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Welcome to the first AONL Virtual Conference: Inspiring Leaders

In times like these, the power of connection is so important, and we are happy to bring our community together for one day of sharing with each other.

We’re excited and hope you are too. Engage with us and the rest of the AONL 2020 Virtual Conference community before, during, and after the event by connecting on AONL’s social media channels and using the hashtag #AONLVirtual Conference.

AONL 2020 Virtual Conference Access

As an AONL 2020 Virtual Conference attendee, you will enjoy the virtual experience from the comfort and convenience of your home or office.

You will able to login at the following times:

**September 23 | 4:00 – 6:00 p.m. CT**
**September 24 | 7:30 a.m. – 5:00 p.m. CT**

All times are listed in Central Time.

System Notes

To make sure your computer, internet connection, and sound are ready to go, take a moment to test your system in advance. This will tell you if you need to disable any pop-up blockers. If your browser requests to allow pop-ups for this experience, please allow. Browser requirements can be found on pg. 19. We recommend using Google Chrome or Firefox for both Windows and Mac users.

Troubleshooting

Our team is here to help and ensure you have the best possible experience during the AONL 2020 Virtual Conference.

Once logged in, if you are having a technical issue with the platform, please use the “Help” function in the top right of the site to submit your issue. This will direct your question to the IT wizards who can assist through the backend of the system.

For non-technical issues and other questions, please stop by the Ask AONL desk located under the Help tab. During non-conference hours, please contact us at aonlannualconference@aha.org for assistance.
Plan Out Your Conference Experience

Approach your virtual journey as you would map your physical experience at a live conference. Plan out your schedule and identify your main goals and top priorities.

**Block your calendar now for the keynote sessions** | **Thursday, Sept. 24**

<table>
<thead>
<tr>
<th>Time</th>
<th>Speaker</th>
<th>Title</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 - 9:45 a.m. CT</td>
<td>Rebecca Love</td>
<td>Nurse Innovation: Saving the Future of Health Care</td>
<td></td>
</tr>
<tr>
<td>2:00 - 2:45 a.m. CT</td>
<td>David R. Williams</td>
<td>How Racism Makes Us Sick</td>
<td></td>
</tr>
<tr>
<td>4:00 - 5:00 p.m. CT</td>
<td>Kevin Griffin</td>
<td>Raising Your Creativity: Think Like A Hit Songwriter</td>
<td></td>
</tr>
</tbody>
</table>

Six Steps to Success

1. **Update your profile**
2. **Build your agenda and attend sessions**
3. **Network with peers at the small group discussion tables or in the Lounge**
4. **Download resources**
5. **Visit exhibitor booths in the Partner Pavilion**
6. **Engage and win!**

Create the Atmosphere

Attending a conference, whether live or virtual, provides a much-needed change of scenery and a mindset shift. We recommend finding a new place (separate from where you are currently working) in which to attend the conference to help you think differently as well as create, craft, and design your journey.

- Find a quiet place with minimal distractions (we know this may be hard!).
- Consider using headphones or ear buds. You’ll be able to hear (and focus) a lot better on the content.
- Have something to occupy your hands (other than your phone) while you listen.
- Grab a cup of coffee or a water bottle and stay hydrated.

Are You Ready to Attend? Begin with the end in mind.

- What are my expectations for this experience?
- What project(s) do I need help with?
- What am I here to learn?
Your Profile is where you can customize your personal information, access documents, and view your communication activity.

Your profile contains your name and several other fields that you may have completed upon registering. To edit your profile, begin by clicking “Profile” on the navigation bar.

You can also upload your photo to help identify yourself during the event. Filling out your profile completely and accurately will help you network with your peers during and after the event.

The briefcase is located within your profile under the third tab. This is where you may retrieve documents and links that you have saved from breakout sessions or the partner pavilion.
The Lobby is your point of entry. From the Lobby, you can visit the main areas of the conference by clicking various locations on the Directory signage or by simply utilizing the navigation bar.

**Lobby**
You can return to the Lobby by clicking on “Lobby” on the navigation bar.

**Search**
You can use the search feature to find attendees, sponsors, presentations, documents, webcasts and links within the event.

