

Fanshawe College

## FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

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Documentation (Approvals etc...)

Retirement Residence Management

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2013

### FANS 01295 - Retirement Res. Mnger CVS Application

Fanshawe College

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ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
CREDENTIALS VALIDATION SERVICE  
APPLICATION FOR PROGRAM VALIDATION

This proposal will be sent to MTCU for Approval for Funding  Yes  No

1. College: Fanshawe College London Ontario
2. College contact person responsible for this proposal: Name: Tracy Jones & Kim Wilmink Title: Professor, School of Tourism & Hospitality Telephone: 519-452-4289 Electronic mail: <a href="mailto:tjones@fanshawec.ca">tjones@fanshawec.ca</a> or <a href="mailto:kwilmink@fanshawec.ca">kwilmink@fanshawec.ca</a>
3. Proposed Program Title: Retirement Residence Management
4. Proposed Credential: (please indicate below) Local Board Approved Certificate <input type="checkbox"/> Ontario College Certificate <input type="checkbox"/> Ontario College Diploma <input type="checkbox"/> Ontario College Advanced Diploma <input type="checkbox"/> Ontario College Graduate Certificate <input checked="" type="checkbox"/>
5. Proposed Program Outcomes: Please complete and attach the two Program Maps (Appendix A - Form 1 and Form 2)
6. Proposed Program Description: Please complete and attach the Program Description Form (Appendix B)
7. Proposed Program Curriculum: Please complete and attach the Program Curriculum Form (Appendix C)
8. Proposed Program Certification/Accreditation: Please complete and attach the Regulatory Status Form (Appendix D)
9. Date of Submission: December 13, 2012



10. Date of CVS Response: January 07, 2013

11. Validation Decision:

Proposal Validated (APS Number FANS 01295):

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Signed on behalf of CVS: Tim Klassen

Send the completed form and required appendices to: [klassen@ocqas.org](mailto:klassen@ocqas.org) . For detailed information on how to complete the Application for Program Validation, please refer to the Instructions for Submission document. For any additional information contact: College Credential Validation Service, 655 Bay Street, Suite 1010, Toronto, ON M5G 2K4; or by telephone at (416) 596-8799.



ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
CREDENTIALS VALIDATION SERVICE

APPENDIX A - PROGRAM MAPS

(Vocational Program Outcomes & Essential Employability Skills Outcomes)

**Vocational Program Learning Outcomes:**

Form 1 (attached) is provided to assist you in mapping your proposed program vocational learning outcomes against existing vocational outcomes found in either Provincial Program Standards or in Provincial Program Descriptions. When completing this form, please be sure to include the MTCU code (where applicable) for the program category being referenced.

Where there is a relevant Provincial Program Standard, the approved Vocational Learning Outcomes must appear in the first column, followed by your proposed program vocational learning outcomes.

Where there are no Provincial Program Standards, the first column will contain program outcomes from the Provincial Program Description. Again, your proposed program vocational learning outcomes will be added in the middle column.

**NOTE:** *Both these types of documents can be obtained from staff at the CVS or at the Colleges Branch, MTCU.*

The last column will contain a list of the relevant curriculum proposed in your program to address the outcome in a manner that ensures the graduate will have reliably demonstrated the required skill or ability. Course numbers or course codes, corresponding to those provided in your list of courses (Appendix C), are sufficient in this column.

**Essential Employability Skills Outcomes:**

A mapping of the Essential Employability Skills (EES) will be done on Form 2 (attached).



The instructions / requirements for this map are the same as for the Vocational Program Map. The first three columns contain the approved skill categories, the defining skills, and the EES learning outcomes. The last column will contain the proposed curriculum (as listed in Appendix C) that will ensure the meeting of these outcomes.



ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
 CREDENTIALS VALIDATION SERVICE  
 APPENDIX A - PROGRAM MAPS

Form 1 - Vocational Program Outcomes

PROVINCIAL PROGRAM STANDARD VOCATIONAL LEARNING OUTCOMES / PROVINCIAL PROGRAM DESCRIPTION OUTCOMES (MTCU code 72808 )	PROPOSED PROGRAM VOCATIONAL LEARNING OUTCOMES	COURSE TITLE / COURSE CODE (From Appendix C)
Plan and implement operational strategies and collaborative leadership practices in the Retirement Communities sector.	Plan and implement operational strategies and collaborative leadership practices in the Retirement Communities sector.	MGMT-XXXX – Leadership MGMT-XXXX – HR/OB EXTR-XXXX – Mentorship I EXTR-XXXX – Mentorship II EXTR-XXX – Independent Work Study
Analyze, forecast, and budget revenue and expense targets and recommend effective strategies for the organization.	Analyze, forecast, and budget revenue and expense targets and recommend effective strategies for the organization.	FINA-XXXX – Financial Mgmt for RR MGMT-XXXX – Environmental Services MKTG-XXXX – Marketing for RR
Develop and promote marketing strategies that attract and retain suitable seniors to retirement communities.	Develop and promote marketing strategies that attract and retain suitable seniors to retirement communities.	MKTG-XXXX – Marketing for RR EXTR-XXXX – Independent Work Study
Design and implement operational procedures for a retirement facility to meet association standards.	Design and implement operational procedures for a retirement facility to meet association standards.	ENVR-XXXX – Environmental Services FINA-XXXX – Financial Mgmt for RR EXTR-XXXX – Independent Work Study



