



ORCA OPERATOR MEMBERSHIP

ORCA provides you with the education, tools and resources you need, while advocating on the issues that matter most to you

ORCA is the association for Ontario's retirement communities, representing over 95 per cent of the suites in Ontario's growing retirement community sector. Since 1977, ORCA has set the standard for operational excellence through its leadership in education and advocacy and its commitment to member services.

We offer exceptional value to retirement home operators of any size.

Your membership includes:

- ✓ **Access to The Learning Centre for Senior Living**, which includes:
 - An e-learning platform that provides the education frontline staff need in order to be in compliance with the RHA and other legislation.
 - The Operations Manual, an online library of over 400 template policies, procedures and forms that cover all operational and regulatory aspects of running a retirement community.
 - A free self-assessment tool for your community's operations. ORCA's Regulatory Assessment Program, a third-party audit, is also available for a fee.
 - Monthly education webinars, including opportunities to learn from expert organizations.
- ✓ **Advocacy and representation** with government, policy makers and other stakeholders.
- ✓ **Part of a collective voice** focused on raising the profile of an evolving sector.
- ✓ **Attendance on monthly webinars** related to compliance and operational excellence.
- ✓ **Member-only rates** for seasonal Road Shows and Workshops, our sector-exclusive ORCA Conference, and the annual Together We Care Convention.
- ✓ **Newsletters and E-Bulletins** delivering the latest sector news, education opportunities and regulatory updates.
- ✓ **Inclusion in our popular online Home Finder Tool** which drives traffic to your website.
- ✓ **Access to the ORCA Member Website**, an information-rich online resource.

Our membership has continued to grow because we provide our members with the education, resources, tools, information, support, and representation they need to succeed in our evolving sector.

We are committed to your success.

Contact us today to learn more about **ORCA membership** at info@orcaretirement.com.

orcaretirement.com



ORCA
Ontario Retirement
Communities Association

1 888 263 5556



ORCA COMMERCIAL PARTNERSHIP

Reach, influence and engage Ontario's retirement community sector

ORCA is the association for Ontario's retirement communities, representing over 95 per cent of the suites in this increasingly diverse sector. Since 1977, ORCA has set the standard for operational excellence through its leadership in education and advocacy and its commitment to member services.

As a provider of products or services to the retirement community sector, you can become an ORCA Commercial Partner. You'll be able to reach key decision makers, build lead-generating relationships and be a part of a growing community of dedicated retirement community sector professionals.

Your commercial partnership includes:

- ✓ Access to contact information about ORCA member communities.
- ✓ A listing on the ORCA Commercial Partner Directory, published on both the member and public websites.
- ✓ Sponsorship and advertising opportunities to reach owners and operators.
- ✓ Participation in Commercial Member teleconferences, a subscription to the ORCA newsletter and access to select education webinars.
- ✓ Use of ORCA's logo to identify your company as an ORCA Commercial Partner.
- ✓ The opportunity to sit on the Commercial Partner Committee.

Sponsorship Opportunities for Every Budget:

Whether you become a sponsor at our Road Shows, ORCA Conference or Fall Regional Workshops, advertise in our member e-newsletter, or support our member education, you will:

- ✓ Obtain valuable exposure and prominence with key decision makers.
- ✓ Generate leads, make new connections and build long-lasting business relationships.
- ✓ Gain a competitive edge as you elevate and enhance your brand, while positioning your company as an industry leader.

We are committed to developing unparalleled opportunities for you to connect with retirement community operators and showcase your products and services.

Ask us about customized packages and special new partner opportunities.

Contact us today to become an **ORCA Commercial Member** or to learn more about what membership has to offer at info@orcaretirement.com.



