



## Standards for Living. Quality of Life.

### Description of a Retirement Residence:

Retirement residences offer private pay accommodation and services for seniors. The accommodation is typically a private room with a 3 piece bathroom that is rented on a monthly basis. Services generally include 24 hour supervision, meal preparation, laundry/housekeeping, medication distribution, assistance with activities of daily living, social events and recreation. Retirement living is an independent lifestyle which offers a great deal of diversity, options, and personal choices.

### Profile of a Retirement Resident:

- Average age 83
- Typically healthier, more active and slightly younger than long-term care residents
- Primarily chose a retirement residence to access regular social activity, nutritious meals, the security of emergency response, and help with medication

### Quick Facts:

- Private and non-profit organizations own and operate retirement residences
- Accommodation rates are subject to rent control
- Residents may qualify for up to a \$10,000 tax credit for the care they receive
- Residents have the option to purchase additional support services as their needs/preferences change

### Ontario Retirement Communities Association:

ORCA is a voluntary, non-profit organization established in 1977 that sets professional operating standards, inspects and accredits retirement residences in Ontario. Not all retirement residences are ORCA approved, only those that pass and continue to meet ORCA's standards for accreditation. ORCA approved retirement residences provide care and services to 22,000 seniors in Ontario. ORCA membership is an assurance of a well-maintained, safe, professional and pleasant living environment.

### ORCA Accreditation - Why It Matters:

The operation of retirement residences in Ontario is not regulated by provincial legislation. ORCA is the only agency that sets standards, inspects and accredits these residences. By participating in ORCA's accreditation, a retirement residence demonstrates a commitment to quality and accountability to its residents, staff and the public.

### ORCA Standards Evaluation Program:

To protect residents, ORCA members must adhere to a comprehensive set of professional operating standards pertinent to ensuring a safe quality living environment. ORCA regularly audits its members to ensure compliance.

ORCA's standards have been created by experts in the sector and focus on important operating requirements for a safe home. ORCA members must meet standards in many areas including:

- Quality of resident care
- Safety and security
- Emergency planning
- Building and property maintenance

Residences that fail a survey and do not meet the requirements during a remedial action period are expelled from the Association.

### Retirement Home Complaints Response & Information Service:

- Get help resolving a complaint about any retirement residence in Ontario
- Find out what care options are available and how to decide what best meets one's needs
- Request a free directory with information on the full range of care options available
- Service funded by the Province of Ontario

**One Number. One Call. 1-800-361-7254**

### ORCA

2155 Leanne Blvd., Suite 218  
Mississauga ON L5K 2K8

Tel. (905) 403-0500  
Fax: (905) 403-0502  
Toll-free: 1-800-361-7254

info@orca-homes.com  
www.orca-homes.com