



## **Volume 9, April 2019**

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](#).

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### **[New Compliance Assistance Module on Assessments and Plans of Care - Available in May](#)**

Following the success of the first Compliance Assistance Module (CAM) on Complaints, the RHRA will launch its second module in early May, explaining the requirements to be in compliance with the regulation for residents' assessments and plans of care. The Assessments and Plans of Care CAM was developed to highlight the key areas of concern that our inspectors look for during an inspection.

The CAMs program was launched a year ago in response to feedback from operators and licensees who were seeking additional resources to explain Ontario's legal, regulatory and inspection framework for operating a retirement home. The learning modules are focused on our compliance standards, to ensure that homes have a clear understanding of what is required to be in compliance. The Assessments and Plans of Care CAM provides operators and licensees with practical information on initial and full assessments and developing plans of care. The module includes familiar, day-to-day scenarios, with a quiz after each section to test participants' practical understanding of the material.

The RHRA provides CAMs as a voluntary and free resource that can be found under the "For Licensees and Operators" tab on the RHRA website. While participation is voluntary, we strongly encourage operators to use these online educational materials to support review and improvement of your current processes and/or to supplement staff training.

Watch for an announcement of when the Assessment and Plans of Care CAM will be posted on the RHRA website.

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## Piloting a Modified Inspections Process

The RHRA has been piloting a modified inspections approach in 34 homes across the province between March 28 and April 17, 2019. The pilot is part of a broader continuous improvement strategy within the RHRA's regulatory program aimed at enhancing our practices to improve resident safety.

The main goal of the pilot is to allow inspectors to collect information based on observations during the visit. This modified approach minimizes the amount of time the inspector and retirement home staff spend on documentation review during the visit to allow time to engage in more meaningful interactions with the home's staff, residents, visitors, healthcare providers, etc., while on-site. The modified model is based on best practices and on feedback received from the retirement home sector, our inspections team, and other key stakeholders.

Homes participating in the pilot will provide their feedback after one pre-arranged visit to help the RHRA better understand the impact the proposed changes may have on a home's operations. Feedback will also be used to help identify any unintended consequences, concerns or opportunities for improvement before this modified approach is finalized. Watch for updates and more details on the modified inspections process in the coming weeks.

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## Monitoring Sprinkler Compliance Requirements

The RHRA's public register is an important information resource for people who are searching for a licensed retirement home. To ensure the information is accurate, homes are required to submit a notice of change form on any changes to the information on the RHRA's public register. The *Retirement Homes Act, 2010* requires homes to report on their sprinkler status to the RHRA, which is included in the RHRA public register.

As of Jan. 1, 2019, all licensed retirement homes in Ontario are required under the Ontario *Fire Code* to be equipped with automatic fire sprinklers or have approved alternative measures in place. Retirement home licensees must meet applicable legislation, including Ontario *Fire Code* regulations, to maintain a licence to operate a home. We are aware that many licensees have applied for government funding and/or are in the process of having sprinklers installed.

As part of its mandate to protect seniors living in retirement homes, the Registrar has issued routine conditions on the licences of homes that have not provided information on their activities to achieve sprinkler compliance. Conditions may also be considered in some circumstances for homes that have provided the RHRA with information to demonstrate their active efforts to achieve compliance.

Homes subject to licence conditions are required to submit a monthly report to the RHRA indicating the steps they have taken towards the home's compliance with the installation of fire sprinkler systems or approved alternative measures. In addition, homes are required to submit to the RHRA copies of any orders, notices or directives issued by the home's local fire department that remain in force.

Any conditions on a licence appear on the RHRA Public Register and are removed once the home has notified the RHRA and provided proof that it is fully compliant with sprinkler requirements.

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### Changes to Annual Reporting

Homes are not required to submit to the RHRA a 2018 report about information on alternative options to retirement homes. However, homes are still required to document this information in accordance with subsection 63 (3) (c) of the *Retirement Homes Act, 2010*.

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### RHRA Update Readership Survey

It's been two years since RHRA Update was launched to provide operators and licensees with timely and helpful information about regulations and to assist with voluntary compliance. Now we'd like to hear from you. Let us know how we're doing by completing a short online readership survey from May 7 to 21, 2019. Look for an email in the days ahead with more information and a link to the survey.

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### Nominate a Resident Champion - Nominations Due June 14!

The Frank Kajfes Resident Champion Award is presented to an individual who has promoted, independently or through his or her participation on external committees, the needs and rights of seniors living in retirement homes, and whose efforts have resulted in a noticeable impact on the quality of life of residents. We encourage all homes to nominate a resident for the RHRA Resident Champion award program.

Instructions, including nomination forms and a poster to promote the program, are available on our [website](#). Nominations may be submitted electronically or by mail **no later than June 14, 2019**. The award recipient will be announced on Sept. 19, 2019, at the RHRA's AGM and Annual Celebration Event.

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## Helpful Resources

The RHRA has updated its brochure and mandatory reporting posters to reflect the RHRA's new address. Both items are available in French and English. Please ensure the poster is displayed prominently for residents in the home. To order, email [info@rhra.ca](mailto:info@rhra.ca).

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## Stay Connected

To stay informed about news and important notices, please add [admin@rhra.i-sight.com](mailto: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](mailto:licensing@rhra.ca).

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## 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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