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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. Previous issues can be found [here](#).

New Training Module - Assisting Homes with Voluntary Compliance

RHRA is very pleased to launch its Compliance Assistant Modules (CAMs) to support homes with voluntary compliance. The first CAM to be released focuses specifically on complaints. The 30-minute online learning module, which has been produced with Algonquin College Corporate Training, presents some familiar, day-to-day scenarios to help provide clarity on how complaints should be received and acted on.

CAMs are easily accessed from the RHRA website and use of them is voluntary. Homes can utilize these educational modules the way they feel most appropriate.

In the months ahead, we will be launching another module –this one focused on Assessment and Plans of Care. We value feedback from participants, so please complete and submit the survey at the end of the module.

For more information on CAMs or to access the Complaint module, click [here](#).

Updating Your Home's Sprinkler Status

By January 1, 2019, all licensed retirement homes will be required, under the Ontario Fire Code (Fire Protection and Prevention Act, 1997), to be fully equipped with automatic sprinklers. Please take a minute to review and if necessary update the information posted on the RHRA [Public Register](#) regarding your home(s) sprinkler status. If changes are required, please complete and submit a [Notice of Change Form](#).

2017 Annual Survey

As part of the May 2017 RHRA Annual Reporting Survey, we asked operators and licensees to voluntarily provide anonymous answers to 15 questions, in addition to the two annual mandated questions. The answers to the survey questions, which focused on four areas, including falls and injuries, dementia care, external care services and financial trusts, start to paint a picture of the changing landscape and the realities faced by the sector as it addresses the evolving needs of residents. Over time, this type of information will help the RHRA to prepare for the future. We will be able to better determine what kind of compliance support homes may require or to identify areas that are no longer relevant to homes. For example, the data does start to show that homes are no longer managing financial trusts on behalf of residents; most homes have residents who rely on the LHINs or other external care service providers for additional support beyond what the home provides; and residents with some form of dementia or cognitive impairment is common in homes.

Although it's premature to draw any conclusions based on the data alone, the RHRA will continue to collect this type of anonymous aggregate data through the Annual Reporting Survey as part of its strategic plan. The next survey is scheduled for spring 2018. Details will be provided at a later date.

We wish to thank participants in last year's survey and encourage everyone to participate in the upcoming annual survey this spring.

RHRA Interim CEO

The RHRA Board has initiated a search for a CEO and Registrar to replace Bonnie Rose, who was in the position since January 2016. Nancy Webb has stepped into the position of Interim Chief Executive Officer and Registrar while the search is underway.

Stay Connected

To stay informed about news and 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 the [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 additional subjects you would like us to cover in future issues of RHRA Update by clicking on the feedback button below.

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