

When to Report a Resident's Death to the RHRA

When a resident passes away, a retirement home may have questions about whether the death needs to be reported to the RHRA. A resident's death alone is not automatically reportable. The retirement home should consider the circumstances surrounding the death to determine if mandatory reporting requirements apply.

When to report a resident's death to the RHRA

If there are reasonable grounds to suspect that the resident's death may involve harm or a risk of harm related to one or more of the following:

- Improper or incompetent treatment or care, including end-of-life care
- Neglect by the licensee or the home's staff
- Abuse by anyone
- Unlawful conduct

This may include a resident's death that occurs in hospital when there are reasonable grounds to suspect it may be related to an incident involving harm or a risk of harm that occurred in the retirement home.

When to also report the death to a coroner or police

If there is reason to believe that the resident died suddenly or unexpectedly, as a result of the reasons listed in the [Coroners Act, 1990](#), including:

- A fall
- Violence
- Negligence
- Misconduct
- Disease or sickness for which the resident was not treated by a legally qualified medical practitioner

When not to report a resident's death to the RHRA

A resident's death alone does not trigger mandatory reporting. A retirement home must assess the circumstances and determine if a report to the RHRA is required. For example, an expected death that occurs as part of a resident's natural decline or end-of-life care does not need to be reported when there are **no** reasonable grounds to suspect improper or incompetent care, neglect by staff, abuse or unlawful conduct by anyone.

Key Takeaway: You do not need proof or confirmation that an incident occurred before making a report.

If there are reasonable grounds to suspect a reportable matter, report it to the RHRA immediately. The home's internal investigation does not need to be complete. Provide all the information available at the time. Additional relevant information can be provided to the RHRA as it becomes available.

A report can be submitted through the RHRA [Self-Service Portal](#), [mandatory report webform](#), or by calling **1-855-275-7472**.

If you have questions or would like further clarity, please contact the Licensee Engagement and Support Team at info@rhra.ca. Further information and resources are available at rhra.ca/en/information-tools-and-resources/