

About ORCA's Standards Evaluation Program

ORCA's Standards Program was introduced in 1995. A retirement residence is required to meet the Association's standards in order to become an approved ORCA member. Upon application to the Association, the retirement residence is considered an "applicant".

"Applicants" are provided with the following material to assist with preparing for evaluation:

- Comprehensive Facility Operations Manual
- Standards Guidelines
- Survey Tool (Assessment document used by Surveyors)
- Standards Policy and Procedure Manual
- Code of Ethics
- Commitment to Residents

The retirement residence has six months to prepare for an on-site evaluation. Retirement residences under construction will be evaluated one year after opening. A retirement residence must successfully complete the evaluation in order to receive membership approval.

Trained surveyors conduct the on-site inspections. Survey results are graded by an independent third-party company. An "approved" retirement residence is re-surveyed in one, two or three years depending on its survey results. A retirement residence that fails a survey by not meeting the Association standards is refused membership.

The following areas are reviewed as part of the Association's Standards Evaluation Guidelines:

Administration

- Business and Policy Development

Resident Services

- Resident Admissions, Transfers, Discharges
- Resident and Family Orientation
- Resident Care
- Recreation
- Food and Meal Services
- Housekeeping
- Laundry

Environment

- Fire Plan and Drills
- Disaster Plan
- Safety and Security
- Physical Plant and Maintenance
- Quality Improvement

