

2019 Spring Road Show

Leadership Training

ORCA is committed to optimizing leadership potential and influence. This full day of leadership development will address the latest information from the Retirement Homes Regulatory Authority, best operational practices and trends, followed by **The Ritz-Carlton Leadership Center's Memorable Customer Service Enrichment Course**. Learn the tools necessary to grow leaders in your communities, generate purpose driven performance, and create a culture for staff to elevate the resident experience.

They may forget what you said, but they will never forget how you made them feel. ~ Carl W. Buehner

8:00 - 8:45 **Registration & Networking Breakfast**

8:45 - 9:00 **Welcome & Association Update**
Cathy Hecimovich, CEO, Ontario Retirement Communities Association

9:00 - 9:45 **Retirement Homes Regulatory Authority Update: Latest Directions and Priorities**
Jay O'Neill, CEO and Registrar, RHRA (June 4)
Kathryn Chopp, Director, Communications and Stakeholder Relations, RHRA (June 6, 11 & 13)

Join the RHRA for an update on their directions and priorities, including their progress in developing new Compliance Assistance Modules and a Public Report Card. Also hear about the latest inspection data collected and top non-compliance trends.

9:45 - 10:45 **Cannabis in the Workplace and Other Legislative Changes Impacting Operators**
Gerald Griffiths, Sherrard Kuzz LLP, Employment & Labour Lawyers

Learn about cannabis in the workplace, including recognizing employee impairment, drug testing (when it is – and is not - permissible), and employer rights and obligations while balancing safety, privacy and human rights. Also learn about other legislative changes impacting the retirement community sector, such as updated HR practices, and anticipated legal changes in 2019 and beyond.

10:45 - 11:00 **Networking Break & Tabletop Displays**

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11:00 - 12:00 The Ritz-Carlton Leadership Center: Memorable Customer Service (3, Hour-Long Sessions)

John Cashion, The Ritz-Carlton Leadership Center Advisor (June 4 & 6)
Alexandra Valentin, The Ritz-Carlton Leadership Center Advisor (June 11 & 13)

This course focuses on the emotional and psychological aspects of creating a culture where personalized and impressive service is the norm. You will be taken through The Ritz-Carlton methods for fulfilling unexpressed wishes and needs, learning to stay-in-the-moment, and creating personalized experiences that surprise and delight. Learn about:

Emotional Connection: A discussion about the difference between functional and emotional benefits and why this distinction is critical to brand loyalty.

The Ritz-Carlton Key Service Principles: An overview of the service principles that lead to authentic connections and the importance of psychology in service.

Becoming a Service Sensation: The five components that customers need and want in a service industry professional, regardless of organization or customer.

A Written Service Strategy: It is critical to offer a consistent customer experience. One of the ways this is achieved at The Ritz-Carlton is through the Three Steps of Service.

The Power of Anticipatory Service: Review how to anticipate customer needs through their service journey, including how to stay-in-the-moment, customer relationship management best practices, and how to leverage surprise and delight techniques.

12:00 - 1:00 Networking Lunch & Tabletop Displays

1:00 - 2:00 The Ritz-Carlton Leadership Center: Memorable Customer Service Continued

2:00 – 2:15 Networking Break & Tabletop Displays

2:15 - 3:15 The Ritz-Carlton Leadership Center: Memorable Customer Service Continued

3:15 – 3:30 Closing Remarks & Door Prize Draw

Thank you to our sponsors!



Registration Form

You can also register online by visiting the [Upcoming Events](#) page on the ORCA Member Website.

Main Contact: _____

Residence: _____

Phone: _____

Email: _____

Please circle the session you will be attending:

Mississauga (S060419)

Ottawa (S060619)

London (S061119)

Vaughan (S061319)

June 4

June 6

June 11

June 13

Mississauga Convention
Centre

Infinity Convention Centre
2901 Gibford Drive

London Convention
Centre

Hazelton Manor Conference
Centre

75 Derry Road West

Gloucester, ON K1V 2L9

300 York Street

99 Peelar Road

Mississauga, ON L5W 1G3

London, ON N6B 1P8

Concord, ON L4K 1A3

How did you hear about the ORCA Spring Road Show? Please circle one:

Email from ORCA

ORCA website

Mail

Phone call

Social media

Other

Attendees (Operators only)

Full Name	Email	Title	Food Allergies/ Dietary Restrictions? (GF, vegetarian, etc.)
1.			
2.			
3.			
4.			

By registering for this event, you consent to have your contact information shared with show sponsors.

Please complete:

Full Day Registration

_____ Participants Full Day (Operator Members) @ \$195 +HST= \$ _____

_____ Participants Full Day (Non-Members) @ \$295 +HST= \$ _____

Payment must be received by ORCA prior to the registered session date.

Method of Payment: Amount: \$ _____ (HST# 130845936)

Cheque to follow (Mail to: ORCA, 2401 Bristol Circle, Suite 202, Oakville, Ontario, L6H 5S9)

Visa / MasterCard / Amex (circle one) Cardholder's Name: _____

Card # _____ Exp. Date: _____/_____/_____

NOTE: Workshop sessions are held based on attendance. Confirmation will be sent upon registration. **Refunds will be given for cancellations received by ORCA in writing, no later than ten days in advance of your scheduled session. Cancellations received after this date will be subject to full registration payment. Substitutions are welcome.** ORCA resource toolkits will only be provided to ORCA members.

To register, email this form to info@orcaretirement.com or fax to 905-829-1594.