

Area of Interest: Culinary, Hospitality and Tourism

## Retirement Communities Management

Ontario College Graduate Certificate

Program Code: 1105X01FWO

1 Year

Ottawa Campus

### Our Program

**Support the aging population - become a leader in this fast-growing industry.**

The Retirement Communities Management Ontario College Graduate Certificate program provides the specialized skills and knowledge to help you meet the demand for skilled managers in the retirement communities field.

Learn from seasoned industry professionals. The program aligns curriculum with Ontario's Retirement Homes Act, 2010 and prepares you for entry into this expanding field, or advancement within retirement communities.

Discover the organizational structures and day-to-day operations within the industry, including:

- human resources
- recruitment
- fiscal management
- resident care
- food service operations
- marketing
- recreation activities
- legislation and regulatory bodies

Apply management skills related to all of these areas through activities, case studies and industry work. Plan, implement and execute fiscal and operational strategies to optimize organizational efficiency. Focus also includes knowledge of resident care best practices.

A three-week field placement in the industry expands your real-world experience. During this time, you make valuable industry contacts.

Graduates may find positions in administration and/or sales and marketing in retirement communities, long-term care facilities and hospitals.

### SUCCESS FACTORS

This program is well suited for students who:

- Are motivated to lead.
- Possess a compassionate and gentle approach.
- Are customer-service oriented.
- Possess strong organizational, time management and communication skills.
- Have strong problem solving skills.

- Adapt well to change.
- Are interested in life-long learning.

## Employment

Graduates enhance their existing practice, expand career opportunities and remain current to work in the retirement community field. Graduates possessing previous related experience may find entry-level positions contributing to retirement communities as retirement community assistant managers, administrators or program leads in health related fields - administration, human resources management and long-term care associated non-clinical administration.

## Learning Outcomes

The graduate has reliably demonstrated the ability to:

- Plan and implement strategies and leadership practices in the retirement communities sector to enhance operations.
- Analyze, forecast, and budget revenue and expense targets to recommend effective strategies for the organization.
- Develop and promote sales and marketing strategies to attract and retain suitable seniors to retirement communities.
- Design and implement facilities management, continuous quality improvement, life safety and environmental capacity plans for the effective operation of a retirement community.
- Enhance employee and management relations in accordance with ethical standards, current laws, regulations and professional needs to establish a human resource management framework.
- Identify and promote awareness of the psychological, physiological, social and spiritual needs of seniors.
- Assess, plan, and implement proper nutrition standards for residents.
- Communicate effectively with staff, family and residents to create a caring and inclusive environment.
- Coordinate and manage human and physical resources present in a retirement community.
- Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

## Program of Study

Level: 01	Courses	Hours
HOS0031	Recreation/Lifestyle and Hospitality Management	42.0
MGT0104	Retirement Community Management	42.0
MGT0105	Financial and Business Management	42.0
MGT0109	Human Resources Management	42.0
MKT0014	Sales and Marketing for Retirement Communities	56.0
Level: 02	Courses	Hours
ENL0075	Communication and Customer Services	42.0
ENV0020	Environmental Services	56.0

FLD0005	Field Placement: Retirement Community Management	98.0
HOS0034	Resident Care Best Practices	42.0
LAW0036	Retirement Communities Legislation and Regulatory Bodies	56.0
MGT0106	Entrepreneurship	42.0

## Fees for the 2023/2024 Academic Year

Tuition and related ancillary fees for this program can be viewed by using the Tuition and Fees Estimator tool at <https://www.algonquincollege.com/fee-estimator>.

Further information on fees can be found by visiting the Registrar's Office website at <https://www.algonquincollege.com/ro>.

Fees are subject to change.

Additional program related expenses include:

- Textbooks approximately \$750.

## Admission Requirements for the 2024/2025 Academic Year

### Program Eligibility

- Ontario College Diploma, Ontario College Advanced Diploma, Degree or equivalent in one of the preferred subject areas; OR
- A minimum of three (3) years relevant management/work experience: Applicants will be assessed individually and will be required to complete an Eligibility Package. Eligibility Package submission details can be found on the Algonquin College Additional Admission Requirements website: <https://www.algonquincollege.com/admissionspackages>.
- Health Science/Community Services
- Food and Nutrition Management
- Nursing
- Recreation and Leisure
- Hospitality and Tourism, with Accommodation or Food and Beverage
- Business Administration
- Applicants with international transcripts must provide proof of the subject-specific requirements noted above and may be required to provide proof of language proficiency. Domestic applicants with international transcripts must be evaluated through the International Credential Assessment Service of Canada (ICAS) or World Education Services (WES).
- IELTS-International English Language Testing Service (Academic) Overall band of 6.5 with a minimum of 6.0 in each band; OR TOEFL-Internet-based (iBT)-overall 88, with a minimum of 22 in each component: Reading 22; Listening 22; Speaking 22; Writing 22; OR Duolingo English Test (DET) Overall 120, minimum of 120 in Literacy and no score below 105.

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## Application Information

### RETIREMENT COMMUNITIES MANAGEMENT Program Code 1105X01FWO

Applications to full-time day programs must be submitted with official transcripts showing completion of the academic admission requirements through:

ontariocolleges.ca  
60 Corporate Court  
Guelph, Ontario N1G 5J3  
1-888-892-2228

Applications are available online at <http://www.ontariocolleges.ca/> .

