

2024 Spring Road Shows

Unlocking Success: Empowering Retirement Professionals with Essential Tools and Knowledge

This year, ORCA will be offering three road shows across Ontario with a focus on strategies to enhance workplace dynamics, regulatory compliance, and communication effectiveness. Topics include assessment compliance, updates on employment law, emergency preparedness, and mastering difficult conversations, all aimed at fostering a culture of open communication and accountability.

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

Register, enjoy breakfast, and connect with peers & colleagues 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 2024.

9:00 - 10:00 **Keynote: Supporting Your Team Through a "Speak-Up" Culture**

Stephen Shedletzky, Speaker, Executive Coach, Advisor and Author

If we reward people for speaking their truth, we can create better and more productive workplaces. A speak-up culture, where people feel it is both psychologically safe and worth it to share their ideas, feedback, concerns, disagreements, and mistakes, is vital for any team or organization that wishes to thrive. Teams and organizations with speak-up cultures are not only more innovative, engaged, and adaptable, they are also better-performing than their peers. Leaders have an immense opportunity: they can create a speak-up culture for the betterment of the organization. Find out how to do this in Stephen's engaging session that will leave you with tangible ways to improve your company culture.

10:00 - 11:00 **Assessments and Care Plans: RHRA Top Non-Compliant Areas and Sector Best Practices**

Todd Ruston, Director, Regulatory Operations, Retirement Homes Regulatory Authority (RHRA) & Debbie Doherty, Health Care Consultant – Retirement Sector

Hear from the RHRA and ORCA Educator, Debbie Doherty, as they share the areas where operators are cited most for assessments and care plans. What can homes do to ensure they meet regulations? Our presenters will do a deep dive into assessments and care plans, including common pitfalls and best practices from the sector for meeting the regulatory requirements.

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

Enjoy a break to connect with peers and colleagues, and visit commercial partners at their tabletop displays.



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- 11:15 - 12:15 **Employment Law: What Operators Need to Know Now and Prepare For**
Gerald Griffiths, Lawyer, Sherrard Kuzz LLP & Sarah MacKay Marton, Lawyer, Sherrard Kuzz LLP
- Join our lawyers for an informative update on recent changes to employment law and case law examples related to temporary agency licensing and operators' obligations when using them, trends and issues in human rights law, terminations, and the recently passed Bill 149.
- 12:15 - 1:15 **Networking Lunch & Tabletop Displays**
- Enjoy a break to connect with peers and colleagues, and visit commercial partners at their tabletop displays.
- 1:15 - 2:00 **Emergency Preparedness – Now and for the Future**
Speakers: Jai Sukhai, Regional Director of Operations, GTA, Cogir Senior Living & Olena Chapovalov, Regional Consultant, Public Services Health and Safety Association (PSHSA)
- Whether preparing for a flash weather event or community disaster, all operators need to be ready for the unexpected. Learn from PSHSA about considerations when planning and preparing your teams for increasingly probable, but problematic situations given our climate. Sample scenarios will be discussed, such as extreme wind, storms, and temperatures. Also hear from an operator about their experience with conducting testing exercises and lessons learned from experience.
- 2:00 - 2:15 **Networking Break & Tabletop Displays**
- Enjoy a break to connect with peers and colleagues, and visit commercial partners at their tabletop displays.
- 2:15 - 3:15 **Mastering Difficult Conversations**
Speaker: Gary MacDonald, Founder & CEO, Clearview Training & Consulting Inc.
- Having difficult conversations can be daunting and stressful. In working with staff, ignoring disruptive behaviours or attitudes does little to resolve the issue. With clients or family members, having those conversations on various topics can feel tense. In this interactive session, Gary MacDonald will share the importance of the first 9 seconds in setting the table for that respectful conversation. The hardest thing to manage is your own thinking and emotions while you are in the moment. You will discover some helpful tips that will increase your confidence and higher probability for the results you desire.
- 3:15 – 3:30 **Closing Remarks & Door Prize Draw**



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