

**Submission to the
Minister Responsible for Seniors
(Ontario Seniors' Secretariat)
with respect to Phase Two of the
Proposed Initial Draft Regulations
made under the
*Retirement Homes Act, 2010***

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ADVOCACY CENTRE FOR THE ELDERLY

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INTRODUCTION

The Advocacy Centre for the Elderly (“ACE”) is a specialty legal clinic funded by Legal Aid Ontario. Since 1984, ACE has been providing a broad range of legal services to low income seniors in Ontario including: individual and group client advice and representation, public legal education, community development, and law reform activities. We are the first and oldest community legal clinic in Canada with specific expertise in legal issues of the older population.

ACE receives, on average, over 2,500 client intake inquiries a year. These calls are primarily from the Greater Toronto Area but approximately twenty percent are from outside this region. Clients regularly seek our advice on issues relating to accommodation and care in retirement homes. ACE also receives many requests for assistance from community legal clinics and others across Ontario for recommendations on legal approaches to “care” cases under the *Residential Tenancies Act, 2006*, S.O. 2006 c. 17 (RTA).

A full description of ACE and all of our services can be found in our ***Submission to the Minister Responsible for Seniors (Ontario Seniors' Secretariat) with respect to the Proposed Initial Draft Regulations made under the Retirement Homes Act, 2010***, which can be found on our website at www.ancelaw.ca.

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GENERAL COMMENTS

Time to Comment on Draft Regulations – Initial Phase, Phase Two and Future Phases

ACE provided extensive comments on the proposed initial draft regulations to the *Retirement Homes Act, 2010*, S.O. 2010, c. 11 (*RHA*) to the Minister Responsible for Seniors (“Minister”) and the Ontario Seniors’ Secretariat (“OSS”) on April 8, 2011. In our initial submissions, we noted that the draft regulations on which we were providing our comment at that time were not complete. We have a similar critique with respect to Phase Two of the initial draft regulations to which we are commenting on at this time.

It is our submission that because the proposed regulations have not been released in their entirety, stakeholders are not able to provide comprehensive submissions on all of the regulations at one time. We are only able to provide a subset of our comments depending on what regulations have been released for review.

Further, ACE submits that the staggered release and anticipated commencement dates of the *RHA* and its regulations makes it challenging for stakeholders to provide the best comments and submissions possible without engaging in an in-depth analysis of each provision, its intended commencement date, and how it will impact other provisions which may commence at a later date. Stakeholders are therefore required to engage in very complex legal analysis when considering the different phases of the proposed regulations. It is our submission that some of these challenges could have been avoided had all the proposed regulations been released for comment at the same time.

Given that the *RHA* and the regulations are intended to provide immediate protection to those residents living in retirement homes across Ontario, ACE submits that the process by which the Minister has solicited comments from stakeholders as well as the staggered commencement of the different provisions undermines this objective. We will provide more detailed commentary on the transition provisions and timeline later on in this submission.

While ACE understands the need to allow for transitional time so that retirement home operators can bring their homes into compliance with the *RHA*, ACE has concerns that this will create further confusion. The staggered proclamation dates for sections of the legislation, the varying commencement dates for sections of the regulations and the prescribing of certain transitional rules, while allowing home operators a time period in which to bring their homes into compliance also provides an opportunity for unscrupulous operators to cease

operating a home as a retirement home and reduce care services provided to residences without having to comply with any of the notice or other requirements in the *RHA* and proposed regulations. Further, we submit that even if there is a transition period during which licensees do not need to comply with these notification sections of the *RHA* and the regulations, retirement home operators who operate homes that also meet the definition of "care home" under the *RTA* continue to have obligations under that legislation should they decide to cease operating as a retirement home or reduce care services to their residents. We submit that this fact should be made clear in the proposed regulations where possible, so that existing residents of retirement homes are made aware that they continue to have rights during this transition period, though it may be through a different tribunal.

Therefore, ACE continues to request that the Minister allow for further submissions and comments from the public on the regulations to the *RHA* once they have been released in full. Specifically we request that the following provisions be added:

Phase Two of the proposed initial draft regulations released by the Minister Responsible for Seniors on behalf of the Government of Ontario for public consultation on May 20, 2011, will be open to further amendments upon receipt of the comments and submissions from the public following the full release of the proposed regulations to the *Retirement Homes Act, 2010*.

