



#NRRDA2019

Catch the Wave: A Pipeline to Knowledge

Register now for NRRDA's 2019 Annual Conference

Wednesday, March 6 to Friday, March 8, 2019
Hilton West Palm Beach, West Palm Beach, Florida

BACK BY POPULAR DEMAND

NRRDA is hosting two evening events at no additional charge for attendees!

Plan on attending the Welcome Reception and dinner on Wednesday, March 6th at the conference hotel, as well as an exciting evening on South Florida's Premier Luxury Yacht Thursday, March 7th.

The NRRDA Annual Conference provides the chance to learn and share information in one place. This year's three-day event is full of educational opportunities on a variety of subjects that range from employment practices, traumatic brain injuries, collaborative defense strategies, creative litigation cost savings and workers' compensation.

Back by popular demand – The Innovative Expert Presentations. Five vendors were chosen from a pool of interested applicants to present their leading edge product or service during Thursday's afternoon General Session. Each presenter will introduce their innovative products, technologies or services that can save money, reduce the number or severity of claims, manage common risks and enhance defense litigated matters in the retail and restaurant industry.

There will be a panel of three people asking the questions, followed by a vote by all attendees for the most Innovative Expert! This will be a fast-paced, fun and exciting session! The winner will be announced Friday, March 8th at the morning General Session.

WHO SHOULD ATTEND?

Risk Managers ~ Loss Prevention Specialists ~ In-House Counsel ~ Corporate Counsel ~ Defense Counsel ~ Claims Managers ~ Third-Party Administrators ~ Litigation Managers ~ Underwriters ~ HR Personnel ~ Insurance Carriers

COME JOIN US IN WEST PALM BEACH, FLORIDA

Register online by logging in at www.nrrda.org and clicking on the Annual Conference tab.
Or fax your registration form to (847) 647-8940 or call (847) 324-7050 and our staff will assist you.



CANCELLATION POLICY

All requests for cancellation refunds must be submitted in writing to Celtic Chicago (DebR@celticchicago.com) by February 13, 2019. Registrants who are unable to attend may send a substitute or receive course materials following the conference. Cancellations requested less than two weeks prior to the conference will not be eligible for refunds unless approved by the NRRDA President and Annual Conference Advisor, upon a showing of extraordinary circumstances. Extraordinary circumstances include, but are not limited to death, serious illness, accident, or other situation which could not be planned for or prevented by the attendee. A \$50.00 administrative fee will be charged for all cancellations.

CONFERENCE HOTEL INFORMATION

Hilton West Palm Beach
600 Okeechobee Boulevard, West Palm Beach, FL 33401

HOTEL RESERVATIONS - To get the NRRDA group rate of \$229 for a single or double room, [click here](#) to reserve your room online OR call the hotel directly at (561) 231-6000. To receive the discounted group rate, use the group code ZNRRDA, and mention you are attending the NRRDA Annual Conference, March 6-8, 2019. We encourage you to book through this link or number to guarantee NRRDA continues to receive the discounted group rate.

AIRPORT SHUTTLE SERVICE - The Hilton West Palm Beach offers free transportation to/from West Palm Beach International Airport. It runs on a constant loop from 6:00 am – 10:00 pm. It leaves the hotel on the :15 and :45 and leaves the airport on the :00 and :30. If you are arriving past 10:00 pm, please call the hotel for shuttle availability.

Where to catch the shuttle - As you exit baggage claim you will need to cross the street and wait for the airport shuttle by the "Airport Shuttle Pick-up" sign.

GOLF OUTING (Optional)

Attention golfers, the 2019 NRRDA golf outing is set for the Palmer Course at the PGA National Resort & Spa on Wednesday, March 6, 2019. Named after its designer, Arnold Palmer, this course is one of the more forgiving at PGA National Resort from tee to fairway, known as a risk/reward game. The open fairways and larger "Champion Bermuda" greens can be quite accommodating and invite players to take a chance if they dare – as golfers are not overly penalized for missing the fairway or primary rough on most holes here. There is a considerable amount of undulation through the fairway, presenting the opportunity for uneven lies and creative shot-making. The Palmer has a great series of finishing holes, with the 18th being one of the most scenic par 5s on the property. Registration for this optional activity includes transportation, greens fee, breakfast and lunch. The shot-gun start begins at 8:30 am. For more information about the course, visit www.pgaresort.com.