Establish an HR framework utilizing culturally appropriate methods and strategies to enhance employee/management relations.	Establish an HR framework utilizing culturally appropriate methods and strategies to enhance employee/management relations.	MGMT-XXXX – Leadership MGMT-XXXX – HR/OB
Identify and help meet the psychological, physiological, social and spiritual needs of seniors.	Identify and help meet the psychological, physiological, social and spiritual needs of seniors.	NUTR-XXXX -Nutrition RECN-XXXX – Rec and Leisure MKTG-XXXX – Marketing for RR SOCI-XXXX – Social Gerontology HOSP-XXXX – Hospitality Operariotns
Assess and implement proper nutritional standards for clients.	Assess and implement proper nutritional standards for clients.	NUTR-XXXX – Nutrition EXTR-XXXX – Independent Work Study
Incorporate various principles, theoretical frameworks, and methods into practice in retirement communities’ facilities.	Incorporate various principles, theoretical frameworks, and methods into practice in retirement communities’ facilities.	MKTG-XXXX – Marketing for RR MGMT-XXXX – Leadership ENVR-XXXX – Environment Services MGMT-XXXX – HR/OB EXTR-XXXX – Mentorship I EXTR-XXXX – Mentorship II EXTR-XXXX – Independent Work Study HOSP-XXXX – Hospitality Operations
Communicate effectively in a caring environment.	Communicate effectively in a caring environment that includes people of diverse backgrounds.	RECN-XXXX – Rec and Leisure MKTG-XXXX – Marketing for RR MGMT-XXXX- Leadership FINA-XXXX – Financial Mgmt for RR SOCI-XXXX – Social Gerontology MGMT-XXXX – HR/OB EXTR-XXXX – Mentorship I EXTR-XXXX – Mentorship II EXTR-XXXX – Independent Work Study HOSP-XXXX – Hospitality Operations

Add additional rows as required to complete the mapping exercise.



ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
 CREDENTIALS VALIDATION SERVICE  
 APPENDIX A - PROGRAM MAPS  
 Form 2 - Essential Employability Skills Outcomes

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
COMMUNICATION	<ul style="list-style-type: none"> <li>• Reading</li> <li>• Writing</li> <li>• Speaking</li> <li>• Listening</li> </ul>	<ul style="list-style-type: none"> <li>➤ communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience</li> </ul>	
	<ul style="list-style-type: none"> <li>• Presenting</li> <li>• Visual Literacy</li> </ul>	<ul style="list-style-type: none"> <li>➤ respond to written, spoken, or visual messages in a manner that ensures effective communication</li> </ul>	
NUMERACY	<ul style="list-style-type: none"> <li>• Understanding and applying mathematical</li> </ul>	<ul style="list-style-type: none"> <li>➤ execute mathematical operations accurately</li> </ul>	





SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
	<ul style="list-style-type: none"> <li>• concepts and reasoning</li> <li>• Analysing and using numerical data</li> <li>• Conceptualizing</li> </ul>		
CRITICAL THINKING & PROBLEM SOLVING	<ul style="list-style-type: none"> <li>• Analysing</li> <li>• Synthesizing</li> <li>• Evaluating</li> <li>• Decision-making</li> <li>• Creative and innovative thinking</li> </ul>	<ul style="list-style-type: none"> <li>➤ apply a systematic approach to solve problems</li> </ul>	
		<ul style="list-style-type: none"> <li>➤ use a variety of thinking skills to anticipate and solve problems</li> </ul>	
INFORMATION	<ul style="list-style-type: none"> <li>• Gathering and</li> </ul>	<ul style="list-style-type: none"> <li>➤ locate, select, organize, and document</li> </ul>	



SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
MANAGEMENT	<ul style="list-style-type: none"> <li>• managing information</li> <li>• Selecting and using appropriate tools and technology for a task or a project</li> <li>• Computer literacy</li> <li>• Internet skills</li> </ul>	<ul style="list-style-type: none"> <li>information using appropriate technology and information systems</li> </ul>	
		<ul style="list-style-type: none"> <li>➤ analyse, evaluate, and apply relevant information from a variety of sources</li> </ul>	
INTER-PERSONAL	<ul style="list-style-type: none"> <li>• Team work</li> <li>• Relationship management</li> <li>• Conflict resolution</li> <li>• Leadership</li> <li>• Networking</li> </ul>	<ul style="list-style-type: none"> <li>➤ show respect for the diverse opinions, values, belief systems, and contributions of others</li> </ul>	
		<ul style="list-style-type: none"> <li>➤ interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals</li> </ul>	



SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
PERSONAL	<ul style="list-style-type: none"> <li>• Managing self</li> <li>• Managing change and being flexible and adaptable</li> <li>• Engaging in reflective practices</li> </ul>	<ul style="list-style-type: none"> <li>➤ manage the use of time and other resources to complete projects</li> </ul>	
	<ul style="list-style-type: none"> <li>• Demonstrating personal responsibility</li> </ul>	<ul style="list-style-type: none"> <li>➤ take responsibility for one's own actions, decisions, and consequences</li> </ul>	



ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
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APPENDIX B - PROGRAM DESCRIPTION

**PROGRAM DESCRIPTION:** (including occupational areas where it is anticipated graduates will find employment)

There is a new face on retirement today and with that there is a growing demand for managers that possess a skill set which encompasses critical thinking, awareness of customers' unique desires and the ability to lead and motivate a diverse workplace. This program is designed to enhance the graduate's ability to succeed in the management of the evolving and dynamic retirement lifestyle facility. Highlights include a focus on collaborative leadership, networking with the industry, and comprehensive perspective of an assisted living lifestyle property. Retirement Residence Managers foster a team of professionals responsible for the following departments: Foodservice, Wellness, Recreational Activities, Sales and marketing, Facilities and Maintenance. Before graduating to seek employment in the growing Retirement Residence Industry students will complete two experiential learning components in a Retirement facility.

**VOCATIONAL PROGRAM LEARNING OUTCOMES:** (vocational program learning outcomes must be consistent with the requirements of the Credentials Framework for the proposed credential)

*The graduate has reliably demonstrated the ability to:*

1. Plan and implement operational strategies and collaborative leadership practices in the Retirement Communities sector.
2. Analyze, forecast, and budget revenue and expense targets and recommend effective strategies for the organization.
3. Develop and promote marketing strategies that attract and retain suitable seniors to retirement communities.
4. Design and implement operational procedures for a retirement facility to meet association standards.
5. Establish a human resource management framework utilizing culturally appropriate methods and strategies to enhance employee and management relations.
6. Identify and help meet the psychological, physiological, social and spiritual needs of seniors.
7. Assess, plan, and implement proper nutrition standards for clients.



8. Incorporate various principles, theoretical frameworks, and methods into practice in retirement communities' facilities.
9. Communicate effectively in a caring environment that includes people of diverse backgrounds.

**ADMISSION REQUIREMENTS:**

An Ontario College Diploma from Fanshawe College in:

- Hospitality Management – Food and Beverage OR
- Hospitality Management – Hotel OR
- Culinary Management OR
- Food and Nutrition Management OR
- Business OR
- Business – Leadership and Management OR
- Business – Marketing OR
- Recreation and Leisure Services

OR

An equivalent college diploma or degree from another educational institution

OR

Professional background and experience judged by the College to be equivalent to the above.

ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
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APPENDIX C - PROGRAM CURRICULUM

Semester	Course Code*	Course Title (and brief course description)
Level 1	MGMT-XXXX	<p><b>Leadership (on site residency)</b></p> <p>This course will explore the role of leadership in the Retirement Residence Industry. Focus will be placed on collaborative leadership and management strategies for the diverse workplace. Participants will discuss and apply concepts of reflective practice and design a philosophy that reflects their perception of professional culture recognizing the value of continuous improvement and ongoing professional development.</p>
Level 1	SOCI-XXXX	<p><b>Social Gerontology (online)</b></p> <p>Understanding the resident and their changing needs and requirements is critical to a successful retirement facility. This course focuses on the cognitive, physiological and social changes affecting the aging population. Students will study the process of normal aging tendencies as well as abnormal factors such as cognitive decline.</p>
Level 1	NUTR-XXXX	<p><b>Nutrition for the Aging Population (online)</b></p> <p>This course will introduce the student to the basic elements of human nutrition that facilitate wellness. Moving forward students will study states of illnesses and therapeutic dietary interventions recommended to optimize wellness in the aging population. Through directed exercises the student will be required to assemble a variety of tools that could be applied in the workplace. Students will spend time exploring the influence of culture and history on food preferences and choices.</p>
Level 1	MGMT-XXXX	<p><b>Environmental Services (online)</b></p> <p>After an initial review of the principles of facility design, this</p>



