RHRA Retirement Homes Regulatory Authority

RHRA's Annual Information Return (AIR)

2025 Recap and Outcomes

Background

- The RHRA introduced the Annual Information Return (AIR) in 2024 to collect information directly from Ontario's licensed retirement homes and to enhance its understanding of the sector.

- Information collected through AIR serves to support RHRA in achieving its resident protection mandate under the *Retirement Homes Act, 2010*, including advising the Ministry on policy matters relating to retirement homes.

- Following stakeholder consultations and feedback, five new questions were introduced in this year's AIR:
  1. *Residents with minimal or no care needs*
  2. *Rates of residents with diagnosed dementia*
  3. *Measures to prevent residents from going missing*
  4. *Type of nursing support provided in RH*
  5. *Types of care providers employed by the licensee*

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AIR 2025 Recap

- Responses were received from all retirement homes.
- AIR continues to be an effective tool for collecting Extra Expense Insurance (EEI) information. This year, process enhancements were implemented, eliminating the need to upload the policy document.
- Based on last year's feedback, an acknowledgement email was sent upon successful AIR submission.
- Additional feedback received this year included suggestions for further improvements, such as the ability to save the form in progress.

AIR 2025 Results

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AIR Data Outcomes

- **Retirement homes play an important role in meeting the care needs of Ontario's seniors**
  - 75% of homes report that more than half of their total residents receive care services* (e.g., Medication administration, wound care, dementia care, etc.) besides meals.

  Note: This does not include care services provided by external care providers (e.g., Ontario Health atHome).

- **Caring for residents with *diagnosed** dementia is common among almost all retirement homes**
  - 94% of retirement homes report having residents *diagnosed* with dementia.
  - About half of retirement homes report that 20% or more of their residents have *diagnosed* dementia.

  Note: Dementia is widely considered underdiagnosed; the actual proportion of residents diagnosed with dementia is likely higher than reported.

- **More than 1/3 of retirement homes have measures to prevent residents from going missing**
  - 36% of retirement homes report having measures in place to prevent residents from going missing.

- **Most retirement homes employ Personal Support Workers and Registered Practice Nurses**
  - 54% of homes report having nurses (Registered Nurse or Registered Practice Nurse) available for consultation 24 hours a day.
  - 41% of homes report having nurses present at the home 24 hours a day.

