

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

| Inspection Information | |
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| Date of Inspection: December 20, 2018 | Name of Inspector: Corina Gadde |
| Inspection Type: Routine Inspection | |
| Licensee: Symphony Senior Living Ottawa LP / 27 Weaver Crescent, Kanata, ON K2K 2Z8 (the "Licensee") | |
| Retirement Home: Forest Valley Terrace By Symphony (Formerly known as Moments Manor, Orleans) / 1510 St. Joseph Boulevard, Orleans, ON K1C 7L1 (the "home") | |
| Licence Number: N0273 | |

| Purpose of Inspection |
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| The RHRA conducts routine inspections as set out in section 77(3) of the <i>Retirement Homes Act, 2010</i> (the "RHA"). |

| NON-COMPLIANCE |
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| <p>1. The Licensee failed to comply with O. Reg. 166/11, s. 11; Posted information.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>11. (1) 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> <p>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.</p> |
| <p>Inspection Finding</p> <p>The most recent inspection report was not posted in the home.</p> |
| <p>Outcome</p> <p>Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p> |
| <p>2. The Licensee failed to comply with O. Reg. 166/11, s. 25; Emergency plan, retirement home with more than 10 residents.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>25. (3) The licensee shall ensure that the emergency plan provides for the following:</p> <p>3. Resources, supplies and equipment vital for the emergency response being set aside and readily available at the retirement home and regular testing of all such resources, supplies and equipment to ensure that they are in working order.</p> |
| <p>Inspection Finding</p> <p>There was no evidence that emergency supplies are tested on a regular basis.</p> |

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| <p>Outcome</p> <p>Licensee has advised it has taken corrective action to achieve compliance. RHRA to confirm compliance by inspection.</p> |
| <p>3. The Licensee failed to comply with O. Reg. 166/11, s. 30; Storage of drugs or other substances.</p> <p>Specifically, the Licensee failed to comply with the following subsection(s):</p> <p>30. If drugs or other substances are stored in a retirement home on behalf of a resident, the licensee of the home shall ensure that,</p> <p>(a) the drugs or other substances are stored in an area or a medication cart that,</p> <p>(i) is used exclusively for drugs or other substances and for supplies related to drugs or other substances,</p> |
| <p>Inspection Finding</p> <p>The medication fridge contained an item that was not related to medication administration.</p> |
| <p>Outcome</p> <p>Licensee submitted a plan to achieve compliance by January 31, 2019. 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/>

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| <p>Signature of Inspector</p> <p><i>Caine Godde</i></p> | <p>Date</p> <p>January 9, 2019</p> |
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