

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

Inspection Information	
<b>Date of Inspection:</b> April 22, 2014	<b>Name of Inspector:</b> Corina Gadde
<b>Inspection Type:</b> Routine Inspection	
<b>Licensee:</b> Symphony Senior Living Ottawa LP / 36 Toronto Street, Unit 501, Toronto, ON M5C 2C5 (the "Licensee")	
<b>Retirement Home:</b> Symphony Senior Living Orleans / 6419 Lumberman Way, Orleans, ON K1C 6E8 (the "home")	
<b>Licence Number:</b> N0272	

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><b>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.</b></p> <p>Specifically, the Licensee failed to comply with the following subsections:</p> <p><b>s. 65. (2)</b> 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><b>s. 14. (1)</b> 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><b>Inspection Finding</b></p> <p>The Licensee could not demonstrate that staff has received training on the Licensee's policy mentioned in subsection 68 (3) regarding the use of personal assistance services devices for residents or the procedure described in subsection 73 (1) of the Act for a person to complain to the licensee.</p>
<p><b>Outcome</b></p> <p>Corrective action scheduled to be completed by June 4, 2014.</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 June 2, 2014
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