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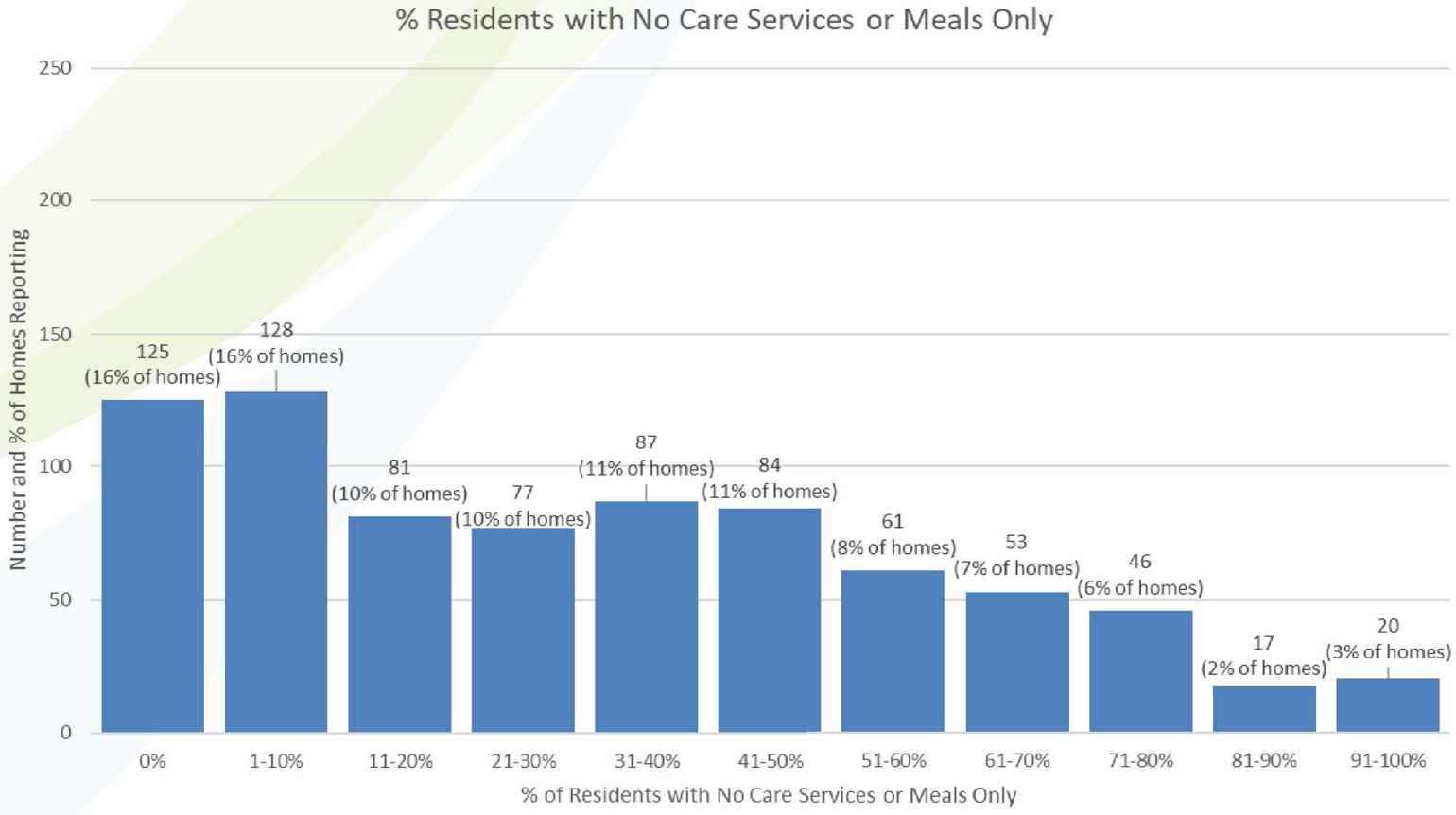
Residents who Receive No Care Services or Only Meals



Question: What is the approximate percentage of residents that are not receiving any care or only receiving the care service 'provision of a meal' and no other care services from the home?

Note: This does not include care services provided by external care providers (e.g., Ontario Health atHome).

