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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](#).

RHRA Annual Celebration, October 18. Hold the date!

We are pleased to announce our first RHRA Annual Celebration Event -- Protection in Action, which will take place in downtown Toronto, on October 18. The Celebration Event begins at 4:00 p.m. and follows the RHRA Annual General Meeting, both of which are open to everyone. You are welcome to attend one or both events.

Our keynote speaker at the celebration is Dr. Jane Barratt, Secretary General of the International Federation on Ageing. RHRA will also be presenting two new annual awards.

The Annual Celebration is an opportunity to meet members of our board, our new CEO and Registrar, Jay O'Neill, as well as representatives from government, and others from the seniors' sectors who share our vision for resident protection. More information will be emailed in the coming weeks, including how to RSVP as space will be limited.

Stakeholder Effectiveness Survey

The company Ipsos will be conducting a Stakeholder Effectiveness Survey for the RHRA in the coming weeks. All operators and licensees will be invited by Ipsos to participate through an online survey. It is a requirement under the RHRA's Memorandum of Understanding (MOU) with the Ministry of Seniors and Accessibility that this survey be conducted a minimum of once every three years.

This anonymous survey will provide the RHRA with valuable information that will help to inform our quality improvement efforts, especially those related to communications and engagement with licensees, operators, and other stakeholders.

Compliance Assistance Modules - CAMs

As part of the RHRA's ongoing efforts to assist homes with voluntary compliance, we have developed an online learning program to help explain common compliance issues from the Act and its regulations. Each Compliance Assistance Module (CAM) is focused on key compliance standards to support homes to achieve and maintain compliance. Use of CAMs is voluntary and free of charge. Our first CAM was launched in March and focused on Complaints. The RHRA is now inspecting to this standard, so we encourage you to utilize this tool and share with staff. The complaints CAM can be found [here](#).

In the coming weeks, we will launch our next CAM focused on Assessments and Plans of Care.

Elevator Safety in Retirement Homes

Did you know that more than 60 percent of all elevator-related incidents in retirement and long-term care facilities are attributed to elevator doors closing on residents, as well as trips, slips and falls when boarding and off boarding the elevator? Residents with mobility issues or those reliant on mobility aids are at greater risk of getting injured. Slowing down the door closing speed and ensuring the elevator lip aligns evenly to the floor when the elevator car comes to a stop, can reduce elevator-related injuries to residents. To learn more, visit the [TSSA website](#) and download the elevator safety brochure for your residents.

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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