

Introduction to RHRA



RHRA
Retirement
Homes
Regulatory
Authority

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Table of Contents

Introduction	1
RHRA Mandate and Responsibilities.....	1
Ontario Retirement Home Laws and Regulations	2
Authoritative References.....	2
RHRA Compliance Verification.....	2
RHRA Inspections:.....	2
An Evolving Approach to Inspections:	2
Is Your Home Compliant?	3
Key Points Summary	3

Introduction

This section gives a brief introduction to the RHRA and will be most helpful if this is your first time going through an RHRA Compliance Assistance Module, also referred to as CAM.

In this introductory section you'll learn about:

- The RHRA's overall mandate and responsibilities
- The law and regulations that govern retirement home operations
- How the RHRA approaches the job of verifying that licensees are in compliance with what the law requires

RHRA Mandate and Responsibilities

What is the Retirement Homes Regulatory Authority?

The short answer is that the RHRA is an independent, not-for-profit organization that makes sure Ontario's retirement homes are following the *Retirement Homes Act, 2010* on behalf of the Government of Ontario.

We do this for the protection and well-being of the approximately 60,000 seniors living in Ontario retirement homes, so they can live in dignity and safety and make informed choices about their care.

The RHRA's work includes:

- Licensing retirement homes
- Inspecting homes to ensure they comply with the Act
- Responding to reports of harm or risk of harm to residents
- Responding to complaints
- Taking action when homes are not complying with the Act
- Informing home operators, residents and the public about the Act, and
- Providing the public information about licensed homes through our Retirement Home Database

Ontario Retirement Home Laws and Regulations

The *Retirement Homes Act* and *Regulations* specify what licensees must do and, therefore, what inspectors must verify.

The guiding principle of the Act is that a retirement home should be a place where residents live with dignity, respect, privacy and autonomy, in security, safety and comfort, and can make informed choices about their care options.

In short, it sets out resident rights and protections – and operator obligations.

You may wish to bookmark these links to the Act and Regulations for easy reference.

Authoritative References

[Retirement Homes Act, 2010](#)

[Regulations \(166/11\)](#)

RHRA Compliance Verification

An important aspect of the RHRA's responsibilities is to ensure that every retirement home meets its obligations. To that end, the RHRA conducts inspections, during which inspectors check to see – among other things – that the licensee's procedures and practices are compliant with legislative requirements and that they are being applied, as required, in the home's day-to-day operations.

RHRA Inspections:

- Does the home meet its obligations?
- Are the licensee's procedures and practices compliant with legislative requirements?
- Are the procedures and practices being applied?

The RHRA's main goal is to reduce harm and potential harm for residents of retirement homes. To achieve this, the RHRA has created this Compliance Assistance Module to provide licensees with clarity on our expectations related to compliance with the Act and Regulations. The RHRA's inspection approach gives special attention to priority concerns, such as how licensees deal with emergency planning.

An Evolving Approach to Inspections:

- Reduce harm and potential harm to residents, provide clarity to the licensees, and reduce non-compliance with the Act and Regulations by focusing on priority concerns
- The RHRA's inspection approach gives special attention to priority concerns

As in the past, an inspector may – in addition to other inspection activities – give special attention to how well your home is complying with its obligations regarding emergency planning.

If your home is non-compliant, the inspector will bring that to the operator's attention by citing the requirements in the Act and Regulations that are not being met.

The inspector may also suggest best practices to help you optimize your home's processes to achieve compliance.



Is Your Home Compliant?

- If not, the inspector will cite requirements that have not been met.
- The inspector may also suggest optional best practices.

Key Points Summary

To review, here are some key ideas to remember:

- The RHRA makes sure Ontario's retirement homes are following the *Retirement Homes Act, 2010* on behalf of the Ontario government.
- The RHRA's inspection approach gives special attention to priority concerns.
- Retirement homes must approach planning with an understanding of the legal requirements.
- If a licensee is non-compliant with legal requirements, RHRA inspectors will cite the requirements in the Act and Regulations that are not being met.
- Inspectors may also suggest best practices.



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