ORCA EVENTS

Learning and networking opportunities to keep members up to date on industry topics and trends

March & April

- ✓ **Annual General Meeting** is held on the first day of the Together We Care Convention and includes a recap of ORCA's activities, key accomplishments and initiatives from the previous year. The meeting also includes plans for the upcoming year, audited financial statements, and the annual election of the new Board of Directors.
- ✓ **Together We Care Convention** brings together the long-term care and retirement community sectors. Hosted with the Ontario Long Term Care Association, this event is the largest of its kind in Canada, with over 1,200 delegates and 300 vendors. National and global speakers present innovative and best practices in senior living. Explore the extensive trade show floor and network with other senior leaders and staff from both sectors.

June

- ✓ **Spring Road Shows** are held at conference style venues at four locations across Ontario (Mississauga, Ottawa, London and Vaughan). The road shows bring together senior members and teams to network and learn about the latest legislation and sector trends for operational excellence and best practices. Vendor tables and sponsorship opportunities are available.

September

- ✓ **ORCA Conference** is the only event of its kind exclusively for Ontario retirement community professionals. The conference brings together senior leaders for innovative and global learning and networking. Vendor tables and sponsorship opportunities are available.

October & November

- ✓ **Fall Regional Workshops** take place in nine retirement communities across the province. The workshops provide practical tool kits and resources that are accessible and affordable. The small group format is participatory and interactive, allowing for local and regional representatives to have their issues addressed. Vendor tables and sponsorship opportunities are available.
- ✓ **Fall Members' Webcast** is a teleconference where members are informed about the budget for the upcoming year, along with the latest advocacy, learning offerings and initiatives.

To learn more about ORCA events, please visit www.orcaretirement.com/orca-events.

For more information, please contact **Ania Sawala** at 905-403-0500 ext 235 or info@orcaretirement.com.



THE LEARNING CENTRE FOR SENIOR LIVING

The Learning Centre offers the education that frontline staff need to be in compliance with sector regulations, as well as optional education to enhance operational excellence and achieve industry best practices

Benefits of The Learning Centre for Senior Living:

- ✓ Concise, interactive tutorials with quizzes available 24/7, wherever there is an internet connection.
- ✓ Best Practices Training available through portals to Alzheimer Society, RHRA, PSHSA, TSSA, and more!
- ✓ Real time reporting for compliance auditing and regulatory inspections.
- ✓ Classroom training resources to conduct in-services that can be tracked online!
- ✓ Multi-role login to allow managers to see progress of their staff while seeing progress of their teams, community or organization.
- ✓ Access to the Online Operations Manual consisting of over 400 template policies, procedures and forms.
- ✓ Access to sector resources including regulatory affiliates pages.
- ✓ Online self-assessment tool containing 79 ORCA standards essential to the safe operation of your community and resident safety.
- ✓ Provincial and federal legislative tracker to stay abreast of regulation that may impact your retirement communities, staff or residents.
- ✓ Register and view past webinars that inform members of their responsibilities under provincial regulation and operational best practices.
- ✓ Access to 31 current tutorials on best practices and mandatory compliance.

Best Practices:

- Dementia Inclusive Retirement Communities - 2 Modules
- Mental Health and Wellness in the Workplace for Staff

Mandatory Compliance:

- | | |
|---|---|
| • Behaviour Management | • Prevention of Resident Abuse |
| • Care Services - 6 Tutorials | • Privacy |
| • Complaints Process | • Promoting Accessibility in Employment Standards |
| • Falls Prevention | • Promoting Accessibility in Customer Service & Design of Public Spaces |
| • Fire Safety & Emergency Plan | • Provision of a Meal |
| • Infection Control | • Restraints & PASDs |
| • Injury Prevention - MSDs; Lifts & Transfers; Slips, Trips & Falls | • RHA: Bill of Rights & Whistleblowing |
| • Mental Health and Wellness - Residents | • Safe Food Handling |
| • Mental Stimulation | • Unregulated Care Providers |
| • OH&S Awareness Training for Workers & Supervisors - 2 Tutorials | • Violence in the Workplace |
| | • WHIMIS 2015: GHS |
| | • Young and New Workers |

Questions? Contact us at training@orcaretirement.com.

