



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, becoming the unrivalled leader in the deliver 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. In the years ahead we aim to deliver even more value, and I’m thrilled to be leading our team into our next exciting 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 500 providers of long-term care, seniors' housing, supportive housing and community service agencies.

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Administrator Leadership Program

Where Leaders Come to Grow



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.

For more than 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 by leaders and experts in healthcare and long-term care, the program will expand your professional knowledge, develop your leadership capabilities, and prepare you for future challenges and opportunities.

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

A Comprehensive, Capacity-Building Curriculum

Our updated Administrator Leadership Program is offered in a hybrid format that meets in-person to cultivate connection and collaboration while delivering practical, high-quality online education. The result: accessible, high-impact training that sets you up for leadership success.

The program kicks off with a two-day, in-person **Leadership Foundations Forum** where you'll meet your instructors, connect with fellow students, and lay the groundwork for this transformative learning

experience. Through engaging and interactive dialogue with both trainers and peers you'll build foundational leadership skill, expand your capacity for critical thinking and decision-making, deepen your self-awareness, and cultivate resilience.

When the Forum is over, you'll return home and continue the program with weekly live, online modules covering eight essential topics in long-term care leadership.



Module 1: Strategic and Integrative Thinking

Learn to think about the big picture, connect your organization's vision to daily decision-making, and lead change effectively in a complex, regulated environment.



Module 2: Effective Communications

Learn to communicate clearly as the organizational voice, lead through change and crisis, manage media risk, and use emerging tools like AI responsibly — all while protecting privacy and the public trust.



Module 3: Legislative and Legal Matters

Learn about Ontario's LTC legal landscape — including the FLTCA, privacy, consent, mandatory reporting, and risk — so you can manage compliance, incidents and inspections with confidence.



Module 4: LTC Financial Literacy

Learn how LTC is funded in Ontario, how to read financial reports and meet Ministry reporting requirements, and how to make informed decisions that support your home's long-term financial sustainability.



Module 5: Human Resources and People Management

Navigate complex workforce issues including labour relations, human rights, health and safety, and attendance management, while building a respectful, high-performing workplace culture.



Module 6: Quality Leadership for Clinical Care

Lead a culture of dignity, safety, and continuous improvement, support clinical teams, and use performance data and benchmarking to drive better resident outcomes.



Module 7: Customer Service and Business Operations

Strengthen resident and family satisfaction, manage complaints and conflicts, support Resident and Family Councils, and lead interdisciplinary teams to deliver inclusive, home-like care within Ontario's regulatory framework.

Group Assignment Case Study

- ▶ **Students will work collaboratively to “solve” a long-term care home challenge and prepare a group presentation to be delivered live.**

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 the Leadership Foundations Forum, 10 half-day live virtual training sessions, testing, group work, electronic copies of course materials and a digital certificate.



Flexible Hybrid Program

The Administrator Leadership Program is a hybrid program that combines a two-day in-person Leadership Foundations Forum with seven live, online learning modules, on-demand videos, independent reading, and a group project.



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.

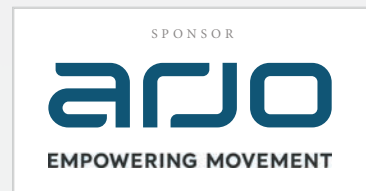


Verifiable Digital Credential

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** Hybrid and online
- ▶ **When** Scan the QR code to see current program dates and locations
- ▶ **Website** advantageontario.ca/alp



“

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** Live Online
- ▶ **When** Scan the QR code to see current program dates and locations
- ▶ **Website** 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:

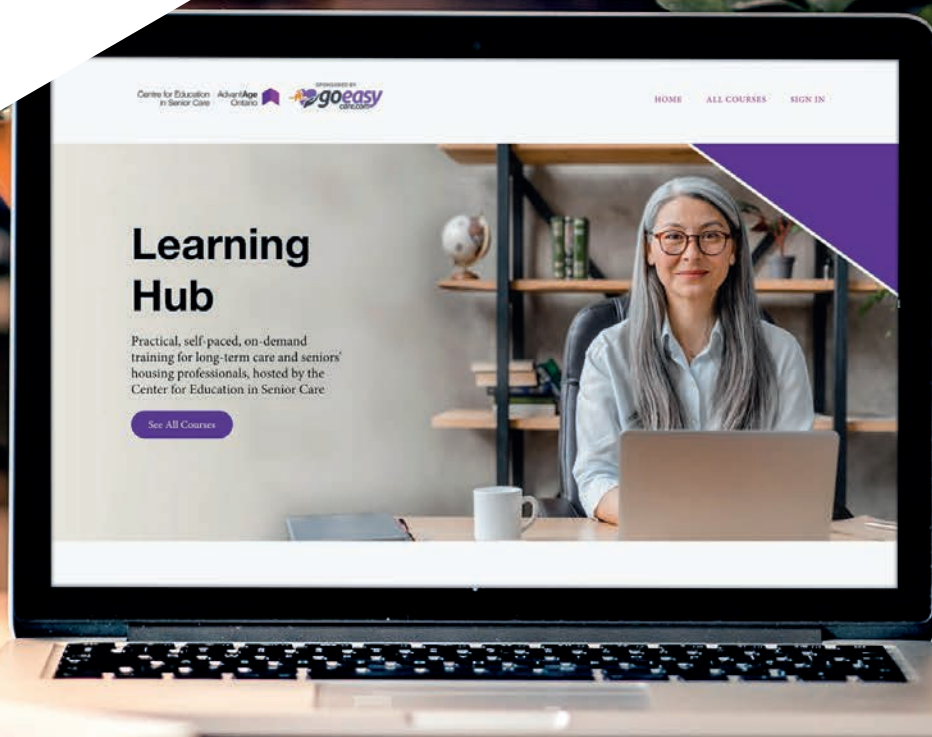
- ▶ **The Manager Mindset**
- ▶ **Effective Internal Communications**
- ▶ **Setting Expectations and Delegation**
- ▶ **Motivation and Engagement**
- ▶ **One-on-One Coaching**
- ▶ **Coffee House Sessions**

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.

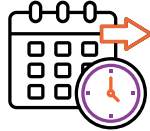


Annual Courses

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



Long-Term Care Board Governance and Leadership Program

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.thinkific.com/courses/board-governance

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**

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 infection prevention and control (IPAC), inspections and compliance, health human resources, capital development, innovative approaches to the delivery of care, and meeting the requirements of Ontario's 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 1,000 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.



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** advancing seniorcare.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 consistently achieve satisfaction rates of 95% or higher 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

- ▶ **What** AdvantAge Ontario Live Webinars
- ▶ **Who** For all long-term care, seniors' housing and community service professionals
- ▶ **Cost** Varies
- ▶ **When** Ongoing
- ▶ **Website** advantageontario.ca/education/

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AdvantAge
Ontario



Advancing Senior Care