

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

Meeting #5 2022 – June 29 2022

### **Welcome**

RHRA reviewed the meeting agenda and introduced their guest speaker, the RHRA Communications Manager.

### **RHRA Resident Newsletter**

RHRA notified the Resident Network that they are planning to release a RHRA Resident Newsletter in Fall 2022. They provided an overview including why RHRA is creating a newsletter, what it will look like and how residents will receive the newsletter.

Resident Network feedback on the RHRA Resident Newsletter (members present (4)):

- The RHRA Newsletter is a fantastic idea.
- One member emphasized that the first newsletter should introduce the RHRA and tell residents what the organization does.
- It should be made clear that the newsletter is for retirement home residents, especially in retirement homes co-located with long-term care homes where retirement home and long-term care (LTC) home residents are more likely to be mixed up.
- Members like the section “Did You Know” and how the newsletter is currently set up.
- The first newsletter should be readable and catch the eye.
- A member liked the idea of introducing RHRA staff in the newsletter.
- Members acknowledged the staffing issues at homes and suggested RHRA consider making it easy for operators to distribute the newsletter.
- One member considered that some operators might think it is not an advantage for them to have their residents know too much through a resident newsletter.
- Some members suggested RHRA consider introducing the newsletter in-person at individual homes. Some members volunteered to speak at homes about the newsletter. Members highlight that it is important for residents to know their rights.

*What type of content/stories/information do you feel would benefit residents the most?*

- The difference between retirement homes and LTC homes. Retirement home residents feel their homes are becoming LTC homes and they did not choose to live in a LTC home.
- Information about the RHRA complaints process, an overview of the types of complaints raised by retirement homes residents, engaging stories about complaints received by the RHRA, and RHRA contact information. Members noted that concise and readable stories are more engaging than lists and detailed explanations.
- Stories related to retirement home resident independence.

*Do you think residents would like/use an electronic format of the newsletter sent to them by email, or would they prefer a hardcopy/printed version?*

- Members estimated that approximately 25-50% of residents use email. Some residents have email but do not like it.
- Residents may not read an email if the font is not adequate.

*Is there anything you think should NOT be included? Is there anything you think MUST be included?*

- Residents are not yet sure what information should not be included. Members pointed out that the first issue should be introductory and accessible.

*Do you have any concerns about the newsletter? Is there a better way to reach residents? Will they read the newsletter?*

- Residents will read the newsletter if they receive them and have information on how they can access their own copy.
- One member encouraged other members to make sure residents receive the newsletter.

*Besides the content (writing), are images/photos/visuals important to you?*

- In the newsletter header, make it clear that the newsletter is for retirement home residents.
- Font colours should be readable for residents with vision problems. A member suggested bolded, Arial font in a larger size.

**Questions from the Resident Network:**

- Is this newsletter being delivered to everybody who lives in retirement homes and LTC?
- Have you talked to any home administrators to see if they are interested in distributing the newsletters?

**Closing Business**

- RHRA is going to continue Resident Network meetings in the summer.
- One member noted that the recent release of MSAA COVID-19 Guidance Document for Retirement Homes in Ontario states there is no requirement for residents to wear a mask inside homes. They are happy this is included but many residents are not aware they have a choice.

**Action Items for RHRA**

- Send a poll with meeting options to the RN.