

Retirement Home Resident Network Meeting Synopsis

Meeting #7 2021 – June 29 2021

Welcome

RHRA reviewed the meeting agenda with the Resident Network.

About RHRA

RHRA provided a brief overview of its mandate and responsibilities and provided contact information for Statistics Canada (re: Census) and seniors' advocacy organizations. RHRA also provided an update on the Resident Network Feedback on COVID-19 Policies for Retirement Homes.

Feedback from the Resident Network:

- One resident shared feedback they received from Statistics Canada re: their inquiry into how census information is being collected in retirement homes.

Plans of Care

An RHRA Inspector presented information on plans of care as referenced in the Retirement Homes Act, 2010.

Questions from the Resident Network:

- At this point in the pandemic, is RHRA doing on-site inspections?
- Have regular inspections started on a set schedule?
- Can you tell us at what interval do you inspect homes, and how often do you visit?
- Is a friend allowed to be a substitute decision maker?
- Does RHRA oversee nursing homes that are not overseen by long term care?
- Does RHRA oversee life lease arrangements?
- My home has one floor that provides more extensive care to people. Should those residents have a plan of care?
- Is the resident present when the plan of care is created? Who is present during the creation of the plan of care? What staff/other resources are present?

- In our building there are two sources of care service, Home and Community Care Support Services (HCCSS) and a private agency. Are residents entitled to receive information about both of those options?
- If I want further information, do you have a legal department at RHRA?
- Is this material available to staff in various homes?
- Is there any mechanism where this information could be provided in a booklet form?

Feedback from the Resident Network:

- One resident felt that knowing inspections are happening is reassuring.
- Some residents are looking forward to sharing hugs since they are immunized.
- Some residents feel one of the issues with external care is that they send people to multiple retirement homes which became a critical issue during the pandemic.
- One resident explained that they are living in a life lease because they would like to be independent, and they do not want to be under any legislation. It is very important for them to maintain this independence and they made it very clear when they moved into the residence. Another resident indicated that they have a life lease and want the right to a plan of care and the availability of services was one of the reasons they moved into a retirement home.
- Residents feel everyone in a retirement home should have access to this presentation because it was so important and illuminating.
- Residents felt the presentation is so factual and concise, and the inspector answered the questions very well. This is the type and format of information that RHRA should provide to residents and their families.

What is the method that is most effective for residents to receive information?

- Residents feel there is a variety of methods. Residents feel that this is a population that does not always have access to technology and information has to be provided in a form that is accessible, such as print form. For example, information should be made available by the communal postal box in the retirement home, where copies can be easily obtained.
- Residents would like a brochure with the RHRA in large letters on the cover, with concise information of what you need to know.

The Resident Network discussed their plans for Canada Day.

Questions from the Resident Network:

- How are members dealing with the restrictions and what are you doing in your particular home to celebrate?

Action Items for RHRA

- Provide the presentation to the Resident Network.
- Create a voting poll for the July Resident Network meeting dates.
- Ask the Resident Network what topics they would like to discuss at the next meeting.