



Standards for Living. Quality of Life.

Complaints Procedure

**An accredited member of the
Ontario Retirement Communities Association**

We adhere to a comprehensive set of operating standards essential to ensuring a safe, quality living environment.

By maintaining ORCA's accreditation standards we demonstrate a promise of quality and accountability to our residents, families, staff, and the public.

We are committed to timely resolution of all concerns or complaints.

**Complaints Procedure
Speak with the Department Supervisor,
Administrator, or Owner.**

**Failing resolution, contact ORCA at:
1-800-361-7254**

For a copy of ORCA's accreditation standards call 1-800-361-7254
or visit www.orca-homes.com