



Centre for Education in Senior Care

# Learning Guide

In Person | Live Online | On-Demand

# About AdvantAge Ontario

For more than 100 years, AdvantAge Ontario has been the voice of not-for-profit seniors' care in Ontario. We represent more than 530 providers of long-term care, seniors' housing, supportive housing and community service agencies, including 96 percent of all municipal long-term care homes and 88 percent of all not-for-profit long-term care homes.



Welcome to the Centre for Education in Senior Care (CESC) — an ambitious, multi-platform education centre designed to serve the unique needs of Ontario's long-term care and seniors' housing leaders. AdvantAge Ontario has been delivering high quality education and training for over 30 years, and our new name was chosen to more accurately reflect both the scope of our program and our vision to be the unrivalled leader in the delivery of relevant, actionable education for our sector. This guide summarizes the current programs available at CESC, and we look forward to expanding our offering in the months and years ahead!

**Lisa Levin**

CEO



At the Centre for Education in Senior Care, our programs are designed not only to foster excellence, but also to cultivate connection and collaboration in the sector. We showcase the latest research and highlight innovative approaches to care, and provide the professional training and skills that long-term care and seniors' housing leaders need. Our education offering has expanded significantly over the past few years, and we continue to receive the highest satisfaction ratings from participants; with the unveiling of our new name, we are aiming to deliver even more value. I'm thrilled to be leading our team into this exciting new chapter!

**Stuart Sweeney**

Director of Education





# About the Centre for Education in Senior Care

Developing and inspiring leaders in long-term care and seniors' housing.

The Centre for Education in Senior Care (CESC) delivers high quality, capacity-building education for Ontario's long-term care and seniors' housing leaders. CESC offers practical, solutions-focused training that is responsive to the needs of the sector, designed and delivered by trusted experts. CESC webinars, courses and training opportunities are affordable and accessible, with most offered on multiple platforms including in-person, live online and on-demand. CESC has been a trusted leader in long-term care and seniors' housing education for more than 30 years, and now trains more than 5,000 leaders each year.

CESC is a division of AdvantAge Ontario, the voice of not-for-profit seniors' care in the province, representing more than 530 providers of long-term care, seniors' housing, supportive housing and community service agencies. CESC was formerly known as AdvantAge Ontario Education.

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# Administrator Leadership Program

Our flagship offering, the Administrator Leadership Program (ALP) is an immersive leadership training experience designed to transform seasoned long-term care professionals into knowledgeable, skilled administrators.

Over the past 30 years, thousands of aspiring long-term care leaders have trusted the Administrator Leadership Program to provide the comprehensive, sector-specific leadership training they need to succeed. Developed and delivered by experienced practitioners and senior care experts, this highly respected program will expand your knowledge, develop your leadership skill set, and help you build a strong, supportive professional network.



## What ALP Graduates Are Saying

“

**The Administrator Leadership Program provided by AdvantAge Ontario is exceptional. This program provides the resources and expertise to better equip you for leadership. It was a motivating and inspiring experience. Thank you!”**

— ALP Graduate

# Applied Leadership: What You'll Learn

The ALP program offers a robust and regularly updated curriculum that introduces core leadership and long-term care concepts, with a special emphasis on how these concepts can be applied in your home.

## Topics include:

- ▶ **Leadership**
- ▶ **Effective Communication**
- ▶ **Diversity and Inclusion**
- ▶ **Ethics and Values in Management**
- ▶ **Human Resources**
- ▶ **Information Technology**
- ▶ **Strategic and Operational Planning**
- ▶ **Financial Planning and Control**
- ▶ **Legislation and Regulations**
- ▶ **Compliance, Inspections and Emergencies**
- ▶ **Operations and Project Management**
- ▶ **Care Management, Client-Centred Care**



# Who Should Take This Program?

The Administrator Leadership Program is for senior managers and experienced long-term care leaders who are looking to move into an administrator position or other senior leadership role. Prerequisites include a minimum of three years in a managerial or supervisory role, and a post-secondary degree or diploma. Please visit the program website for complete details on eligibility, exceptions and the application process.

