

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

Inspection Information	
Date of Inspection: January 9, 2017	Name of Inspector: Corina Gadde
Inspection Type: Compliance Inspection	
Licensee: Symphony Senior Living Ottawa LP / 20 Toronto Street, Toronto, ON M5C 2B8 (the "Licensee")	
Retirement Home: Moments Manor, Orleans / 1510 St. Joseph Boulevard, Orleans, ON K1C 7L1 (the "home")	
Licence Number: N0273	

Purpose of Inspection
The RHRA conducts compliance inspections as set out in section 77(1) of the <i>Retirement Homes Act, 2010</i> (the "RHA").

NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Training. The Licensee failed to comply with O. Reg. 166/11, s. 52; Personal assistance services devices.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>65. (2) Every licensee of a retirement home shall ensure that no staff work in the home unless they have received training in,</p> <p style="padding-left: 40px;">(d) the licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents;</p> <p>52. (1) Every licensee of a retirement home shall ensure that the home's written policy under subsection 68 (3) of the Act deals with,</p> <p style="padding-left: 40px;">(a) the duties and responsibilities of staff, including,</p> <p style="padding-left: 80px;">(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,</p> <p style="padding-left: 40px;">(b) the prohibition on restraining a resident in any way under subsection 68 (1) of the Act except when restraining under the common law duty described in subsection 71 (1) of the Act when immediate action is necessary to prevent serious bodily harm to the person or others;</p> <p style="padding-left: 40px;">(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;</p>
<p>Inspection Finding</p> <p>The Personal Assistance Services Devices policy does not include all of the required content, and there was no evidence to demonstrate that 9 staff had received training on the policy.</p>

Outcome


The Licensee submitted plan to achieve compliance by February 15, 2017. RHRA to confirm compliance by inspection.

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 February 9, 2017
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