SERVICE PROJECT (Optional)

Building upon last year's support, we will volunteer again as a group, **Wednesday, March 6, 2019 from 8:00 am-12:00 pm** at Feeding South Florida Food Bank. This year **we have room for 40 volunteers** who will work at the Boyton Beach warehouse to help feed Palm Beach County. Please sign up with your registration. NRRDA will provide bus transportation from the conference hotel. All volunteers must wear closed toed shoes! If any volunteer is wearing flip flops or sandals, they will not be permitted to work! For more information on the Feeding South Florida Food Bank, visit feedingsouthflorida.org.

DINNER OUTING – Price included in registration fee!

NRRDA will host an exclusive evening, Thursday, March 7th, aboard South Florida's Premier Luxury Yacht! Spanning over 127 feet and containing 4 decks that total up to 18,000 square feet, this dinner cruise will certainly be a night to remember. You will be able to enjoy South Florida's beauty on the covered sky lounge, forward sun deck and two balconies. The spacious top deck offers the best views of the Intracoastal. The interior on the boat is light, modern and airy and will be filled with Palm Beach Vibes provided by our cutting-edge DJ. Crewed by top culinary artists, the cuisine rises to the occasion to match the views. One drink is included followed by a cash bar. Dress code is casual. Welcome Aboard!

A NOTE ABOUT NRRDA EVENTS

As you may have previously experienced, the NRRDA Annual Conference is an inclusive collaborative event that is quite different than other conferences. So we may meet our goal of fostering fun and networking-conducive environment, the NRRDA Board of Directors has requested that no firm or sponsor schedule an event during NRRDA Functions. If you would like to host a gathering at the conclusion of scheduled events (after 9:30 pm on Wednesday, after 9:30 pm on Thursday or after 12:00 pm on Friday), you are certainly welcome to do so. If you plan an event that competes with an official NRRDA function, you will not be allowed to attend the 2020 Annual Conference.

We trust you understand our goal is to create an event that welcomes all participants and encourages interaction among all attendees. If you have any questions, please contact the NRRDA office.

NRRDA NON-MARKETING POLICY

NRRDA offers members educational, resource and networking opportunities to assist in the sharing of knowledge and resources in the defense of the retail and restaurant industries. NRRDA members adhere to a unique policy which prohibits unwanted marketing overtures. NRRDA recognizes that membership will lead to the development of professional business relationships; we will not publish or distribute membership mailing lists or other attendee information. Members overtly marketing their business at a meeting or other function, or through group email to NRRDA members, will be subject to an appropriate response by the Board of Directors and could be subject to membership denial or revocation.



2019 NRRDA ANNUAL CONFERENCE SCHEDULE

#NRRDA2019

Catch the Wave: A Pipeline to Knowledge

MARCH 6 - MARCH 8, 2019

WEST PALM BEACH, FLORIDA

Wednesday, March 6

Golf Outing

7:00 am

8:30 am

1:30 pm

PGA National Resort & Spa Palmer Course

Departure from hotel lobby

Shot-gun start

Return to hotel lobby

Service Project

8:00 am

8:30 am

1:00 pm

Feeding South Florida / Feeding Palm Beach County

Departure from hotel lobby

Service project

Return to hotel lobby

6:30 – 7:00 pm

New Member Reception

7:00 – 8:30 pm

Welcome Reception and Dinner

Thursday, March 7

8:00 – 9:00 am

Breakfast

Industry-led Breakfast Round Tables

9:10 – 9:15 am

Morning Announcements & Welcome – Bob Kopka, NRRDA President

9:15 – 10:15 am

GENERAL SESSION

Traumatic Brain Injury or The Eyes Have It?

Over the past 5 years, TBI claims have become one of the fastest growing and most expensive types of personal injury litigation. These days, TBI claims seemingly arise out of every minor accident, and the subjective nature of the claim has made them difficult to defend. During this one hour program, we will introduce the audience to a brand new, ground breaking medical test. This test takes advantage of cutting edge scientific advancement that conclusively identifies objective biomarkers that can prove or disprove the existence of TBI. The attendees will be introduced to Dr. George Gitchel, the Director of Clinical Research for the Parkinson's disease Research Education and Clinical Center, at the Richmond Virginia Department of Veteran's Affairs Medical Center. We will also discuss the test used in the treatment and diagnosis of TBI, and provide some real-life examples of the test's utility and effectiveness. Finally, we will discuss the use and availability of the test in litigation.

