



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

**Rapport d'inspection
prévus le Loi de 2007
les foyers de soins de
longue durée**

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton ON L8P 4Y7

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ième} étage
Hamilton ON L8P 4Y7

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/No de l'inspection	Type of Inspection/Genre de l'inspection
August 3, 4 and September 22, 2011	2011-159120-028	H-001087-11 & H-001318-11

Licensee/Titulaire de permis

Yee Hong Centre for Geriatric Care, 2311 McNicoll Avenue, Scarborough, ON M1V 5L3

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

Yee Hong Centre – Mississauga, 55 Mavis Road, Mississauga, ON L5V 2X5

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

Bernadette Susnik, LTC Homes Inspector – Environmental Health #120

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a complaint inspection.

During the course of the inspection, the inspector spoke with the Administrator, Director of Care, Assistant Director of Care, Registered Nurses, Physiotherapy Manager, Social Worker, personal support workers, and residents.

During the course of the inspection, the inspector reviewed relevant policies and procedures, resident council minutes, letters, e-mails, resident care plans and progress notes and the home's investigative documents related to the complaints.

The following Inspection Protocols were used:

- *Prevention of Abuse, Neglect and Retaliation*
- *Reporting and Complaints*

No findings of non-compliance were found during this inspection.

Issued on this 1st day of November, 2011

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



**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
prévues le Loi de 2007 les
foyers de soins de longue**

**Health System Accountability and Performance
Division
Performance Improvement and Compliance Branch**
**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la performance et de la
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Dec 22, 30, 2011	2011_072120_0076	Complaint

Licensee/Titulaire de permis

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

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

YEE HONG CENTRE - MISSISSAUGA
5510 Mavis Road, MISSISSAUGA, ON, L5V-2X5

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

BERNADETTE SUSNIK (120)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Assistant Director of Care, Registered Nurses, Physiotherapy Manager, Social Worker, personal support workers, and residents.

Note: This is a copy of the original report #2011-159120-028 conducted on August 3, 2011. Please see original on the Y drive under the home name and log #H-001087-11/H-001318-11. Problems were encountered with IQS at the time and data could not be entered at the time of the inspection.

During the course of the inspection, the inspector(s) reviewed relevant policies and procedures, resident council minutes, letters, e-mails, resident care plans and progress notes and the home's investigative documents related to the complaints.

The following Inspection Protocols were used during this inspection:

Prevention of Abuse, Neglect and Retaliation

Reporting and Complaints

There are no findings of Non-Compliance as a result of this inspection.

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
<p>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.)</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

Issued on this 30th day of December, 2011
Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs