

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

Inspection Information	
<b>Date of Inspection:</b> March 6, 2017	<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 O. Reg. 166/11, s. 22; Risk of falls.</b></p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p><b>22. (1)</b> Every licensee of a retirement home shall develop, document and implement strategies to reduce or mitigate the risk of falls in common areas of the home.</p> <p><b>22. (2)</b> If a resident of a retirement home falls in a common area of the home or while being assisted by the licensee or staff, the licensee shall ensure that,</p> <ul style="list-style-type: none"> <li>(a) there is a timely and appropriate response to the fall;</li> <li>(b) corrective action is taken as necessary to prevent future harm to residents;</li> <li>(c) the licensee or a staff member documents the fall, the response to the fall and the corrective actions taken, if any.</li> </ul>
<p><b>Inspection Finding</b></p> <p>The Licensee did not implement their falls strategy for a resident who resided at the home in 2015 after becoming aware the resident was a falls risk. The Licensee also failed to demonstrate that when the resident fell in a common area in there was a timely and appropriate response to the fall, or that any corrective action was taken. The fall was not properly documented, including the fall, response to the fall and any corrective actions taken.</p>
<p><b>Outcome</b></p> <p>The Licensee took corrective action to achieve compliance.</p>

**2. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 62; Reassessment and revision.**

Specifically, the Licensee failed to comply with the following subsection(s):

**62. (12)** The licensee shall ensure that the resident is reassessed and the plan of care reviewed and revised at least every six months and at any other time if, in the opinion of the licensee or the resident,  
(b) the resident's care needs change or the care services set out in the plan are no longer necessary;

**Inspection Finding**

A resident's plan of care was not updated after a fall and subsequent information about a history of falls.

**Outcome**

The Licensee took corrective action to achieve compliance.

**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 April 12, 2017
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