THE OPERATIONS MANUAL & RESOURCES

Your guide to running a retirement community, accessible through The Learning Centre for Senior Living

The Operations Manual is an online library of over **400 template policies, procedures, and forms** that cover **all operational and regulatory aspects of running a retirement community**. It is regularly updated with new regulatory requirements and reflects the ongoing evolution of sector best practice.

- ✓ **Downloadable resources** make it easy to customize templates to reflect your individual community.
- ✓ **Modeled** after the ORCA Assessment Tool, the Retirement Homes Act and other applicable legislation.
- ✓ **Search function** enables you to promptly find what you are looking for.
- ✓ **Accessible 24/7** to management through The Learning Centre for Senior Living.

The Operations Manual covers six main areas of operation:

- ✓ **Administration** addresses business operations and documentation including records maintenance, financial policies, resident packages, and agreements.
- ✓ **Safety** has resources related to occupational health and safety, emergency plans, fire safety, and pandemic preparedness.
- ✓ **Infection Control** focuses on infection prevention, surveillance, outbreak management, and disease specific measures.
- ✓ **Resident Services** provides guidelines on recreation, food and meal preparation, housekeeping, laundry, and maintenance.
- ✓ **Human Resources** covers job descriptions, staff and volunteer onboarding and training, employee relations and standards, and volunteer practices.
- ✓ **Resident Care** includes provision of care services, admission and assessments, plans of care, medication management, incident management, and assistive devices and restraints.

Toolkits are additional resources available to help you:

- Behaviour Management Toolkit
- Retirement Homes Act (Critical Elements) Toolkit
- Human Resources Toolkit
- Crisis Communications Toolkit
- Resident Admissions and Transitions from Hospital Guide
- Sales and Marketing Toolkit
- Risk Management Toolkit
- Medical Cannabis Toolkit
- Dementia Regulatory Requirements Toolkit

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ORCA REGULATORY ASSESSMENT PROGRAM

A complete on-site audit of your retirement community operations to ensure that you meet all provincial regulations

Is Your Community Meeting All Provincial Regulations? Find Out From a Sector Expert

Book an Assessment Day and let our experienced Educators ensure that your community is on the right track! The ORCA Assessment program is a voluntary undertaking that provides a complete on-site audit of your community's operations.

Benefits of the Assessment Program:

- ✓ **Get expert and neutral insight.** Our Educators have decades of experience in the sector. They can provide you with personalized feedback and point you in the right direction of best practices to help with compliance. Our comprehensive assessment tool takes in to account all provincial regulations - not just the RHA - and provides you with an audit checklist.
- ✓ **Verification** that systems and processes are in place to ensure inspection readiness.
- ✓ **Benchmark between communities and against sector averages.** A report card provides results of a community's performance, and corporate reports are provided as applicable, noting the performance of all communities assessed within the chain. All reports also include the sector average for each standard.
- ✓ **Initiate leadership and learning for your management team.** Work as a team to prepare for the assessment, and develop collaborative action plans to move forward on unmet areas identified.

Options Available:

- 1. Regulatory Assessment:** A full, formal audit of your community's policies, procedures and supporting documentation applicable to all 79 standards in ORCA's Regulatory Assessment Tool. The Educator would assess if your community meets the standards, while providing feedback and advice for unmet areas.
- 2. Consulting Day:** Education-focus, addressing key regulatory requirements that correspond with the ORCA standards. Your community would identify your top challenging areas in advance, and the Educator would spend the full day reviewing the requirements with you, sharing best practices.

Regulatory Assessment/Consulting Day Fees For 2019: \$800 +HST (*plus applicable travel*)

Online Regulatory Assessment Tool:

- ✓ A great resource for communities to see how they are performing and to prepare for inspections. This free self-assessment tool is set up as a user-friendly checklist to ensure your community is in regulatory and operational compliance. It is available through The Learning Centre for Senior Living.

Interested? For more information, please contact **Erin Feutl** at 905-403-0500 ext 233 or training@orcaretirement.com.

