

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

Inspection Information	
Date of Inspection: March 28, 2014	Name of Inspector: Corina Gadde
Inspection Type: Routine Inspection	
Licensee: Symphony Senior Living Ottawa LP / 36 Toronto Street, Toronto, ON M5C 2C5 (the "Licensee")	
Retirement Home: Symphony Senior Living Kanata / 27 Weaver Crescent, Kanata, ON K2K 2Z8 (the "home")	
Licence Number: N0271	

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


NON-COMPLIANCE
<p>1. The Licensee failed to comply with the RHA, S.O. 2010, c. 11, s. 65; Obligations of licensees re staff. The Licensee failed to comply with O. Reg. 166/11, s. 14; Staff training.</p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p>s. 65. (3) The licensee shall ensure that all staff who provide care services to residents receive training in the following matters and at the times required by the regulations, as a condition of continuing to have contact with residents, in addition to the other training that they are required to receive under this section</p> <p>3. Behaviour management.</p> <p>s. 14. (1) Every licensee of a retirement home shall ensure that all staff who work in the home receive training in the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.</p>
<p>Inspection Finding</p> <p>The Licensee was not able to demonstrate that staff who provide care services to residents received training in behaviour management or that all staff who work in the home received training in the procedure for a person to complain to the Licensee.</p>
<p>Outcome</p> <p>Corrective action required.</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 May 9, 2014
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