

## **Retirement Home Resident Network Meeting Synopsis**

Meeting #2 2021 – January 26, 2021

### **What is the RHRA?**

Staff provided a brief overview on RHRA's mandate and responsibilities. Residents had no questions.

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

The Resident Network is a collaborative group of retirement home residents who share insight and counsel with the RHRA on topics that are relevant to residents and their families. This network acts as a forum to exchange ideas and connect with other residents. The Resident Network is driven by resident participation and is currently held virtually for one hour, once a month. The network is continuing to evolve in format, flow and logistics. RHRA will share a meeting synopsis with Resident Network members and will make it available on RHRA's Resident Network webpage. This will also be shared with RHRA's Senior Leadership Team and the Ministry for Seniors and Accessibility (MSAA).

Resident feedback about Resident Network:

- Residents would like to see resident participation from all regions of Ontario.

### **Retirement Home Vaccinations**

#### *The Resident Experience*

The residents of a Toronto retirement home gave the Resident Network insight into their vaccination experience.

- Residents were given informed consent documents and background information in advance of their appointment.
- Residents sat by their apartment doors socially distanced while medical staff Mount Sinai vaccinated them and monitored them for 15 minutes for side effects.
- They were given appointments for their second dose of vaccine.
- Residents agreed that the process was executed very well and ran smoothly.

*Has your residence offered vaccinations? What has been the process?*

- Some homes are queued to receive vaccinations later than other retirement homes because they have not had an outbreak at their home.

*What is the perception of the vaccine among residents?*

- Overall, most residents are okay with receiving the vaccine.
- The panel has heard of some residents have chosen not to receive the vaccination but are not aware of the reasons why.
- Some residents are curious about how this will affect things reopening in their homes.

### **What is a Residents' Council?**

Residents' Councils meet on a regular basis to discuss concerns, develop suggestions and activities to facilitate communication with other residents. Residents' Councils can also make recommendations to retirement home licensees to address concerns. Residents have a right to establish a Residents' Council if they choose. Not all Residents' Councils operate the same way. Retirement homes are not required to have a Residents' Council.

Staff provided a resource on the RHRA website about [how to start a Residents' Council](#) to the Resident Network. RHRA staff also provided some examples of how the Retirement Homes Act outlines specific powers of a Residents' Council.

*For those that are members of their Residents' Council, what works well and what does not work well?*

- Some retirement homes have a Residents' Council, and others do not.
- Residents' Councils are a great experience and opportunity to take concerns to management if needed.
- Information from the meetings is shared with residents.
- Residents' Councils have an election process which promotes continuity and fresh ideas.
- Those with experience on their Residents' Council explained the various levels of involvement in voluntary gratuity funds for staff
- A question was asked if the Residents' Council was entitled to see financial information about the retirement residence? A member of the Stakeholder Holder Advisory Council would like to see this topic added to the next agenda of the Stakeholder Advisory Council meeting.

The Resident Network also discussed salon services, social activities and dining services. RHRA explained that the local public health unit is the authority on the measures that should be taken in the homes, under the sector-specific zones (**green** (prevent), **yellow** (protect), **orange** (restrict), **red** (control) and **grey** (lockdown)).

RHRA gave a brief overview of the Stakeholder Advisory Council (SAC). RHRA informed the Resident Network that the SAC is recruiting for a resident representative to join the council, and to reach out to RHRA for more information if interested.

### **Feedback for next meeting**

- Rotate the meetings times for future meetings.

### **Action Items for RHRA**

- Share the Power Point presentation with the Resident Network.
- Provide the announcement about the vaccination timeline for retirement homes and long-term care homes.
- Provide the RHRA Dashboard link to the Resident Network.
- Provide information about joining the Stakeholder Advisory Council to the Resident Network.
- Provide the meeting synopsis to the Resident Network and publish on website.
- Provide the Retirement Homes COVID-19 Visiting Policy to the Resident Network.