

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: December 19, 2025

Inspection Number: 2025-1291-0005

Inspection Type:
Complaint

Licensee: Yee Hong Centre for Geriatric Care

Long Term Care Home and City: Yee Hong Centre - Scarborough McNicoll,
Scarborough

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): December 11, 12, 15, 16, 18, 2025

The inspection occurred offsite on the following date(s): December 17, 2025

The following intake(s) were inspected:

- A complaint related to resident care

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

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

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

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The plan of care for a resident was not provided when a Personal Support Worker (PSW) did not ensure that an identified intervention was followed during their attempt to redirect the resident. Investigation notes and an interview with the Associate Director of Resident Care (ADRC) indicated that the resident was exhibiting responsive behaviors and the PSW attempted to redirect the resident without following the plan of care which resulted in the resident's fall.

Sources: Investigation notes, Employee files and an Interview with the ADRC.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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