

2026 ANNUAL INFORMATION RETURN (AIR)

Attention

Process Change: Submit 2026 AIR through the Self-Service Portal

This is the first year the AIR will be submitted through the Self-Service Portal. Submissions can be completed without an account, but it is highly recommended that you sign up for one if your retirement home does not have an account.

Completing AIR with an account allows you to save a draft and return to it later, view EEI policy currently on file and view your home's annual invoice.

If you don't have an account, contact us at info@rhra.ca or 1-855-ASK-RHRA. We can help you get one and ensure it's connected to your home(s).

Questions & Answers

Q: What is AIR?

Answer: Launched early 2024, AIR is an approach RHRA is using to gather information directly from retirement home operators to better understand the sector and resident needs. AIR is an annual process and takes place when retirement homes pay their annual fees to RHRA (by April 1st every year). It involves a streamlined, structured process to collect information from all retirement homes.

Q: Is it mandatory for all retirement homes to complete AIR?

Answer: All retirement homes are required to complete the AIR. It is common practice for regulators to collect information annually about and from their licensees/registrants. RHRA has the authority to request information from retirement homes in accordance with section 108 of the *Retirement Homes Act, 2010* and as per the [RHRA Request for Information Policy](#).

Q: When will retirement homes be asked to begin and complete AIR?

Answer: The timeline remains the same as 2025; respondents are asked to complete AIR at the same time 2026 fee invoices are issued to retirement homes. The 2026 AIR process will be launched on February 2, 2026, and submissions of AIR will be due by April 1, 2026. This will give retirement homes approximately 60 days (2 months) to complete the AIR and RHRA staff will be available to assist and answer questions.

Q: How do retirement homes complete the 2026 AIR?

Answer: This is the first year that the AIR submission process will be completed through the Self-Service Portal. The portal sign-in page can be found [here](#) and resources to support using the portal can be found here- [Frequently Asked Questions](#) and [Step-by-Step Videos for using the portal](#).

Q: Do retirement homes need a portal account to complete the 2026 AIR?

Answer: Submissions can be completed without an account on the portal, but it is STRONGLY recommended that you sign up if your retirement home does not have an account. We recommend that at least the primary contact for your home has an account. It is common for the Operations Manager to also have an account. If you don't have an account, we can help you get one and ensure it's connected to your home(s). Contact us at info@rhra.ca or 1-855-ASK-RHRA.

Benefits of using the portal for AIR: The portal provides user-friendly forms and automated notifications confirming once submission has been received. Completing AIR with a portal account allows you to save a draft and return to it later, view Extra Expense Insurance policy details currently on file for your home and view your home's annual invoice.

Q: How will RHRA use AIR to reduce the administrative impact on retirement homes?

Answer: The request for information, through AIR, aims to minimize any additional administrative requirements and to consider the variability in the ability of homes to respond to RHRA's information requests. RHRA has attempted to minimize the administrative impact where possible by:

- integrating AIR into the accessible and easy to use self-service portal;
- designing the questions to minimize efforts for homes;
- providing homes two months to submit responses;
- communicating expectations to retirement homes;
- providing support to complete AIR, as required; and
- streamlining the AIR process at the same time as fee invoices.

RHRA is committed to exploring ways to limit administrative work on homes for future rounds of AIR, while balancing the need to collect information to inform regulatory activities. For example, prior to AIR, RHRA required all homes to manually submit their Extra Expense Insurance (EEI) policy certificates at the time of policy renewal, which varied from home to home and often led to multiple interactions between RHRA and the home. In 2025, homes input policy information directly into AIR, reducing administrative work. Each year RHRA aims to improve the process with each question reviewed and adjusted, based on lessons learned from previous years.

Q: How will RHRA use the information collected?

Answer: RHRA will use the information collected through AIR to continue to inform its work in support of its mandate, including providing information to the Minister on matters relating to retirement homes. Some of the information would have a direct impact on RHRA's regulatory

activities and some would provide RHRA with a more complete and systematic understanding of the retirement homes sector, as it continues to enhance resident protection.

Q: Will RHRA share the information collected through AIR?

Answer: RHRA intends to continue to share sector-wide, non-identifiable, statistical information with stakeholders, including retirement homes. Specific information may be shared with government partners. For reference, findings from the outcomes of AIR 2025 are available [here](#).

RHRA is committed to protecting the confidential information it receives from retirement homes in conducting its business operations and performing its regulatory functions. This may include information RHRA receives through AIR. RHRA will comply with its statutory obligations under the *Retirement Homes Act, 2010* and regulations under the Act, all other applicable legislation, and with its [Information Access and Privacy Code](#).

Stakeholder Engagement/2026 AIR Questions

Q: Did RHRA consult with retirement homes and stakeholders on the 2026 AIR questions?

Answer: There are no new questions for the 2026 AIR. All topics remain the same as the 2025 AIR, except we refined the language to be clearer based on feedback from licensees. RHRA publicly consulted and sought feedback from key stakeholders on the 2025 AIR questions in Summer/Fall 2024. Key stakeholders were engaged before and during the public consultation period, including from RHRA's Stakeholder Advisory Council, an association representing personal support workers, the Ministry for Seniors and Accessibility's Retirement Homes Technical Advisory Table, Behavioural Supports Ontario, and organizations representing seniors and/or retirement home residents, including retirement home associations- Ontario Retirement Communities Association (ORCA) and AdvantAge Ontario. The consultation materials and a summary of the consultation feedback on how RHRA has incorporated the feedback are available on the [RHRA Consultation site](#).

Q: Why did RHRA use the same topics as the 2025 AIR?

Answer: The 2025 AIR provided useful baseline information on important topics aimed to better understand the sector and resident needs. The same topics over multiple reporting periods allow RHRA to compare data over time to identify any differences, trends or patterns. This can improve data reliability and accuracy to support RHRA's evidence-based approach to align regulatory activities to the sector and resident needs.

Q: Will RHRA receive feedback on the AIR process and questions in future years?

Answer: Stakeholder engagement and collaboration are important elements of RHRA's Strategic Plan and assist in fulfilling our mandate.. RHRA will continue to explore opportunities for engagement with the sector and stakeholders in the process of future AIRs, while keeping it as streamlined as possible. If new questions are proposed for the 2027 AIR, RHRA will publicly consult in the summer/fall of 2026 for feedback.

For Further Information and Support to Complete AIR

Retirement homes who have questions or require support in completing their 2026 AIR should contact RHRA at info@rhra.ca or 1-855-ASK-RHRA.