## What's Included

Course fees include in-person or live online training, plus 15 hours of on-demand video learning modules, and electronic copies of all course materials provided in advance of the program. Students who attend an in-person program also receive breakfast and lunch.



### In-Person or Online

The Administrator Leadership Program is delivered both live online and in-person, making it accessible for those who prefer a week-long, face-to-face learning experience as well as those who need a flexible learning experience with no travel required.



### 100 Hours

The Administrator Leadership Program meets the requirement for administrators to complete 100 hours of instruction time in long-term care home administration and/or management under the Fixing Long-Term Care Act, 2021.



### Verifiable Digital Credential

Students who successfully complete the Administrator Leadership Program receive a digital credential that can be placed on social media networks and easily verified by a third party.

## At A Glance

- ▶ **What** Administrator Leadership Program
- ▶ **Who** For aspiring and experienced long-term care leaders who want to step into an Administrator role
- ▶ **Where** In-person and online
- ▶ **When** Scan the QR code to see current program dates and locations
- ▶ **Website** [advantageontario.ca/alp](http://advantageontario.ca/alp)



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**Awesome program!!! More efficient, valuable, and impactful than taking courses in a months-long program. The presenters were experts in their fields and offered a wealth of knowledge. I loved the opportunities to hear their stories and pick their brains for ideas. Thank you so much.”**

— ALP Graduate



# Long-Term Care Management Training Program

Our Management Training Program builds organizational capacity by providing comprehensive, practical training for long-term care and seniors' housing managers at all stages of their careers.

The Long-Term Care Management Training Program (MTP) is a unique, four-month program that covers core management skills including leadership, communication, motivation, delegation, and more. Participants receive expert, one-on-one coaching in an area of their choice and have the opportunity to network with peers during virtual learning modules and online coffee house sessions. The program is suitable for both new and experienced managers, and there are no educational or other prerequisites required.

“

**The greatest benefit was the 1:1 coaching sessions from an experienced leader who gave great feedback and tips, many of which I have already started using and found effective.”**

— MTP Graduate



## At A Glance

- ▶ **What** Long-Term Care Management Training Program
- ▶ **Who** For new and experienced long-term care managers who want to improve their skill set
- ▶ **Where** On-Demand and Live Online
- ▶ **When** Scan the QR code to see current program dates and locations
- ▶ **Website** [advantageontario.ca/mtp](http://advantageontario.ca/mtp)

# Applied Management: What You'll Learn

The only program of its kind, MTP offers practical, sector-specific continuing education that meets the unique needs of managers working in long-term care and seniors' housing. It is designed to benefit managers, supervisors and team leaders, regardless of how long they have been working in a leadership or oversight role.

## Learning segments include:

- ▶ **What Is Management?**
- ▶ **Motivation and Engagement**
- ▶ **One-On-One Coaching**
- ▶ **Effective Communication**
- ▶ **Expectations and Delegation**
- ▶ **Coffee House Sessions**

