

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

Meeting #8 2021 – July 22 2021

### **Welcome**

RHRA reviewed the meeting agenda with the Resident Network.

### **Resident Network Advice on RHRA Awareness Campaign**

The purpose of RHRA's campaign is to raise awareness about the RHRA and the protections for residents in the Retirement Homes Act. The Resident Network shared their experiences and journeys in deciding to move into a retirement home.

#### *How did you do research on homes?*

- Some residents searched the internet for reviews of retirement homes and a list of the types of questions they should be asking a retirement home. They emphasized that having computer skills helped in their search.
- Some residents were younger when they moved into a retirement home, giving them a different perspective in their decision-making.
- Some residents had connections to retirement homes and toured the homes. They believe that visiting the home is essential because one cannot learn everything on the internet.
- Some residents wanted to be near family, knew where they wanted to live and had preferences for services and activities offered at the home.
- Some residents were able to learn about a retirement home by a brochure, through a recommendation from a trusted care provider and by visiting the home regularly and watching how the place operates.

#### *How did you learn about protections offered to you?*

- Residents did not know about the RHRA before they moved into their homes.

#### *What questions did you have and how did you find answers? Was there anything you tried to find but couldn't/what obstacles did you encounter?*

- Family members and loved ones asked about safety at the retirement home.
- In the residents' research for questions to ask retirement homes, they do not recall any questions about organizations/regulator that oversees resident safety and point out that it would be a good question to be added to a list.

- Some residents feel that retirement homes should provide information about the RHRA and the home's inspection reports.

The RHRA asked the Resident Network for feedback and advice on messaging and illustrations for the RHRA's Awareness Campaign. The RHRA will use the feedback from the Resident Network to help improve and enhance the campaign for target audiences.

Questions from the Resident Network:

- Are the advertisements aimed at people who are moving into retirement homes or their families?

Feedback from the Resident Network:

- Residents advised RHRA on the preferred creative materials, and provided their rationale for that preference
- Some residents feel it is rare they are consulted and it is nice to know that they have a say.
- Some residents feel that the resident quality-of-life aspect should be considered in the ads.

### **Resident Network Recruitment**

The RHRA presented a recruitment plan to the Resident Network and asked for their feedback and advice.

*What is the Resident Network's advice on how to recruit more residents to join the Resident Network?*

- Residents recommend providing brochures about the Resident Network to retirement homes for easy and accessible information.
- One resident suggested contacting residents by a phone call.
- A resident suggested that the home point out different sections (including the section on RHRA) in the binder of information given to new residents.
- One resident suggested that when giving tours, the home notifies the resident of the RHRA.
- Some residents feel a brochure could include information about the RHRA, the Residents' Bill of Rights and the information on Residents Councils.

Questions from the Resident Network:

- Does the RHRA visit homes and speak to residents?
- How do we encourage residents from all over Ontario to join?
- Does RHRA have regional offices?
- Do people who run retirement homes know about the RHRA?
- Can RHRA material be included in retirement homes' kits that they give out to new residents?
- What material does RHRA provide to licensees/operators?
- Would it be appropriate for RHRA inspectors to carry information on them to provide to homes?

**Action Items for RHRA**

- Provide the Resident Network with an update on the Awareness Campaign at a future meeting.
- Provide the Resident Network with the RHRA Brochure.
- Create a voting poll for the August Resident Network meeting.