

Retirement Home Resident Network Meeting Synopsis

Meeting #1 2022 – January 24 2022

Welcome

RHRA reviewed the meeting agenda with the Resident Network.

RHRA Complaints

RHRA presented the organization's complaints process, including how to file a complaint related to contraventions of the Retirement Homes Act, 2010.

Feedback from the Resident Network:

- One member explained that their Resident Council asked their home for their complaints process.
- One member commented on behalf of another member that the RHRA should consider quality of life when gathering home information and consider including it in the RHRA risk model. The member noted that there is a concern for quality of life and there is an emotional and spiritual side to everyone.
- Some residents are appalled at the number of retirement homes and long-term care residences that have restricted their residents to staying indoors during the pandemic.
- Some members commented that in relation to the pandemic, there are a lot of restrictions, they are too restrictive and there are terrible emotional costs.
- Some members commented that they have been trying to help people and the government understand that retirement home residents are not like long-term care residents in every aspect. For example, some residents enter retirement home because they are lonely and want company.
- Some residents have engaged in conversations about quality of care with their homes' management, for example, the services provided for residents with cognitive impairment.

Questions from the Resident Network:

- Can you provide me with an example of a complaint that RHRA would not act on?

- Can you provide me with an example of a complaint that RHRA would act on?
- Can family members file a complaint, or does it have to be a resident?
- Does the RHRA have special training to handle complaints?
- Are RHRA staff trained in empathy to handle complaints?
- If a life lease owner files a complaint, does the home document and share that complaint with the RHRA?
- Can a life lease owner file a complaint with the RHRA?
- When the government makes rules for retirement homes, are those decisions enforced by RHRA?
- How many inspectors are there for the Toronto region, or the province, and which department in the government do they work under?
- How many inspectors work under the RHRA?
- How do inspectors schedule retirement home inspections?
- Is quality of care listed anywhere in the inspection criteria?
- When will life leases be included in the *Retirement Homes Act*?

Action Items for RHRA

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