Moderator: Brian Cafritz; Panelist: George Gitchel, PhD

- 10:15 – 10:20 am** **Break**
- 10:20 – 11:20 am** **GENERAL SESSION**
Protecting Your Brand
Protecting your brand, the difference between the attorney and PR views, and how to reconcile the differences.
Moderator: John Kemppainen; Panelists: Brian Chance; Thomas Culotta; Nicole Perez-Lengel; Kristen Wilson
- 11:20 – 11:30 am** **Break**
- 11:30 am – 12:30 pm** **BREAKOUT SESSION A – CHOOSE ONE**
Attendees may select one of the following breakouts:
- 1. What Happened? HR Case Studies**
This hour long session will have an interactive discussion of five to seven recent employment law cases relevant to employment law attorneys, human resource managers and risk managers serving retail and restaurant clients. The factual situations of the cases will cover actual and potential claims and causes of action under Title VII and state equivalents, harassment, retaliation, workers compensation, ADA, racial discrimination, FMLA, workplace conduct, religious discrimination, etc.
Moderator: Peggy Hewitt; Panelists: Danielle Goodgion; Robert Luskin
 - 2. Catch the Facts!**
This session will focus on advanced early investigation techniques for gathering and preserving the information that will put you in the best possible position for early, cost-effective resolution of your claims. From written statements and photographs on scene to recorded statements taken days or weeks later, you will learn tips from the experts about what will be effective to facilitate prompt and reasonable resolution to claims.
Moderator: Miriam Rich; Panelists: Virginia Baba; Miriam de Blanco
 - 3. He Said, She Said...How About We Said? Exploring Options for Collaborative Defense Among Defendants**
In the interest of providing vigorous investigation, claims handling and defense for their own individual party, defendants and their agents often miss opportunities to provide an even stronger, more effective defense through early, purposeful, structured collaboration with other defendants. While not available in all cases, when appropriate, "collaborative defense" of claims and lawsuits is an effective tool to reduce claims costs, legal expenses, settlements and verdicts.
Moderator: Loretto Kennedy; Panelists: Hon. F. Keith Brown (Ret.); LaToya Lee; Caryn Seibert
 - 4. Tricks are for Kids – Using Science to Deconstruct Injury Claims**
Effective use of forensic engineers, accident reconstruction experts and biomechanical engineers can enable a defendant to deconstruct high-exposure cases. Hear from a seasoned risk manager, defense counsel and technical expert about their experiences getting past Daubert-type challenges, preclusion motions and successfully using science to defeat questionable claims.
Moderator: Scott Bermack
- 12:30 – 1:30 pm** **Lunch**

(continued)

12:45 – 1:30 pm

Keynote Speaker Tony Byers, Former Director, Global Diversity & Inclusion, Starbucks
The Multiplier Effect of Inclusion: Leveraging Your Personal Diversity & Cultural Insights

A properly managed diversity and inclusion program can increase engagement, creativity and business performance. By also learning to leverage diversity and inclusion through best practices, organizations can turn D&I into a powerful business advantage that stimulates innovation and drives marketplace growth.

1:30 – 1:40 pm

Break

1:40 – 2:40 pm

BREAKOUT SESSION B – CHOOSE ONE

Attendees may select one of the following breakouts:

1. Employment Practices Law Update / Year in Review

During this session we will bring you up to date on the year's developments and how they may affect your day-to-day operations. Topics may include the #metoo movement and its aftermath, continuing changes within the federal agencies including the EEOC and NLRB, the on-going effect of the Trump Administration on various employment issues, LGBT issues, and what we can expect to see from the Supreme Court and lower courts in the years to come.

Moderator: Burton D. Garland, Jr.; Panelists: Jason Engel; Rand Huguely; Lisa Peterson

2. Anatomy of the Spine!

Attend Medical School NRRDA style! Our doctor will navigate you through the sea of vertebrae, disks, nerve roots and treatment protocols to help you ride your next wave of back injury claims!

Moderator: Matthew C. LaFave, Esq.; Panelist: Arash David Matian, DO

3. E-Commerce and Third-Party Delivery: New Risks, Trends and Best Practices

Join us for a lively interactive discussion regarding new and emerging risks, trends and best practices in e-commerce and third-party delivery services and how they can impact your company. Hear from an e-commerce network company panelist and an industry member panelist to learn the pitfalls, benefits and risks and how best to prevent and deal with them.

Moderator: Madeline S. Baio

4. How to Deflate the Plaintiff's Inflated Case Value: Effective Strategies to Use in Pre-Suit Investigation and Discovery

We have all had the claim that should settle but it cannot settle without paying a premium. The inability to settle could be due to unnecessary medical treatments, spoliation or improper use of expert testimony. We plan to talk about some strategies in attacking the plaintiff's tactics, including talking about recent updates on medical funding, unreasonable medical expenses and evidence problems.

