



Volume 10, July 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](#).

The RHRA Launches an Updated Approach to Routine Inspections

The RHRA is pleased to announce the launch of its new approach to routine home inspections as of July 4, 2019. As part of a multi-year project, the modernized approach will focus on areas of greatest risk of harm to retirement home residents, meaning that inspectors will spend more time observing daily life in the home and less time reviewing policies. With this updated inspection practice, homes with a strong compliance record will experience a less burdensome oversight approach and the RHRA can focus resources in higher risk areas.

Inspectors will focus on the effective implementation of practices to ensure the welfare of residents, including observing conditions within the home and brief interactions with staff and residents. They will also review some documentation, such as complaint and incident logs, emergency plan testing logs, training records and arrangements with community partners.

As previously reported in the April [edition](#) of RHRA Update, the RHRA piloted this modified inspections approach in 31 homes across the province between March 28 and April 17, 2019. Participating homes were supportive of the pilot, resulting in invaluable feedback that helped to guide the RHRA in refining its approach.

To learn more about the new process, visit [What to Expect During a Routine Inspection](#). We also invite you to refer to our [Frequently Asked Questions](#).

Save the Date: RHRA Celebration Event on September 19, 2019

Join us on September 19, 2019, as the RHRA hosts its Celebration Event, including its Annual General Meeting, at the [Royal Canadian Military Institute](#), Otter Room, in Toronto. The AGM portion will take place from 3:00 – 3:30 p.m., and Celebration Event will run from 3:30 to 5:00 p.m. Both will be open to the public.

As part of our celebration, the RHRA will announce the recipients of this year's Frank Kajfes Resident Champion and the Partners in Protection Awards. The Resident Champion Award was named after former Stakeholder Advisory Council member, Frank Kajfes, to recognize extraordinary seniors in retirement homes that are improving the lives of their fellow residents. The Partners in Protection Award is an acknowledgment presented by the RHRA to a community partner(s) for their outstanding efforts in protecting retirement home residents.

More information will be emailed in the coming weeks, including a link to our special event website to reserve your seat.

[Browse Photos From Last Year's Event](#)

[Learn More About the Resident Champion Award](#)

Enhancing Your Understanding with RHRA's Compliance Assistance Modules

The RHRA is continuing to expand its selection of learning tools to support homes with voluntary compliance and provide operators with a thorough understanding of the legal, regulatory and inspection framework for operating a retirement home.

Compliance Assistance Modules, or CAMs, are voluntary, self-directed, interactive online learning modules that teach retirement home operators and licensees how to comply with the Act using plain language and familiar situations.

If you have yet to access the CAMs, we encourage you to do so. Current modules explore the topics of [Complaints](#) and [Assessments and Plans of Care](#). They are available on the RHRA's website under the 'For Licensees and Operators' tab, or by clicking [here](#).

The RHRA consults with a broad range of stakeholders to help develop our CAMs including industry associations, allied health professionals, consumer advocates, and others. We also welcome your feedback and have included a survey at the end of each CAM so you can let us know what you think.

This fall, we will be introducing an Emergency Plans CAM, followed by Behaviour Management and Abuse and Neglect in the new year.

RHRA Update Readership Survey Results

Thank you to all who participated in our first RHRA Update readership survey. The anonymous, online survey had more than 60 respondents from small, medium and large homes. Among the results, we heard that:

- 85% of respondents were either very satisfied or somewhat satisfied with the newsletter
- Articles related to the Act and maintaining compliance are of the most interest, followed by policies and regulation and resident protection
- 75% of readers find the information in the newsletter very relevant
- 62% would like to receive the newsletter quarterly
- Readers are looking for a concise newsletter that is easy to read, with the most important information highlighted.

As a result of your feedback, we will continue to improve RHRA Update in the months ahead.

Changes to the Billing and Payment Contact Information

As of July 2019, the contact information on the Pre-Authorized Debit (PAD) Agreement has changed. Forms that are submitted by email should now be sent directly to the Finance department at finance@rhra.ca. Please update your address book to ensure that this information is sent to the correct address. For all other billing and finance-related inquiries, you can email the department at finance@rhra.ca or contact their direct phone line at 416-440-0455.

Incident Report Form

The Incident Report Form available on our website is intended to assist homes with reporting incidents involving harm and risk of harm. It can be a useful alternative to calling in and speaking with an RHRA Intake representative. Completed forms can be submitted to the RHRA by email to info@rhra.ca or by fax at 1-855-631-0170.

[Incident Report Form](#)

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.

Stay Connected

To stay informed about news and important notices, please add admin@rhra.i-sight.com to your email safe-sender list, and if responding to emails from this address, select "reply all" to ensure the full case number (e.g. INS-19-01234) remains in the subject line to be recognized by our system. All other emails should be sent to the appropriate @rhra email address, e.g. info, licensing, compliance, enforcement, media, etc. If there are changes at any time to the information that we have on file, submit a completed Notice of Change form to licensing@rhra.ca so that we can update our records. We also encourage you to follow us on [Twitter](#) and [Facebook](#).

Feedback

Your feedback and comments help to ensure that RHRA Update provides you with the information you need and want. If you have comments or if there are additional subjects you would like us to cover in future issues, let us know by clicking on the feedback button below.

[Feedback](#)

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