

Retirement Home Resident Network Meeting Synopsis

Meeting #1 2020 – December 3, 2020

Welcome to the Resident Network – What is the Resident Network?

The Resident Network a collaborative group of retirement homes residents to come together, exchange insights and provide counsel to RHRA on topics that are important to residents. It also acts as a forum for residents to exchange ideas with other residents and RHRA.

The resident network is driven by resident participation. At this time, it is a monthly hour-long virtual meeting. We see the network continuing to evolve in format, flow and meeting logistics. RHRA will send out a synopsis after each meeting, and post them on RHRA's website. This will also be shared with RHRA's leadership and the Ministry for Seniors and Accessibility (MSAA).

Overview of RHRA

Staff provided a brief overview on RHRA's mandate and responsibilities.

Resident feedback about the RHRA:

- Information about the RHRA is available throughout the home (posted in common areas).
- Some residents received a package of information about who the RHRA is and what it does when they moved into their residence.
- Some residents have seen the residents' bill of rights, some have not.

Highlights from Discussion

What do you/residents want from RHRA/Network?

- Information about changes in the law, codes, etc.
- More Support for tenant/resident councils – we (members of the resident councils and the resident network) can give a synopsis of concerns to RHRA from other residents
- Very useful to know what best practices are in each of the areas involving retirement homes – dining, cleaning, laundry services, housekeeping services, IPAC, etc. This is in reference to during the pandemic and regular times as well. This information can assist different committees within the residence (e.g., IPAC committee).

What has been most challenging for residents during the pandemic?

- Loneliness from being locked down
 - The holidays are a major point of stress, particularly as people can't see family

- There is a look on resident faces at times, as the holidays come near - this could be the first time residents have not been with their families during the holidays
- There is a sense of isolation that many residents are suffering from
- Staff at some retirement homes have been going to individual suites to spend time with residents and are spending more time with those that are having difficulty with the isolation
- Residents can go out for walks – physically distanced and with staff
 - This is only for residents that are not in the assisted living areas

A common theme from all participants was that staff are doing an outstanding job.

Feedback for next meeting

- Share an agenda in advance of the meeting to all participants
- The Zoom/drop-in/conference call format works for the next meeting

Action Items for RHRA

- Share an agenda a week in advance of the meeting to all participants
- Provide synopsis, meeting materials to participants
- Provide list of resources to residents and their homes