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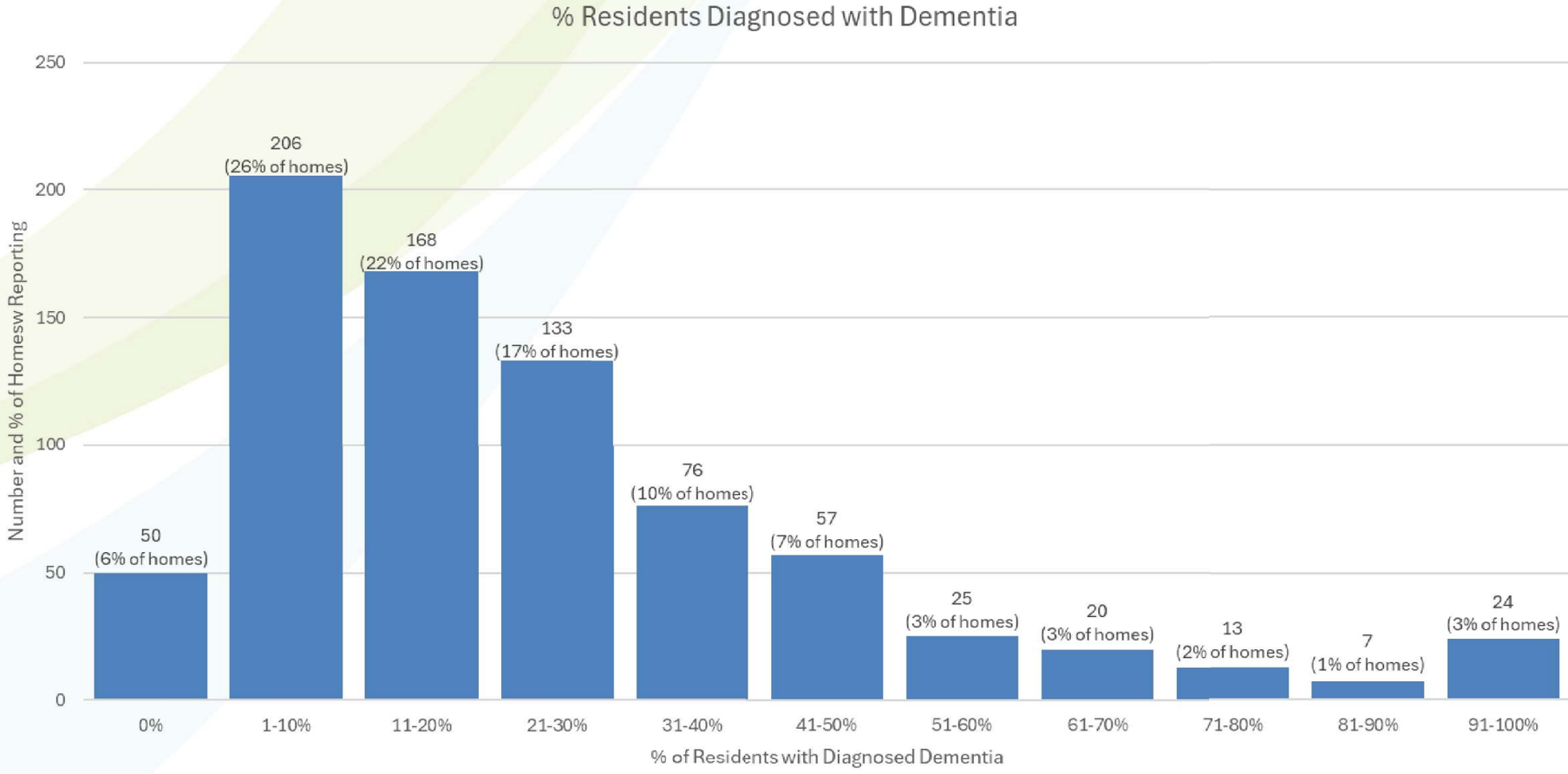
Approximate Percentage of Residents Diagnosed with Dementia



Question: What approximate percentage of residents have been diagnosed with dementia by a health care professional?

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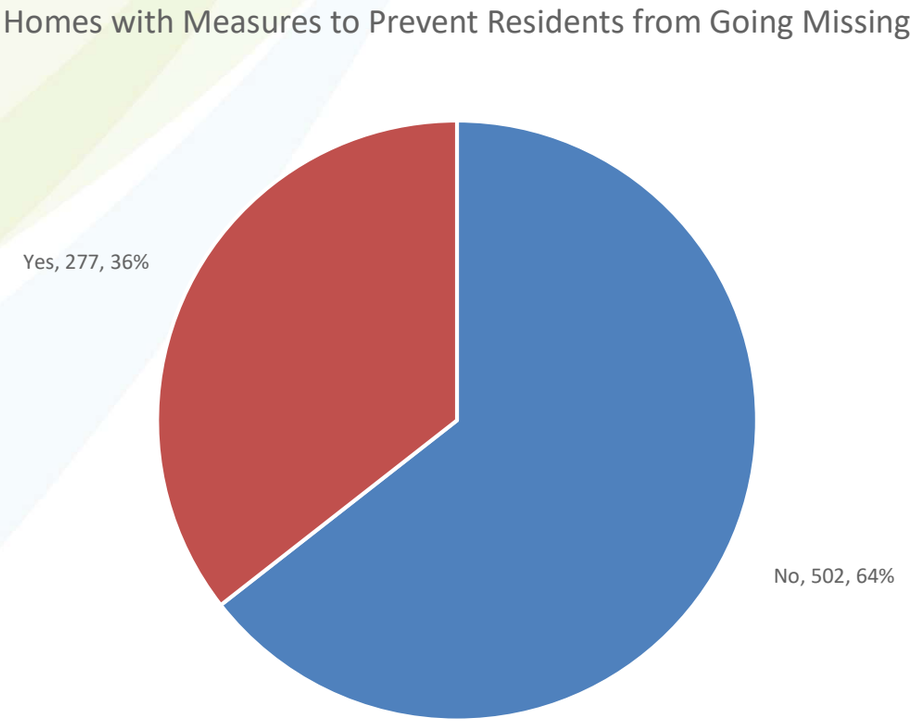
Measures to Prevent Residents from Going Missing



