

REGISTRAR ORDER
Under the *Retirement Homes Act, 2010*

Order Number: 2016-N0273-90-01
Date of Order: September 30, 2016
Licensee: Symphony Senior Living Ottawa LP (the "Licensee")
Retirement Home: Moments Manor, Orleans, Ontario
Licence Number: N0273
Order Information: The Registrar issued a Compliance Order under section 90 of the <i>Retirement Homes Act, 2010</i> (the "Act") to the Licensee. The Registrar believes on reasonable grounds that the Licensee has contravened certain sections of the Act and Ontario Regulation 166/11 under the Act (the "Regulation"), pertaining to protection of residents from neglect, reporting certain matters to the Registrar, continence care and risk of falls. The Licensee is ordered to take immediate steps to comply with the Act and Regulations, to retain an external consultant to ensure it achieves compliance and to submit evidence of compliance to the Registrar.