



Our Hospitality programs are designed for individuals who want to begin or continue to build their careers in the health care field. Our Food Service Worker program will build knowledge and skills to be a contributing member of a food service team. Our Retirement Communities Management Program

focuses on all functions required to manage a Retirement Home, with curriculum developed in conjunction with our learning partner, the Ontario Retirement Communities Association (ORCA).

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FOOD SERVICE WORKER CERTIFICATE – 1620

This program is offered part-time and is ideal for employees and those who wish to pursue a career in the Food Service Industry. The certificate program will give you the job skills and help you adapt to changes in the industry. Courses focus on health care food service and have been developed in conjunction with the Ministry of Health and Long-term Care, professional organizations and employers.

COMPLETION REQUIREMENTS

Role of the Food Service Worker	FSWR-101	p. 82
Communications and Human Relations	FSWR-102	p. 84
Sanitation and Safety	FSWR-103	p. 84
Nutrition and Health	FSWR-104	p. 84
Kitchen Equipment and Food Preparation	FSWR-105	p. 85
Field Placement	FSWR-106	p. 85

RETIREMENT COMMUNITIES MANAGEMENT CERTIFICATE – 7172

Due to the increase demand for administrators in retirement communities, Centennial College is offering the Retirement Communities Management program in partnership with the Ontario Retirement Communities Association (ORCA). ORCA is a voluntary, non-profit association that sets professional operating standards, inspects and accredits retirement residences in Ontario. This program is ideal for candidates with an academic background/or managerial experience in a related health or business discipline. The competency-based curriculum will prepare students for a challenging, dynamic management career in a sector that predicts a labour shortage over the next 10 years.

ADMISSION REQUIREMENTS

Applicants must have successfully completed a recognized post-secondary institution degree or diploma and/or relevant management/ work experience.

COMPLETION REQUIREMENTS

Part 1

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Environmental Services	LTRM-703	p. 85
Healthy Adult Aging	LTRM-705	p. 86
Resident centered Care	LTRM-706	p. 86
Food Nutrition & Hospitality Management	LTRM-707	p. 86
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Part 2

Financial Management	LTRM-701	p. 85
Sales & Marketing	LTRM-702	p. 85
HRM & Labour Relations	LTRM-704	p. 85
Senior Management (DL)	RCMO-801	p. 152
Field Placement 2 (DL)	RCMO-803	p. 152

First Generation Students

Are you the **FIRST** in your family seeking to complete a college program?

We have resources that can support you and help you succeed.

For more information, visit centennialcollege.ca/firstgenerationstudent

Food Service Worker

ROLE OF THE FOOD SERVICE WORKER

FSWR-101

Examine the role of the food service worker within the long-term care system and the role and relationship of food services to the facility. Also, examine ethical issues, standards of conduct, legislation, quality improvement and management functions.

HOURS: 30

FEE: IC: \$229.85

OL: \$261.85

TERM	SEC. #	DATE	DAY	TIME	LOC
Fall	801	Sept 13 – Nov. 22 (no class Oct 11)	M	7-10 pm	ASH*
	802	Sept 16 – Nov 25	Th	7-10 pm	ASH
	803	Sept 13 – Nov 22	M	7-10 pm	ASH
Winter	821	Jan. 10 – Mar 21	M	7-10 pm	ASH
	822	Jan. 13 – Mar 17	Th	7-10 pm	ASH
Spring	841	May 9 – July 18 (no class May 23)	M	7-10 pm	ASH
	842	May 12 – July 14	Th	7-10 pm	ASH
	881	July 4 – 8	M-F	9 am-4 pm	CCR

WORKPLACE COMMUNICATIONS

FSWR-102

Develop the effective written and verbal communication skills needed to interact with clients, managers and co-workers as individuals and in groups.

HOURS: 30

FEE: IC: \$229.85

OL: \$261.85

TERM	SEC. #	DATE	DAY	TIME	LOC
Fall	801	Sept 14 – Nov. 16	Tu	7-10 pm	ASH*
	802	Sept 15 – Nov 17	W	7-10 pm	ASH
	803	Sept 14 - Nov 16	T	7-10 pm	ASH
Winter	821	Jan 11 – Mar 15	Tu	7-10 pm	ASH
	822	Jan 12 – Mar 16	W	7-10 pm	ASH
Spring	841	May 10 – July 12	Tu	7-10 pm	ASH
	842	May 11 – July 13	W	7-10 pm	ASH
	881	July 11 – 15	M-F	9 am-4 pm	CCR

SANITATION AND SAFETY

FSWR-103

Explore sanitary food handling techniques and food server safety procedures to minimize the risk of food-borne illness. Also examine accident prevention through proper body mechanics and the creation of a safe work environment.

