

**Be informed.
Understand your rights.
Choose with confidence.**

*Your guide to exploring licensed
retirement homes in Ontario*



Whether you're planning ahead or making a decision today, this guide will help you and your loved ones feel informed and supported as you explore licensed retirement homes in Ontario.



Who we are

The Retirement Homes Regulatory Authority (RHRA) is an independent, self-funded, not-for-profit organization created by the ***Retirement Homes Act, 2010***, to protect the safety, rights and well-being of residents in Ontario's licensed retirement homes.

What we do

- » License retirement homes and maintain a public database online.
- » Provide trusted information and guidance about the *Retirement Homes Act, 2010*, and the rules that licensed retirement homes must follow.
- » Inspect homes and take action when rules are not followed.
- » Respond to concerns, complaints and reports of resident harm and risk of harm, helping homes and residents work toward solutions.

Contact us

Need help or have a concern? We're just a call or click away:

- » **Call:** 1-855-ASK-RHRA (1-855-275-7472)
 - » **Email:** info@rhra.ca
 - » **Visit:** rhra.ca
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Supporting you, your way

If you have a disability, we'll work with you to make our services easy to access and use. We follow Ontario's accessibility laws and are committed to removing barriers.

If French is your preferred language, you have the right to use it when communicating with us. We may also have materials available in other languages – just ask us.

Understanding your rights

Living in a licensed retirement home means enjoying a safe, supportive space where your rights as both a tenant and a resident are protected.

Your rights as a tenant

When you rent a unit in a licensed retirement home, you are considered a tenant first under Ontario's ***Residential Tenancies Act, 2006***.

This law explains the rules between the home (as a landlord) and you (as a tenant). Every retirement home must give you a written tenancy agreement.

The *Residential Tenancies Act* protects your rights when it comes to:

- » How often rent can be increased
- » Lease terms and tenancy agreements, including care services
- » Safety and maintenance standards in the home

For more information, contact the Landlord and Tenant Board at 1-888-332-3234 or visit tribunalsontario.ca/ltb.

While the *Residential Tenancies Act* covers your rights as a **tenant**, the *Retirement Homes Act* sets rules for your care and safety as a **resident**.

Your rights as a resident

When you live in a licensed retirement home, you are also protected under Ontario's *Retirement Homes Act, 2010*, which includes the **Residents' Bill of Rights**. These rights are designed to support your safety, keep you informed, and involve you in decisions about your care and daily life.

You have the right to:

- » Live in a safe, clean home.
- » Be involved in decisions about your care.
- » Bring in your own care providers if you choose.
- » Know what care services the home offers and how much they cost.
- » Be notified in writing if costs are increased.

These rights must be clearly posted in every home. Staff are trained to understand and respect them. To read the full *Residents' Bill of Rights*, visit rhra.ca.

Retirement Homes vs. Long-Term Care Homes

Licensed retirement homes and long-term care homes are not the same. They serve different purposes and follow different rules. Long-term care homes receive government funding and are part of Ontario's health system. Retirement homes are not funded by the government and are mostly private owned, though some are run by non-profit groups.

Understanding the differences, while thinking about your health, the care you need and your budget, can help you and your family plan for today and the future.

Contact us to learn more and how we can help you.



QUICK COMPARISON

Question about:	Retirement Homes	Long-Term Care Homes
Who chooses where the resident lives?	Resident and their family choose the best option for them	Resident and their family indicate their top five choices Regional health services assist with placement based on wait list availability and a review of the resident's health and care needs
Who can live here?	Any adult (primarily 65+) who wants to live in a supportive retirement community, with the option to access care services, if and when they're needed	Adults 18+ who need access to 24-hour nursing and personal care as well as help with most or all daily activities
What care services are available?	Up to 13 types of services provided by the home – for example, help with meals, bathing, medication	A range of services providing 24/7 support for personal care, nursing, meals and recreation

QUICK COMPARISON

Question about:	Retirement Homes	Long-Term Care Homes
Who pays for care services?	Residents choose to receive care services from the home or from external care providers, including government-funded or private-pay options	Care is covered by government funding
Who pays for accommodation?	Residents pay	Residents pay – some subsidies may be available
Who holds home operators accountable for keeping residents safe?	Regulated by the Retirement Homes Regulatory Authority (RHRA)	Regulated by the Ministry of Long-Term Care

Finding a retirement home

Choosing a retirement home is a big decision, whether it's for you or someone you care about. A little planning can go a long way in helping you feel confident and supported. We're here to make the process easier to understand and navigate.