SPECIFIC PROVISIONS: COMMENTS AND RECOMMENDATIONS

1. Section 5.1 – Extra Expense Insurance

Section 5.1 of Phase Two of the proposed initial draft regulations requires licensees to have extra expense insurance to cover the additional costs of providing reasonable alternate accommodation and care to residents for a period of no less than 120 days if, as a result of loss or damage to the home the licensee cannot safely provide accommodation and care to those residents.

ACE has concerns about retirement home operators being issued full licenses by the Retirement Homes Regulatory Authority ("Authority") without being required to provide evidence at the time of licensing to the Registrar, in the form of a valid certificate of insurance issued by an authorized insurer. We recommend that licensees should have to demonstrate that they have, in fact, obtained extra expense insurance before being issued a license by the Authority. Subsection 5.1(2) of the proposed regulation states that in order to be issued a licence to operate a retirement home: ". . . the applicant has to demonstrate that the

applicant has obtained extra expense insurance with respect to the home, **or will obtain it**, from an authorized insurer. . . [emphasis added]” It is ACE’s submission that it is insufficient for the purpose of obtaining a licence from the Authority for applicants to merely demonstrate that they **will obtain** extra expense insurance some time in the future.

Further, subsection 5.1(4) states that the Registrar for the Authority **may** at any time request that a licensee give the Registrar a certificate of insurance issued by an authorized insurer that demonstrates that the licensee has the extra expense insurance required by subsection (3) of the proposed regulation. ACE submits that for the purpose of ensuring that retirement home residents are afforded as much protection as possible, retirement home operators applying for a licence from the Authority should be required to provide valid certificates of insurance issued by an authorized insurer to the Registrar as soon as this information is available.

With respect to the timing of the commencement of certain provisions of the *RHA*, it appears that the sections allowing applicants to apply for licences from the Registrar are to be in effect starting August 1, 2011, while Applicants are being given until July 1, 2012, to comply with the requirement to obtain extra expense insurance. ACE submits that given that obtaining extra expense insurance is a requirement under the *RHA* and its regulations in order to operate a specific retirement home, those applicants unable to provide a valid certificate of insurance at the time of application should only be issued a conditional licence until such document is submitted to the Registrar.

In order to ensure that retirement home residents are fully protected, we further submit that licensees should be required to provide proof of a valid certificate of insurance annually to the Registrar. The Authority has a responsibility to ensure that retirement homes have obtained extra expense insurance not only at the time of applying for a licence, but on an ongoing basis. Licensees should be responsible for making sure that they have sufficient insurance to cover the alternate accommodation and care needs of residents as these may change over time.

Recommendation 1: Amend subsection 5.1(2) of the proposed regulation by removing the words “**or will obtain it**”.

Recommendation 1.1: Amend subsection 5.1(4) of the proposed regulation to read:

(4) For the purposes of subsection 108(1) of the Act, the Registrar **shall require** that a licensee give the Registrar a certificate of insurance issued by an authorized insurer that demonstrates that the licensee has the extra

insurance required by subsection (3) **annually**, and the licensee shall provide the certificate within the time period specified by the Registrar.

2. **Section 60.1 – Administrative Penalties**

Pursuant to section 93 of the *RHA*, the Registrar has the authority to issue an order requiring a person to pay an administrative penalty to the Authority where that person has contravened a requirement under the *RHA*. Section 60.1 of the proposed regulation sets out the parameters with respect to how the Registrar will determine the quantum of the administrative penalty to be ordered. The Registrar will have the discretion to determine whether the contravention had a major, moderate or minor adverse effect, or the potential to have such an adverse effect, on the residents of a retirement home or other persons. The range of administrative penalties for each category is set out in section 60.1.

In addition to the criteria set out at subsection 60.1(1)3.i through iv of the proposed draft regulation, ACE submits that the Registrar should provide an opportunity for those residents or other persons adversely affected by the contravention to provide verbal and/or written statements to the Registrar setting out the impact of the contravention on them and that the Registrar should be required to consider such impact statements in determining the quantum of the administrative penalty to be ordered.

Recommendation 2: Amend subsection 60.1(1)3. by adding an additional criteria to be considered by the Registrar which states:

v. Any statement(s) by residents of the retirement home or other persons as to the adverse affect or impact of the contravention on them.