HOURS: 30

FEE: IC: \$229.85

OL: \$261.85

TERM	SEC. #	DATE	DAY	TIME	LOC
Fall	801	Sept 13 – Nov. 22 (no class Oct 11)	M	7-10 pm	ASH
	802	Sept 15 – Nov 17	W	7-10 pm	ASH
	803	Sept 15 – Nov 17	W	7-10 pm	ASH
Winter	821	Jan 10 – Mar 21	M	7-10 pm	ASH
	822	Jan 12 – Mar 16	W	7-10 pm	ASH
Spring	841	May 9 – July 18	M	7-10 pm	ASH
	842	May 11 – July 13	W	7-10 pm	ASH
	881	July 18 – 22	M-F	9 am-4 pm	CCR

NUTRITION AND HEALTH

FSWR-104

Examine the basic principles of nutrition, the nutritional requirements throughout the life cycle and the rationale and importance of therapeutic diets. Use the Nutritional Care Manual (ODA/OHA) and receive a copy of Canada's Food Guide.

HOURS: 45

FEE: IC: \$317.90

OL: \$349.90

TERM	SEC. #	DATE	DAY	TIME	LOC
Fall	801	Sept 9 – Dec 16	Th	7-10 pm	ASH*
	802	Sept 7 – Dec 14	Tu	7-10 pm	ASH
	803	Sept 9 – Dec 16	Th	7-10 pm	ASH
Winter	821	Jan 13 – Apr 21	Th	7-10 pm	ASH
	822	Jan 11 – Apr 19	Tu	7-10 pm	ASH
Spring	841	May 10 – Aug 16	Tu	7-10 pm	ASH
	842	May 12 – Aug 18	Th	7-10 pm	ASH
	881	July 25 – Aug 4 (no class Aug. 1)	M-F	9 am-4 pm	CCR

*Also offered online. Please see our Distance Learning section for details.

KITCHEN EQUIPMENT AND FOOD PREPARATION FSWR-105

Explore the principles and production of quantity food preparation. Examine safe food handling techniques and the proper procedures for the operation, cleaning and maintenance of selected kitchen equipment. Note: Proper uniform is required (uniform/lab coat, non-slip sole shoes, hair net).

Prerequisites: Sanitation and Safety FSWR-103, Nutrition and Health FSWR-104

HOURS: 45 **FEE:** IC: \$333.90

TERM	SEC. #	DATE	DAY	TIME	LOC
Fall	801	Sept 12 – Oct 31	Su	9 am-4 pm	CCR
	802	Sept 13 – Dec 20 (no class Oct. 11)	M	7-10 pm	CCR
	803	Sept 13 – Dec 20 (no class Oct. 11)	M	7-10 pm	ASH
Winter	821	Jan 9 – Feb 27	Su	9 am-4 pm	CCR
	822	Jan 10 – Apr 25	M	7-10 pm	CCR
Spring	841	May 8 – June 26	Su	9 am-4 pm	CCR
	842	May 9 – Aug 29	M	7-10 pm	CCR
	881	Aug 8 – Aug 17	M-F	9 am-4 pm	CCR

FIELD PLACEMENT FSWR-106

This course provides meaningful work experience for jobs within the Food Service Industry, enabling the students to relate classroom theory to the practical world, while adding another educational dimension to their career preparation. Field placement enables learners to better understand the dynamics of the industry increase their knowledge of industry practices and provides a competitive advantage of experience in the job market. Due to changes in this program's model route as a result of program modification by the Ministry of Training for Colleges and Universities (MTCU), a placement component (FSWR-106) has been added to the completion requirements of this certificate. The 45-hour field placement component allows hands-on experience in the food services industry and provides the opportunity to demonstrate classroom learnings. Students currently working in the food service industry are eligible for PLAR (Prior Learning Assessment and Recognition) by providing an employer letter to the College. For students who do not currently work in the food service industry, completion of the 45-hour placement is required.

