

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: June 13, 2025

Inspection Number: 2025-1361-0003

Inspection Type:

Critical Incident

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): June 9, 10, 11, 13, 2025

The following intake(s) were inspected:

- One intake was related to an outbreak of communicable disease.

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

Food, Nutrition and Hydration
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Dining and snack service

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

Non-compliance with: O. Reg. 246/22, s. 79 (1) 9.

Dining and snack service

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s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

9. Proper techniques to assist residents with eating, including safe positioning of residents who require assistance.

The licensee failed to ensure that staff used proper techniques to assist a resident with eating. During a meal service, a staff was observed using improper techniques while assisting a resident with their meal. The Assistant Director of Resident Care (ADRC) acknowledged that the staff should not have used this technique.

Sources: Observations, resident's clinical record, interview with ADRC.

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