

Retirement Home Resident Network Meeting Synopsis

Meeting #10 2021 – September 21 2021

Welcome

The RHRA reviewed the meeting agenda with the Resident Network (RN).

RHRA 2022 Fees

RHRA presented the proposed RHRA fee changes and rationale to the RN. RHRA will consolidate the feedback to seek the RN's approval of the documented feedback to be submitted to the RHRA as part of the RHRA fee consultation. This feedback will be shared with the Ministry for Seniors and Accessibility (MSAA).

The RN was also invited to provide individual feedback via the public consultation on RHRA's website. A summary of feedback will be given to the RHRA Board of Directors and Ministry for Seniors and Accessibility (MSAA).

RHRA shared the fee consultation deck which included the proposed fee increase, rationale for the fee change and the following discussion questions:

- What impact would you expect these changes to have on residents?
- As a new resident, would this fee have influenced your decision to live in a retirement home?
- Does the increase in the fee seem reasonable/unreasonable to afford the protections discussed?
- What actions would you need to take should the increase occur?

Feedback from the Resident Network:

- Some residents see RHRA fees reflected in their bills, while some residents were not aware that they pay for these fees.
- Life leases are not covered by the RHRA and do not have fees itemized.
- RHRA should avoid duplicating information provided by the Chief Medical Officer of Health (CMOH) and Public Health.
- RHRA should inspect homes with more care services more often than those with less care services.

- Some residents are nervous about over-regulation in retirement homes.
- It is recommended that RHRA have smaller increases once a year.
- Residents emphasize that retirement homes have handled extra costs throughout the pandemic and a 70 per cent increase will be a big adjustment.
- Residents are not aware of changes retirement homes will make in their fees following the pandemic.
- RHRA needs to increase awareness among residents so they understand how RHRA protects residents.
- A large increase may put retirement living out of reach for some people.
- Homes that provide 24-hour care and nursing staff need a clear label – there is confusion among the public between long-term care home, nursing home and retirement home.

Questions from the Resident Network:

- Who ultimately makes the decision on whether the fee increase will be applied or not? Does RHRA decide?
- Will the RHRA Board consider suggestions that come from the consultations?
- When was the last time fees were changed?
- Are subsidized suites actually transitional beds where people are coming from the hospital to a retirement home, before they are admitted to long-term care?
- How many retirement homes under the RHRA have nursing homes within the building?
- Are inspections in retirement homes different in homes with nursing homes compared to independent living?

Action Items for RHRA

- Share the link to the Public Consultation page on the RHRA website.
- Consolidate feedback into one document and send to the RN for approval.
- Send a poll with meeting options to the RN.