

EDUCATION AND EVENT SCHEDULE

Jan 16, 2019

2:00 - 3:00 pm

New Member Webinar: This session is for both new & current members and new managers to find out about the programs and services that ORCA membership has to offer.



SPONSORSHIP OPPORTUNITIES AVAILABLE

Feb 13, 2019

2:00 - 3:00 pm Webinar

Employee Engagement - Learn the Economics of Engagement Framework which explains the relationship between complacency and entitlement, engagement and of course, gratitude. You'll walk away with techniques you can immediately begin using to generate greater employee engagement and reduce the cost of complacency and entitlement.

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Feb 27, 2019

2:00 - 3:00 pmWebinar

Accessibility for Ontarians with Disabilities Act (AODA): Updates to **ORCA Resources -** We will explore the updated ORCA Tutorials which focus on Promoting Accessibility in Customer Service and Building Design and introduce the AODA Toolkit available on TLC.



Mar 13, 2019

2:00 - 3:00 pmWebinar

ORCA Open Forum Webinar: Top Non-Compliance Finding during an RHRA

Inspection Join us as we explore feedback received from member inspection experiences to learn about how you can ensure your home is compliance during an RHRA inspection.



APRIL 1-3, 2019 | TORONTO CONGRESS CENTRE SPONSORSHIP OPPORTUNITIES AVAILABLE

Apr 17, 2019 2:00 – 3:00 pm Webinar	Dementia Inclusive Retirement Communities We will explore how current member homes are using the ORCA Toolkit to promote and attain dementia inclusivity within their retirement home. Gain insight into how your community can be dementia inclusive.
Apr 24, 2019 2:00 – 3:00 pm Webinar	Workplace Inclusivity Join the discussion on how to start prioritizing diversity and inclusion in order to remain effective in accomplishing your organizational mission and variables of the sponsorship opportunities AVAILABLE
May 15, 2019 2:00 – 3:00 pm	Skin and Wound Care: In this webinar, experts will explain how nurses can use an evidence-based approach including following practice guidelines to assess the wound and select the proper dressing for managing skin tears and minimizing

Webinar

their negative effects.





2019 SPRING ROAD SHOWS

JUN 4 - MISSISSAUGA · JUNE 6 - OTTAWA · JUNE 11 - LONDON · JUNE 13 - VAUGHAN

FEATURING



The Ritz Carlton returns to Ontario at the ORCA Spring Road Shows in 2019 to deliver a full Enrichment Course on Memorable Customer Service. ORCA is bringing an Advisor from the Leadership Centre to deliver an in-depth review of how the Ritz-Carlton psychology of service creates empowerment, and what empowerment can do for your organization.

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Jul 17, 2019

2:00 – 4:00 pm Webinar **STRATEGIC PLANNING WORKSHOP:** Join us for this **2 hour** discussion about how Executive Teams can learn to define growth strategy, set quarterly priorities and drive accountability for results.

Jul 24, 2019

2:00 – 3:00 pm *Webinar*

Palliative Care and Compassion Fatigue

Learn how communities can build skills in palliative care, including avoiding compassion fatigue with staff providing and palliative care.

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Aug 14, 2019

2:00 – 3:00 pm *Webinar* **ORCA Open Form:** Attracting the right talent for your community!

Gathering talented people for a retirement home helps create success, but how those people are treated in their work environment determines if they will stay or move on. Join us to discover how to become an influential leader who attracts and keeps talented people in their community.

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ORCA September 25-27, 2019

Blue Mountain Resort

Blue Mountains, ON

ORCACON

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Networking

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Oct 16, 2019

2:00 – 3:00 pm *Webinar* **New Member Webinar:** This session is for both new & current members and new managers to find out about the programs and services that ORCA membership has to offer.

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SPONSORSHIP OPPORTUNITIES AVAILABLE

Thinking of sponsoring a webinar? Contact ania@orcaretirement.com for more details!

To register, please click the date of the webinar. For events, log into the Members website and go to the events calendar.

Dates and locations of events are subject to change. Email info@orcaretirement.com for assistance.