Question: Does your home have an area(s) where specific measures have been put in place (e.g. keypads, bracelets, camouflaged doorways) to ensure residents with cognitive decline who are at risk of going missing do not exit the home unaccompanied?

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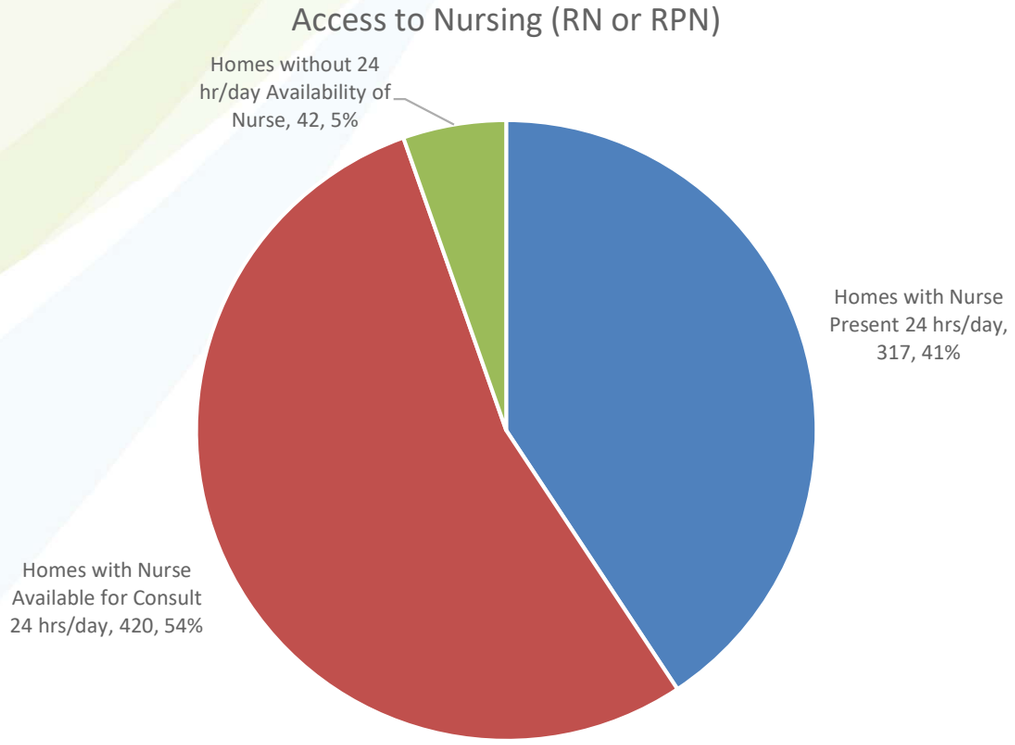
Access to Nursing (RN or RPN)



Question: Is there a nurse (Registered Nurses, Registered Practical Nurses, or both) present in the home 24 hours/day? If 'no', is there a nurse on staff available on-call for consultation 24 hours/day?