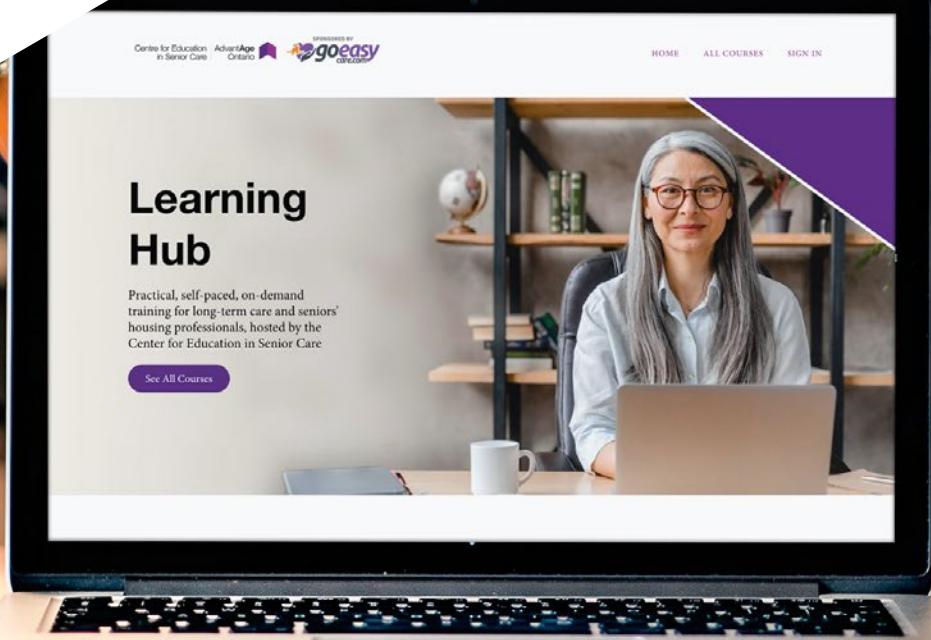


# Learning Hub

AdvantAge Ontario's online Learning Hub offers self-paced, on-demand training for long-term care and seniors' housing professionals.

AdvantAge Ontario's online Learning Hub offers cutting-edge continuing education with unprecedented flexibility for busy professionals and growing organizations. Learners can access dozens of high-quality, expert-led long-term care education and training sessions from anywhere with an internet connection, and they can learn at a time and pace that suits their schedule.

Many member organizations use Learning Hub resources when onboarding new staff to their organization.



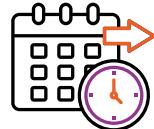
# What You'll Learn

Learning Hub courses cover a vast array of topics that are relevant to long-term care and seniors' housing leaders, from palliative care and ethical decision-making to human resources and ministry reporting. Courses range in length from one hour to more than 10 hours; some are updated annually, and others are recorded one time in response to specific member needs.



## Annual Courses

- Long-Term Care Funding and Reporting
- Essential Reporting Requirements
- Human Resources Law: Year In Review



## Long-Form Courses

- Long-Term Care Board Governance and Leadership
- Harnessing the Power of Quality Improvement in Seniors' Care
- Long-Term Care Inspections and Compliance: A Hands-on Learning Opportunity



## Targeted Topics

- Best Practices
- Palliative Care
- Human Resources
- Capital Development
- Legislation and Regulation

“

**On-demand learning has been a game-changer for our organization. We use it for onboarding, building our internal capacity, and to stay on top of new developments. Our staff love the flexibility and we love that it's sector-specific!”**

— AdvantAge Ontario Member Home

## At A Glance

- **What** AdvantAge Ontario Learning Hub
- **Who** Self-paced learning for all long-term care and seniors' housing professionals
- **Where** Varies
- **When** Start anytime
- **Website** [advantageontario.ca/learninghub](http://advantageontario.ca/learninghub)



# Long-Term Care Board Governance and Leadership

Comprehensive training for people who sit on long-term care boards and committees of management, updated annually and delivered at the organizational level.

The Long-Term Care Board Governance and Leadership Program is an in-depth, self-paced course designed to help board members better understand their vital roles as stewards of long-term care in Ontario. Sessions on key topics such as funding, finances, compliance and quality management are designed and recorded by leading Ontario long-term care experts, then accessed on-demand by board members. The course also includes two or more live, online Q&A and networking sessions.



## Executive Education Hub

Train your entire board with a single course subscription



## Unlimited Enrollments

There is no cap on the number of people you can enroll



## Flexible Learning Paths

Individual participants can join any time and watch the modules in any order



## At A Glance

- ▶ **What** Long-Term Care Board Governance and Leadership
- ▶ **Who** Boards and committees of management
- ▶ **When** Start anytime
- ▶ **Website** [advantageontario.ca/learninghub](http://advantageontario.ca/learninghub)

# Applied Oversight: What You'll Learn

In this era of transformation and heightened accountability, it is critical that governing bodies understand their legislative obligations, have the information they need for strategic decision-making, and have the capacity to shape and drive the vision for the organization.

## Topics include:

- ▶ **Board Duties and Responsibilities**
- ▶ **LTC Legislation and Regulations**
- ▶ **Board and Senior Leadership**
- ▶ **Financial Literacy**
- ▶ **LTC Quality Management**
- ▶ **LTC Homes Compliance Program**
- ▶ **Risk, Negligence, and Claims**
- ▶ **General and Crisis Communications**
- ▶ **Residents' Council**



# Advancing Senior Care Annual Convention

An inspiring education and networking event for Ontario's long-term care and seniors' housing community.

