



**Ministry of Health and  
Long-Term Care**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Ministère de la Santé et des  
Soins de longue durée**

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

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TORONTO ON M2M 4K5  
Téléphone: (416) 325-9660  
Télécopieur: (416) 327-4486

**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Nov 24, 2017	2017_603194_0028	023187-17	Resident Quality Inspection

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**Licensee/Titulaire de permis**

YEE HONG CENTRE FOR GERIATRIC CARE  
2311 MCNICOLL AVENUE SCARBOROUGH ON M1V 5L3

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**Long-Term Care Home/Foyer de soins de longue durée**

YEE HONG CENTRE - MARKHAM  
2780 BUR OAK AVENUE MARKHAM ON L6B 1C9

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**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

CHANTAL LAFRENIERE (194), CRISTINA MONTOYA (461)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Resident Quality Inspection.**

**This inspection was conducted on the following date(s): November 20, 21, 22, 23 and 24, 2017**

**The inspectors also inspected the following Log #007999-17 related to fall with injury**

**During the course of the inspection, the inspector(s) spoke with Administrator, Director of Resident Care (DRC), Assistant Directors of Care (ADRC), Social Worker (SW), Facility Manager, Activation Manager, Registered Nurse (RN), Registered Practical Nurse (RPN), Personal Support Worker (PSW), representatives of the Resident and Family Councils, Residents and Family.**

**Inspectors conducted a physical tour of the building, observed staff to resident provision of care, medication administration and infection control practices. Reviewed identified residents clinical health records. Reviewed the continence, falls, housekeeping and restraint practices as well as reviewed of the Resident Councils Minutes.**

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

**Accommodation Services - Housekeeping  
Continence Care and Bowel Management  
Dignity, Choice and Privacy  
Falls Prevention  
Infection Prevention and Control  
Medication  
Minimizing of Restraining  
Pain  
Residents' Council**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).  The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.  Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**Issued on this 24th day of November, 2017**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**