

## APPLICATION FOR OPERATOR MEMBERSHIP

Name of Home: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Suite Count: \_\_\_\_\_

Web site: \_\_\_\_\_ General Email: \_\_\_\_\_

General Manager: \_\_\_\_\_ Email: \_\_\_\_\_

Not-for-Profit (check if applicable)

**ORCA Communications** will be sent to the home (as above) and the owner/management company. If there are other contacts in your organization you would like added, please notify ORCA. Please complete:

Owner: \_\_\_\_\_ Management Co: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Email: \_\_\_\_\_

Contact: \_\_\_\_\_ Contact: \_\_\_\_\_

Title: \_\_\_\_\_ Title: \_\_\_\_\_

As per Canadian Anti-Spam Legislation (CASL) requirement, please check below:

I agree to receive email communications from ORCA, including but not limited to, information regarding changing legislation, operations bulletins, newsletters and event information.

No, I do not wish to receive email communications from ORCA.

**Payment:** Fee for Operator Members (\$32.52 per suite per year\*) **\*If joining after January 31<sup>st</sup>, 2025 your fees will be pro-rated to the end of the year.**

Payment Options:

All Credit Cards are accepted, for payment related questions or to receive your link to the payment portal please email [memberservices@orcaretirement.com](mailto:memberservices@orcaretirement.com) with the completed form.

For Electronic Funds Transfer (EFT), contact [memberservices@orcaretirement.com](mailto:memberservices@orcaretirement.com) with your EFT remittance confirmation. Remember to include company name, invoice number and transfer date.

Cheques payable to Ontario Retirement Communities Association

I have read and agree to adhere to the Member Values

I have read and signed the Memorandum of Understanding and return with application

I agree to adhere to the Terms of Use for The Learning Center as signed at initial access

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Complete and return forms by email (scan) to [memberservices@orcaretirement.com](mailto:memberservices@orcaretirement.com)**

## MEMORANDUM OF UNDERSTANDING

### Operator Member

The undersigned acknowledges and declares that the information provided by representatives of the (Name of Home) applying for Operator Membership in the Ontario Retirement Communities Association (“ORCA”) is true, accurate and complete.

The undersigned declares that, to the best of his/her knowledge, there are no outstanding issues that would compromise the integrity of the Association (example: home involved in a situation that would negatively impact the industry as a whole).

The undersigned declares that, to the best of his/her knowledge, the home abides by regulations under which retirement residences are governed and has provided ORCA with details regarding any recent past (i.e., past 36 months) or present non-compliance with such regulations and evidence of cooperation with any outstanding regulatory orders including any orders made by the Registrar of the RHRA.

The undersigned agrees that he/she has read, understands and will adhere to the Member Values (attached) and shall inform ORCA of any non-adherence.

To qualify as an Operator Member, By Law No. 2.2(a)(i) requires that the retirement home be licensed by the RHRA. The undersigned agrees that if they cease to be an RHRA-licensed retirement home (e.g., license terminated, revoked, surrendered), they will notify the Association of their status change immediately following the license being surrendered to the RHRA. Additionally, the undersigned agrees to cease any promotion of ORCA Operator Membership (e.g., on website, membership certificate posting in residence).

The undersigned agrees to abide by the Operator Membership status bylaws (By Law No. 3.1), rules and policies of the Association.

The undersigned acknowledges that contact names and email addresses provided to ORCA will be used in Association related communications.

Operator Members are entitled to:

- receive all Association resources and manuals (including Operations Manual and RHA Critical Elements Toolkit) in order to prepare for RHRA inspection/compliance
- attend all the Association’s member’s meetings, AGM and events at special member rates
- receive all communications, position papers, issues updates
- receive access to The Learning Centre for Senior Living on-line training tool for all staff
- participate on Association task forces, advisory groups, networking meetings and board conference calls to keep current and up-to-date
- vote at membership meetings (Operator Members only)
- promote their membership in ORCA to the public using the applicable branding. Members are eligible to use any ORCA logos or materials and must follow the insignia guidelines.

Operator Members are not entitled to:

- share ORCA materials with residences that are not ORCA members (sign attached disclaimer)

Dated: \_\_\_\_\_

(Signature of Owner or Designate)

**IMPORTANT:** All retirement residences owned, managed and/or operated by Members (all categories) who are part of a chain (owner or group with two or more residences), must apply for membership with ORCA or show evidence to the satisfaction of the Board of Directors that such residences are unable to, and/or are inappropriate to be members. Applications for each residence must be completed separately and included with original application. Chains will be required to update information at least annually or when a new residence is opened/acquired.

## Ontario Retirement Communities Association Member Values

**As a member of the Ontario Retirement Communities Association, we uphold and affirm our responsibilities to our residents by subscribing to the following values:**

**We believe** in quality of life for all residents that encompasses their right to dignity, respect, choice, privacy and autonomy.

**We respect** the cultural, social and religious diversity of our residents and employees.

**We are committed** to maintaining a high standard of professional conduct and act with integrity, honesty, openness and fairness when interacting with residents, families, employees and other operators and businesses.

**We provide** our employees with the tools and training the need to perform their roles.

**We safeguard** the well-being of our residents and employees.

**We provide** a respectful workplace and seek to hire employees with good moral character, appropriate experience, competence and compassion.

**We comply** with all relevant municipal and provincial regulations governing our operations.

**We engage** in fair marketing practices and will only participate in activities that are a credit to the sector at large.