

## SCHEDULE "B" – INFORMATION SHARING PROTOCOL

### RETIREMENT HOMES REGULATORY AUTHORITY

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This Schedule outlines information sharing protocols recognizing that the Retirement Homes Regulatory Authority (RHRA) shall respond in an expeditious manner to all requests made by the Minister<sup>1</sup>, including requests in respect of:

- 1) the governance of the RHRA;
- 2) the administration of the Act by the RHRA; or
- 3) the MOU.

This Schedule outlines information sharing protocols not already specified in the MOU or other schedules to the MOU.

Unless specifically outlined in this Schedule, when making information requests of the RHRA, the Ministry for Seniors and Accessibility (Ministry) shall inform the RHRA of the timeframe in which the information is needed.

Prior to any personal information or personal health information being shared, the Ministry and the RHRA will confirm how it will be used, that there is legal authority to share it, that any notice requirements have been addressed, as well as the method for sharing, securing and disposing of the personal information. For this purpose, “personal information” has the same meaning as in the *Freedom of Information and Protection of Privacy Act*, and “personal health information” has the same meaning as in the *Personal Health Information Protection Act, 2004*.

To facilitate information sharing, the RHRA and the Ministry will seek to achieve a “one-window” policy with the RHRA and the Ministry’s Policy, Programs and Strategic Partnerships Division (PPSPD), unless otherwise specified by the Ministry, being the access points.

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<sup>1</sup> This is a schedule to the MOU between the Minister for Seniors and Accessibility and the RHRA, and the responsibilities and obligations set out in both the MOU and this schedule reside with those entities respectively. As per subsection 1 3) of the MOU, the powers and responsibilities of the Minister set out in the MOU may be exercised by the Minister and, when authorized, by another authorized official of the Ministry. For practical purposes, the Ministry for Seniors and Accessibility (Ministry) or Policy, Program and Strategic Partnerships Division (PPSPD) is used hereinafter instead of Minister when referring to the entity with which the RHRA shall work to carry out this protocol.

In addition, the RHRA and PPSPD shall make reasonable efforts to meet at least quarterly to discuss current issues, needs and other matters necessary for the proper administration of this Schedule.

Description	Responsibility	
	Ministry	RHRA
<b>General</b>		
Information requests made by the Ministry to the RHRA, including data collection	<p>The Ministry shall make reasonable efforts to share with the RHRA the context in which the request for information is being made.</p> <p>When making information requests that require the collection of new data from the sector, the Ministry shall consider RHRA collection and reporting schedules and internal procedures in order to mitigate the administrative impact on retirement homes and the RHRA. PPSPD will give notice of these requests to the RHRA where possible.</p>	The RHRA shall respond in an expeditious manner to all requests made by the Ministry.
Changes to existing and new government directives applicable to the RHRA, and directives, advice, guidance, and recommendations applicable to retirement homes under subsection 27(5) of O. Reg. 166/11	PPSPD will share changes to existing directives or new directives that are applicable to the RHRA. PPSPD will give notice to the RHRA where possible.	

Description	Responsibility	
	Ministry	RHRA
<b>Cabinet Submissions</b>		
All Issues	PPSPD will develop Cabinet submissions, as required, in cooperation with other Ministry divisions.	The RHRA is consulted where appropriate.
<b>Correspondence</b>		
The Ministry and the RHRA will work together to draft responses whenever possible, in a timely fashion, respecting that PPSPD is required to respond to all correspondence within five (5) business days.		
On all subjects directed to the Minister/Ministry	PPSPD will: <ul style="list-style-type: none"> <li>• action to the RHRA; or</li> <li>• draft a reply indicating referral to the RHRA for direct response; or</li> <li>• draft a reply.</li> </ul>	The RHRA will: <ul style="list-style-type: none"> <li>• respond directly under RHRA's signature and copy PPSPD as appropriate; or</li> <li>• supply PPSPD with information required for the Minister/Ministry to reply.</li> </ul>
<b>Briefing Notes</b>		
For Minister/Ministry meetings with the RHRA's stakeholders	PPSPD will coordinate preparation of meeting materials and make reasonable efforts to notify the RHRA of any such meetings and discuss with RHRA.	The RHRA will provide PPSPD with relevant information on stakeholders/issues.
For the RHRA's meetings with Ministry stakeholders (e.g. other ministries or agencies)	PPSPD will provide RHRA with relevant information on stakeholders/issues, if appropriate.	The RHRA will make reasonable efforts to notify PPSPD of the meeting, discuss outcomes with PPSPD and provide a briefing note upon request.
<b>Issue Notes</b>		
The Ministry and the RHRA will work together to issue responses in a timely fashion respecting the requirement to respond to all requests for issue notes within specific timeframes (i.e. short notice or outside of regular business hours) as requested by PPSPD.		