**Directory**
The Directory will give you easy access to the Education Theaters, Resource Center, Lounge and Tech support.

AONL Virtual Conference Lobby subject to change.
The Agenda tab allows you to view the list of sessions and build your own agenda.

You can build your own agenda by clicking “ADD TO AGENDA”, which will add the session to the “MY AGENDA” tab near the top of the page. After you have added a session to your agenda, you can add it to your calendar by clicking the calendar icon.

“ON DEMAND” indicates that the session is available to view. Click this button to begin watching the session.

“Live Now” indicates that the session currently live.

For the most up-to-date schedule, please visit AONL.org/virtual/schedule.
Conference Schedule

Wednesday, September 23 | Orientation

4:00 – 6:00 p.m. CT  Early Bird Engagement
Get familiar with the platform and start making connections with attendees, poster presenters and exhibitors.

5:00 – 6:00 p.m. CT  Meet with Poster Presenters

Thursday, September 24 | Orientation

8:00 – 8:45 a.m. CT  Sunrise Vendor Sessions

9:00 – 9:45 a.m. CT  Welcome and Opening Keynote - Rebecca Love
Nurse entrepreneur, inventor and author Rebecca Love will illustrate how empowering nurses and fostering innovation, creativity and collaboration are fueling the transformation of health care.

10:00 a.m. – 1:00 p.m. CT  Partner Pavilion Open

10:30 – 11:15 a.m. CT  Breakout Sessions

11:15 – 11:30 a.m. CT  Stretch Break

11:30 a.m. – 1:00 p.m. CT  Networking Lounge, Small Group Discussions and Poster Presentations
Connect with fellow attendees in the networking lounges, participate in small group video discussions, and chat with poster presenters in the poster pavilion.

1:00 – 1:45 p.m. CT  Breakout Sessions

1:45 – 2:00 p.m. CT  Stretch Break

2:00 – 2:45 p.m. CT  Keynote - David R. Williams
Internationally recognized social scientist David R. Williams examines the complex ways race, racism, socioeconomic status and health behaviors affect physical and mental health.

2:45 – 3:00 p.m. CT  Stretch Break

3:00 – 3:45 p.m. CT  Breakout Sessions

3:45 – 4:00 p.m. CT  Stretch Break

4:00 – 5:00 p.m. CT  Closing Keynote - Kevin Griffin
Hit songwriter, producer and performer Kevin Griffin will draw on his work with Taylor Swift, Train, Sugarland and more to give insight into team building, collaboration and creativity.

For the most up-to-date schedule, please visit AONL.org/Virtual/schedule.

Generously underwritten by an unrestricted educational grant from Cedars Sinai.

#AONLVirtual
The Education Theaters tab houses the core educational content at the Virtual Conference.

**Navigating Education Theaters**

Keynote sessions air live on Thursday, Sept. 24.

- **Rebecca Love**
  9:00 - 9:45 a.m. CT

- **David R. Williams**
  2:00 - 2:45 p.m. CT

- **Kevin Griffin**
  4:00 - 5:00 p.m. CT

Gain valuable insights from the comfort of your home or office with more than 30 high-impact, 45-minute breakout sessions. **Take advantage of the live sessions on Sept. 24 to engage in speaker Q&A and participant chats.**

**Breakout Theater**

- **Breakout Block 1:**
  10:30 - 11:15 a.m. CT

- **Breakout Block 2:**
  1:00 - 1:45 p.m. CT

- **Breakout Block 3:**
  3:00 - 3:45 p.m. CT

Chat directly into the sessions for a complete list of breakout sessions, please visit [AONL.org/virtual/breakout-sessions](http://AONL.org/virtual/breakout-sessions)

#AONLVirtual
Vendor Partner Theater

Our sponsors are in on the action with their thought leadership deliveries. **Take advantage of the live sessions on Sept. 24 to engage with industry experts in the speaker Q&A and participant chats.**

Don’t forget to schedule time to visit the sponsors in the Partner Pavilion where you will gain insight into their expertise, connect with their team members, and more.

