

**Retirement Homes Regulatory Authority
Stakeholder Advisory Council
Terms of Reference**

Authority

The Retirement Homes Regulatory Authority (RHRA) is established as a corporation without share capital by the *Retirement Homes Act, 2010*. The mandate of the RHRA is defined in the legislation and regulation is established by government.

The Stakeholder Advisory Council (SAC) is established pursuant to the Memorandum of Understanding (MOU) between the Minister of Seniors Affairs and the Retirement Homes Regulatory Authority, dated March 2, 2011.

The SAC is not a committee of the Board of Directors. Members will serve on a voluntary basis, on the approval of the RHRA Board of Directors (Board), with consideration to criteria approved by the Board.

Purpose

The purpose of the SAC is to provide advice to the RHRA, on matters pertaining to the mandate of the RHRA and consistent with the principles of the RHRA.

Scope

- Council members must agree to abide by the relevant sections of the MOU, by-laws and policies of the Board including the Code of Ethics and the Access and Privacy Code.
- The Officers and the Board may seek advice from the SAC on issues pertinent to the business of the Officers or Board.

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- The Officers and the Board may seek advice of an ‘ongoing’ or ‘ad hoc’ nature on specific issues.
 - SAC members may identify issues that they recommend to the Officers and Board for specific attention.

Membership

The SAC shall be composed of five to eight members as follows:

A Chair appointed by the Board; Representatives which include:

- at least two residents of a retirement home;
- at least one representative of a licensee within the retirement home sector;
- at least one regulated health professional identified in the regulations related to Care Standards in the *Retirement Homes Act, 2010* (Physician, Nurse, Pharmacist); and
 - at least one representative of an association that represents or advocates for the concerns of seniors related to retirement homes;
- In addition to representatives described above, representatives may also include members of:
 - regulatory colleges;
 - government organizations; and
- Other Members appointed by the Board.

Members will be selected based on relevant knowledge and experience.

Members will not participate as representatives of specific organizations.

Members may not delegate their attendance or responsibilities to another individual.

Members will be reimbursed for pre-approved out-of-pocket expenses according to Board policy.

Members will bring the following skills and attributes:

- Respect for and consideration of various perspectives and views of other members;
- Effective communication skills to work effectively as a council member;
- Problem solving skills;
- Interest and ability to address issues and problems of a systemic nature to improve performance and consumer protection practices;
- A balanced approach to making recommendations that are effective, practical and implementable by RHRA;
- Understanding of the legislated mandate of the RHRA and a commitment to the values, goals and objectives of the RHRA; and
- Appropriate level of involvement with industry to provide valuable input.

Terms of Office

Chair: The Chair shall be appointed for a one (1) or two (2) year term and may be reappointed annually for a maximum of three (3) years but may not be appointed for a term that is longer than his or her term as a member of the SAC.

Members: SAC members shall be appointed for a one (1), two (2), or three (3) year term and may be reappointed at the discretion of the Board for a maximum of six (6) years. Member terms shall be staggered to ensure continuity and effective functioning of the SAC.

Roles and Responsibilities

a) SAC Chair

The SAC Chair is responsible for:

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- Liaising with the delegated RHRA staff representative to establish priorities, a work plan, project plans, SAC agendas, Reports to the Board, etc.;
 - Presiding over meetings;
 - Meeting with the CEO/Registrar and/or other delegated officer(s) or board director(s) with respect to matters before the SAC at least twice annually; and
 - Providing a report to the board at least annually on the activities of the SAC.

b) CEO/Registrar

The CEO/Registrar is responsible for:

- Delegating a senior manager and other required staff to provide assistance and support to the Chair and SAC to fulfill the functions described above. This includes: assisting in the development of a work plan for priorities and project plans, developing SAC agendas, Reports, a record of activity and reports advising on priority activities and advice to be considered for inclusion in the annual report, etc.
- Meeting with the SAC Chair and other delegated Officer(s) or Board Director(s) with respect to matters before the SAC at least twice annually and as requested by the SAC.
- Allocating basic resources and ensuring compliance with expense directives; that members are reimbursed in a timely manner for any out of pocket expenses and that special needs of members are considered and accommodated.

Meeting Structure and Procedure

- Meetings of the Stakeholder Advisory Council will be held at least quarterly.
- Members will be expected to attend at least 75 per cent of meetings and may not delegate to others to attend in their absence.
- Meetings will generally be scheduled in advance and held at the RHRA offices in Toronto.
 - Depending upon content and security issues, teleconferencing may be arranged for those who are unable to attend in person and or teleconference meetings may be scheduled;
- The Chair of SAC will be responsible for facilitating the meetings with staff support and providing leadership to achieve results.

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- In the absence of the Chair, another member may be requested to Chair the meeting.
 - Quorum for meetings is a majority of the members of the SAC.
 - SAC recommendations will be arrived at by consensus where possible.
 - Agenda and meeting materials will be issued in advance of meetings, as relevant, in order to assist the SAC proceedings and deliberations.
 - An action record will be recorded and circulated after each meeting by staff.

Other

1. The Terms of Reference will be reviewed when there are relevant changes (e.g. legislative or MOU changes that would impact the Terms of Reference) and as requested by the Board or recommended by the SAC.
2. The Terms of Reference and manner of appointment to the Stakeholder Advisory Council will be posted on the RHRA Website.