

Retirement Home Database GUIDE

Established in 2011, the **Retirement Homes Regulatory Authority** is an independent, self-funded, not-for-profit regulator mandated by the provincial government to protect and ensure the safety and wellbeing of seniors living in Ontario's retirement homes under the *Retirement Homes Act, 2010*.

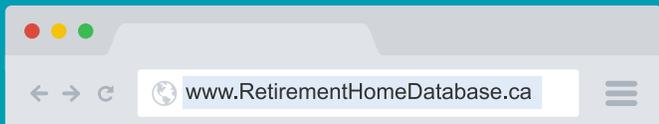
We know making the choice to move into a retirement home can be stressful, and the RHRA is here to help. RHRA's Retirement Home Database can assist you in your search.

The Retirement Home Database is the only official database of all 750+ licensed retirement homes in Ontario, giving you a complete history of a retirement home's track record of meeting its obligations under the law. Get the facts needed to make an informed decision about where you or your loved one wants to live. This guide is intended to provide you with details on how to use the Retirement Home Database, evaluate retirement homes and read inspection reports.

1

To begin your retirement home search or look up information on a retirement home you are considering, visit the Retirement Homes Regulatory Authority Retirement Home Database at:

www.RetirementHomeDatabase.ca



2

Use the search field to find retirement homes

Retirement Home Database

Address Residence Name

Enter an address or a postal code to find retirement homes near you

Enter the name of a specific retirement home you are considering

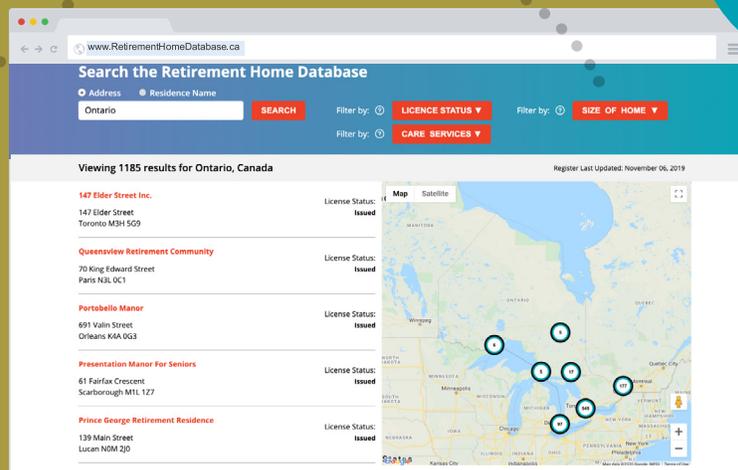
Once you've entered your information in the search field, hit

SEARCH

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You'll now see a list of retirement homes based on your search.

Select your filter preference if desired, then click on the name of the home you want to review.



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IT IS ILLEGAL FOR
RETIREMENT HOMES
TO OPERATE WITHOUT
A LICENCE.

When reviewing the list of retirement homes, you can click the red button to the right of the search bar to filter homes based on their licence status, size or the care services offered.

How to Evaluate Retirement Homes

USING THE RETIREMENT HOME DATABASE

On each retirement home listing, you can find important information about the home including licence status, inspection reports, size of the home and care services available. Each listing includes the following information to help you choose the right home for you or a loved one.

- ✓ **LICENCE INFORMATION AND LICENCE STATUS**
Summary of most recent inspection.
- ✓ **CARE SERVICES OFFERED**
This is a list of the services the home offers. Consider what is needed today and what might be needed in the future.
- ✓ **NUMBER OF SUITES / FIRE SPRINKLERS**
Consider your preference for the size of retirement home.
- ✓ **INSPECTION REPORTS**
Read through inspection reports to review the home's safety track record to help you make an informed decision. Further details on how to read an inspection report can be found in the next section.
- ✓ **REGISTRAR ORDERS**
A registrar order explains what specific rules a home isn't following and what they need to do to address the problem. You may want to follow up with the home on whether or not they have addressed it.
- ✓ **EXTERNAL PROCEEDINGS, ORDERS AND DECISIONS**
If the home has any decisions or proceedings from court matters, they will appear here and should be taken into consideration.
- ✓ **CONDITIONS ON THE LICENCE**
A condition is an action that the home has to take to be in good standing with the RHRA. Review this to see if they raise any questions for you as you consider the home.
- ✓ **PERSONS WITH CONTROLLING INTERESTS**
This section shows who owns the home and/or who manages it.

How to Read an Inspection Report

Reviewing a home's inspection reports can help you make an informed decision by understanding a retirement home's safety track record with the [*Retirement Homes Act, 2010*](#), the law and regulation which RHRA enforces.

The Act includes care and safety standards among other requirements. It helps ensure retirement homes in Ontario are places where residents live with security, dignity and comfort. You can [*read more here about the Act in our Plain Language Guide*](#).

You'll find the following sections in an inspection report:

1 INSPECTION INFORMATION

- Date, licensee, licence number
- Inspection type: routine, complaint, or mandatory reporting
- Inspector – the individual who conducted the inspection
- Retirement home and address

Routine inspections

Happen at least once every three years. How often they happen is determined by a home's history. If previous inspections have found problems, routine inspections will happen more often in that home.

Complaint inspection

An RHRA inspector inspects the home after the RHRA receives a complaint that a home isn't following the rules.

Mandatory reporting inspection (MRI)

A mandatory inspection happens if someone reports a serious issue relating to care, abuse or neglect. An inspector will make an unannounced visit to the home. Generally, whether or not a non-compliance is found during an MRI is more important than how many overall MRIs a home has.

2 PURPOSE OF INSPECTION

- This section outlines the reason for the inspection, which could be routine, due to a complaint, or mandatory reporting (see definitions above).

How to Read an Inspection Report

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COMPLIANCE WITH THE ACT

If the inspector finds the home has not followed the rules, the report will outline:

- Which section of the Retirement Homes Act the home did not follow.
- What specific problem the inspector found at the home.
- The actions the home must take to fix the problems the inspector identified.
- If the inspector finds the home has followed the rules, the report will note that.

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NOTICE

- Outlines who the RHRA has shared the Final Inspection Report with.
- Confirms that the home must post the Final Inspection Report in a visible and easily accessible location in the home, and that the home must make copies of every Final Inspection Report from the previous two (2) years available in the home in an easily accessible location.