

Retirement Home Resident Network Meeting Synopsis

Meeting #5 2021 – April 29 2021

Welcome

RHRA reviewed the meeting agenda with the Resident Network.

Retirement Home Oversight

RHRA outlined the Ontario Government Ministries and organizations that are involved in the oversight, creation of laws and regulations and enforcement of these laws and regulation for retirement homes and residents. RHRA focused on the roles, responsibilities, accountabilities of the Ministries and organizations, and showed the interactions between them through a chart. RHRA provided insight into which government bodies are responsible for public health guidance and directives that affect retirement homes, including the Retirement Home COVID-19 Visiting Policy.

Feedback from the Resident Network:

- The Retirement Home Relationships Chart was descriptive and helpful.
- Some residents feel that those who decided to live in a retirement home would have never thought they would be in lockdown in a retirement home, and if they were in their own home they would not be experiencing this situation.
- Residents feel they should know what rules they are subject to in a retirement home before deciding to live there, including those living in life lease suites.
- Some residents who experienced stricter restrictions in a retirement home co-located with a long-term care home during the COVID-19 pandemic felt well protected.
- Some residents feel that there is a trade-off for living in their retirement home with rules because they did have priority for the vaccine.

Questions from the Resident Network:

- Who does the Ontario Chief Medical Officer of Health report to?
- Who does the Toronto Medical Officer of Health report to?

- Why does everyone, including residents with life leases, have to follow strict policies in a retirement home?
- Can residents who live in life leases receive more information in writing about why they fall under the stricter policies (e.g. CMOH directives) in the retirement homes?
- In retirement homes that are co-located with long-term care homes where the stricter policies apply, what happens to residents with life leases?
- Are the stricter rules and policies applicable to the entire retirement home building, including residents with a life lease?
- Where do residents go to ask for change if they wanted change?
- How many retirement homes have life leases?
- If we live in a group living setting which has a controlled entrance and exit, do residents fall under some kind of provisions?

Systemic Challenges in Retirement Homes

Resident Network members requested a discussion on systemic issues in retirement homes that they identify as existing before the pandemic and will remain after the pandemic. The Resident Network submitted a list of issues to the RHRA.

Discussion highlights:

- Residents want to emphasize the importance of the Personal Support Worker (PSW) role in retirement homes.
- Residents feel PSWs should be better compensated for their work.
- Residents agree that PSWs work very hard, and they are appreciated by residents.
- Residents are aware that some PSWs work more than one job.
- A new oversight body called the Health and Supportive Care Providers Oversight Authority is going to be established that is going to regulate the PSWs so they will be registered have defined roles, responsibilities and accountabilities across the province.
- Residents acknowledge the number of hours and work conditions that Home and Community Care Support Services workers experience.
- Some residents pointed out that there should be enough workers available to provide care to residents, by committing a sufficient number of hours per person.

Feedback from the Resident Network:

- There are a wide range of living and care needs that RHRA must contemplate in the future.
- Some residents feel no one is listening when residents say that salon services (e.g. hair dressing) is important to their wellbeing, mental and physical health and self-esteem.

Action Items for RHRA

- Provide the Resident Network with the section in the Retirement Home COVID-19 Visiting Policy outlining policies that apply to retirement homes co-located with a long-term care home.
- Provide the general email address to the Minister.
- Send the RHRA presentation with the Retirement Home Relationships: A Chart to the Resident Network.
- Share information about the new legislative body, Health and Supportive Care Providers Oversight Authority, for Personal Support Workers (PSWs) with the Resident Network.
- Add Home and Community Care Support Services to the Retirement Home Relationships: A Chart.
- Send suggestions/topics for the May meeting to the Resident Network.
- Create a voting poll for the May Resident Network meeting dates.