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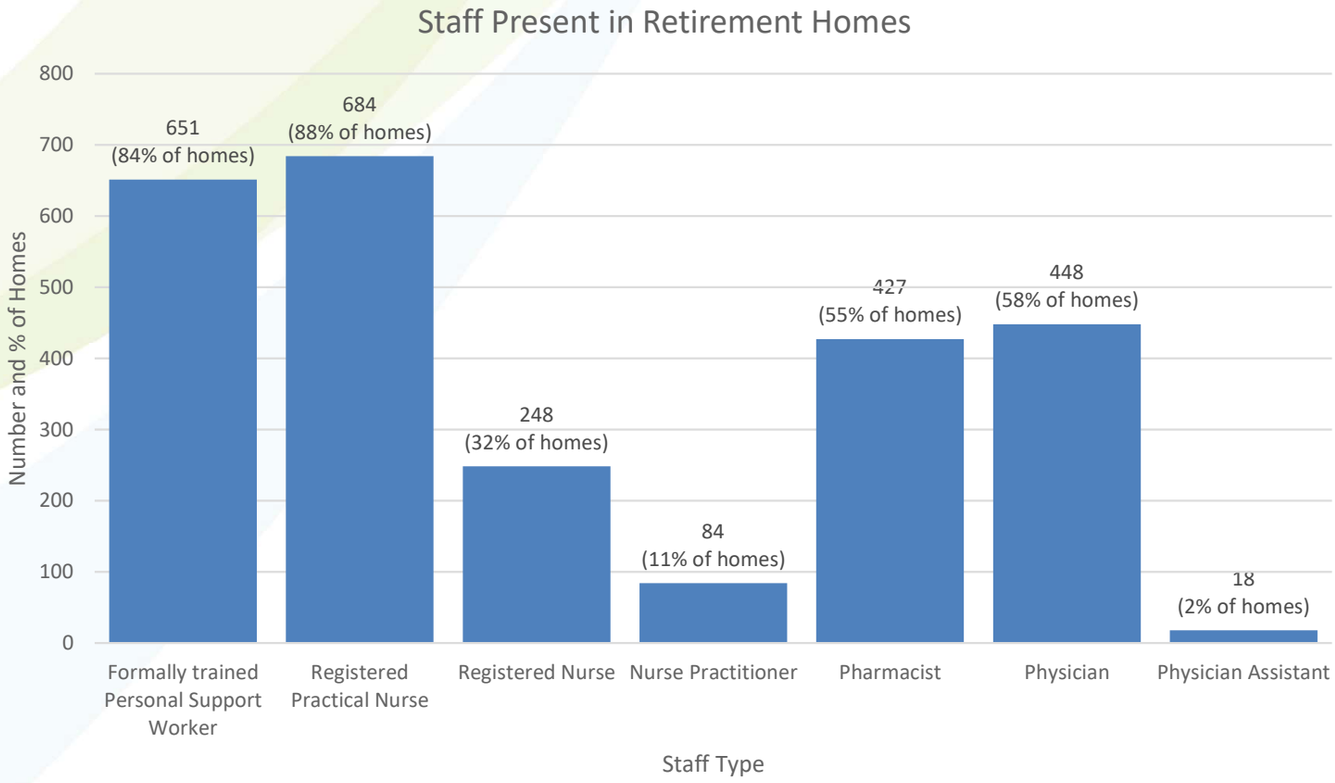
Availability of Different Types of Care Providers to the Home



Question: Please identify which of the following types of health care providers are either employed directly or have a contractual agreement (either an individual provider or an agency) with the retirement home to provide care to residents.

