RHRA Retirement Homes Regulatory Authority



居於持牌養老院的好處

您知道嗎？

只有獲得養老院監管局發牌之養老院的居民才能受到《養老院法》（Retirement Homes Act）的保障。

養老院監管局（Retirement Homes Regulatory Authority，簡稱 RHRA）是安大略省政府授權 執行《養老院法》的非牟利組織。RHRA 的使命是透過有效的正確監管，共同努力保護安大略省養老院的居民。我們的願景是讓長者在持牌的養老院裡具尊嚴、有選擇、有信心地生活。

額外支援

RHRA 也為居民提供資源協助健康退休生活，包括成立居民委員會的指引以及加入 RHRA 居民網絡的機會，以就直接影響他們的事務發表意見。

RHRA 隨時為您提供協助。如果您需要我們協助或有任何疑問，只需致電或寄電郵聯絡我們：

1-855-ASK-RHRA　info@rhra.ca

任何獲得 RHRA 發牌的養老院都必須符合嚴格標準並遵守法規。當居民選擇持牌養老院時，他們將受益於 RHRA 授權的居民保障。這包括：

- 僅向符合安全、成功營運的法律標準及要求的養老院頒發牌照。
- 回應投訴並採取行動解決居民或家屬的擔憂。
- 如果居民受到傷害或有受傷的風險，我們會立即採取行動。
- 檢查養老院並與其合作解決任何問題或疑慮。
- 提供資源、計劃及教育，協助養老院主動遵守法律並使居民受益。
- 確保根據 RHRA 的《居民權利法案》尊重居民的權利。
- 在某些緊急情況下，由 RHRA 的應急基金提供財政援助。

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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