HOURS: 45 **FEE:** IC: \$273.90

TERM	SEC. #	DATE	DAY	TIME	LOC
Fall	801	Sept 13 – Dec 22			
Winter	821	Jan 12 – Apr 20			
Spring	841	May 11 – Aug 17			

FSW Accelerated Courses

Must register at the same time for both courses in Module.

Sept 13 – Oct 8 2010	Oct 18 – Nov 19 2010	Nov 29 – Dec 17 2010	Jan 3 – 28 2011
Module 1	Module 2	Module 3	Module 4
9 am-noon	9 am-noon	9 am-noon	TBA
FSWR-101-601 (\$229.85) FSWR-102-601 (\$229.85)	FSWR-103-601 (\$229.85) FSWR-104-601 (\$317.90)	FSWR-105-601	FSWR-106-801
\$459.70	\$547.75	\$333.90	\$273.90
Jan 3 – 28 2011	Jan 31 – March 4 2011	March 14 – April 1 2011	April 4 – 29 2011
Module 1	Module 2	Module 3	Module 4
9 am-noon	9 am-noon	9 am-noon	TBA
FSWR-101-621 (\$229.85) FSWR-102-621 (\$229.85)	FSWR-103-621 (\$229.85) FSWR-104-621 (\$317.70)	FSWR-105-621	FSWR-106-821
\$445.30	\$547.75	\$333.90	\$273.90
April 4 – 29 2011	May 2 – June 3 2011	June 13 – July 1 2011	July 4 – 29 2011
Module 1	Module 2	Module 3	Module 4
9 am-noon	9 am-noon	9 am-noon	TBA
FSWR-101-641 (\$229.85) FSWR-102-641 (\$229.85)	FSWR-103-641 (\$229.85) FSWR-104-641 (\$317.90)	FSWR-105-641	FSWR-106-841
\$445.30	\$547.75	\$333.90	\$273.90

Retirement Communities Management

OPERATIONAL OVERVIEW LTRM-700

This course examines the structure of the health care system and the concept of client-centered care. The roles of governments, funding and provision of health services is examined. Learn what the legal responsibilities are for you and your staff, and how to meet the standards effectively and efficiently. Learn the basics of information systems management and the strategic use of information technology.

HOURS: 45 **FEE:** IC: \$458.60 **OL:** \$523.60

TERM	SEC. #	DATE	DAY	TIME	LOC
Fall	801	Sept 7 – Dec 14	Tu	7-10 pm	PRO*
Winter	821	Jan 11 – Apr 19	Tu	7-10 pm	PRO

FINANCIAL MANAGEMENT LTRM-701

As money is the lifeblood of most business activities, this course is designed to allow the student to identify and explore the factors that are relevant to financial decision making and budgeting. The course focuses on the learner's ability to use a variety of standard problem-solving tools of financial management and standard budgeting formats in both the private and not for profit sectors of the business. As most of the students will work in Canada, special emphasis will be placed on a well-developed Canadian financial infrastructure, funding and health care system. *Only offered Online – See our Distance Learning section for details.*

SALES & MARKETING LTRM-702

This course introduces the student to consumer-based services marketing and sales as applied to the Long Term Care and Retirement Communities industry. Students will define marketing and demonstrate an understanding of consumer behaviour, market segmentation, the marketing mix, application to the marketing plan, and the principles of selling.

Prerequisite: Operational Overview LTRM-700 or permission of the dept.

HOURS: 45 **FEE:** IC: \$458.60 **OL:** \$523.60

TERM	SEC. #	DATE	DAY	TIME	LOC
Winter	801	Jan 11 – Apr 19	Tu	7-10 pm	PRO*

ENVIRONMENTAL SERVICES LTRM-703

A key area that needs to be managed well to operate a successful operation, is the physical plant of the building. This course will give the student insight into this area. Being able to understand and monitor heating, ventilation and air conditioning systems to offer resident comfort and reduce costs is important. Departmental organization, job descriptions, resources, and budgets for these departments will be studied (housekeeping, laundry and maintenance). A key area that needs to be managed well to operate a successful operation, is the physical plant of the building. This course will give the student insight into this area. Being able to understand and monitor heating, ventilation and air conditioning systems to offer resident comfort and reduce costs is important. Departmental organization, job descriptions, resources, and budgets for these departments will be studied (housekeeping, laundry and maintenance). *Only offered Online – See our Distance Learning section for details.*

HRM & LABOUR RELATIONS LTRM-704

Successful long term care and retirement homes require financial resources, (investment, capital, cash), physical resources (buildings, equipment) and human resources (people). The human resources framework involves obtaining and retaining competent employees. Managers require knowledge of competitive wage scales, pay equity, and benefit packages. Positive employee relations can be achieved through job satisfaction, conflict resolution and compliance with collective agreements and the human rights code. Administrators/general managers must meet the challenge of the increasing number and complexity of government regulations and the diversity of the workforce. *Only offered Online – See our Distance Learning section for details.*

*Also offered online. Please see our Distance Learning section for details.

