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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](#).

[RHRA reminds homes to take extra precautions against theft and suspicious activity in 2020](#)

As had been [reported in the media](#), the RHRA is aware of reports of theft from a number of retirement homes in southern Ontario.

RHRA would like to remind homes to be especially vigilant with the increase in guests visiting retirement homes during the winter season. Homes should ensure that their procedures for guests are followed for all visitors and not hesitate to question people and confirm who they are at the home to see.

It is also important to be responsive to resident complaints regarding missing money or personal items, or suspicious activity that may have been observed. It is the home's duty to report this to the RHRA (a Mandatory Report) so the RHRA can determine whether an inspection is necessary.

Homes should notify police of any reports of theft or suspicious activity. Homes are also encouraged to call 1-855-ASK-RHRA and to meet their obligations to report. These steps will support the continued safety and well-being of residents.

[All RHRA Compliance Assistance Modules are now available as printable PDFs](#)

Thanks to your feedback, transcripts of the content found in all three Compliance Assistance Modules are now available at [RHRA.ca](#). The transcripts can be printed and also provide users with an accessible way to consume the information presented in each of the CAMs in both English and French.

The [Complaints module](#) presents scenarios on how to appropriately respond to complaints from

plans of care to address individual needs. The [Emergency Planning module](#) guides viewers on how to develop and test an emergency plan, working alongside community partners, volunteers and staff.

We encourage you to take advantage of these free learning tools designed to help homes better understand and comply with the legal, regulatory and inspection requirements for operating a retirement home.

Help spread the word: RHRA is seeking a resident to join its Stakeholder Advisory Council

The RHRA is currently seeking a retirement home resident to join its Stakeholder Advisory Council (SAC). Candidate applications for membership are to be made before Jan. 15, 2020. An application form is [available here](#), along with the [SAC Terms of Reference](#).

We would appreciate your assistance in circulating the opportunity in your home and to assist residents with obtaining copies of the application and related information. The SAC presents advice on the work undertaken by the RHRA, and members represent a wide swathe of backgrounds and experience relating to seniors. Resident SAC members provide invaluable lived experience to help inform decision-making.

[This notice](#) includes information about the role of SAC members, the mandate of the RHRA and SAC and how to apply. It could be distributed to your residents' council, shared at a resident meeting or posted on a general notice board in your home.

For further information, you or your residents may contact Domenica Ozarko at Domenica.ozarko@rhra.ca or 416-440-3581.

We want to hear from you: RHRA to survey stakeholders after inspections, licence applications and complaints

As we work to best respond to our stakeholders, the RHRA will survey our stakeholders after routine and mandatory inspections, licence applications and complaints. This will allow anyone who interacts with the RHRA an opportunity to let us know how we're doing – and what we could be doing better.

Beginning in early 2020, retirement home operators and licensees will be sent an online survey within one week after an inspection or when a licence is issued. The survey will come from Innovative Research Group, a third-party research firm that is working with RHRA on this initiative. Residents or any individuals who submit complaints through RHRA client services will be surveyed by telephone once their interactions with the RHRA are complete.

All surveys are anonymous, and the answers will not be used to evaluate a retirement home's compliance with the Retirement Homes Act or Regulation.

increasing awareness of our online tools and resources available to Ontarians as they begin their search for a retirement home for themselves or their loved ones.

As part of the campaign, the RHRA's Public Register will be renamed the Retirement Home Database. A unique URL – RetirementHomeDatabase.ca - will lead users directly to the database landing page. The database will maintain the same functions as the register, with the added convenience of allowing users to also search by type of care service offered and size of home (number of suites).

To complement the updated database, a new guide on how to use the database, which includes definitions to help users understand the different sections, will be available online and as a printable PDF.

Prospective residents and their loved ones can also access a printable PDF of questions to ask potential retirement homes to take with them on tours, as well as tips on how to find the home that best suits their needs.

The campaign was informed by RHRA research conducted through focus groups and surveys, and reflects the needs of consumers who are seeking unbiased, non-advertising information on retirement homes in Ontario.

If you have any questions, please don't hesitate to contact info@rhra.ca.

Jonathan Boulakia joins the RHRA Board of Directors

On Dec. 10, 2019, [Jonathan Boulakia](#) officially joined the RHRA Board of Directors. Jonathan is currently the Chief Legal Officer of Chartwell Retirement Residences and brings significant legal and governance experience to his appointment.

He has replaced Carla Pepler, who, along with Mathilde Bazinet, have each completed their terms after serving diligently on RHRA's Board for the past nine years. The RHRA thanks Carla Pepler and Mathilde Bazinet for their time and invaluable guidance while serving on the RHRA's Board of Directors.



Update on automatic sprinklers in retirement homes

RHRA has been in regular contact with retirement homes that have not yet installed automatic fire sprinkler systems as they continue to make progress towards [compliance](#) with the Ontario Fire Code. The RHRA is also working closely with the Ministry for Seniors and Accessibility and the

Feedback



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