



2026 CAO ANNUAL CONFERENCE

STAFF PROGRAM

7 Hours CPC Certified Courses

 **Saturday, September 26, 2026**
8:50 AM to 5:30 PM

(Opening Night Reception - Friday, September 25th)

 **Mohegan Sun Resort Casino**
1 Mohegan Sun Blvd.
Uncasville, CT 06382

For registration, lodging & more visit:

www.cteyes.org/conference



S P E A K E R

Joy L. Gibb,
ABOC

Bountiful, UT

STAFF PROGRAM SCHEDULE CAO | 2026

SPEAKER: JOY L. GIBB, ABOC

Joy L. Gibb, ABOC began her optical career in 1986. She managed an independent retail opticianry in Bountiful, Utah for over ten years before opening her own business, Eyes of Joy Mobile Optical Service and is currently the practice manager for Daynes Eye and Lasik in Bountiful, Utah. In addition, she often consults practices about their dispensaries and improving customer service and sales. Patients often seek her help with the difficult to fit prescription, progressive lenses, and children's eyewear. Joy has participated in the writing of several industry guides and publications and has also served as a member of the Better Vision Institute.

Friday, September 25, 2026

7:00 pm – 9:00 pm

Opening Night Reception

Join us for cocktails, delicious food stations, and Gift Card Raffle FREE with Registration!

Saturday, September 26, 2026 - 7 Hours

7:00 am – 8:50 am – Registration & Breakfast

8:50 am - 9:40 am

Avoiding Front Desk Chaos (1 hour) The front desk can be the most welcoming place in the office, but it can also be a place that is the greatest creator of chaos. This course will explore ideas to reduce that chaos by implementing policies and procedure to improve workflow, support front desk team members, and help all team members understand their roll as it pertains to the front desk.

9:40 am - 10:10 am - Break & Exhibits

10:10 am - 11:50 pm

Conflicts – Avoiding Them, Resolving Them (2 hours) Most people don't like conflict and will usually avoid it at all costs. But when dealing with the public chances are pretty good there are going to be conflicts. This course will explain techniques to avoid conflicts and explore ways to diffuse conflicts once they've occurred.

11:50 - 12:10 pm - CAO Election of Officers

12:10 pm - 1:40 pm - Lunch & Exhibits

1:40 pm - 3:20 pm

Building Patient Trust Through Communication (1 hour) One of the basic building blocks for trust and loyalty with your patients is consistent communication and education of the patient. This course will explore ways to elevate communication in your practice from scheduling appointments, making recommendations on how to retain and restore vision, and ideas to keep them visiting the practice between annual exams.

The Influence of Technicians in Patient Care and Product Solutions (1 hour) Technicians can play a very significant and influential role in guiding the patient to product solutions that will help not only improve visual acuity now but long-term visual health as well. This course will explore how technicians can assert themselves as a vital and profitable part of the patient care and be regarded as an integral part of the professional eye care team.

3:20 pm - 3:50 pm - Break & Exhibits

3:50 pm - 5:20 pm

What Did You Say? (1 hour) Communication skills don't just happen, they are learned. When working with patients it's important that we are able to convey important information and listen to understand their needs and expectations. This course will explore key components necessary for effective communication skills.

Learning to Love What You Do (1 hour) Have you ever wondered how someone could say, "I've never worked a day in my life."? When you walk into the office are you muttering to yourself, "I need the paycheck, I need the paycheck." This course will explore ways everyone can find more enjoyment in their employment journey and how that can translate into better patient care, team morale, and self-worth.

5:30 pm – 6:30 pm

Saturday Night Cocktail Reception

Enjoy complimentary cocktails and a selection of light hors d'oeuvres. Located in the Exhibit Hall - FREE with Registration!



REGISTRATION

ONLINE: WWW.CTEYES.ORG
FAX: 860-529-4411
EMAIL: INFO@CTEYES.ORG

Optometrist's Name: _____

Optometrist's Office Name: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ OD Email: _____

Emergency Contact (Name & Phone): _____

Dietary Restrictions/Allergies: _____

NUMBER OF STAFF ATTENDING

_____ X \$165.00 (CAO Member Staff)

_____ X \$215.00 (Non-CAO Member Staff)

Staff (1)

First & Last Name: _____ Email (1): _____

Staff (2)

First & Last Name: _____ Email (2): _____

Staff (3)

First & Last Name: _____ Email (3): _____

Staff (4)

First & Last Name: _____ Email (4): _____

Staff (5)

First & Last Name: _____ Email (5): _____

Please note: If you have additional staff, please email: info@cteyes.org to register. Spots are not limited per office, as space applies.

PAYMENT INFORMATION

Total Payment: _____ Please complete below    
or enclose check made out to: CAO

Credit Card #: _____ Exp. Date: _____ CVV2 Code: _____

Name on Card: _____ Signature: _____

Billing Address: _____

City: _____ State: _____ Zip Code: _____

Please note:

The CAO will adhere to all applicable state public health guidelines in effect at the time of the conference to ensure a safe and responsible gathering. Please note that course content and instructors are subject to change without prior notice. Every effort will be made to inform attendees of any updates as they arise. If you require any special accommodations to participate fully in this conference, please contact us at 860-529-1900. The CAO is committed to full compliance with the Americans with Disabilities Act (ADA) and all related regulations.

Registration Cancellation Policy:

Requests for cancellation must be submitted in writing and received by September 21, 2026, to be eligible for a refund, less a \$50 administrative processing fee. After this date, no refunds will be issued for cancellations. Participant substitutions are permitted. Please note that no refunds will be granted for no-shows.