Vendor Education Schedule

**8:00 a.m. CT | Vendor Sunrise Sessions**

- Leveraging Novel Technology to Decrease Hospital-Acquired Pressure Injuries
- Managing Patient Volumes and Aligning Resources: Lessons from the COVID-19 Crisis
- Reducing Blood Culture Contamination: New Best Practice Tool
- Reducing Cognitive Overload, Strengthening Nurse Resiliency
- Stabilize Your Core Staffing by Utilizing International Nurses
- Sustaining Clinical Efficiency While Breaking the Chain of Transmission
- The Impact of Caring: Empowering Nurses to Impact Outcomes
- Transforming the Standard of Care for Treatment of In-Hospital Cardiac Arrest Through Resuscitation Quality Improvement

**For descriptions of Sunrise Sessions, please visit** [AONL.org/virtual/sunrise-sessions](http://AONL.org/virtual/sunrise-sessions).

**Vendor Partner Education Sessions**

**10:15-11:30 a.m. CT**
- American Nurses Credentialing Center: A Framework for Nursing Excellence
- Implicit Bias in Patient Care
- Evaluating PI Risk Factors Using S3I RESNA Surface Testing Standards

**11:00-12:00 p.m. CT**
- Developing Tomorrow’s Nurse Leaders Today
- Improving Patient Safety Through Predictive Video Monitoring
- COVID-19 Lessons: The Return of the Functional RN

**12:00-12:30 p.m. CT**
- Supporting Your Frontline Staff During COVID-19
- The Smarter Choice for Delivering High-Quality Resuscitation

**For descriptions of Vendor Partner Education Sessions, please visit** [AONL.org/virtual/partner-expo-sessions](http://AONL.org/virtual/partner-expo-sessions).
Head to the Poster Pavilion located under the Education Theater tab. Posters are on display in the Poster Pavilion throughout the Virtual Conference.

**Live Chat with Poster Presenters**

Chat directly with the poster presenters during the follow times:

**Wednesday, Sept. 23**
5:00 - 6:00 p.m. CT

**Thursday, Sept. 24**
12:00 - 1:00 p.m. CT

For a complete list of poster titles, please visit [AONL.org/virtual/poster-presentations](http://AONL.org/virtual/poster-presentations).
Partner Pavilion
In the Partner Pavilion you can meet with industry partners. The Partner Pavilions are divided into North, South, East and West.

Partner Pavilion Hours
Sept. 23 4:00-6:00 p.m. CT
Sept. 24 10:00 a.m.-1:00 p.m. CT

North Pavilion (Exhibitor names starting with A-C)

South Pavilion (Exhibitor names starting with D-I)

East Pavilion (Exhibitor names starting with J-R)

West Pavilion (Exhibitor names starting with S-Z)
Partner Pavilion Hall

Each pavilion hall will have a designated booth for the industry partner. In the booth you will be able to engage with staff and learn about the organization.

Partner Pavilion Booth

The sponsor staff listed in the staff tab will be standing by in the booth to chat with you and answer your queries.

Once you’ve entered a booth, click through the content tabs on the right hand side to view collateral and other important information provided by our industry partner.

Engage in a group chat with booth staff and other attendees in the booth.
There are four types of one-on-one, private communication:

### Chats

If you receive a chat request, you can accept or decline the request. You may also send a short message to the person who requested a chat when declining the request.

### Email Messages

A notification will appear when you have an unread direct message. Messages work the same as sending an email. You can add a subject line, attachment and respond at your own time.

### vCards

This is your virtual business card. A notification will appear when you have received a vCard from another attendee. You can download vCards you collect and save them to your email contact list.

### Connections

The notification will display that you have a new connection. You can click on accept or ignore directly from the request window.

If you receive a message, chat request, vCard or announcement, you will be notified via a communication bubble that will display in the upper right-hand corner of your screen. Click on the notification to be taken to the communication. You can also see all your communication activity in the Communication Center in your profile.
### Trivia Challenge

Visit the Trivia page and click PLAY to answer questions from AONL and industry partners and earn points toward your leaderboard score!

