

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.

