

2023 Spring Road Shows

Compliance Matters: Best Practices for Communities to Thrive

Join us this May and June as we return to our in-person Spring Road Shows!

This year, ORCA will be offering three road shows across Ontario with a focus on “compliance.” Each road show will provide homes with a thorough understanding of the legal, regulatory, and inspection framework for operating a retirement home. To ensure an operator is compliant, each show will offer details around RHRA inspections, care planning and assessments, fire and safety, emergency planning, and human resource/labour employee relations.

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

Register, enjoy breakfast, and connect with ORCA operator members and commercial partners at their tabletop displays.

8:45 - 9:00 **Welcome & Association Update**

Cathy Hecimovich, CEO, ORCA

Learn about the Association’s recent efforts and activities and find out what’s to come for the rest of 2023.

9:00 - 10:00 **Handling a Crisis**

Warren Weeks, Principal, Weeks Media

This is a fast-paced, engaging, and humorous talk that drives home the importance of proper crisis communications (and how to do it). Operators will take away the following from this session:

- Renewed understanding and appreciation of the importance of best-in-class crisis response/communications in their retirement homes;
- Tangible, tactical skills to better handle a crisis-based media interview;
- Valuable and, in some cases, humorous case studies (including video clips) of great and awful crisis response from various sectors;
- A roadmap for creating a solid crisis communications plan (quickly and with little or no cost);
- A clear understanding of the importance of timeliness, truthfulness and transparency when responding to a crisis; and
- Skills to better manage audiences using social media in a crisis.

10:00 - 11:00 **Expectations during an Inspection in a Retirement Community**

Corina Gadde, Manager, Inspections, RHRA (June 6)

Ben Razulis, Manager, Inspections (West), RHRA (May 25 & June 13)

The RHRA inspection team will share some key areas where retirement homes should focus their attention for routine inspections and provide tips/resources to reduce burden during the course of an inspection, as well as how to respond to the draft inspection report.

11:00 - 11:15 **Networking Break & Tabletop Displays**

Enjoy a break and connect with ORCA operator members and commercial partners at their tabletop displays.



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2023 Spring Road Shows

11:15 - 12:00 **Updating and Creating Resident Care Plans**

Evangeline Ramos MSN, RN, Director, Wellness Operation (East), Amica Senior Lifestyles (June 6)

Alison McCarthy, Senior Director Wellness and Risk Management, Amica Senior Lifestyles (May 25 & June 13)

Retirement homes are to assess each new resident's care needs and preferences as soon as possible and develop a plan of care specific to those care needs and preferences within timeframes set out by the Retirement Homes Act. Often, there is a timeframe setting out when full assessments and plans of care are due but with staff capacity and ongoing health changes, how can operators collaborate with their staff, residents, and family members to ensure this is a smooth process? This session will support operators to develop a robust care plan for their residents.

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

Enjoy lunch and connect with ORCA operator members and commercial partners at their tabletop displays.

1:00 - 2:30 **Fire Safety and Emergency Planning**

Michael Ayers, ORCA Educator & Consultant, Matt Cooper, Fire Prevention Officer, Brampton Fire & Emergency Services (May 25), Zainal Kahn, Fire Prevention Officer, Brampton Fire & Emergency Services (May 25), Andrew Watson, Fire Prevention Officer, Ottawa Fire (June 6), and Kyle Kierasiewicz, CFEI, Fire Prevention Inspector/Investigator, London Fire Department (June 13)

Do you know what your requirements are under the Ontario Fire Code? What is your responsibility in your approved Fire Safety Plan? What is a Fire Safety Plan? Answers to these questions and others will be discussed during the presentation. Please note that due to different building construction and age of buildings, specific building questions may not be able to be answered. In this session, we will also explain the stages of emergency planning, understand the legislative obligations regarding emergency preparedness, how to simplify and test your emergency plan, and how to train your staff for emergency responses.

2:30 - 2:45 **Networking Break & Tabletop Displays**

Enjoy a break and connect with ORCA operator members and commercial partners at their tabletop displays.

2:45 - 3:30 **With Great Power Comes Great Responsibility – Navigating Privacy in the Modern Workplace**

Gillian Howe, Partner, Torkin Manes LLP (May 25)

Lisa Corrente, Partner, Torkin Manes LLP (June 6 & 13)

Technology is increasingly a mainstay in the workplace. It is used by all workplace parties: employers, employees, and residents/clients. This brings great opportunity for efficiency and accountability, but also raises unique challenges – chief among these challenges is employee privacy. Delegates will be provided with an overview of issues that continue to emerge in workplaces relating to employee privacy. This session



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2023 Spring Road Shows

will provide delegates with an understanding of how to use and implement technology and advancements in the workplace, with a clear understanding of their legal obligations to employees. Now more than ever, employees and unions are advocating for privacy rights and raising privacy-based objections to employer rules, policies, and investigations. It is important that delegates have knowledge of best practices to manage and respond to employee privacy concerns and claims. The workplace is evolving, and an understanding of employee privacy obligations is critical to successfully implementing technology and advancements in the workplace, implementing policies, conducting investigations, and avoiding litigation. Both staff and residents want to have the comfort of knowing that their employer/ health care provider has the knowledge base and resources to effectively manage and oversee the workplace without being unnecessarily intrusive.

3:30 Closing Remarks & Door Prize Draw

Thank you to all our sponsors!

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