

# ORCA OPERATIONAL EFFECTIVENESS AND COMPLIANCE PROGRAM

*Virtual and on-site consulting and review options available to assist your retirement community with establishing and ensuring best operating practices and regulatory compliance.*

Book an Assessment or Consulting Day and let our experienced Educators ensure that your community is on the right track. The ORCA Operational Effectiveness and Compliance program is a voluntary undertaking to assist your community - sign up today!

## Benefits of the Operational Effectiveness and Compliance Program:

- ✓ **Get expert and neutral insight.** Our Educators have decades of experience in the sector and can provide personalized feedback, pointing you in the right direction of best practices to help with compliance.
- ✓ **Initiate leadership and learning for your management team.** Work as a team to prepare for the day, and develop collaborative action plans for improvement.
- ✓ **Helpful for those new to the sector and retirement community regulations.** A great exercise to orient and train new management.
- ✓ **Verification that systems and processes are in place.** Helpful for evaluating and identifying compliance issues in the residence.
- ✓ **A preparatory tool.** A great exercise to prepare for regulatory body inspections. ORCA's Operational Effectiveness and Compliance Tool takes into account not only the Retirement Homes Act, but provincial acts and regulations - and provides you with an audit checklist.
- ✓ **Quality Improvement.** Establish new QI processes, or enhance your existing programs.

## Options Available:

1. **Assessment:** A full day, on site audit of your community's policies, procedures, and processes applicable to all 78 standards in ORCA's Operational Effectiveness and Compliance Tool. Cost: \$800 + HST (plus applicable travel)
2. **Consulting Day:** Virtual or on site; half or full day - education-focus, addressing key areas identified with the home in advance. Cost: \$400 + HST (Half day); \$800 + HST (Full day) - plus applicable travel unless virtual.
3. **Policy Review Support:** For homes looking for help to update or make their policies site-specific and have an external set of eyes review them. Policy review is based on ORCA policy templates. Cost: Determined based on scope of review support (8 hours max).

## 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 review if your community is meeting regulatory requirements. It is available through The Learning Centre for Senior Living.

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**Interested?** For more information, please contact **Erin Whetstone** at 905-403-0500 ext 233 or [training@orcaretirement.com](mailto:training@orcaretirement.com).