The AdvantAge Ontario Convention is our premier education and networking event for long-term care and seniors' housing professionals. This annual gathering brings together leaders, managers, educators and researchers for three days of inspiration, networking and learning. It provides a valuable forum for sharing new ideas and emerging best practices, promoting high-quality care, and encouraging the development of a collaborative and resilient community of long-term care and seniors' housing professionals in Ontario.

## Relevant, Inspiring Education

The education program at Convention changes annually based on the shifting needs of long-term care and seniors' housing professionals. In recent years, the focus has been on managing the impacts of the COVID-19 pandemic and meeting the requirements of Ontario's new Fixing Long-Term Care Act, along with emerging technologies and new ideas in palliative and dementia care.

### Education streams include:

- ▶ **Care and Services**
- ▶ **Collaboration and Capacity Building**
- ▶ **Management and Operations**
- ▶ **Seniors' Housing**
- ▶ **Leadership and Organizational Effectiveness**
- ▶ **Technology and Innovation**
- ▶ **Capital Development and Redevelopment**





## What to Expect at Convention

Convention takes place in Toronto every spring and attracts more than 700 long-term care and seniors' housing leaders and practitioners from across Ontario, as well as educators, researchers and consultants. Speakers range from global thought leaders and ministry officials to experienced Ontario professionals, advocates and academics. In addition to uplifting keynotes and practical seminars, we offer several in-depth pre-Convention learning opportunities on topics that are relevant to leaders today. Our trade show features businesses that provide products and services to the long-term care and seniors' housing sectors. Both Convention and the trade show have sold out in recent years.



### At A Glance

- ▶ **What** AdvantAge Ontario Annual Convention
- ▶ **Who** Ontario's premier education and networking event for not-for-profit long-term care and seniors' housing leaders
- ▶ **Cost** Varies
- ▶ **When** Spring
- ▶ **Website** [advancingseniorcare.ca](http://advancingseniorcare.ca)

# Workshops and Webinars

AdvantAge Ontario offers the most comprehensive selection of in-person workshops and live webinars for the sector, providing practical and responsive education on emerging issues relevant to long-term care and seniors' housing leaders.

AdvantAge Ontario's in-person workshops and live webinars are designed to expand your professional knowledge, enhance your leadership capabilities, and keep you informed about important developments in our sector. Delivered by sector experts, government officials, members, researchers, and other leaders, these targeted learning opportunities are a vital source of trusted information for LTC leaders in a fast-changing world.

## Live, Online Continuing Education for Long-Term Care and Seniors' Housing Leaders

Our webinars are delivered live online and typically last between one and three hours, so you can fit them into your busy work schedule. When the topic warrants, we present a series of webinars over two or three weeks, ensuring that you gain a robust understanding of important topics without losing entire days to training. We regularly seek program ideas and feedback from our members, and our education programs garner a 96% satisfaction rate from participants across the sector.

### Topics areas include:

- ▶ **Understanding and meeting legislative and regulatory requirements**
- ▶ **Capital planning, development and construction**
- ▶ **Budgeting, benchmarking and financial best practices**
- ▶ **Innovative ideas and best practices in long-term care and seniors' housing**
- ▶ **Quality improvement**
- ▶ **Leadership and oversight**
- ▶ **Finding, hiring and retaining good people**
- ▶ **Building a strong, inclusive organizational culture**



### At A Glance

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| <ul style="list-style-type: none"><li>▶ <b>What</b></li><li>▶ <b>Who</b></li><li>▶ <b>Cost</b></li><li>▶ <b>When</b></li><li>▶ <b>Website</b></li></ul> | <p>AdvantAge Ontario Live Webinars</p> <p>For all long-term care, seniors' housing and community service professionals</p> <p>Varies</p> <p>Ongoing</p> <p><a href="http://advantageontario.ca/learning">advantageontario.ca/learning</a></p> |
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Advancing Senior Care

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