

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

Inspection Information	
<b>Date of Inspection:</b> September 30, 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. 67; Same, neglect.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>67. (2)</b> Every licensee of a retirement home shall ensure that the licensee and the staff of the home do not neglect the residents.</p>
<p><b>Inspection Finding</b></p> <p>There was no evidence of communication with the resident's substitute decision maker around the resident's decline and need for end of life care to allow them the opportunity to make informed health care decisions for the resident. The resident's physician was not advised of the decline in the resident's status. The resident's plan of care was not updated within the required timeframe and did not accurately reflect the resident's current status, and it was not approved by the resident's substitute decision maker.</p>
<p><b>Outcome</b></p> <p>The Licensee must take corrective action to achieve compliance.</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 November 22, 2016
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