



Volume 8, December 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. Previous issues can be found [here](#).

We've Moved!

The RHRA has moved to 55 York Street, Suite 700, Toronto, ON M5J 1R7. Our phone number, fax and email remain the same. Please update your records with our new address.

Fire Sprinkler Update

On December 13, 2018, the RHRA disseminated an information bulletin on behalf of the Ministry for Seniors and Accessibility (MSAA) regarding fire sprinkler requirement compliance. The notice shares the Fire Marshal's recent Communiqué to local fire officials about the Fire Code compliance deadline of January 1, 2019 for the installation of automatic fire sprinklers in retirement homes. Please check your emails for this important information from MSAA.

To view the Fire Marshal's Communiqué, please visit the [Fire Marshal's website](#). For additional resources to assist owners/operators and fire departments, please visit the [Care Occupancies](#), [Care and Treatment Occupancies](#), and [Retirement Homes](#) web pages on the Ministry of Community Safety and Correctional Services website.

Geriatric and Long-Term Care Review Committee - Recommendations for Licensees

As part of its mandate, the RHRA is committed to facilitating communication to the sector relevant recommendations from the Geriatric Long-Term Care Review Committee (GLTCRC) of the Office of the Chief Coroner. One of the key roles of the Office of the Chief Coroner is to work with the GLTCRC to review deaths involving residents of long term-care or retirement homes where systemic issues may be present or where significant concerns have been identified by the family, investigating coroner or Regional Supervising Coroner. The GLTCRC has provided recommendations stemming from its review of five deaths occurring at a licensed retirement home over the span of approximately 19 months in 2016-2017. The recommendations from the GLTCRC were as follows:

- Great care and caution should be used when transferring a resident of a long-term care home to a retirement home. The care plan prepared at the long-term care home must be shared with the retirement home and a comprehensive care plan for the newly transferred resident should be developed. The resident's family/substitute decision-maker(s) should be fully apprised of the care plan and be provided with information on the differences between a long-term care home and a retirement home.
- Retirement home operators who contemplate providing care to seniors with complex care needs must have an inter-professional team in place, with excellent teamwork, processes of care and documentation in order to respond to the needs of this population.

In light of these recommendations, licensees are reminded of their obligations to ensure that all residents have plans of care and that plans of care are updated as required, including when a resident's care needs change. More information on plans of care can be found in the [plain language guide](#) of the Act. In addition, we are developing an online Compliance Assistance Module (CAM) to help licensees understand the legal, regulatory, and inspection framework for doing resident assessments and plans of care. More information will be provided when the CAM is available.

[Plain Language Guide](#)

RHRA Resources

- To access the resources page on our website, click [here](#).
- For Compliance Support call 1-855-ASK-RHRA (1-855-275-7472)
- [Plain language guide](#) of the Act.
- The RHRA brochure can be found [here](#).
- To learn more about the RHRA, please view the [About RHRA video](#) on our website.

To order copies of the brochure for distribution to staff, Residents' Councils or to include in your welcome packages, email your request to info@rhra.ca or call **1-855-275-7472** and **press "3"**.

[New Features on Public Register to Help Consumers Make Informed Decisions](#)

The RHRA public register is a trusted source of information about Ontario's licensed retirement homes. And, we are always looking for ways to improve accessibility and transparency of the information we provide so that consumers can make informed decisions when choosing a home.

To help consumers better understand the home's inspection history, we now provide a brief description under the tab "Licence Information Tab" the date the inspection took place, a description of the type of inspection that was done, and when the inspection report was finalized.

We have also made some minor formatting changes to the "formerly known as" feature which listed all the different names assigned to a home while it was operated by the same licensee. Consumers may also search using both the current and former names associated with the home and find related inspection reports. If the home has a new licensee the "previously known as" listing of names will no longer be visible.

Earlier this year we also posted an "Important Public Advisories" tab on our homepage to provide the public with timely and accurate information about homes reported in the news.

We will keep you informed of additional changes to the public register. If you have any questions or suggestions, please contact us at 1 855 275-7472.

[RHRA Public Register](#)

[Extreme Weather Readiness](#)

In 2013, Ontario was hit by an unprecedented ice storm that led to sustained power outages in Southern Ontario and caused major disruptions over the holiday season. This serves as an important reminder for retirement homes to ensure their emergency plans are current in the event they may need to be activated due to extreme weather or other disruptions. Coming in the New Year, watch for RHRA's new Compliance Assistance Module (CAM) on Emergency Plans. Should you have any questions about requirements related to your emergency plans, please contact us at 1 855 275-7472.

[Annual Celebration Event and AGM Update](#)

Our 2017-18 Annual Report was made public at the RHRA Annual General Meeting on October 18 and can be viewed or downloaded from our website. We'd like to thank everyone who attended the AGM as well as our Annual Celebration Event. A special thank you to our keynote speaker, Dr.

Jane Barratt, Secretary General, IFA, as well as to the Honourable Raymond Cho, Minister for Seniors and Accessibility. We are also pleased to acknowledge our extraordinary award recipients: Joyce Fearnside from Belmont House in Toronto is the recipient of The Frank Kajfes Resident Champion award, and the Partners in Protection award recipient is the Office of the Fire Marshal and Emergency Management. [Visit our website](#) to view photos of the event.

[2017-18 RHRA Annual Report](#)

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 to the information we have on file, 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.

[Feedback](#)

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