### Badges

Your activity throughout the day will not only earn you points toward your leaderboard score, but badges too—activities such as completing your profile, visiting booths in the Partner Pavilion and participating in chats during keynotes and breakout sessions.

For details on how to earn points, visit the Leaderboard to see the list of badges.

### Leaderboard & Prizes

Check the Leaderboard to see your score throughout the day.

The top three highest point earners as of 5:00 p.m. CT on Thursday, Sept. 24 will win the grand prizes.

#### Prizes

- 11" iPad Pro with Wi-Fi 256GB
- Microsoft Surface Pro 6
- Gold Apple Watch 40mm
The Lounge is a great place to communicate and network with attendees.

Small Group Discussions: Open Networking

Join the Small Group Discussion platform event to enjoy human interactions and peer to peer knowledge sharing in a virtual environment. The Remo platform captures the feeling of attending a networking event from the convenience and safety of your laptop or computer.

Not facilitated, these opportunities are for you to connect with your fellow nurse leaders and discuss either a suggested topic or find an open table to talk about whatever is on your mind.

**Floors 1-2:**
Topics to spark conversation

**Floors 3-4:**
Role and setting-specific roundtables

**Floor 5:**
Open discussion

Small Group Discussions: Facilitated Discussions | Sept. 24

Dive deeper in conversations with up to six people.

45-minute discussions, facilitated by AONL leaders, on structured topics. Choose from subjects including racial equality in hospitals and communities, engaging exhausted staff and innovative staffing models. Click on a time slot and topic and join the conversation.

**Join at 10:30 a.m. CT**

**Join at 11:30 a.m. CT**

**Join at 12:30 p.m. CT**
Help and Support

Ask AONL

Visit the Ask AONL Help Desk to chat directly with the AONL support team for questions about AONL initiatives, membership, conference evaluations, educational programs, advocacy and certification.

Ask AONL Support Team Contact Information

(312) 422-2800 | AONL@aha.org | AONLAnnualConference@aha.org

Tech Help Desk

For immediate technical support visit the AONL Tech Help Desk. Chat directly with our technical support team and they will be able to assist with any technical issues you are experiencing during the AONL 2020 Virtual Conference.

The Frequently Asked Questions section offers you resources in troubleshooting potential web browser issues and mobile device access information.

The computer tips will make sure your web browser is ready to go for the conference. It will provide you tips and tricks that will help.

Support Contact
inxpoeventsupport@west.com

#AONLVirtual
Whitelist the Virtual Conference Email

In order to ensure that you receive all messages, please add the event email address to your address book. This process, also known as “whitelisting,” ensures that all correspondence is delivered straight to your inbox and is not intercepted by a spam or junk mail filter. If your corporate email sends emails, from the whitelisted email address, to your quarantine folder please contact your IT department. Please share these instructions with any of your colleagues that will be attending the event, or staffing or building a booth.

For detailed instructions on how to add our e-mail to your contacts list or address book, please click on your ISP (Internet Service Provider) or e-mail software below.

**Outlook**

1. Click "Home."
2. Select "Junk" and "Junk Email Options" from the drop-down menu.
3. Select the "Safe Senders" tab followed by "Add".
4. Enter the email address or email domain for the webcast/event.
5. Click "OK."

**Gmail**

1. Click “Google Apps” located in the upper right hand corner.
2. Click “Contacts” from the App menu.
3. Click the “+” button in the lower right hand corner.
4. Enter the contact information. The contact name should be the event/webcast name and the e-mail address should be the event/webcast email.
5. Click “Save”.

**AOL**

1. On the AOL toolbar, click “Contacts:”.
2. Enter the contact information. The contact name should be the event/webcast name and the e-mail address should be the event/webcast email.
3. Click “Add Contact”.

**Yahoo**

1. Click “Contacts” in the folder list along the left side of your Yahoo! Mail page.
2. Click “New Contact”.
3. Enter the contact information. The contact name should be the event/webcast name and the e-mail address should be the event/webcast email.
4. Click “Save”.

**Comcast xfinity**

1. Click the “Address Book” tab.
2. Click “New Contacts” on the left sidebar.
3. Enter the contact information. The contact name should be the event/webcast name and the e-mail address should be the event/webcast email.
4. Click “Save”.