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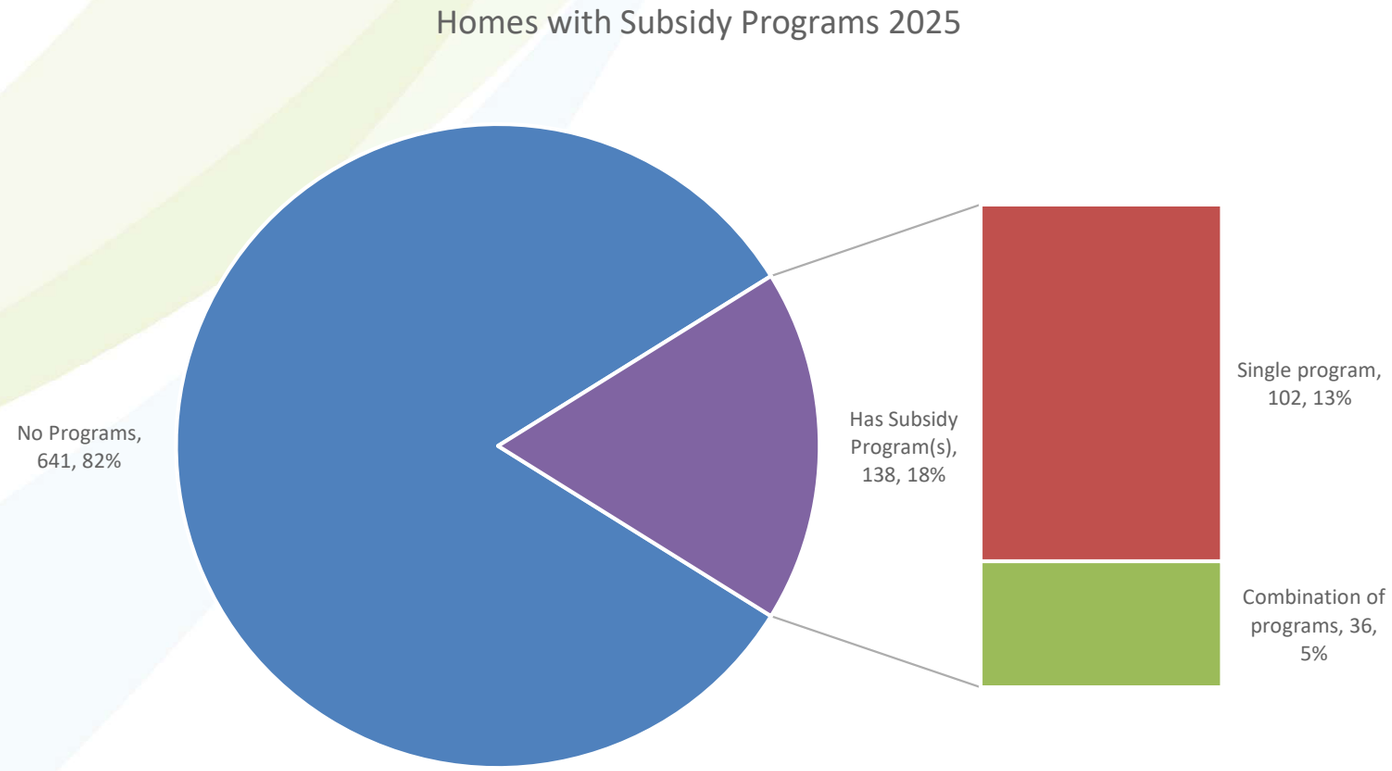
Homes with Subsidy Programs



Question: Does the retirement home have programs where all or part of the accommodation and/or care services for some residents are funded by another organization (such as a hospital, community agency, local municipality, Ontario Health, Ontario government, others)?

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Looking Ahead to AIR 2026

- No new questions will be added to AIR 2026.

- Some wording changes will be made to select questions to enhance clarity.
  - Feedback was received by licensees that there is opportunity to make questions clearer.

- AIR26 questions will be posted on February 2, 2026.

Thank You



Feedback from licensees is being used to improve the AIR process



The information collected continues to build foundational knowledge



AIR remains aligned with the annual fee payment schedule

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