

**FINAL INSPECTION REPORT**  
**Under the *Retirement Homes Act, 2010***

Inspection Information	
<b>Date of Inspection:</b> September 16, 2016	<b>Name of Inspector:</b> Corina Gadde
<b>Inspection Type:</b> Mandatory Reporting Inspection	
<b>Licensee:</b> Symphony Senior Living Ottawa LP / 20 Toronto Street, Toronto, ON M5C 2B8 (the "Licensee")	
<b>Retirement Home:</b> Moments Manor, Orleans / 1510 St. Joseph Boulevard, Orleans, ON K1C 7L1 (the "home")	
<b>Licence Number:</b> N0273	

Purpose of Inspection
The RHRA received a report under section 75(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p><b>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 68; Restraints prohibited.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>68. (1)</b> No licensee of a retirement home and no external care providers who provide care services in the home shall restrain a resident of the home in any way, including by the use of a physical device or by the administration of a drug except as permitted by section 71.</p>
<p><b>Inspection Finding</b></p> <p>A resident was restrained by a lap belt on their wheelchair. The device was not used in a way that is permitted under the legislation.</p>
<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>
<p><b>2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>65. (2)</b> Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <p>(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;</p>

<p><b>Inspection Finding</b></p> <p>The Licensee did not demonstrate that all staff has received training on the policy regarding the use of personal assistance services devices for residents.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by October 28, 2016. RHRA to confirm compliance by inspection.</p>
<p><b>3. The Licensee failed to comply with O. Reg. 166/11, s. 52; Personal assistance services devices.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>52. (1)</b> Every licensee of a retirement home shall ensure that the home’s written policy under subsection 68 (3) of the Act deals with,</p> <ul style="list-style-type: none"> <li>(a) the duties and responsibilities of staff, including, <ul style="list-style-type: none"> <li>(i) who has the authority to apply a personal assistance services device to a resident or to release a resident from a personal assistance services device,</li> </ul> </li> <li>(c) the types of personal assistance services devices permitted to be used;</li> <li>(d) how consent to the use of personal assistance services devices as set out in section 69 of the Act is to be obtained and documented;</li> <li>(e) alternatives to the use of personal assistance services devices, including how the alternatives are planned, developed and implemented, using an interdisciplinary approach;</li> </ul>
<p><b>Inspection Finding</b></p> <p>The Licensee’s policy on personal assistance services devices did not contain adequate detail.</p>
<p><b>Outcome</b></p> <p>The Licensee submitted plan to achieve compliance by October 17, 2016. RHRA to confirm compliance by inspection.</p>
<p><b>4. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>11. (1)</b> For the purposes of paragraph 4 of subsection 55 (2) of the Act, the following information is prescribed as information that must be posted in a retirement home under that subsection:</p> <ul style="list-style-type: none"> <li>6. A copy of the most recent final inspection report prepared by an inspector under section 77 of the Act, subject to section 114 of the Act.</li> </ul>
<p><b>Inspection Finding</b></p> <p>A copy of the most recent final inspection report was not posted in the home as required.</p>
<p><b>Outcome</b></p> <p>The Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p>

**NOTICE**

The Final Inspection Report is being provided to the Licensee, the Registrar of the Retirement Homes Regulatory Authority (the "RHRA") and the home's Residents' Council, if any.

Section 55 of the RHA requires that the Final Inspection Report be posted in the home in a conspicuous and easily accessible location. In addition, the Licensee must ensure that copies of every Final Inspection Report from the previous two (2) years are made available in the Home, in an easily accessible location.

The Registrar's copy of the Final Inspection Report, as it appears here, will be included on the RHRA Public Register, available online at <http://rhra.ca/en/register/>

Signature of Inspector 	Date October 12, 2016
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