If your provider did not appear in the above list or if you have any questions not answered in our instructions, please contact your Internet Service Provider directly for additional help.

Whitelisting Instruction

For the latest information visit AONL.org/Virtual
Web Browsers

Computer Tips for Attendees

Be sure you are ready to go before the start of the conference. Review the web browser and tablet requirements before the AONL 2020 Virtual Conference.

We recommend using Google Chrome or Firefox for both Windows and Mac users.

Allowable Desktop Browsers

**Chrome**
- Windows 7
- Windows 8.1 (Includes Surface Pro 3)
- Windows 10 (Includes Surface Pro 4)
- macOS Mojave (10.14)
- macOS Catalina (10.15)
- Red Hat Enterprise Linux 7.4
- Fedora Linux 25

**Firefox**
- Windows 7
- Windows 8.1 (Includes Surface Pro 3)
- Windows 10 (Includes Surface Pro 4)
- macOS Mojave (10.14)
- macOS Catalina (10.15)

**Internet Edge/Explorer**
- Windows 7
- Windows 8.1 (Includes Surface Pro 3)
- Windows 10 (Includes Surface Pro 4)

**Safari**
- macOS Mojave (10.14)
- macOS Catalina (10.15)

Allowable Tablets

**iPad**
- iPad2
- iPad Air
- iPad Pro
- iPad Mini

**Samsung Galaxy**
- Tablet 4 - 9

Note on Cell Phones

Cell phone web browser applications will **NOT WORK** on the AONL 2020 Virtual Conference platform. This includes Apple iPhone, Samsung Galaxy, LG, Nokia, Motorola and Google Pixel.

#AONLVirtual
# Contact Hours

## Nursing Continuing Professional Development

AONL 2020 Virtual Conference attendees may earn up to 30.5 contact hours through the live and on-demand sessions and posters. The actual number of contact hours awarded to each participant is based on sessions attended in their entirety. Participants should track their total education hours to claim the appropriate number of credits.

American Organization for Nursing Leadership is accredited with distinction as a provider of nursing continuing professional development by the American Nurses Credentialing Center’s Commission on Accreditation.

AONL is authorized to award up to 30.5 hours of pre-approved American College of Healthcare Executives (ACHE) Qualified Education credit (non-ACHE) for this program toward advancement, or recertification in the ACHE.

AONL is an approved continuing education provider for the State of California. Provider No. CENP15740.

## How to Claim Contact Hours

To obtain contact hours, attendees must complete the online session evaluation. The deadline to complete the evaluations and claim the contact hours is December 1, 2020.

Go to the Attendee Service Center evaluation site at [aonl.org/evaluations](http://aonl.org/evaluations). To log in, enter the badge number found in your registration confirmation email.

Complete evaluations for the breakout, poster and keynote sessions you attended. The overall evaluation must be completed in order to retrieve your certificate.

### DISCLAIMER: Opinions, materials and statements presented at the AONL Virtual Conference are not endorsed by, and do not necessarily represent, the views of the association or its members.
Accessing Sessions Post Conference

Over 50 sessions will be available On-Demand at no additional cost to you.

The virtual conference will remain live through November 30, 2020. You can log-in at any time 24/7 from launch through Nov. 30 to access and view On-Demand and recorded sessions.

Here are a few suggestions to make the most of your on-demand access.

- Catch up on what you missed. Access to content will be available for 6 weeks (through November 30, 2020)
- Wish you could re-watch a session? Well, you can! Recordings of all our programming will be added to the content library for you to review On-Demand
- Reconnect with sponsors. Visit their booths in the Partner Pavilion to see all the resources they have to offer
- Take some time to download session resources. These are great takeaways to share with your colleagues who couldn’t attend
- Continue the conversation on social media by using #AONLVirtual
- Outline your action plan to share what you learned with your team
- Complete your evaluations to earn up to 30.5 contact hours

We hope you enjoy your experience at the AONL 2020 Virtual Conference! We look forward to seeing you at a future AONL event, whether face-to-face or virtually.