RHRA Retirement Homes Regulatory Authority

Resident Network Terms of Reference

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Introduction/Background

The Retirement Homes Regulatory Authority (RHRA) is an independent, not-for-profit regulator mandated by the Ontario Government to protect the safety and well-being of seniors living in Ontario's licensed retirement homes by enforcing the *Retirement Homes Act, 2010* (the Act).

The RHRA fulfills its mandate by:

- Informing and educating the retirement home sector, residents and the public about the Act, regulations and the role of the RHRA.
- Licensing Ontario's nearly 780 retirement homes and maintaining a searchable Retirement Home Database of licensed retirement homes available on the RHRA's website.
- Inspecting retirement homes, overseeing compliance and enforcing the Act and regulations for the protection of residents.
- Advising the Minister/Ministry for Seniors and Accessibility (MSAA) on emerging trends and policy matters related to retirement homes.

What to Expect

The Resident Network provides seniors living in licensed retirement homes with the opportunity to provide the RHRA with input about their experience living in a licensed retirement home, and ways to enhance resident protection. It is also a forum to exchange ideas and experiences with each other.

What It is	What It Is Not
• Forum for the RHRA to share news and updates, including those from public health and the Ministry • Learn more about the RHRA and how the RHRA supports retirement home residents • Seek input and feedback on initiatives that support residents' safety and well-being • Residents are encouraged to share best practices and positive initiatives occurring in their homes	• Not a forum to raise specific complaints about your home ○ Residents are encouraged to call 1-855-275-7472 or email info@rhra.ca with any specific concerns

Membership

The Resident Network is a voluntary forum open to all residents living in Ontario's licensed retirement homes. It is not necessary for residents to be part of a residents' council from their home to participate.

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Topics and issues discussed may be shared by the resident representatives of the RHRA Stakeholder Advisory Council for further discussion at their regular meetings.

Meeting Structure and Procedure

- Bi-monthly meeting (6 meetings/year)
- Meetings will be scheduled in advance and held virtually via Microsoft Teams
- Pre-set agenda items that will be shared with network members ahead of the meeting date
    - Members are encouraged to suggest topics of interest to the RHRA for future Resident Network meetings
- Attendance and participation are voluntary. Members are encouraged to attend and share information from these meetings with fellow residents.
    - Attendance is not mandatory, and residents can choose which meetings they want to attend based on the agenda items of interest.
- All meetings will be recorded and shared with members once the meeting has adjourned if requested.
    - If applicable, resources discussed during the meeting will also be shared.

Other

- Resident councils are invited to attend the Resident Network meetings
- To be added to the Resident Network, complete the Resident Network sign-up form. Alternatively, please email alyssa.alibaksh@rhra.ca or call (416) 440-3580