Description	Responsibility	
	Ministry	RHRA
On any subject (designed for use in the Legislature)	<p>The Ministry will prepare the issue note and provide it to the Ministry's Communications Branch.</p> <p>Requests for information made to the RHRA to develop the issue note will be accompanied by a timeline for response.</p>	The RHRA will provide information to PPSPD within timeframe specified.
<b>Issues Management</b>		
Serious incidents (e.g. abuse or neglect, accidents and fatalities)	When the Ministry is informed by the RHRA or through media reports, PPSPD will provide key information to the Ministry's Communications Branch as quickly as possible, including by referring to the Serious Incident Protocol, and monitor for updates.	The RHRA will inform PPSPD about serious incidents and provide relevant details, key messages and a response strategy, including by referring to the Serious Incident Protocol.
Other possible contentious issues (e.g. stakeholder grievances/ concerns, etc.)	PPSPD will inform the Ministry's Communications Branch, providing relevant details, key messages and response strategy.	The RHRA will, in accordance with the Serious Incident Protocol, inform PPSPD and provide relevant details, key messages and response strategy.
<b>Media Relations</b>		
Requests made to the Ministry/Minister for interviews and background material on the RHRA's operational issues	The Ministry's Communications Branch will notify PPSPD, who will then, as appropriate, refer the request to the RHRA or obtain the required information from the RHRA.	The RHRA will provide the required information or, if requested by the Ministry/Minister, respond directly to the media request and advise PPSPD of the outcome from the media engagement.

Description	Responsibility	
	Ministry	RHRA
Media releases issued by the RHRA	PPSPD will share a copy of the RHRA's media release with the Ministry's Communications Branch for information and review.	<p>The RHRA will prepare and share a copy of its media release with PPSPD and the Ministry's Communications Branch five to seven days in advance or at its earliest opportunity and before the release is issued to media.</p> <p>The RHRA will request the Ministry's review if required under its agreed upon media protocol with the Ministry.</p>
<b>Speeches/Speaking Notes</b>		
All Minister speeches/speaking notes (any topic)	Ministry's Communications Branch will prepare, and PPSPD will advise the RHRA.	The RHRA will supply PPSPD with information.
<b>Performance Measures and Quarterly Reports</b>		
Metrics and performance measure results	The Ministry may request metrics and performance measure results from the RHRA from time to time.	The RHRA will supply the Ministry with metrics and performance measure results, as available, at the time of request or when the RHRA determines there is a risk that it will not achieve its target performance measure.
Quarterly reports of RHRA operating information (e.g. licensing, inspections)	The Ministry and RHRA will work collaboratively to identify the key operating information that is required and relevant at the start of each fiscal year.	RHRA will provide the quarterly reports of key operating information within 30-45 days of the end of each quarter.

Description	Responsibility	
	Ministry	RHRA
<b>Marketing / Public Relations Events</b>		
Collaboration on Marketing / Public Relations Events	<p>PPSPD and the Ministry's Communications Branch will work collaboratively with the RHRA to:</p> <ul style="list-style-type: none"> <li>plan and develop joint marketing and public relations events between the Minister/Ministry and the RHRA; and</li> <li>obtain information on the RHRA specific events, industry events to be attended by the RHRA, communications research and best practices.</li> </ul> <p>PPSPD will be the lead in contacting the RHRA about joint / collaborative communications activities, respecting the one-window approach. However, the Ministry's Communications Branch may follow up directly with the RHRA while keeping PPSPD fully informed of discussions and planned activities.</p>	<p>The RHRA will work collaboratively with PPSPD and the Ministry's Communications Branch to:</p> <ul style="list-style-type: none"> <li>plan and develop joint marketing and public relations events between the RHRA and the Minister/Ministry; and</li> <li>provide information on the RHRA specific events and, industry events to be attended by the RHRA, communications research and best practices.</li> </ul> <p>The RHRA will initially contact PPSPD about joint / collaborative communications activities, respecting the one-window approach. However, the RHRA may subsequently follow up directly with the Ministry's Communications Branch, while keeping PPSPD fully informed of discussions and planned activities.</p>
<b>Other</b>		
Information concerning Board member competencies	The Ministry will make requests to the RHRA for information as and when required.	The RHRA shall provide to the Ministry at least once annually, and as requested, the Board's skills profile.

Description	Responsibility	
	Ministry	RHRA
Information concerning communications campaigns/initiatives undertaken by the RHRA	The Ministry will make requests to the RHRA for information regarding planned communications campaigns/initiatives, including public education campaigns.	RHRA will provide information on key planned and undertaken communications campaigns/initiatives to PPSPD on a quarterly basis and upon request.

**Retirement Homes Regulatory Authority**



Chair of the Board

Date: May 5, 2023

**His Majesty the King in right of Ontario**



Minister for Seniors and Accessibility

Date: May 15, 2023