



OANHSS

2-day  
interactive  
course

# Administrator Certification Program Upgrade

The *Long-Term Care Homes Act* (LTCHA) introduced new requirements for individuals hired as an administrator or moving to the position of administrator in a different home. This upgrade session together with the completion of the 85-hour OANHSS Administrator Certification Program meets the requirement for 100 hours of instruction time in long term care home administration or management as specified in the LTCHA.

This two-day session focuses on two core competencies for administrators – strategic planning and executive communications.

## Strategic and Operational Planning

Where are we going and how are we going to get there? These are two of the most important questions every organization and its leaders need to ask. This session will focus on effective strategic and operational planning processes that are the key to answering these vital questions. This knowledge and skill base is particularly crucial given demographic pressures, the changing resident population, new legislative and regulatory requirements, and higher expectations for a long term care system that responds to the specific needs and desires of today's and tomorrow's seniors.

**Milton Orris**, Orris Consultants Inc.

## Effective Executive Communications

Leaders must be able to effectively communicate their vision and expectations in terms that engage team members and positively influence key stakeholders. This session will focus on understanding your communications style and how to strategically adapt it to suit the situation and your audience in order to gain trust, constructively resolve conflict, develop and maintain positive relationships and meet your organizational goals.

**Jennifer Meyskens**, Ignite Success

Exclusively Sponsored by **ARJOHUNTLEIGH**  
GETINGE GROUP



**MINUET 2**

NEW ADVANCED LONG TERM CARE BED

## TORONTO

OCTOBER 31 AND

NOVEMBER 1, 2011

8:30 A.M. – 4:30 P.M.

Ramada Plaza Toronto

300 Jarvis Street, Toronto

## Who Should Attend?

- OANHSS Administrator Certification Program Graduates
- CEOs/Administrators
- Senior Managers/Department Heads

**MEMBERS \$450**

**NON-MEMBERS \$495**

Fee includes continental breakfast, lunch and resource materials.

\*Those requiring hotel accommodation should contact the hotel directly and ask for the special OANHSS room rate.

## Two easy ways to register!

1. Submit the completed electronic registration form by email.

**NEW**  
Complete  
the interactive  
PDF form  
and email to  
OANHSS.

2. Print the completed registration form and fax copy to OANHSS at 905-851-0744.



OANHSS

# Administrator Certification Program Upgrade

2-day interactive course

**NEW**  
Complete the interactive PDF form and email to OANHSS.

## Registration Form

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**TORONTO**  
**OCTOBER 31 AND NOVEMBER 1, 2011**  
**8:30 A.M. – 4:30 P.M.**  
 Ramada Plaza Toronto  
 300 Jarvis Street, Toronto



### Registration Fee:

**\$450 MEMBERS**     **\$495 NON MEMBERS**

Fee includes continental breakfast, lunch, breaks and resource material for both days. Hotel accommodation (if required) must be booked directly with the hotel.

### Special Requirements: (please check)

Do you have any special requirements (dietary, etc.)?  No  Yes \_\_\_\_\_

**Method of Payment:**  Invoice me     VISA (Complete information below or contact Nurjehan Nazir with credit card information at 905-851-8821 ext.221)

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

**I have read and accept the Cancellation Policy and the Privacy Statement.**

### Please send payment to:

**Nina Zivkovic, Ontario Association of Non-Profit Homes & Services for Seniors**  
 7050 Weston Road, Suite 700, Woodbridge, ON, L4L 8G7  
 905-851-8821 ext.246, nzivkovic@oanhss.org | www.oanhss.org

**Submit by Email**

**Print & Fax**

### Cancellations:

Cancellations will be accepted up to two working days prior to the date of the program less a 15% administration fee that will apply regardless of the status of payment. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the full fee. There is no charge for delegate substitutions. The OANHSS Education Department reserves the right to cancel or reschedule this program.

### Privacy Statement:

Registration information is collected to process registrations and payments for education events, correspond with registered delegates, notify participants about other OANHSS programs and services and to publish delegate lists for event participants.

If you do not wish to have your registration information used for these purposes please contact Nina Zivkovic at nzivkovic@oanhss.org. To access our privacy policy go to www.oanhss.org.

### FOR OANHSS USE ONLY

Delegate #: \_\_\_\_\_

Date Received: \_\_\_\_\_

Date Entered: \_\_\_\_\_

Fees Paid: \_\_\_\_\_