhibitors are welcome to stay in the Hall, but we request any appointments Exhibitors have scheduled, when the Hall is closed, take place in somewhere other than the Hall.

Q. Can I (or a family member) just attend the Exhibit Hall (Trade Show)?

A. Yes, but you must purchase a ticket for entry. If you would like a friend or family member to attend with you, call 850-222-8877 or email moreinfo@fcoa.org to get information about registering for only the exhibit hall. There is a fee for entry because we are serving food in the hall (and drinks on Monday). The cost of serving food & beverages is factored into the conference registration fees so if you registered for the full conference you do not have to pay a separate fee to enter the hall. Monday single day registrations are welcome in the exhibit hall on Monday and Tuesday single day registrations are welcome in the exhibit hall on Tuesday. Badges will be checked at the door.

Q. I don't know if I am an FCOA or FASP member? How do I find out?

A. You can call 850-222-8877 to see if you or your organization is a member.

Q. How do I become an FCOA member?

A. Registration is available online or you can call 850-222-8877 and join over the phone.

Q. We have several people attending the conference. How do we register?

A. We prefer to receive a registration form from each person who will be attending. This ensures proper spelling of names, that we have contact information for the attendee and whether someone is requesting an accommodation for a disability or dietary preference. If you want to pay for multiple registrations with one check or credit card transaction, please note this in the comments section of the form. You will be redirected to Paypal, but you can close the window. Call in your credit card number to 850-222-8877 and we will process your registrations.

Q. Can I register now and pay later?

A. Yes. You can mail a check or call FCOA with a credit card number to process. All conference registrations where payment has not been received will be canceled on August 11th unless you have made special arrangements. If you cannot pay for your registration by August 11, 2017 please notify FCOA as soon as possible.

Q. When will I receive confirmation of my registration?

A. You will receive an auto-reply when you submit (we receive) your online registration form. Once we process payment, you will receive a copy of your receipt. If you do not receive your receipt or you need a copy of the FCOA W-9, call 850-222-8877 or email moreinfo@fcoa.org to request one.

Q. If I can't attend the conference, can someone go in my place?

A. Absolutely. Email us at moreinfo@fcoa.org so we can be sure to update the registration database. Don't forget to let us know if the person who is taking your place requests an accommodation for disability or if they have dietary restrictions.

Q. What is your cancellation & refund policy?

A. All cancellations must be in writing and received by mail, fax or email. If the cancellation request is received by FCOA on or before July 14, 2017 the refund will be the amount paid/due less \$30 handling fee. If the cancellation request is received by FCOA between July 14 and July 28 the refund will be the amount paid/due less a 50% handling fee. **NO REFUNDS FOR ANY CANCELLATIONS MADE AFTER JULY 28, 2017.** Registrations may be transferred to another individual for no fee. Please notify FCOA of any changes in writing at moreinfo@fcoa.org about any changes to your registration.

Q. Is there a dress code for the FCOA conference?

A. The dress code for the conference is business attire. No coat or tie needed. Be sure to wear comfortable shoes and bring a sweater or jacket since meeting rooms are often chilly.

Q. Will healthy food options be available on-site?

A. FCOA makes every effort to offer a variety of food options. However, we know that we will not meet everyone's expectations when it comes to meals and snacks. If you have strict dietary needs, consider packing your own snacks. There is a microwave and mini fridge in each sleeping room. Also, there is a deli/market in the main building where you can find a salad bar and many other meal options. If you are requesting a gluten-free, vegetarian or vegan meal please do so by August 7, 2017. The hotel makes a LIMITED NUMBER of special meals based on our counts. People requesting special meals will receive 'tickets' to display during the luncheon indicating their dietary request. For the Monday concession lunch there will be a variety of options available to meet the dietary needs of most people. Breakfast and receptions will offer a variety of options that will be labeled by the hotel for your convenience.

Q. How do I receive session handouts?

A. FCOA will request copies of the presentations from all speakers after the Conference. These presentations will be posted to the Conference page of the website. Please note that speakers are not required to provide their presentations for posting. If there is a presentation you are interested in that is not posted, email Colette Vallee at moreinfo@fcoa.org and she will put you in touch with the presenter.

For sponsor or exhibit information, please contact FCOA at (850) 222-8877 or moreinfo@fcoa.org