		course will explore current best practices in the operation of environmental services in the Retirement Residence. Participants will discuss processes involved in compliance, preventative maintenance, and renovations with emphasis placed on building codes, the fire promotion and protection act, the occupational health and safety act, workflow and ergonomics.
Level 1	HOSP-XXXX	<b>Hospitality Operations (online)</b>  Through theoretical study research and hands on placement, the student will explore the multifaceted hospitality industry with emphasis on food and beverage service. The students will gain an appreciation for where the industry has come from and what the future has in store. Focus will be placed on the operational issues related to the food and beverage department of a hospitality enterprise.
Level 1	EXTR-XXXX	<b>Mentorship I</b>  Mentorship is a learning method which allows students an opportunity to broaden their professional competencies through ongoing development and counsel with a seasoned professional. Students will work within the Retirement Industry for a defined period of time, collaboratively with their mentor and college mentorship coach. This opportunity will see the student exploring developmental opportunities, establishing opportunities for growth, evaluating workplace issues and experiences as they pertain to their own personal leadership development.
Level 2	MGMT-XXXX	<b>Human Resources and Organizational Behaviour (online)</b>  The course examines the development of trust, the building of organizational culture, and tools required for effective human resources management. Focus will be placed on conflict and negotiations, employee motivation and foundations of team dynamics.
Level 2	MKGT-XXXX	<b>Marketing the Retirement Lifestyle (online)</b>  Targeting today's Retirement Residence consumer involves refined analytical skills and comprehensive market research. This course will provide the student with the skills and



		techniques required to attract and retain clients by exploring the impact of multimedia, heightened consumer awareness and situational selling.
Level 2	FINA-XXXX	<b>Financial Management for the Retirement Residence (OL)</b> The course will identify the various departments of the retirement residence and how these areas are interrelated. Attention will be placed on specific elements of the budget as they relate to staffing requests, meal day calculations, catering proposals and forecasting volumes. Review of the concepts involved in menu design and development will be discussed and will lead into topics such as staffing, food cost and capital expenditures.
Level 2	RECN-XXXX	<b>Recreation and Leisure for the Retirement Residence (on site residency)</b> In this course the student will explore the role of the Activities Coordinator. They will be introduced to key concepts related to creating and directing recreational activities for the mature adult. Students will have the opportunity to evaluate a variety of retirement clients and design recreational programs suitable to meet their unique needs.
Level 2	EXTR-XXXX	<b>Mentorship II</b> This course will build up competencies developed throughout mentorship I. Through ongoing development and counsel with a seasoned professional, students will continue to work within the Retirement Industry for a defined period of time. This opportunity will see the student continuing to enhance their own leadership style while participating in the day to day operations of a Retirement community.





Level 2	EXTR-XXXX	<b>Independent Work Study</b>  The independent work study is an opportunity for students to explore workplace issues, challenges and opportunities. Through workplace case studies or a chosen research based projects students will assess work place experiences as they pertain to social gerontology theories.
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Add additional rows as required to complete the curriculum chart..

\* (be sure to identify those courses designed to deliver General Education)



ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY

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APPENDIX D – REGULATORY STATUS FORM

MANDATORY REGULATORY REQUIREMENTS

Where licensing or certification is *required by legislation* for entry to practice in the profession or trade, the Ministry of Training, Colleges and Universities requires that colleges ensure that their programs will meet the requirements of the regulatory body in order to be approved for funding.

- There is a legislative requirement that program graduates must be certified or licensed by a regulatory authority to practice or work in the occupation.

Name of regulatory authority\_\_\_\_\_

- (A\*) The program has been accredited or approved by the regulatory authority or its identified third party?

OR

- (B\*) The college is working toward accreditation with the regulatory authority.

Status of application and expected date of achievement\_\_\_\_\_

- (C\*) If the regulatory authority does not accredit educational programs directly or by an identified third party, has it formally acknowledged (e.g. in its published or legislated registration requirements) that the program graduates will be eligible to write any required certifying or registration exam or that the program is otherwise recognized for the purposes of certifying or registering a graduate?



\*Please submit an acknowledgement and/or evidence from the regulatory authority to support (a) or (b) or (c) above.

### VOLUNTARY REQUIREMENTS

Colleges may choose to have a program accredited or recognized by a voluntary membership organization or association. Graduate eligibility for association recognition or adherence to standards imposed by the body is *not a requirement* for program funding approval by the Ministry of Training, Colleges and Universities.

Recognition of the program by a voluntary professional body:

Is being sought:      Name of professional body:

\_\_\_\_\_

The college is working toward recognition.

Status of application and expected date of achievement:

\_\_\_\_\_

Recognition has been received.

Type of recognition (e.g. accreditation, graduates eligible to write membership exams, etc.): \_\_\_\_\_

★ Please submit an acknowledgement and/or evidence from the voluntary association that recognition has been received.

Recognition is not being sought (*please note there may be titling implications for programs that are not compliant in an area where other existing programs are*).