3. **Section 64.1 – Administration of the Fund**

Whereas section 27 of the *RHA* states that the Authority will establish an Emergency Fund (“Fund”) and shall make payments into the Fund, hold the property of the Fund in trust, make payments out of the Fund, require repayment to the Fund and otherwise administer and manage the Fund in accordance with the regulations, subsection 64.1(3) of the proposed initial draft regulations states that the Authority **may** make payments into the Fund. ACE submits that the proposed provision in the regulations is not in accordance with the *RHA*.

Claimants are entitled to make claims to the Registrar for compensation from the Fund to cover the cost of reasonable alternate accommodation and care for a period of 120 days as a direct result of emergency circumstances. The

establishment of the Fund is to protect and provide compensation to retirement home residents who may unfortunately find themselves in this very difficult and challenging situation due to reasons not within their control. Therefore, ACE submits that the Authority has an obligation under the *RHA* to make payments into the Fund and to ensure that there are sufficient amounts in the Fund to provide compensation to eligible claimants.

Recommendation 3: Amend subsection 64.1(3) of the proposed regulations to read:

(3) The Authority **shall** make payments into the Fund.

4. **Section 64.2 – Claims**

ACE submits that providing proof of mitigation in order to be eligible to make a claim should not be required. We submit that subsection 64.2(1)(c) should be removed from initial draft regulations. Requiring elderly residents of retirement homes who have already had to obtain reasonable alternate accommodation and care as a direct result of emergency circumstances to provide proof of mitigation before they can claim compensation is not only onerous, but prohibitive. This will pose undue hardship and challenges on vulnerable seniors who are already dealing with a very stressful situation.

According to section 64.2 of the draft regulations, individuals may make a claim to the Registrar for payment of compensation when they have had to incur additional costs for reasonable alternate accommodation and care as a direct result of emergency circumstances that were not reasonably foreseeable either by the individual or the retirement home. The section also sets out the requirements that claimants must satisfy in order to be eligible to make a claim.

Section 64.2(b) states that the costs incurred must be “reasonable”. Given that these claims only relate to emergency situations and section 64.2(b) already states that compensation will only cover those additional costs that were “reasonable”, it would be overly burdensome and unfair to require potential claimants to the Fund, many of whom are vulnerable seniors, to provide proof that they have mitigated such costs when the situation was not due to fault and not within their control. We therefore recommend the removal of the requirement that an individual took all reasonable steps to mitigate the costs as set out in subsection 64.2(1)(c).

Recommendation 4: Remove subsection 64.2(1)(c) from phase two of the proposed initial draft regulations.

5. Section 64.3 – Approval of claims

It is ACE's submission that the Fund, as established by section 27 of the *RHA*, is meant to provide residents of retirement homes with compensation in the event that they end up incurring additional costs for reasonable accommodation and care as a result of emergency circumstances not reasonably foreseeable and beyond their control. These emergency circumstances may result in a resident no longer being able to safely reside in the retirement home or receive the care normally provided to them in that home. ACE submits that in both instances the impact upon the resident is very serious.

We therefore submit that subsection 64.3(2)4 must be removed from phase two of the proposed initial draft regulations. ACE submits that it is the responsibility of the Authority to ensure that there are adequate amounts in the Fund to ensure that compensation is available to those claimants who satisfy all the requisite criteria. The provisions in the *RHA* and its regulations which require the Authority to set up and maintain the Fund are intended to protect seniors living in retirement homes who may, through no fault of their own, be affected by an emergency situation. It is our submission that to suggest in the proposed draft regulations at subsection 64.3(2)4 that the Registrar may only approve a claim and direct the Authority to pay a specified amount to the claimant if the Fund has the capacity to do so not only undermines the purpose of the Fund itself, but also the objective of the legislation.

Further, ACE submits that it is unreasonable and unfair that the Registrar's approval of a claim be conditional upon the claimant first satisfying the Registrar that he or she has exhausted any and all legal remedies available. Claimants should not be required to exhaust all legal remedies prior to recovering costs. Pursuing such claims in the court system is an expensive and lengthy process. Our experience is that due to the declining health of the potential claimants in these circumstances, respondents will simply delay the process until such time as the claimant has deceased. It would be prohibitive to require vulnerable seniors to have to exhaust all legal remedies prior to being entitled to making a claim for compensation from the Fund. As well, from our perspective, the whole purpose of establishing such a Fund is to ensure the elderly resident quick access to compensation for expenses incurred as a result of circumstances outside of their claimant's control.

