

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Central East District**

33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

## Public Report

**Report Issue Date:** February 12, 2025

**Inspection Number:** 2025-1361-0001

**Inspection Type:**

Proactive Compliance Inspection

**Licensee:** Yee Hong Centre for Geriatric Care

**Long Term Care Home and City:** Yee Hong Centre - Markham, Markham

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 30-31, 2025, and February 3-5, 7, 10-11, 2025.

The inspection occurred offsite on the following date(s): February 3, 6, 12, 2025.

The following intake(s) were inspected:

- Proactive Compliance Inspection

The following **Inspection Protocols** were used during this inspection:

Resident Care and Support Services  
Skin and Wound Prevention and Management  
Medication Management  
Residents' and Family Councils  
Food, Nutrition and Hydration  
Infection Prevention and Control  
Prevention of Abuse and Neglect  
Quality Improvement  
Staffing, Training and Care Standards  
Residents' Rights and Choices  
Pain Management

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Food Production

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 78 (3) (b)**

Food production

s. 78 (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to,

(b) prevent adulteration, contamination and food borne illness. O. Reg. 246/22, s. 78 (3).

The licensee has failed to ensure that the milk provided to the residents before their meal service was served using methods to prevent adulteration, contamination, and food borne illness.

During meal observations conducted during an onsite inspection, it was noted that residents were served warm milk 20 to 30 minutes prior to the meal service, as there was a cultural preference for warm drinks. The Registered Dietitian (RD) indicated that staff should check the temperatures of all foods, including the milk. The Food Service Supervisor (FSS) noted that they conducted spot checks but did not keep any records of those checks. Additionally, the Food Service Supervisor indicated that there were no protocols in place for heating the milk served to residents or for maintaining a safe temperature.

The home's policy on Temperature Control of Hazardous Food directed to keep hot food at 140 F after cooking until it's served, including hazardous foods like milk and dairy products.

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**Source:** Observations, Temperature Control of Hazardous Food Policy, food temperature audits, interviews with staff.