Here are some tips to guide your search:

Tip 1

Plan for the right fit.

Think about what you need now – and what you might need later.

- » **Budget:** Determine what you can comfortably afford, and what your financial options might be if your care needs change over time.
- » **Care:** Make a list of care services that are important to you – like help with meals, bathing or medications.
- » **Location:** Consider if you want to live near family and friends, in a small or large home, or in a specific community.

Tip 2

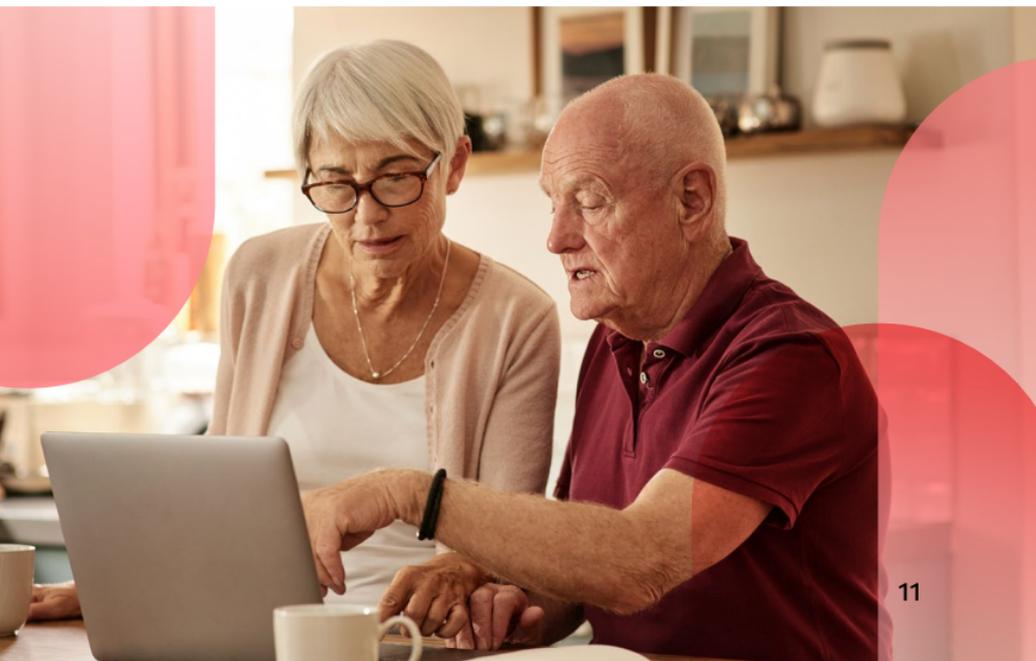
Search the online RHRA Retirement Home Database.

Our free, easy-to-use online database helps you make informed decisions. It offers detailed information on every licensed retirement home in Ontario.

You can:

- » Search by residence name, address or postal code.
- » Filter by licence status, size and care services offered.
- » View inspection reports and compliance history.
- » Check for any issues or enforcement actions.

Visit rhra.ca to start your search.



Tip 3

Compare and evaluate homes.

Once you've found a few options from the database, compare them side by side.

Ask yourself:

- » Are they licensed and what is their compliance history?
- » Do they offer the care services I need now – and might need later?
- » What size of home do I prefer?
- » Are there any serious issues? If so, have they been addressed in a way that reassures me?
- » What do the inspection reports and safety features (like fire sprinklers) tell me about the home?

Tip 4

Tour homes and ask questions.

Visiting a home in person helps you get a real feel for the place and the people.

Bring a list of questions to ask, such as:

- » When was the last inspection and what were the results?
- » What care is included and what costs extra?
- » What are the rooms and meals like?

- » How are health changes and medical emergencies handled?
- » Is there a plan for power outages or other building emergencies?
- » How do you maintain systems like heating or elevators to prevent problems? How often do they break down? If they do, how do you help residents who use walkers and wheelchairs?
- » Is air conditioning available in every room?
- » What are the monthly fees and how often do they go up?
- » What types of residents live here – mostly independent, assisted living or a mix?
- » How are complaints handled?
- » What activities and events are offered?
- » How does the home support different cultures, languages and faiths?

Visit rhra.ca for more tips on finding a home.

With good planning, careful research and in-person visits, you can confidently choose a home that feels safe, supportive and just right for you or your loved one.