

# RHRA update

Latest news, information and resources for Retirement Home Operators and Licensees

## Volume 11, October 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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### [RHRA introduces new Emergency Planning Compliance Assistance Module for operators and licensees](#)

The RHRA is adding to its digital library of educational resources to help support operators, licensees and their staff in complying with the *Retirement Homes Act, 2010* by introducing a new compliance assistance module (CAM) on Emergency Planning.

The Emergency Planning CAM guides users through the steps necessary to develop a compliant emergency plan by focusing on four key areas including creating a plan, collaborating with community partners, training staff and volunteers, and testing the plan.

CAMs are self-directed, voluntary online learning modules that use plain language and familiar situations. They are a complimentary training tool that teaches best practices to help ensure the wellbeing of retirement home residents.

Access the Emergency Planning CAM and our other modules online at [rhra.ca/CAMs](http://rhra.ca/CAMs).

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### [Owner of Toronto unlicensed retirement home convicted and sentenced to jail](#)

The Ontario Court of Justice sentenced Elaine Lindo, operator of In Touch Retirement Living an unlicensed retirement home in Toronto, Ontario, to 50 days of imprisonment and a fine of \$5,000 on Oct. 2, 2019. The sentence relates to operating a retirement home without a licence and breaching a previous probation order.

The sentencing follows numerous enforcement actions by the RHRA, which has been monitoring the home since 2012. The RHRA assessed Lindo Administrative Monetary Penalties in 2014, 2016 and 2017 totalling \$30,000, and an order to cease operating. Lindo has also been the subject of previous convictions imposed by the courts, including a \$2,500 fine and 15 days in jail.

The RHRA is pleased with the court's decision because it sends a strong message that operating outside the law and putting vulnerable members of our community at risk will not be tolerated.

Working closely with community partners, the RHRA was able to assist residents in finding new accommodations and provided financial support through its Emergency Fund to help residents during this transition.

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### **[RHRA's new approach to routine inspections is well underway](#)**

As mentioned in the July edition of RHRA Update, the RHRA rolled-out its [new approach](#) to routine inspections on July 4, 2019. As part of our outreach efforts to inform and address questions from the sector, on August 28, RHRA participated in a webinar hosted by the Ontario Retirement Communities Association ([ORCA](#)) that included a presentation by our Manager of Inspections, Ryan McAfee.

The webinar is currently available to ORCA members only, but to further assist operators and licensees in familiarizing themselves with the new process, the RHRA encourages you to view [What to Expect During a Routine Inspection](#) and the [Frequently Asked Questions](#) on our website. You can also contact us at any time with your questions by emailing [info@rhra.ca](mailto:info@rhra.ca) or calling 1-855-ASK-RHRA (1-855-275-7472).

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## RHRA Celebration Event 2019

Thank you to everyone who joined us on September 19 for the RHRA's second annual Celebration Event in Toronto. It was a privilege to host stakeholders, community partners and representatives from government as Jay O'Neill, RHRA CEO & Registrar, spoke about the RHRA's work over the past year while looking forward to the one ahead.

We were fortunate to hear from our keynote speaker, Mary Connell, about the work she is doing to help patients with dementia as part of the Region of Peel's Butterfly Home Project, as well as the Minister for Seniors and Accessibility, The Honourable Raymond Cho.

And of course, we honoured some very worthy recipients for their contributions to improving the lives of retirement home residents and providing invaluable assistance to the RHRA: Lorna Mills of Amica London was presented with the Resident Champion award, and South East LHIN received the Partners in Protection award.

To view photos of the event, visit our online gallery.

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## RHRA publishes 2018/19 Annual Report

On September 19, the RHRA published its Annual Report for the 2018-2019 fiscal year. The report is available on [rhra.ca](http://rhra.ca) or by clicking here. You can also find the RHRA's 2019/2020 Business Plan here.

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## One more way to stay connected - follow us on LinkedIn

The RHRA has recently expanded its social media presence by creating an official page on LinkedIn. Follow us today to keep informed about important developments, employment opportunities and other updates: [www.linkedin.com/company/rhra](http://www.linkedin.com/company/rhra)

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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, 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](mailto:licensing@rhra.ca) so that we can update our records. We also encourage you to follow us on [Twitter](#), [Facebook](#) and [LinkedIn](#).

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## 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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