Recommendation 5: Remove subsection 64.3(2)4 from phase two of the proposed initial draft regulations.

Recommendation 5.1: Remove subsection 64.3(5)(a) from phase two of the proposed initial draft regulations.

TRANSITION

ACE submits that the transition provisions (sections 64.4 to 64.14) are confusing. Instead of clearly setting out the date by which a licensee of a retirement home is required to comply with certain provisions of the *RHA* and its regulations, it states instead that a licensee does not have to comply before a particular date. Therefore, if we are interpreting the provision correctly this also means that a licensee must comply with the provision on or immediately after the stated date.

While we understand that there is a need to provide a transition period so that licensees are able to take the necessary measures to be in compliance, we submit that the message to licensees must be clearer. This would be accomplished by specifically stating the date by which compliance is mandatory in the proposed regulations.

An example of this as follows:

Section 64.6 states:

A licensee of a retirement home is not required to comply with section 53 of the Act in respect of a resident who commences residency in the home before January 1, 2012.

In interpreting section 64.6, as drafted, we understand it to mean that a licensee will be required to comply with section 53 in respect of a resident who commences residency in the home on January 1, 2012 or anytime after. We submit that the obligation on the part of a licensee to ensure that their home is compliance is clearer if the provision were to be drafted as such:

64.6 A licensee of a retirement home is required to comply with section 53 of the Act in respect of a resident who commences residency in the home on or after January 1, 2012.

The provision in the proposed regulation as it is currently drafted gives the impression that a licensee doesn't have to do anything before January 1, 2012, whereas, the proposed wording actually implies an obligation on the part of the licensee to ensure compliance by a specific date.

It is our submission that in order for the *RHA* and its regulations to achieve its intended objective of protecting retirement home residents in Ontario, language that compels licensees to understand their obligations under the legislation and how to go about achieving compliance before a particular date is more effective.

Recommendation: We would recommend that sections 64.4 to 66 of Phase Two of the proposed initial draft regulations be redrafted to, where possible, state the date by which licensees are to be in compliance with the *RHA* and its regulations.

6. **Section 64.4 – Reduction in care services**
 Section 64.5 – Ceasing to operate a retirement home

ACE has concerns with respect to the transition provisions in the initial proposed draft regulations that address reduction in care services and ceasing to operate a retirement home. Sections 64.4 and 64.5 as they are currently drafted state that as long as a licensee reduces the care services that they make available in the home or ceases to operate the home as a retirement home prior to January 1, 2012, there is no requirement on the part of the licensee to comply with certain notification and transition planning requirements as set out in the *RHA* and the regulations.

ACE is concerned that the transition provisions will leave those residents currently residing in retirement homes at risk in the event that operators decide to reduce care services and/or cease operating before January 1, 2012, so as to avoid the costs they will incur in having to apply for a licence from the Authority and comply with the *RHA*.

ACE submits that the proposed initial draft regulations relating to the reduction of care services and ceasing to operate as a retirement home give the false impression that licensees have no legal obligations to their residents. If a retirement home also falls within the meaning of a care home under the *Residential Tenancies Act*, S.O. 2006, c. 17 ("*RTA*"), which we would argue most do, licensees will be obligated to comply with that legislation. To afford retirement home residents as much protection as possible during this transition period, we submit that a reference to both sections 64.4 and 64.5 that even if licensees are not required to comply with certain provisions in the *RHA* and the regulation prior to the specified date, they must still comply with the provisions of the *RTA*, and specifically Part IX, if the retirement home they are operating falls under the definition of "care home".

Recommendation 6: Redraft sections 64.4 and 64.5, using clear language to state by what date licensees are to be in compliance:

64.4 A licensee of a retirement home is required to comply with section 44 of the Act and section 6 of this Regulation if the licensee reduces the care services that the licensee makes available in the home on or after January 1, 2012.

64.5 A licensee of a retirement home is required to comply with section 49 of the Act and section 7 of this Regulation if the licensee ceases to operate it as a retirement home on or after January 1, 2012.

Recommendation 6.1: Amend sections 64.4 and 64.5 by adding the following subsection (2):

(2) Despite subsection (1), a licensee shall comply with the requirements as set out in section 52 of the Act.