Panelists: James Hankins; J. Ryan Johnson; Jacqueline Lee

2:40 – 2:50 pm

Break

2:50 – 3:50 pm

GENERAL SESSION

Big Verdicts: The Use of Reptile Tactics in Retail/Restaurant Litigation

Furnish litigators with specific information on the growing popularity of Reptile neuro-psychological methods within litigation. Educate litigators about the areas in the life cycle of a case which prove vulnerable to Reptile techniques. Offer useful strategic approaches to overturn sub-cortical manipulation in witness deposition testimony, voir dire, opening statements and witness trial testimony. These strategic approaches derive directly from applied research in witness trainings, mock trials and actual trial settings by utilizing a neuro-psychological perspective of jury behavior. Topics will be addressed from a neuro-psychological and behavioral/cognitive science vantage point, rather than from a legalistic perspective.

Panelists: Bill Kanasky, PhD; Grant Wright

- 3:50 – 4:00 pm** **Break**
- 4:00 – 5:00 pm** **Innovative Expert Awards**
 Join us for the 3rd annual Innovative Expert Presentations. Leading industry experts will introduce their cutting edge products, technologies or services to you, the attendees. Each chosen expert will have 10 minutes to show how their leading edge product, technology or service can aid in saving money, reducing the number and severity of claims, manage common risks, and enhance defense of litigated matters, medical or liability, in the retail and restaurant industry. At the end of the session, you will vote for the winner of the “Innovative NRRDA Expert” of the year award.
- 5:00 – 5:45 pm** **NRRDA Business Meeting and Board of Directors Elections**
- 6:30 – 10:00 pm** **Dinner Outing – South Florida’s Premier Luxury Yacht - Dinner Cruise on Intracoastal**
 Welcome Aboard! Transportation to yacht leaves the hotel at 6:30 pm. Dinner, entertainment and cruise around the Intracoastal from 7:00 pm – 10:00 pm. Return transfer back to the hotel at 10:00 pm.

Friday, March 8

- 8:15 – 8:45 am** **Breakfast**
- 8:45 – 9:00 am** **Morning Announcements**
Board of Directors Election Results Announced
Innovative Expert Award Winner Announced
- 9:00 – 10:00 am** **GENERAL SESSION**
Risk Managers Panel
 Risk managers from retail and restaurant companies will discuss various topics that will generate a great Q&A session, including incident report best practices, PR and social media responses, etc.
 Moderator: Kurt Leisure; Panelists: William Ellison; LeAndra Holly
- 10:00 – 10:05 am** **Break**
- 10:05 – 11:05 am** **GENERAL SESSION**
The Silent Witness – Video Surveillance in Retail Stores and Restaurants
 Do we have it, what does it show, did we keep it, should we give it to the other side? A legal and practical analysis of their use, preservation, disclosure and the legal pitfalls of the loss of the video recordings.
 Panelists: Kurt Leisure; G. Jeffrey Vernis
- 11:05 – 11:10 am** **Break**
- 11:10 am – 12:10 pm** **GENERAL SESSION**
Creative Cost Savings in Retail and Restaurant Litigation
 A robust discussion of novel and time-tested ideas to decrease litigation costs while improving indemnity results. Our panel of retail and restaurant risk management experts, TPA leaders and defense counsel discuss refined techniques and outside-the-box ideas from first notice of loss through trial.
 Moderator: Ian Matthes; Panelists: Jacqueline Lee; Mary McGurn
- 12:10 – 12:30 pm** **Closing Remarks**
 Brian Chance - In appreciation of Bob Kopka, NRRDA outgoing President
 Save the Date 2020 NRRDA Annual Conference



CONFERENCE SPEAKERS:

Virginia Baba – PetSmart, Inc.

Madeline S. Baio – Goldberg Segalla LLP

Scott Bermack – Weber Gallagher

Hon. F. Keith Brown (Ret.) – ADR Systems

Tony Byers – Former Director Global Diversity & Inclusion, Starbucks

Brian Cafritz – KPM Law

Brian Chance – ECBM, LP

Thomas Culotta – Burlington Stores, Inc.

Miriam de Blanco – Gallagher Bassett

William Ellison – Lowe's Companies, Inc.

Jason Engel – Bonner Kiernan Trebach & Crociata, LLP

Burton D. Garland, Jr. – Ogletree, Deakins, Nash, Smoak & Stewart PC

George Gitchel, PhD – Richmond Virginia Department of Veteran's Affairs Medical Center

Danielle Goodgion – Texas de Brazil

James Hankins – Goodman, McGuffey, Lindsay & Johnson, LLP

Peggy Hewitt – Jones, Hurley & Hand, P.A.

