



Volume 5, February 2018

RHRA Update is published by the Retirement Homes Regulatory Authority (RHRA) for retirement home operators and licensees. This e-newsletter is also available in French upon request.

[2018 Annual Reporting](#)

Last year we simplified the process for collecting information on the two mandatory reporting questions, using an online format. We also combined the two questions with the broader RHRA Annual Survey, which was introduced in 2017. This year we will be doing the same. The RHRA Annual Survey is scheduled for late spring. There is no need to submit information on the two mandatory reporting questions, in advance.

Information on the 2018 RHRA Annual Survey will be provided in the months ahead via email. We will also be providing you with an overview of what we've learned to date from the annual surveys. We thank everyone for your participation in the annual survey. If you have any other questions about the annual reporting or the upcoming RHRA Annual Survey, please email us at info@rhra.ca.

[Managing Residents Transitioning Back from Hospital](#)

The RHRA monitors emerging issues based on what we observe through our regulatory activities and questions from the sector. Transitions from hospital to retirement home is an area of interest. A fact sheet with answers to common questions is now available on the [RHRA website](#). We will continue to provide updates and welcome any additional questions you may have.

[Bill 160 - Amendments to the Retirement Homes Act, 2010](#)

Bill 160 [Strengthening Quality and Accountability for Patients Act, 2017](#) received Third Reading and Royal Assent on December 12, 2017. With Royal Assent, most of the amendments to the Retirement Homes Act are now in force. The RHRA is proceeding with implementation of the new provisions and will continue to provide timely and appropriate education and communication to retirement homes.

An updated version of the Residents' Bill of Rights poster, which now includes provision number 11, is available in a [downloadable](#) print format as well as an [optimized jpg](#) for display on TV monitors. If you would like a printed copy email us at info@rhra.ca. Printed copies are also available from our inspectors. Please ensure that the existing poster is replaced with the updated version as soon as possible.

Duty to Report Harm to Residents

Abuse of seniors can take several forms. Under the Retirement Homes Act, anyone who sees or suspects a situation that harms, or puts a resident at risk of harm, is obligated to report it to the RHRA. This is known as a mandatory reporting. Regulated health professionals such as doctors, nurses and social workers, family members, substitute decision makers, retirement home staff and operators, external care providers, volunteers and visitors, all have the same responsibility to help protect residents in retirement homes by reporting to the RHRA:

- abuse or neglect of a resident;
- improper or incompetent treatment or care of a resident;
- unlawful conduct;
- financial abuse which involves the misuse or misappropriation of a resident's funds or property through fraud, trickery, theft or force.

One of the most common types of abuse that may be less obvious to spot is financial abuse, which includes obtaining money or property without the resident's knowledge or consent or, where there is a Power of Attorney (POA), using the resident's money or property (i.e. jewelry, medications, and personal belongings) not in the resident's best interests.

Examples of financial abuse:

- Theft of money by anyone, i.e., debit/credit cards or possessions;
- Cashing cheques (i.e., a pension cheque) or accessing accounts without permission;
- Use of a resident's money for purposes other than what the person intended;
- Threatening or pressuring a resident to donate money or property; and
- POA holder using resident's funds to pay personal expenses.

Because the abuser in financial abuse situations is often a trusted person in a resident's life, such as a spouse or partner, family member (often an adult child or grandchild), caregiver or friend, the resident may be reluctant to speak out. Residents in these situations may feel ashamed or embarrassed that they placed their trust in the abuser.

If you have reasonable grounds to suspect an instance of financial abuse, it must be reported to the Registrar.

For more information on mandatory reporting or how to file a report, [visit our website](#) or call 1-855-275-7472.

Please share this important information with your staff through staff newsletters or bulletins.

Recommendations from Ontario's Geriatric and Long-Term Care Review Committee

From time to time, the RHRA receives recommendations from Ontario's Geriatric and Long-Term Care Review Committee ([GLTCRC](#)). The purpose of the Committee is to assist the Office of the Chief Coroner in the investigation, review, and development of recommendations for the prevention of future similar deaths relating to the provision of services to seniors in Ontario.

In light of recommendations made to the RHRA by the GLTCRC, please consider the following:

Use of Bedrails

1. Bedrails can pose a significant risk to residents, especially side-split rails. The potential harm almost always outweighs the benefits of bedrails, and therefore, alternatives to the use of bedrails should always be sought.
2. The use of bedrails may constitute use of a "personal assistance services device," and therefore, all the relevant requirements of the Act and its regulation must be followed.
3. Operators are reminded that the use of restraints in retirement homes is prohibited, except when used in accordance with the common law duty of restraint provided in S. 71 of the Act.

More information on the proper use and the hazards of bedrails is available on the [Health Canada](#) website. A [guidance document](#) with helpful illustrations of the types of bedrails that pose a risk is available for download.

Motorized Scooters in the Home

There are no specific requirements relating to the use of motorized scooters and other power mobility devices in the Retirement Homes Act. However, for the safety of all residents, homes may wish to put a policy in place if they are experiencing any challenges with managing scooter use in their home.

The policy implemented at the Veterans Centre Residence at Sunnybrook Health Sciences Centre may provide some good guidance. Click [here](#) to view.

News for Residents

In 2017, RHRA staff participated in numerous resident forums hosted by retirement home operators across the province. The purpose of our visits was to introduce the RHRA to residents and to hear from them about their information needs. As a result, we have redesigned our website to make it easier for residents to find information, and plans are underway to develop articles for residents that can be shared in internal publications. If you currently have an internal newsletter or bulletins for sharing information with residents and would like to receive articles from the RHRA, please email us at e-newsletter@rhra.ca.

Coming to your Town

The RHRA provincial tour program has been a positive experience for everyone, and we plan to visit many more homes in the year ahead. If you would like more information, or to arrange for an RHRA presentation at an upcoming residents' forum, please email Dom Ozarko at Domenica.Ozarko@rhra.ca.

Feedback

Your feedback and comments are always welcome. Please let us know if you have any questions or 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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