

Retirement Home Resident Network Meeting Synopsis

Meeting #8 2022 – September 27 2022

Welcome

RHRA introduced the guest speaker, the RHRA Communications Manager.

Publicizing RHRA's Service Level Standards (SLS) for Complaints

The guest speaker gave an overview of what a complaint is, how to file a complaint, the complaints process and what people can expect after submitting a complaint with the RHRA. RHRA plans to publish Service Level Standards (SLS) on the RHRA website that will show the timelines RHRA strives to meet when handling complaints. RHRA asked the Resident Network (RN) for their feedback.

Resident Network feedback (members present):

- Consider reordering the action types in the chart.
- One resident mentioned in their experience having worked in similar situations, sometimes people might want to go right to the top before trying the intermediary steps. Their concern is that lots of energy can be expended at higher levels that don't have to be.
- A resident noted that as a consumer and resident, they consider a time frame of 65 days to handle a simple issue is a long time and may cause unhappiness. Another resident agreed that on their first impression, the two-to-six-month time frame is a long time.
- Another resident suggested RHRA review the scope of the complaint as they come in and provide more transparency to the resident complainant about the length of time the process will take. This will give residents insight into when their complaint will be resolved and that the timelines are not a "one size fits all". A resident agreed and suggested RHRA acknowledge the complaints when they are received.
- Another resident suggested RHRA provide language to ensure understanding about the decision for the time frames.
- One resident noted that making a complaint in a retirement home is a difficult thing to do and there might be a need for some handholding. This resident suggested RHRA add a statement that might indicate the complainant will be updated or someone will be in contact with them.
- Another resident emphasized that residents are aware of those giving you care and you hesitate to complain because they are the people who have

power and control of your life in many respects. Due to this, the resident suggested that RHRA add language around confidentiality in consideration of that feeling or reluctance for people living in the home to file a complaint.

Questions from the Resident Network:

- What does Service Level Standards mean, and what are they based on?
- Can you give an example of a complaint that would be early resolution?
- How accurate are the Service Level Standards (time frames)?
- When living day-to-day in a home and nothing appears to be done, are you feeding information back to the resident saying what stage RHRA is at in the process? Being left in the dark is difficult for an older person.
- What happens when homes do not come into compliance?
- Who sets the Administrative Monetary Penalties (AMPs)?
- Do you ever close homes down?
- I would expect that at some level of intake of a complaint, there is a measure of critiquing it to make sure everything has been done at the home level or at least they have been made sufficiently aware of it to act on it and be given the opportunity to resolve it before it becomes a formal complaint. Is that correct?
- Who are the inspectors and how do they get trained?
- How many inspectors go into a home during a home inspection?

Closing Business:

- RHRA provided an update on the status of the RHRA 2023 fees. RHRA thanked the Resident Network for their feedback during the fee consultation period.

Questions from the Resident Network:

- Is there a date for the next meeting?

Action Items for RHRA

- Send a poll with meeting options to the RN.
- Share educational tool (Compliance Assistance Modules) with RN.
- Share the 2023 fees notification with the RN, when available.
- Provide an update on the suggested changes to the SLS posting on the website.