

Retirement Home Resident Network Meeting Synopsis

Meeting #9 2021 – August 25 2021

Welcome

RHRA reviewed the meeting agenda with the Resident Network. RHRA thanked the Resident Network for their advice on the RHRA Awareness Campaign. The feedback was shared with the campaign creative team and there will be updates.

RHRA Resources for Residents and Families

RHRA provided a description of RHRA resident resources and where they can be found on the RHRA website. These resources included tools for current and prospective residents, the retirement home database, RHRA's digital brochure and the COVID-19 dashboard. RHRA asked the Resident Network for their comments and feedback on the resources.

RHRA asked the Resident Network for feedback on the "Infographic: Differences Between a Retirement and Long-Term Care Home".

What are your thoughts on the infographic format? Is this helpful to prospective residents?

- It is difficult to read.
- Some of the graphic elements are confusing and irrelevant for the target population.

Questions from the Resident Network:

- Is there any clarification for residents and their families on retirement homes that may be confused as a long-term care home because they offer care services?
- If I live in a life lease in a retirement home, can RHRA protect me?
- Is there a revision of the law that will cover life leases?

RHRA asked the Resident Network for feedback on "Questions to Ask a Retirement Home you are Considering".

Feedback from the Resident Network:

- Some residents suggested adding a question regarding a home's provision of recreational activities and fitness.
- Some residents suggested adding a question regarding the care services offered by the home and those offered for free through Home and Community Care Support Services (HCCSS).

RHRA asked the Resident Network for feedback on the "Retirement Homes Database Guide".

Feedback from the Resident Network:

- Some residents feel the colours may not be helpful to people who are aging and those with eyesight problems.
- The RHRA should provide their phone number and how to get in touch with the RHRA.
- Some members of the Resident Network urge the RHRA to have a mail component because many people still want to receive information this way.
- Some residents reminded RHRA to let people know who RHRA is and what they do.
- Residents suggested contacting seniors' publications where RHRA's information will be helpful, and the possibility that these organizations might write an article about the RHRA.
- Some residents suggested reaching out to newsletter publications targeted to senior retirees that will help increase awareness for prospective residents.

Questions from the Resident Network:

- For people who don't have computers, has RHRA considered how to get information to them?
- Do you mail information to people who can't access information on computers?
- Do you advertise in print?

RHRA informed the Resident Network that they can submit more questions and feedback to the RHRA.

Action Items for RHRA

- Share the meeting presentation with the Resident Network.
- Send a poll with meeting options to the Resident Network.