RHRA Retirement Homes Regulatory Authority



居住在持牌养老院的好处

您知道吗 ?

养老院监管局负责发放养老院牌照，只有居住在持牌养老院的住户才能受到《养老院法》的保护。

养老院监管局（Retirement Homes Regulatory Authority，简称 **RHRA**）是安大略省政府授权执行《养老院法》的非营利组织。RHRA的使命是通过有效的正确监管与各方合作保护安省养老院的住户。我们的愿景是让老年人在持牌养老院中有尊严、有选择、有信心地生活。

所有获得RHRA牌照的养老院都必须满足严格的标准并遵守相关法律。选择持牌养老院的住户将受益于RHRA的住户保护规定。这包括：

- 仅向符合法律标准及要求，能够安全且成功运营的住宅发放牌照。
- 回应投诉并采取行动解决住户或家属的担忧。
- 在住户受到伤害或者面临相关风险时立即采取行动。
- 检查养老院并与其合作解决任何问题或担忧。
- 提供资源、计划及课程，帮助养老院主动遵守法律，从而惠及住户。
- 确保养老院根据 RHRA 的《住户权利法案》尊重住户的权利。
- 在特定紧急情况下，动用RHRA的应急基金提供财务援助。

更多支持

RHRA 还为住户提供资源，帮助他们充分享受退休生活，包括成立住户委员会的指导和加入 RHRA 住户网络的机会，为直接影响他们的问题提供意见。

RHRA 随时为您服务。如果您需要我们的帮助或有疑问，欢迎随时通过电话或电邮联系我们：

1-855-ASK-RHRA　info@rhra.ca

RHRA Retirement Homes Regulatory Authority

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

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

- 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.

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

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