## Contact Information

### Program Coordinator(s)

- Phil Rossy, <mailto:rossyp@algonquincollege.com> , 613-727-4723, ext. 6355

## Course Descriptions

### ENL0075 Communication and Customer Services

Maintaining exceptional resident and staff relations and communication is critical to the success of retirement communities. Students focus on the cognitive, physiological and social changes affecting the process of normal aging tendencies. As well, students apply principles of communications including customer service methodologies practiced in the industry that foster and maintain excellent resident and staff relations. Through reflection, discussion and key assignments, students provide options and solutions to common issues that administrators encounter in retirement communities.

Prerequisite(s): none  
Corerequisite(s):none

### ENV0020 Environmental Services

Environmental services including housekeeping, laundry and maintenance require effective

management practices for the successful operation. Students explore and collect industry-related best practices and facility management principles and procedures that ensure building cleanliness, safety, infection control, preventative maintenance, fire safety and occupational health. Students develop an awareness of the key factors utilized to establish and maintain building environmental systems while controlling and reducing operating costs. Preventative maintenance programs are analyzed including safe working policies and procedures.

Prerequisite(s): none

Corerequisite(s):none

### **FLD0005 Field Placement: Retirement Community Management**

Experiential learning is the foundation to professional and personal development. Workplace experience and experiential training provide students opportunities to broaden their professional competencies through reflection and application with a seasoned professional in retirement community operations. Students work in communities for a defined period of time and learn collaboratively with a mentorship coach. This experience enables students to explore opportunities for growth and to capitalize on workplace experience as it pertains to personal growth and leadership development.

Prerequisite(s): HOS0031 and MGT0104

Corerequisite(s):none

### **HOS0031 Recreation/Lifestyle and Hospitality Management**

The planning and execution of recreation and lifestyle and hospitality is a cornerstone of building a sense of home for residents in retirement communities. Students develop and expand the role and function of activity personnel and the key models available to them when engaging activities for residents. Students also review the role of the foodservice manager and discuss the challenges of meeting dietary and nutrition standards for seniors, with emphasis on health and resident well-being. Through various activities, students discuss the challenges and successes administrators have when overseeing recreation and hospitality services.

Prerequisite(s): none

Corerequisite(s):none

### **HOS0034 Resident Care Best Practices**

Developing plans for resident care is critical to ensure resident satisfaction and to promote quality of life in retirement communities. Students examine resident-centered care and the healthcare system and discuss the importance of operational management, medication administration, abuse prevention, infection control, health and nutrition, resident safety and risk management. Students are provided opportunities to apply key concepts in the delivery and models used for effective care and the challenge of cultural diversity in these communities. An examination of current nursing standards and legislation as it applies to nursing is conducted.

Prerequisite(s): MGT0104

Corerequisite(s):none

### **LAW0036 Retirement Communities Legislation and Regulatory Bodies**

A comprehensive knowledge and understanding of the legislative requirements for retirement for communities is vital for successful management. Topics include safety, nutrition, health, and wellness, privacy, abuse and neglect and related subjects. Students analyze the policies, and survey regulatory bodies that regulate retirement community operations in the municipal, provincial, national and international context. Through online discussion and case studies, students review, identify and explain the impact of current laws and regulations, such as the Retirement Home Act of Ontario, the Occupational Health and Safety Act, Pay Equity Act and Privacy Acts.

Prerequisite(s): none

Corerequisite(s):none

### **MGT0104 Retirement Community Management**

A comprehensive view of the fundamental organization of retirement communities in Canada is vital for successful management. Participants examine the different responsibilities involved in the leading and planning of resources and management practices within the scope of current legislation. Students engage in developing and applying operational knowledge of retirement communities.

Prerequisite(s): none

Corerequisite(s):none

### **MGT0105 Financial and Business Management**

In order to make strategic business decisions professionals must have an understanding of management finance and accounting principles. Students examine key accounting principles and terms and analyze financial statements. Through learning activities, such as case studies and assignments, students discover and explain how financial information is used in forecasting, budgeting, management and the measurement of business operations.

Prerequisite(s): none

Corerequisite(s):none

### **MGT0106 Entrepreneurship**

Today's business environment necessitates an elevated focus towards entrepreneurial spirit. Emphasis is on skills to assist in developing a heightened awareness of opportunities. Students study a broad category of topics including business analysis and strategies. Focus is on market analysis and opportunities, risk assessment, venture capital prospects and new product and/or service development. Through project-based assignments and case studies, students examine the development and presentation of business plans.

Prerequisite(s): MKT0014

Corerequisite(s):none

### **MGT0109 Human Resources Management**

Human capital is a critical organizational resource that contributes to goal attainment, strategy, execution, financial results and sustainability of the organization. Students explore and analyze human resources planning, recruitment and selection, training and development, performance assessment, compensation and benefits, and employee and labour relations. In addition, the concepts of occupational health and safety and international human resources management are also examined.

Prerequisite(s): none

Corerequisite(s):none

### **MKT0014 Sales and Marketing for Retirement Communities**

The development and implementation of effective sales and marketing is critical for retirement communities. Students acquire an understanding of the skills and strategies needed for success in marketing and sales. Students attention is also directed to key factors in leasing agreements and care home information packages. Through online discussion and activities, students identify and explain the potential impact of various strategies to attract and retain new clients.

Prerequisite(s): none

Corerequisite(s):none