7. **Section 64.6 – Agreement before resident commences residency**

ACE submits that even if a licensee of a retirement home is not required to enter into a written agreement with a resident who commences residency in the home prior to January 1, 2012, at some specified point following the proclamation of all of the provisions of the *RHA* and its regulations, licensees should be required to enter into such agreements with all of their residents. ACE submits that there should be a provision in the proposed initial draft regulations setting out the timeframe in which current residents of retirement homes should expect to have entered into written agreements with the licensees of their homes.

As well, there are existing requirements that a licensee must comply with under the *RTA* if the retirement home in question also falls under the definition of a care home under that legislation. As per section 139 of the *RTA*, licensees (landlords) are required to enter into written agreements with every resident (tenant) of a care home. It is our submission that the proposed initial draft regulations should include a reference to the *RTA* so that residents of retirement homes that are also care homes are aware of their rights as tenants. It is important to make clear to retirement home residents that they continue to have rights as tenants under the *RTA*, whether or not their landlord chooses to continue offering services as a retirement home.

Recommendation 7: Add an additional provision setting out a date by which a licensee shall have entered into a written agreement as required under the *RHA* with all residents of the retirement home that they operate.

Recommendation 7.1: Add the following subsection (2) to section 64.6:

(2) Despite subsection (1), a licensee shall comply with the requirements as set out in section 52 of the Act.

8. **Section 64.7 – Information for residents**

All residents should receive the information to which they are entitled to under the *RHA* regardless of whether they commenced their residency in the home before the date set out in the transition provisions of the proposed initial draft regulations or not.

ACE submits that despite the fact that licensees are not required to comply with section 54 of the *RHA* with respect to a resident who commences residency before January 1, 2012, licensees should be required to provide this same information to all the residents of the retirement home at some point and not only upon the request of the resident or their substitute decision-maker, as provided for in subsection 64.7(2) of the proposed initial draft regulations. It would be unfair for existing residents to not have access to or be provided with this very important information which sets out their rights under the *RHA* and regulations.

Recommendation 8: Amend section 64.7(2) to provide for a transition period during which a licensee of a retirement home is required to ensure that all residents receive the information to which they are entitled to under the *RHA* regardless of when they commenced their residency. Section 64.7(2) should be amended to read:

(2) Despite subsection (1), after January 1, 2012, a licensee shall provide the package of information mentioned in clause 54(1)(a) of the Act to a resident who commenced residency before January 1, 2012, or the resident's substitute decision-maker, if any.

Recommendation 8.1: Add an additional provision to make reference to the *RTA* and the fact that nothing in the *RHA* or its regulations overrides or affects the provisions of the *RTA*:

(3) Despite subsections (1) and (2), a licensee shall comply with the requirements set out in section 52 of the Act.

9. Section 64.8 – Public Information

ACE submits that given that all retirement homes should be in compliance with provincial and municipal fire safety legislation and procedures, there should be no reason why a licensee would be unable to comply with paragraph 3 of subsection 55(2) of the *RHA* and immediately post an explanation of the measures to be taken in case of fire.

For the purpose of affording retirement home residents full protection, ACE submits that the information set out in subsection 55(2) paragraph 3 should be posted in all retirement homes without delay.

Recommendation 9: Amend section 64.8 by removing the words “and 3” so that the section reads:

64.8 A licensee is not required to comply with paragraphs 1 and 2 of subsection 55(2) of the Act before January 1, 2012.

10. **Section 64.9 – Care and safety standards**
 Section 64.10 – Plan of care

Subsection (1) and (2) of section 64.10 of the proposed initial draft regulations provides for two different dates on which section 62 of the *RHA* and sections 44, 46, 47 and 48 of the Regulation are to apply depending upon whether a licensee of a retirement home has reason to believe that a resident’s care needs may include the use of a personal assistance services device (PASD). These aforementioned sections in the *RHA* and the Regulation pertain to the assessment of care needs and development of a plan of care by the licensee for the particular resident.

According to section 64.10(1), if a resident’s care needs may include the use of a PASD, section 62 of the Act and sections 44, 46, 47 and 48 of the Regulation apply as if the resident commences residency in the home on January 1, 2012 and in the event that the licensee of the home does not have reason to believe that the resident’s care needs may include the use of a PASD, the same sections apply as if the resident commences his/her residency in the home on July 1, 2012.

