

Retirement Home Resident Network Meeting Synopsis

Meeting #3 2021 – February 23, 2021

RHRA Introduction

RHRA staff reviewed the agenda. Topics for the Resident Network meeting included food requirements under the Retirement Homes Act, 2010 and salon services as outlined in the [Retirement Home COVID-19 Visiting Policy](#).

Food under the Retirement Homes Act, 2010

RHRA reviewed the purpose of the [Retirement Homes Act](#) and its regulations. All licensed retirement homes must follow the regulations and it is RHRA's responsibility to enforce the rules. RHRA outlined areas within the regulation [Ontario Regulation 166/11](#) that relate to food: food preparation, assistance with feeding, provision of a meal and plan of care.

Feedback from the Resident Network:

- Residents offered their personal experiences with food in their retirement community.
- Residents were unaware of the regulations for food.
- Some residents received meals, snacks and beverages provided by the retirement home, while others chose to cook their own meals.
- Some residents noticed changes in administration of snacks during the day due to COVID-19. For example, morning and afternoon snacks were administered together.
- Residents were interested in following up with their retirement homes to learn about how their agreement with the retirement home affected their meals and plan of care.
- Some residents signed a care service agreement, while others did not.

What was your expectation about food under the Retirement Homes Act?

- Residents were not aware that the Retirement Homes Act addresses the provision of meals.
- Residents' retirement homes provided good food and they have a lot of choices for meals.

Questions from the Resident Network:

- The regulations around food sound like long term care. Are retirement homes similar to long term care homes?
- Are retirement homes expected to have food services?
- Can retirement homes make their own rules around food regulations?
- What does it mean when a retirement home is a sole provider for meals?
- Are rules for retirement homes separate from long term care homes?
- Are the arrangements around food different at each retirement home?
- Does an individualized menu have to be developed for someone with a problem, for example a gluten intolerance?
- If a resident has a change in their dietary restrictions, should the plan of care be changed, and how often? How often does an assessment of plans of care take place?
- If I am in independent living, does the retirement home have to make an accommodation for food in my plan of care?
- If a resident in independent living receives 15 meals per month, does the retirement home still need to follow the plan of care regarding food?
- If a resident is in independent living, do they have to sign a plan of care?

Salon Services

RHRA outlined the definition and rules for salon services under the Ontario COVID-19 framework. RHRA notified the Resident Network about the [Scenario Matrix](#) that outlines retirement home rules under the Provincial COVID-19 Response Framework.

Feedback from the Resident Network:

- Residents feel personal care service providers who offer salon services should be considered an essential service.
- Removing access to these services has a strong effect on their emotions, causing distress.
- Residents feel alone and are experiencing increased cases of depression.
- Hairdressers raise everyone's spirits, and all residents will benefit from hairdressers becoming essential visitors.
- Residents are not willing to give up this initiative because it is affecting too many people.

- Residents stated that during the pandemic, hairdressers have followed IPAC and hand hygiene guidelines.
- Residents are curious about how their vaccinations will affect their ability to access salon services.
- Residents suggested retirement homes hire a full-time hairdresser so they can get their hair done. They would feel safer to have a hairdresser work at one retirement home location instead of residents leaving the home.

RHRA emphasized that this feedback is crucial in allowing residents to share their experience with RHRA and the Ministry for Seniors and Accessibility (MSAA).

Questions from the Resident Network:

- Why can't we make a hairdresser an essential service?
- Where do we give our opinions as people who are directly affected by this?
- What Chief Medical Officer of Health makes decisions? The one for the province? The one for Toronto? Others?
- On any of these bodies who influence or make these decisions, are there any seniors who live in residences who are on these bodies? Where do we get to give our opinions as the people who are directly affected?

Action Items for RHRA

- Send the meeting presentation to Resident Network.
- Create a poll with meeting options (dates and times) for the Resident Network.
- Provide links to the Retirement Homes Act, 2010 and the Ontario Regulation 166/11.