

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 **450 template policies, procedures, forms, and toolkits** that cover **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 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 seven main areas of operation:

- ✓ **Administration** addresses business operations and documentation including records maintenance, financial policies, resident packages, and agreements.
- ✓ **Occupational Health and Safety** has resources related to health and safety committees, workplace accident and illness reporting, workplace violence and harassment, work refusal, and workplace hazards.
- ✓ **Fire Safety and Emergency Plan** includes fire safety principles, inspection and maintenance, roles and responsibilities, plan activation, emergency preparedness, and more.
- ✓ **Infection Control** focuses on infection prevention, routine practices and additional precautions, and disease specific measures. Many COVID-19 resources were also developed over the pandemic period.
- ✓ **Resident Services** provides guidelines on recreation, food and meal preparation, housekeeping, laundry, and maintenance.
- ✓ **Human Resources** covers 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 ORCA resources available to help you:

Accessibility (AODA) • Behaviour Management • Crisis Communications • Dementia Regulatory Requirements • Human Resources • Medical Cannabis • Palliative and End of Life Care • Recruitment Resident Admissions and Transitions from Hospital Guide • Retirement Homes Act (Critical Elements) • Risk Management • Sales and Marketing

Questions? Contact us at memberservices@orcairement.com.

