

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

Questions? Contact us at info@orcaretirement.com.

