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Welcome to the first issue of RHRA Update, an e-newsletter of helpful information, resources and news for retirement home operators and licensees, published by the Retirement Homes Regulatory Authority (RHRA).

[RHRA New Five-Year Strategic Plan](#)

The RHRA's vision is to ensure that Ontarians have a choice and the protection they need to live with confidence and dignity in retirement homes. The steps we're taking to accomplish our vision are detailed in our new five-year strategic plan, which was developed after an extensive environmental scan and consultations with numerous sources, including retirement home residents and operators, community partners, and family members of residents. The RHRA strategic plan is now charting a course to improving the lives of seniors living in Ontario retirement homes. Our plan focuses on five [strategic pillars](#) which will: enhance our regulatory approach to encourage compliance and better protect residents; provide strategic information through data and analytics; promote informed decisions through communication, education and outreach; optimize consumer protection and choice through transparency, accountability and public reporting; and enable us to better prepare for the future. As we begin to launch our plan in the year ahead you will see a fundamental shift in our Inspection, Compliance and Enforcement approach and an emphasis on activities that directly support the maximization of voluntary compliance. We are confident this plan will help us to improve the safety and protection of our seniors providing them greater tools to make decisions about their care and enabling them to live with the dignity we all deserve.

[Compliance support - New in 2017-2018](#)

Implementation of our new plan is underway with these two initiatives:

- **Compliance Support program:** RHRA now provides support to homes that would benefit from assistance in achieving and maintaining compliance. Our new program proactively reaches out to homes that need targeted assistance in achieving and maintaining compliance in particular areas. Homes are selected based on prior inspection outcomes and compliance history. If your home is identified for this assistance, you will receive a

letter followed up by a call from our Compliance Specialist who will outline the support that will be provided. Our Compliance Specialist will provide guidance and other assistance to help you come into compliance before your next inspection.

We also invite all homes to stay tuned as the RHRA develops new materials to assist you with compliance in various areas.

- **Routine Inspections:** We will also be conducting routine inspections after compliance support or enforcement action, to verify closure of previous non-conformances. Other types of inspections, for example Complaint or Mandatory Reporting Inspections, may occur during the same visit to the Home. Homes with fewer and less serious findings of non-compliance will be inspected less often. At minimum, routine inspections, will be conducted once every three years.

Annual Reporting and Online Survey

In the very near future Operators will also be invited to complete an online survey. The survey will be available in French and English. A link to the survey site and instructions will be e-mailed in the short time ahead. Please note, the survey will only be available online and not be mailed as in previous years.

As you are aware, under the Act, homes must report annually to the RHRA data related to a) information that has been provided to residents about alternatives to living in a retirement home over the past year and; b) requests made by residents for the Home to contact a placement coordinator about alternatives.

This year, the RHRA is asking for your cooperation in answering additional questions that provide supplemental information to help us to better understand the changing care needs of residents and to prioritize and inform guidance that the RHRA provides licensees. The answers you provide will be kept confidential and will not be associated with specific homes. All data collected from the survey will be used in aggregate.

RHRA Resources and Educational Materials

To learn more about the RHRA please view our new video [here](#).

The RHRA's website has support materials to help you better understand the requirements related to:

- Following Policy and Procedure
- Inspection Process and Expectations.

To access the resources page on our website, click [here](#).

Information on Falls Prevention

Falls are a leading cause of injury among older adults in Canada. Ottawa Public Health provides free access to its online fall prevention learning module for personal support workers and volunteers, which can be found [here](#), and may be a useful learning tool for your staff.

The RHRA encourages homes to take advantage of best practice resources developed by our stakeholders and made available freely online.

If you're Planning to Sell a Home

Retirement home licences are not transferable. Licences do not transfer as part of a sale of a home or a sale of a company that owns a home. Prospective owners or operators must apply for and obtain a licence before acquiring and operating a retirement home. Retirement home licences terminate upon the sale of a home or after a change in controlling interest.

Licensees must give the Registrar advance written notice of a sale of a home or certain changes in the ownership of a licensee (these changes are referred to as, "changes in controlling interest"). The Notice of Change of Controlling Interest form, can be found [here](#). Notice must be two months in advance or as soon as practicable. If a licensee is closing a home or selling it to an unlicensed operator, the licensee must provide the Registrar with a transition plan four months before date the home will close or transfer. The plan must explain how the licensee will manage the process of ceasing to operate a retirement home. The RHRA is glad to answer any questions about buying or selling, ceasing to operate, a retirement home.

Issues relating to the buying and selling of retirement homes, and changes in the ownership of licensees, can get complicated. You should contact the RHRA or get professional advice if you have any questions.

RHRA Provincial Tours

RHRA is organizing meetings with groups in their communities to explain the role of our organization. We are interested in meeting with Residents' Councils to profile the RHRA and answer any questions about the Act and the work of the RHRA. If your Residents' Council is interested in an in-person presentation, please contact info@rhra.ca.

New RHRA Brochure

The RHRA has recently updated its [Resident's and Consumer Brochure](#). Copies have been mailed to all homes for distribution to staff and Residents' Councils. We encourage you to include a copy of the brochure in your Welcome Packages. Additional copies may be requested either via email info@rhra.ca or by calling **1-855-275-7472** and press "1".

Important Reminders

It is critical that you keep your contact information up to date so that we can keep you informed of news, inspection reports, and invitations to upcoming events. To ensure you receive all these

important notices, please add admin@rhra.i-sight.com to your email safe-sender list. If at any time there is a change, please fill out [Notice of Change form](#) and send it to licensing@rhra.ca.

Feedback

Your feedback and comments are always welcome. Please let us know if you have any questions or about additional subjects you would like us to cover in future issues of RHRA Update by clicking on the feedback button below.

[Feedback](#)

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e-newsletter@rhra.ca or call 1-855-275-7472

Our mailing address is:

Retirement Homes Regulatory Authority

160 Eglinton Avenue E., 5th Floor

Toronto, ON, M4P 3B5

Canada