HEALTHY ADULT AGING

LTRM-705

This course examines the normal physiological, psychological, social and spiritual changes affecting aging adults using the holistic approach to wellness. Normal physiological and anatomical changes, as well as the dysfunctional effects of common health problems will be examined. The process of normal psychological and social aging will be addressed as well as abnormal factors such as cognitive decline. Additional topics will include spirituality, changing requirements for physical activity, and health promotion measures. Students will learn common medical terminology and charting techniques related to aging clients.

Prerequisite: Operational Overview LTRM-700 or permission of the dept.

HOURS: 45 **FEE:** IC: \$458.60 OL: \$523.60

TERM	SEC. #	DATE	DAY	TIME	LOC
Winter	821	Jan. 13 – Apr 21	Th	7-10 pm	PRO*

RESIDENT CENTRED CARE

LTRM-706

This course examines the structure of the health care system and the concept of client centered care. Content will include operational management, leadership, medication administration, abuse prevention, infection control, residence safety and risk, home and residence care. Students are expected to utilize course concepts when analyzing issues. The current changes in health delivery, organizational structures, and implications for nurse practices are also addressed. *Only offered Online - See our Distance Learning section for details.*

FOOD NUTRITION & HOSPITALITY MANAGEMENT

LTRM-707

This course examines the normal physiological, psychological, social and spiritual changes affecting aging adults using the holistic approach to wellness. Normal physiological and anatomical changes, as well as the dysfunctional effects of common health problems will be examined. The process of normal psychological and social aging will be addressed as well as abnormal factors such as cognitive decline. Additional topics will include spirituality, changing requirements for physical activity, and health promotion measures. Students will learn common medical terminology and charting techniques related to aging clients.

Prerequisite: Operational Overview LTRM-700 or permission of the dept.

HOURS: 45 **FEE:** IC= \$458.60 OL: \$523.60

TERM	SEC. #	DATE	DAY	TIME	LOC
Winter	821	Jan 12 – Apr 20	W	7-10 pm	PRO

Register online!

No lineups, no busy signals. Visit centennialcollege.ca/webreg to register online, anytime! (See inside front cover for other ways to register.)

CASE STUDY PORTFOLIO

LTRM-708

Portfolio development is an opportunity for students to demonstrate their knowledge of each course and discipline in a practical and relevant manner. They may be used for hiring, promotion, career planning or as a statement of current abilities. During this course participants will be asked to either: 1) identify an issue/problem that their residence/home is currently experiencing, or 2) create a template for the opening and operation of a new residence/home. In the instance of a case study, the student will be expected to work in cooperation with the Administrator of the residence, analyze the issue, develop strategies to resolve the issue, implement the strategies, and finally evaluate the results, and suggest further action of warranted. An assessment of the implementation from the Administrator is necessary as part of the process. The issue must be such that the student is able to demonstrate a broad range of knowledge. In the instance of developing a portfolio, the end result that is required is an operating budget for the residence. There will be required to be back up policies and/or processes to justify the costs entered into the budget. This process can be done independent of involvement in an actual workplace. Either of these processes will enable the student to better understand the dynamics of the industry and increase their knowledge of business practices.

Prerequisite: Completion of all required courses

Only offered Online – See our Distance Learning section for details.

FIELD PLACEMENT 1

RCMO-802

Field placement is a required course for students in the Retirement Communities Management program predicted on the premise of work/study within a Retirement Community industry that provides the student with a new learning experience. This course provides meaningful work experience in approved jobs within the Retirement Communities industry, enabling the students to relate classroom theory to the practical world, while adding another educational dimension to their career preparation. Field placement enables learners to better understand the dynamics of the industry increase their knowledge of industry practices and provides a competitive advantage of experience in the job market.

Prerequisite: Completion of all Part 1 courses

Schedule – TBA