

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: August 29, 2025

Inspection Number: 2025-1418-0006

Inspection Type:

Critical Incident

Licensee: Yee Hong Centre for Geriatric Care

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

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 25 - 27, and 29, 2025.

The following intake(s) were inspected:

- Intake: #00153354 - Fall of a resident.
- Intake: #00155459 - Fall of a resident.

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

Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

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

WRITTEN NOTIFICATION: Prevention of Abuse and Neglect

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

Non-compliance with: FLTCA, 2021, s. 24 (1)

Duty to protect

s. 24 (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

The licensee has failed to ensure a resident was not neglected by the licensee or staff.

Ontario Regulation (O.Reg) 246/22, section (s.) 7 defines "neglect" as the failure to provide a resident with the treatment, care, services or assistance required for health, safety or well-being, and includes inaction or a pattern of inaction that jeopardizes the health, safety or well-being of one or more residents.

A resident sustained an injury after a fall that occurred when they were in the washroom as the PSW was providing care to another resident. The Assistant Director of Care (ADOC) acknowledged that the fall could have been prevented if the PSW had stayed with the resident.

Sources: the resident's care plan and progress notes, and interviews with PSW and the ADOC.

Ministry of Long-Term Care

Long-Term Care Operations Division

Long-Term Care Inspections Branch

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

Central East District

33 King Street West, 4th Floor

Oshawa, ON, L1H 1A1

Telephone: (844) 231-5702