RHRA Retirement Homes Regulatory Authority

Residents' Bill of Rights

The *Retirement Homes Act, 2010* is a piece of legislation designed to protect the residents of Ontario's retirement homes. Each resident is entitled to the following rights, as set out in section 51 of the Act:

51. 1) EVERY RESIDENT OF A RETIREMENT HOME HAS THE FOLLOWING RIGHTS WHICH CONSTITUTE THE RESIDENTS' BILL OF RIGHTS:

1. The right to,
   i. know what care services are provided in the home and how much they cost,
   ii. be informed in advance of any increases in charges for care services provided in the home,
   iii. receive advance notice of a decision of the licensee of the home to discontinue providing a particular care service,
   iv. have the licensee of the home take reasonable steps to facilitate the resident's access to any external care providers that the resident needs, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to continue to reside in the home, and
   v. have the licensee of the home take reasonable steps to find appropriate alternate accommodation for the resident, if the resident receives the notice described in subparagraph iii and indicates that he or she is going to cease to reside in the home.
2. The right to apply for publicly funded care services and assessments.
3. The right to be informed about and to apply for care services and assessments from an external care provider.
4. The right to have his or her choice of care services provided by staff who are suitably qualified and trained to provide the services.
5. The right to,
   i. participate fully in making any decision concerning any aspect of his or her care,
   ii. participate fully in the development, implementation, review and revision of his or her plan of care, and
   iii. give or refuse consent to any treatment, care or service for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent.
6. The right not to be restrained except in accordance with the common law.
7. The right to be afforded privacy in treatment and in caring for his or her personal needs.
8. The right to live in a safe and clean environment where he or she is treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
9. The right to have his or her lifestyle and choices respected and to freely pursue his or her social, cultural, religious, spiritual and other interests as long as the resident's lifestyle, choices and pursuits do not substantially interfere with the reasonable enjoyment of the home for all usual purposes by the licensee and other residents.
10. The right to raise concerns or recommend changes in policies and services on behalf of oneself or others to the Authority or any other person without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else.
11. The right to know if the home is also a care home within the meaning of the *Residential Tenancies Act, 2006*, and whether the residents therefore have rights and responsibilities as tenants under that Act.

LICENSEE'S OBLIGATIONS

2) Every licensee of a retirement home shall ensure that the rights set out in the Residents' Bill of Rights are fully respected and promoted in the home in accordance with the regulations, if any.

ENFORCEMENT BY RESIDENTS

3) A resident of a retirement home may enforce the Residents' Bill of Rights against the licensee of the home as though the resident and the licensee had entered into a contract under which the licensee had agreed to fully respect and promote the rights set out in the Residents' Bill of Rights.

Visit the Retirement Homes Regulatory Authority at **www.rhra.ca**, or call **1-855-ASK-RHRA (275-7472)** for more information on residents' rights.