

# ***ORCA STAFF ROLES & RESPONSIBILITIES***

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## **ORCA STAFF**

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## **ROLES & RESPONSIBILITIES**

Overall Association Management  
Strategic Planning  
Government Relations/Public Relations  
Public Affairs Committee Support  
Media Relations

Accreditation / Standards Program  
Accreditation Training Program  
Programs & Services  
Awards of Excellence Program  
Residence Membership Services

Commercial Member Services  
Trade Show & Summer Conference Coordinator  
Regional Support  
Commercial Committee Support

Accreditation Program Administration (Certificates)  
Survey Schedules & Invoicing  
Board Support

Reception  
General Enquiries

Accounting & Bookkeeping

Retirement Home Information  
Referrals to Government/Community Services  
Complaint Response  
Complaint Resolution

Education Program Management  
Bursary Program / Management Certificate Oversight

Electronic communications and strategic planning  
Membership communiqués  
Resident-of-the-Year Award

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**Directions to ORCA Office, as of February, 2009:**

**Ontario Retirement Communities Association**  
2390 Bristol Circle, Unit # 6  
Oakville, ON L6H 6M5  
Toll Free: 1-800-361-7254

**From Airport:**

Take Hwy # 427 south to Queen Elizabeth (QEW West)  
Follow QEW to Winston Churchill Blvd.  
North on Winston Churchill Blvd 3 sets of lights.  
Left on Dover Gate 1 block  
Right on Bristol Circle  
Building is immediately on left hand side

**From Hwy # 401 Kitchener / London**

Along Hwy # 401, exit on Winston Churchill Blvd.

South on Winston Churchill Blvd. to Dover Gate

(just south of Dundas St.)

Right on Dover Gate 1 block

Right on Bristol Circle

Building is immediately on left hand side

**From Hwy # 401 Oshawa / Whitby**

Exit at Hwy # 403

Exit at Winston Churchill Blvd.

South on Winston Churchill Blvd.

Right on Dover Gate 1 block

Right on Bristol Circle

Building is immediately on left hand side