LeAndra Holly – Staples, Inc.

Rand Huguely – American Golf Corporation

J. Ryan Johnson – Hall & Evans Attorneys at Law, LLC

Bill Kanasky, PhD – Courtroom Sciences, Inc.

John Kempainen – Ryneerson, Suess, Schnurbusch & Champion

Loretto Kennedy – Chuhak & Tecson, P.C.

Matthew C. LaFave, Esq. – Crowe LaFave, LLC

LaToya Lee – Raising Cane's Restaurants, LLC

Jacqueline Lee – Flynn Restaurant Group

Kurt Leisure – The Cheesecake Factory, Inc.

Robert Luskin – Goodman, McGuffey, Lindsay & Johnson, LLP

Arash David Matian, DO – Prime Care Physicians

Ian Matthes – Vernis & Bowling

Mary McGurn – Gallagher Bassett

Nicole Perez-Lengel – Bennett Bricklin Saltzburg, LLC

Lisa Peterson – Collins Collins Muir & Stewart LLP

Miriam Rich – Hennessy & Roach, P.C.

Caryn Seibert – Gallagher Bassett

G. Jeffrey Vernis – Vernis & Bowling

Kristen Wilson – Nordstrom, Inc.

Grant Wright – Hill Wallack, LLP



REGISTRATION FORM

Online Option

Register online by logging in at www.nrrda.org. Nonmembers can go to the Annual Conference tab. Click on the link for the Annual Conference Registration.

Mail Option

Mail the registration form with a check payable to the National Retail and Restaurant Defense Association to:
NRRDA c/o Denise Illing
8120 Lehigh Ave., Suite 100
Morton Grove, IL 60053

Phone Option

Call NRRDA's office at 847-324-7050 to provide credit card payment information.

CONFERENCE FEES

All payments are made in USD. No refunds after 2/13/19 (see cancellation policy on page 2).

Early Registration until December 16, 2018

- \$150 Member/Nonmember Industry – restaurant/retail/insurance
- \$650 Member Attorney/Vendor
- \$760 Nonmember Attorney/Vendor

Regular Registration December 17, 2018 - February 3, 2019

- \$150 Member/Nonmember Industry – restaurant/retail/insurance
- \$695 Member Attorney/Vendor
- \$795 Nonmember Attorney/Vendor

Late Registration begins February 4, 2019

- \$175 Member/Nonmember Industry – restaurant/retail/insurance
- \$750 Member Attorney/Vendor
- \$875 Nonmember Attorney/Vendor

Golf Outing – Wednesday, March 6, 2019

- \$285 Fee includes transportation, greens fee, cart rental, breakfast and lunch. Shot-gun start: 8:30 am

Service Project – Wednesday, March 6, 2019

- No additional charge for conference attendees
- I will volunteer

Evening Welcome Reception – Wednesday, March 6, 2019

- No additional charge for conference attendees
- I will attend

Evening Dinner Outing – Thursday, March 7, 2019

- No additional charge for conference attendees
- I will attend

Guest Ticket: Wednesday Reception & Thursday Outing –

- \$160 Attendee spouse or significant other

Print name of guest: _____

BREAKOUT SESSIONS

Breakout A – Thursday, March 7 at 11:30 am - 12:30 pm:

CHOOSE ONE

- 1. What Happened? HR Case Studies
- 2. Catch the Facts!
- 3. He Said, She Said...How About We Said? Exploring Options for Collaborative Defense Among Defendants
- 4. Tricks are for Kids - Using Science to Deconstruct Injury Claims

Breakout B – Thursday, March 7 at 1:40 - 2:40 pm:

CHOOSE ONE

- 1. Employment Practices Law Update / Year in Review
- 2. Anatomy of the Spine!
- 3. E-Commerce and Third-Party Delivery: New Risks, Trends and Best Practices
- 4. How to Deflate the Plaintiff's Inflated Case Value: Effective Strategies to Use in Pre-Suit Investigation and Discovery

Please print clearly:

NAME _____

EMAIL _____

BADGE NAME AND CITY IF DIFFERENT FROM CREDIT CARD BILLING ADDRESS _____

FIRM/COMPANY _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____

PAYMENT METHOD

Credit Card: _____ Total: \$ _____

- MasterCard
- Visa
- American Express

CREDIT CARD NUMBER _____ EXPIRATION DATE _____ SECURITY CODE _____

NAME AS IT APPEARS ON CARD _____

BILLING ADDRESS OF CREDIT CARD _____

CITY _____ STATE _____ ZIP _____