While ACE understands that there needs to be a period of transition during which retirement home operators can ensure all necessary assessments are completed and plans of care for each resident are developed, we have concerns with respect to delaying the date on which licensees are to have fully complied with these provisions in the *RHA* and the regulations to July 1, 2012. ACE submits that plans of care for those currently living in retirement homes should be developed as soon as possible and that the arbitrary measure of whether a resident’s care needs may include the use of a PASD is not enough to ensure that those residents who are most vulnerable are having full assessments completed soon enough and therefore having their needs fully met.

11. **Section 64.11 – Staff training in fire prevention and safety**

ACE submits that staff training as set out in subsections 65(2) and (3) of the *RHA* is essential in ensuring that retirement home residents are protected and that staff are fully aware of their obligations with respect to serious matters such as zero tolerance of abuse and neglect of residents. It is for this reason that we

submit that licensees should be required to comply subsections 65(2) and (3) of the *RHA* on the date that those sections come into effect or sooner thereafter. In order to ensure that retirement home residents are fully protected, licensees should undertake to make staff training a priority.

In terms of fire prevention and safety, all retirement home operators must be in compliance with the requirements of the *Fire Safety Protection and Prevention Act* and the *Fire Code*. To reinforce the protection offered by that legislation, we submit that the proposed regulations to the *RHA* should clearly state that licensees must ensure that their staff are trained in fire prevention and safety as soon as section 65(2)(f) comes into force on August 1, 2011.

We recommend amending section 64.11 so that it is clear what the staff training expectations are and when these expectations should be met by.

Recommendation 11: Amend section 64.11 to read as follows:

64.11(1) A licensee shall comply with subsections 65(2) and (3) of the Act by July 1, 2012, or soon thereafter.

(2) A licensee shall ensure that all staff working in the home has received training in fire prevention and safety as required by section 65(2)(f) of the Act, by August 1, 2011, or soon thereafter.

12. Use of personal assistance services devices

Section 64.12 states that a licensee is not required to comply with section 69(2)(e) of the *RHA* before January 1, 2012, which states that a licensee of a retirement home or an external care provider who provides services in the home, may permit use of a personal assistance services device (PASD) for a resident only if the use of the device is included in the resident's plan of care. We understand that this is to allow residents to use PASD's during the transition period when a care plan has not yet been developed.

ACE submits that the drafting of the provision should make it clear, however, that on January 1, 2012, or immediately thereafter, licensees should undertake to ensure that those residents who use PASD's should have care plans developed that set out the parameters for the resident's use of such devices. We would therefore recommend redrafting section 64.12 to clarify the obligation on the part of the licensee to ensure that such a care plan is in place by the specified date.

Recommendation 12: Amend section 64.12 to read:

64.12 (1) Before January 1, 2012, a licensee of a retirement home is not required to comply with clause 69(2)(e) of the Act as a condition of permitting the use of a personal assistance services device for a resident of the home if the licensee has not developed a plan of care for the resident.

(2) A licensee of a retirement shall ensure that a plan of care required under clause 69(2)(e) of the Act and mentioned in subsection (1) has been developed for each resident who uses a personal assistance services device on or after January 1, 2012.

13. Records

As with our comments above, we submit that the requirement on the part of licensees to keep certain records mentioned in sections of the *RHA* should take effect as soon as those provisions are proclaimed. It is our submission that record keeping, particularly with respect to residents' funds, is crucial in ensuring that retirement home residents are fully protected.

We therefore recommend redrafting section 64.14 to make clear the date that licensees are to be in full compliance with those sections in the *RHA* and its regulations pertaining to record keeping.

Recommendation 13: Amend subsection 64.14(1) to read as follows:

A licensee is required to keep the records mentioned in clause 55(2)(e) and clauses 55(5)(e) and (f) on or after January 1, 2012.

Recommendation 13.1: Amend subsection 64.14(2) to read:

A licensee is required to keep the records mentioned in clause 55(2)(g) and clauses 55(5)(a), (b) and (d) on or after July 1, 2012.

CONCLUSION

We appreciate the opportunity to provide input and our recommendations regarding Phase Two of the proposed initial draft regulations to the *Retirement Home Act, 2010*. We hope that the Government of Ontario will consider adopting our recommendations, which we believe will strengthen the legislation and ensure that retirement home residents across the province are protected. We welcome all opportunities to work with the Minister and the OSS on this legislation and any other issues of importance to retirement home residents living in Ontario.

