

2024 Annual Information Return

SAMPLE ONLY – Please use the online link sent via email to submit responses to RHRA

Introduction

The Retirement Homes Regulatory Authority (RHRA) is requesting information from all licensed retirement homes through this 2024 Annual Information Return (AIR). This information will provide RHRA with a more complete and systematic understanding of the sector to support its regulatory mandate to protect residents and enable them to live with dignity, choice, and confidence.

All licensed retirement homes are required to complete the AIR. RHRA has the authority to request this information from retirement homes in accordance with section 108 of the *Retirement Homes Act, 2010* (“the Act”).

Please complete the AIR by **April 1, 2024**. Please be prepared to complete all questions in one sitting, as you will not be able to save draft responses. The questions are available on [RHRA’s AIR website](#) should you wish to review them before completing the AIR.

The RHRA will collect, use, and disclose the information submitted by licensees in accordance with the requirements set out in the Act, the [RHRA’s Access and Privacy Code](#), and other applicable legislation. In accordance with section 106 of the Act, the RHRA is required to publish specific information about applicants and licensees on the [Retirement Homes Database](#). The RHRA may share or publish information submitted through this form in an aggregated and de-identified format and in a manner consistent with the Act and regulation. The RHRA may also share this information with the Ministry for the purposes of fulfilling the [RHRA’s Memorandum of Understanding with the Ministry](#). The RHRA has security measures in place to ensure that records containing confidential business information, personal information and personal health information are secure from loss, theft, and unauthorized access, disclosure, and use.

[RHRA’s AIR website](#) provides additional information about the AIR and answers to Frequently Asked Questions. If you have additional questions or require support in completing the AIR, please contact info@rhra.ca or 1-855-275-7472.

Note that completion of this form does not constitute a Notice of Change. RHRA must be notified of any change in the information published in the Retirement Homes Database. Please refer to the information about [submitting a Notice of Change form](#) on our website.

Identification Questions

Please provide the identification information below about the retirement home for which you are completing this AIR and the person completing the AIR.

What is the name of the retirement home?

What is the retirement home’s license number?

What is the name of the person completing this form?

What is the role in the retirement home of the person completing this form?

Use of electronic documentation systems in retirement homes

The following question relates to the electronic documentation systems that the retirement home uses to manage information about care services. “Electronic documentation systems” refers to any electronic platform, including specialized software or databases.

Does your home use an electronic system for storing data and documenting care for:

	Yes	No
Medication Administration	<input type="radio"/>	<input type="radio"/>
Assessments and plans of care	<input type="radio"/>	<input type="radio"/>
Progress notes	<input type="radio"/>	<input type="radio"/>

Extra Expense Insurance (EEI)

Starting with the 2024 AIR, RHRA is changing the process for retirement homes to provide information to RHRA about EEI, which is mandatory for all licensed retirement homes as per the Act. RHRA will use the AIR to collect EEI information from all homes once a year, at a predictable time. Homes will **not** be required to submit their actual EEI policy certificates as part of AIR. At a later date, RHRA may follow up to validate the information submitted.

Please provide the following information about your retirement home’s EEI policy:

Policy Number

Expiry date

Insurance limit
(Extra Expense Insurance portion of the policy only)

Name of the Broker

I attest the insurance policy is valid and RHRA will be immediately notified if there is a change in insurer, a reduction in coverage or the policy is cancelled.

Programs Funded by Other Organizations

Some retirement homes have partnered with or have been contracted by other organizations to offer programs for residents who require accommodation and care services in the short or longer-term. Some of these programs may be exempt from the definition in the Act. Other programs are not exempt.

RHRA continues to receive information about such programs in licensed retirement homes; however, this information is incomplete. Through the 2024 AIR, RHRA is seeking information about such programs from all retirement homes. RHRA may seek additional information from the retirement home or the funding organization.

Does the retirement home have programs where all or part of the accommodation and/or care services for some residents are funded by another organization (such as a hospital, community agency, local municipality, Ontario Health, Ontario Government, others)?

- Yes
- No

If you answer “Yes” to the question above, please indicate which programs the home currently has. Multiple options can be selected.

- Domiciliary Hostel
- Homelessness Prevention Program, including Community Homelessness Prevention Initiative, Home for Good, and the Strong Communities Rent Supplement Program
- Assisted Living Services in Supportive Housing
- Residential Accommodation funded by Home and Community Care Support Services
- Transitional Care Program – waiting for placement in a long-term care home
- Transitional Care Program – for post rehabilitation stay
- Hospital Surge, Acute and Post-Acute Bedded Capacity programs
- Back to Home Program
- Community Homes for Opportunity
- Community Residential Facility funded by Correctional Services of Canada
- Other Program

If the home checks one or more of the programs listed above, the following additional questions will be asked for each program.

What organization(s) is (are) funding the program?

How many residents are funded by the program?

Are the care services delivered to the residents in the program provided by the retirement home?

- Yes
- No
- Some

Is the program for residents who were hospital patients with Alternate Level of Care (ALC) status immediately before moving into the retirement home? Alternate level of care (ALC) is used in hospitals to describe patients who occupy a bed but do not require the intensity of services provided in that care setting.

- Yes
- No

If "Yes":

What is the number of residents who were hospital patients with ALC status funded under the program?

Retirement Homes located on premises with other facilities

Is the retirement home located on the same premises as any of the following facilities? For example, in the same building (with either common or separate entrances), or separate buildings on the same campus.

Multiple options can be selected

- Long-term care home
- Seniors' apartments / Totally independent
- Life leases
- Condominiums
- Supportive housing
- Other

Comments

RHRA welcomes feedback on the 2024 AIR process and questions. Your feedback will help RHRA improve the AIR process in the future.

Please provide any other comments about the Annual Information Return which will help RHRA improve the process in the future.

Thank you for completing the 2024 Annual Information Return!

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