

Retirement Home Resident Network Meeting Synopsis

Meeting #1 2023 – January 30 2023

Welcome

The Retirement Homes Regulatory Authority (RHRA) introduced guest speakers, RHRA's Vice President, Public Affairs and Policy and Manager, Communications.

RHRA Plans for Resident Network Engagement

RHRA is developing RHRA's strategic plan with the help of a third-party consultant and wants feedback from various stakeholder groups, including residents. The consultant will conduct telephone interviews and focus groups.

RHRA asked the Resident Network (RN) if they are willing to participate in this process. All residents present (four) agreed. One resident preferred an in-person session to a phone call.

Development of New Materials

RHRA provided an overview of new educational materials RHRA has developed and plans to distribute through different channels. RHRA asked the RN the following questions for feedback:

- Are there any other items RHRA should develop?
- Are there any other distribution channels we should look into?

Discussion highlights:

- RHRA acknowledged that the RN was influential in an emphasis on physical materials rather than relying on social media to raise awareness.
- One resident noted it is important for residents to know there are standards for retirement homes (RHs), but RHRA's messages around complaints, reports of harm and inspections are not on residents' minds. They are thinking about maintaining independence.
- Another resident thought that the language on RHRA's brochure is negative and punitive. The resident suggested that modifying the language and positioning information positively reflects that regulation exists for good reason. RHRA is not here to punish, but to make sure RHs are held at a high standard.
- A resident suggested RHRA distribute materials to the Chairs of residents' councils or groups who can share the message with residents directly.

- A resident noted that the impression is all residents are vulnerable and when they reach a certain age, they are not able to do things. It is a message that is sent out all the time, but it is untrue.
- A resident made a few points about the availability of information in RHs.
 - This resident learned about RH regulation *after* they moved into the RH.
 - Most people do not know about RHRA, and it would have been a good idea to have a presentation at resident council meetings.
 - It is important for people to know the Residents' Bill of Rights for their own safety.
 - Having information and knowledge is powerful and if residents have that, they will be more secure in their home.
 - Most residents do not know how they are governed.
 - There is a big variance of care and governance of facilities like RHs in different parts of the world, so making information available is good.
 - Prefer print materials to social media.
- One resident benefits from the RN meetings by hearing how different RHs handle different activities and programs.

Outreach to Ethno-cultural Communities and Multi-cultural Media

RHRA provided an overview of plans to reach out to a variety of ethno-cultural media and share information about RHRA. RHRA asked the RN the following questions for feedback:

- Are there any specific groups or communities you think are particularly important to target?
- What information do you think is most important for these groups?

Discussion highlights:

- A resident emphasized that a message of standards (referred to above) is positive and familiar to people. RHRA will consider writing pieces about the RH database, the importance of licensed RHs and the standards they are held to under the RHA.
- RHRA asked what research the RN did when choosing to move into a RH.
 - One resident said they did not do any research and it was from word-of-mouth. They also recommended RHRA not emphasize that homes are regulated too much because it is off-putting and one may wonder what is happening that they are not aware of.

- Another member mentioned it is family members, rather than the prospective residents, that are doing the research and are very interested in regulation and safety for their parents.
- Another resident moved in based on word-of-mouth as well and involved their children, but they did not look at regulation.
- Another resident Googled RHs in their preferred area and RHRA did not come up in any searches.

Closing business

- A member recommended topics for RN meetings:
 - RN share the types of programming, experiences and how residents' councils work at their RHs.
- A resident suggested there be a mix of RHRA information and interpersonal resident-led conversations at the RN meetings.

Action Items for RHRA

- Send a poll with meeting options to the RN.
- RHRA will provide the consultant with the information of RN members who are interested in participating in the strategic plan stakeholder feedback process.
- RHRA will look into developing a package that can be used by Chairs of resident councils to make presentations to other residents.