

Retirement Home Resident Network Meeting Synopsis

Meeting #10 2022 – November 24 2022

Welcome

RHRA introduced the RHRA's Vice President of Public Affairs and Policy.

Resident Network Recruitment

RHRA reviewed the efforts undertaken to recruit members for the Resident Network (RN). RHRA also displayed feedback and suggestions previously provided by residents. RHRA posed four questions to the RN for their feedback:

- Do you have any suggestions for recruitment of new members?
- How can RHRA improve current recruitment practices?
- How can RHRA enhance the structure and purpose of the Resident Network?
- Are there other ideas you have to engage residents more generally or through other forums?

Discussion highlights (three members present):

- One resident commented that not many people in retirement homes have access to social media or technology such as iPads and cell phones. Another resident added that social media is not the best way to reach residents because people may not have access to computers.
- One resident noted that people don't know what RHRA is or stands for. When they move into a home there is so much to remember, that being given information about another organization does not work to help inform them of the RHRA.
- One resident suggested that a good way to reach residents is by contacting Resident Councils.
- RHRA asked the residents if providing a statement about RHRA on documentation or invoices (for example "regulated by RHRA") would be useful for residents. One resident said that might not be appropriate since invoices don't have anything to do with RHRA and many residents are not aware of a RHRA fee; residents only receive monthly rent as invoices.
- One resident suggested members of the Resident Network speak to residents in other homes about RHRA and the RN. RHRA and the residents discussed potential ways in which both parties can collaborate and provide the tools to help facilitate this initiative.

- A resident noted there are many government ministries involved with seniors. They can see how residents may feel there are many regulatory bodies telling them what to do and this might cause them to feel indifferent.
- One resident suggested providing written materials with information about the organizations that are involved in the retirement home industry, the legislation, RHRA and why people should be interested. Another resident suggested that information be put into non-official/plain language.
- A resident stated that residents need to be consulted more and need to understand the rules and how they impact them. This resident likes the RN because it provides an opportunity to be consulted.
- One resident suggested RHRA reach out to Resident Champions and their nominators again about the RN.
- One resident emphasized that RHRA should be clearer about why residents should join the RN, especially if they feel they don't have any power. Residents may feel like there may be no point joining if they can't change anything. Another resident noted that bringing older adults together would have tremendous power.
- One resident felt they receive no information about RHRA in their home.
- A resident suggested RHRA may be able to reach residents through Members of Provincial Parliament (MPPs) and City Councillors' newsletters. This may also reach those in small towns.
- When RHRA communicates, people need to know and understand they have a voice and that might get their interest.

Questions from the Resident Network:

- Do people in the north and outside Toronto know anything about RHRA? Do they care?
- When RHRA reached out to Resident Champion nominators, have they come forward and if not, why?
- How do people apply for the Resident Network?
- How do retirement home operators feel about residents getting more informed? What is their reaction?
- Do all homes have Resident Councils? Do you know what percentage of homes have them?
- What are other homes doing and how involved are they in getting to understand where they are living and who regulates them? It would be

helpful to know, and we would have a greater voice if we can get them involved.

Closing Business

The RN suggested topics for future meetings, including:

- Language and characterizations about older adults
- Ageism (and potential guest speakers)

Action Items for RHRA

- Send a poll with meeting options to the RN.