

# Benefits of Living in a Licensed Retirement Home

## DID YOU KNOW



Only residents of retirement homes licensed by the Retirement Homes Regulatory Authority are protected under the Retirement Homes Act.

The **Retirement Homes Regulatory Authority** (RHRA) is a not-for-profit organization mandated by the Ontario Government to administer the Retirement Homes Act. RHRA's mission is to work collaboratively to protect Ontario retirement home residents through effective right-touch regulation. Our vision is to have seniors live with dignity, choice and confidence in licensed retirement homes.

Any retirement home licensed by RHRA must meet high standards and comply with the law.

## ADDITIONAL SUPPORT

RHRA also offers residents resources to help them thrive in retirement living, including guidance on starting a residents' council and the opportunity to join RHRA's Resident Network to provide input on matters that impact them directly.

**RHRA is here to help.** We are just a phone call or email away if ever you need us or have questions:



1-855-ASK-RHRA



info@rhra.ca

When residents choose a licensed retirement home, they are benefitting from RHRA's resident protection mandate. This includes:

- ✔ Granting licences only to homes that meet the legal standards and requirements to operate safely and successfully.
- ✔ Responding to complaints and taking action to resolve resident or family concerns.
- ✔ Taking immediate action in cases of harm or risk of harm to residents.
- ✔ Inspecting homes and working with them to address any issues or concerns.
- ✔ Providing resources, programs and education to help homes proactively comply with the law to benefit residents.
- ✔ Making sure that the rights of residents are respected according to RHRA's Residents' Bill of Rights.
- ✔ Providing financial assistance in certain emergency situations from RHRA's Emergency Fund.