

Retirement Home Resident Network Meeting Synopsis

Meeting #4 2022 – April 25 2022

Welcome

RHRA reviewed the meeting agenda and introduced an RHRA Inspector as the guest speaker.

RHRA Inspections

RHRA provided an overview on RHRA inspections, the frequency in which RHRA conducts inspections and RHRA's inspection powers under the *Retirement Homes Act, 2010*. RHRA publishes inspection reports on the RHRA Retirement Home Database.

Feedback from the Resident Network:

- One member noted that some inspectors' background and experience include that of long-term care operators. This member noted that some inspectors are former LTC operators, and it offers them insight into why retirement home residents may be treated like LTC residents.
- This was an interesting presentation to be able to hear the scope of RHRA inspections and what RHRA is allowed to do. One member highlighted that since this is an unusual time, inspections have not been regular.

Questions from the Resident Network:

- Can anyone make a complaint? Is it usually a resident or a family member of a resident?
- Are complaints confidential?
- One member mentioned that their home offers 24-hour care as opposed to one co-located with LTC and wondered if it was a distinction without a difference.
- How does RHRA ensure the emotional wellness of people in retirement homes?

COVID-19 Restrictions

Feedback from Resident Network:

- One member noted they feel retirement homes are in lockstep with LTC, residents are independent people and should be treated as such. For

example, when there is a lockdown in LTC, retirement homes fall into the same category.

- Members reiterated there is a difference between retirement home residents and LTC residents.
- There is concern that retirement home residents identity will not be distinct from LTC residents after the pandemic is over.
- Members visit friends who do not live in a retirement home setting who don't have the same restrictions.
- The term "high-risk settings" needs to be clarified and understood. A member noted that schools are also a high-risk setting, so it's difficult to understand how these decisions are being made.
- One member feels residents are being penalized for being seniors.
- One member suggests RHRA hold monthly meetings at different homes.
- One member suggested that RHRA tell potential residents how highly regulated the retirement home industry is. They mentioned that before COVID, lockdowns happened due to flu outbreaks. The member noted they feel that once the government establishes something, it is hard for them to back away. The member mentions the lockdowns are a source of anger and frustration. It has been more than two years and the situation no longer makes sense.
- One resident notes they had no idea how many restrictions there are in retirement homes.
- Some operators' management style is to lock down their retirement homes, but that is not an appropriate style of management.

Questions from the Resident Network:

- How will residents know when the COVID-19 restrictions will be lifted since there seems to be a new variant that prolongs the legislation, care and restrictions placed on RH residents?
- Are you finding that retirement homes have been experiencing a loss of staff following the recent lockdown?
- Does the local PHU have more control in what happens in the area compared to Public Health, and they attend meetings at higher levels?
- Who does Public Health report to?

Action Items for RHRA

- Send a poll with meeting options to the RN.